

New Technology in the Human Services

*The Journal of the CTI
Centre for Human Services*

VOLUME 5

NUMBER 2

WINTER 1990/1

Software Directory

Contents

1. Up Front

4. Introduction to the Software Directory

5. Index of Software Reviews.

6. Software Directory.

Editorial Group

New Technology in the Human Services is edited from the CTI Centre for Human Services at Southampton University.

Members of the CTI Steering Committee are:

Walter LaMendola (Colorado Trust)
David Phillips (University of Sheffield)*
Andy Shulkins (University of Southampton)*
John Wallis (Shell UK)*
David Ward (Hampshire County Council)*

Stuart Toole (Birmingham Polytechnic) is Editorial Consultant.

Overseas consultants are:

Hein de Graaf (CREON Foundation, Netherlands)*
Rob MacFadden (University of Toronto)
Dick Schoech (University of Texas, Arlington)

Editorial staff of the CTI Centre are Bryan Glastonbury, Jackie Rafferty and Ann Wilkinson.

New Technology in the Human Services

Published from:

CTI Centre for Human Services

Address for all enquiries and subscriptions:

New Technology in the Human Services,
CTI Centre for Human Services,
Department of Social Work Studies,
The University,
Southampton, SO9 5NH.

Tel: 0703 592779 or 593536

Subscription Rates (Volume 5):

UK Personal £10.00 per volume (4 issues)

Libraries and Institutions £30.00

Depts. of Social Work and other Human Services units in UK Educational Institutions £15

Europe £UK

Personal £12

Libraries and Institutions £30

USA and Australia US\$:

Personal \$20

Libraries and Institutions \$60

The CTI Centre for Human Services is supported by IBM United Kingdom Trust and the Central Council for Education and Training in Social Work.

ISSN No.0959 0684

UP FRONT

This issue of *New Technology in the Human Services* has been slow arriving. There are two reasons why the Software Directory took us much longer to prepare than we anticipated. One was the decision to take direct responsibility for short reviews of every program included, without drawing on any secondary sources. As it turned out we were, in many instances, the first reviewers of the software. On other occasions we have drawn attention to existing published reviews, but have not made use of them. Hence every review in this Directory reflects the views of staff of the CTI Centre for Human Services after trying out the program, mostly in full versions, though sometimes in cut down demonstration form.

The second reason why this demanded so much time was the plan to produce the Directory in printed and electronic formats. With considerable help from Charles Ford of Southampton University's Department of Accountancy and Management Science and Colin Work of Computing Services, we set up a database structure for containing the reviews which permits both direct transfer to the NISS Catalogue and the extraction of the material in word processor form for desktop publishing.

Finding Computer Programs

The nearest *New Technology in the Human Services* has approached to a software directory in the past has been the CUSSNet listing, which is almost all American. This is not to say that Britain is short of indigenous software, but on this side of the Atlantic we do suffer from a very different approach. In the USA it

does seem that human services agencies, even quite small ones, see their computer developments in a commercial context. Whether they produce programs from within the agency, or link up with a software company, they tend to see the exercise both as generating material for agency use, and making programs available for anyone else who might be interested.

Sometimes this is a commercial venture, though few if any have made a fortune from the activity. Just as often the motivation is to share and exchange developmental ideas, so the software is not expensively priced, and may be distributed through the shareware approach. Whatever the motivation, the outcome is a lot of available programs, especially for micro computers. As we found when we came to review it, some is good and important, some of limited relevance to the UK, and some of poor quality, but at least it is available.

In contrast Britain has tended to be parochial and restrictive about software developments. The LAMSAC surveys in the early 1980s indicated considerable IT activity in social services departments, but with a few exceptions no effort has been made to share this work. Despite the valiant attempts of ICL and one or two smaller companies, the overall picture shows British local authorities as fragmented and with little interest in more corporate approaches, or more openness about their computer initiatives.

Britain has another significant difference from the US scene in this subject: agencies here are generally larger, so UK computer developments

have tended to be more mainframe oriented. The micro took longer to establish itself as a focus for program development (rather than as an intelligent terminal), and early work using micro computers was often carried out by dedicated individuals in their own unpaid time.

For several years the PIP Newsletter (*Programs in Practice*), run by David Phillips from Sheffield University, drew together individual efforts, but sadly our recent attempt to update PIP's 1987 software list uncovered that most were no longer available. There are some other sources of information about what is happening, like the BURISA Newsletter. A few regions have occasional gatherings of social services computer people, like the sequence of Edinburgh meetings sponsored by the Scottish Association of Directors of Social Work and ICL. A few social services departments, like Hampshire and Powys, have encouraged wider scrutiny of their development work.

The political impetus exists in Britain to be more sensitive to market potential, though unfortunately with too much emphasis on profit-making in a context where a non-profit approach has greater prospect of being successful. In the longer term this may lead to more communication and cohesion. For the present much British software is not easy to locate, is still harder to access, and is generally not made openly available.

A Way Forward

Enough gloom! There are encouraging pointers for the 1990s. This journal has castigated the Department of Health in a past editorial for enabling fragmentation by its lack of leadership: but now the work of the Social Services Inspectorate, especially in the area of key performance indicators, seems set to promote greater cohesion. In the private sector ICL has shown determination and patience towards the social services, despite what can scarcely have been great profitability, and is now showing imagination in its community care developments. A few other companies, like Ferret Information Systems and Lisson Grove,

are also demonstrating the kind of long term commitment which seems to be necessary if the reluctant social services market is to be opened up. Perhaps more hopeful still, some local authorities appear to be overcoming their introversion or insecurity, or whatever motivated them to keep such a low profile, and are looking outside their own boundary fences. A couple of social services examples have already been noted: specifically in micro computing mention should also be made of West Sussex Probation Service, whose recently developed Probation Shareware features strongly in this Directory.

We have a solid technology base from which we can now advance. The last decade has seen problems surrounding compatibility and reliability largely sorted out. The choice for an agency ten years ago may have been the stark one of whether or not to computerise anything, and those who wanted to keep IT at a distance could point to all sorts of inadequacies in equipment and programs. Today there is no such choice, and no such basis for evasion. The current decision is the more complex and subtle one about the extent and pace of computerisation.

Training courses for social services staff are fast reaching the same position. In the past, and to a degree in the present, teachers in subjects like social work have been able to ignore the role of IT, and with it the knowledge and skill needs employers have of their newly appointed staff. Scope to take that line is coming to an end. The new national syllabus for the Diploma in Social Work specifically requires information technology teaching, and nearer to home the pressures on professional course teachers to increase productivity (or else take on bigger workloads) is persistent and seemingly irresistible. Teaching about computers and computer aided learning will both develop fast through the 1990s.

This is no isolated movement. Doctors and nurses, for example, have made the move into computerised diagnosis, prescribing and care planning. The criminal justice system has seen

a rapid introduction of new technologies, and set up a Working Group with a Newsletter to co-ordinate activities (CCCJS Newsletter - for information contact A.C.Bowden, Home Office, Room 823, 50 Queen Anne's Gate, London SW1H 9AT).

The important need for the 1990s is to move forward from these early successes. We need knowledge: we need leadership: we need communication, sharing and enterprise. The time is ripe for an investment in co-ordination. It could start with a fact-finding project, but only as a precursor to action. It should move firmly and rapidly into a proactive role, offering a service to social services agencies, to find the best technologies and applications to meet their circumstances, and to receive, improve and publicise their own home-made developments. Embedded in this activity are the fundamental tasks of maximising the quality and relevance of computer applications, and ensuring that there is better value for all of us from the substantial sums being spent around the country on technology developments in the social services.

The Directory

The programs reviewed in this issue are a start. No claim is made to comprehensiveness, and the editorial group is well aware of gaps for filling on later occasions. The focus at this point is on micro computer programs, mostly designed to run on IBM or compatible machines. Before describing the structure of the Directory, it may be as well to note the areas which are not covered. These include mainframe computer applications which have been left out at this stage because we wanted to present material which at least came within the scope of training courses. Programs for running on Apple machines will be offered at a later date for the practical reason that we did not take delivery of an Apple until the end of 1990.

Much of the CUSSNet list will not be found. We have reviewed them all, but after this exercise decided that many of them were both

unsuited and unadaptable to the British scene. No European software is listed, other than from the UK, though in the longer term it will be important to break through language impediments and take stock of activities across the Channel, such as the major Dutch project to computerise large sections of the social work training curriculum. This is not, incidentally, a government or private industry project, but a corporate venture by some of Holland's Professional Studies Schools (Hogeschool).

Most significant of all, the Directory only includes programs which are available to anyone. As already indicated, a lot of programs have been written and are in use, especially in social services departments, but for the moment they remain inaccessible to a wider public.

Directory Structure

Given the intention of offering the Directory in journal form and as part of the NISS catalogue, it was necessary to establish a standard entry format, and a database to accommodate the material. DBase 3 Plus has been used for the task, and the data entry form has six parts:

1. Bibliographic (author when identified, publisher, distributor, etc.).
2. Technical data.
3. Accompanying material (manual, references to reviews, etc.).
4. Description and category.
5. Comment.
6. Local information (particulars of tuition, support, etc. at the local base where the program is being used).

The first five parts are covered in the following pages. Part 6 is used on the NISS framework. Please contact us for more information on how we have set up the Directory.

Bryan Glastonbury

SOFTWARE DIRECTORY

The programs included in the Directory are first indexed in alphabetical order of title, along with the page number of the entry. Each entry aims to offer:

- Title and version reviewed.
- Availability details.
- Technical details.
- Description of the program.
- Applications category.
- Reviewer's comments.

Categorising the programs proved a difficult task, and several will appear under more than one. The headings we have used are:

- Decision Support (DS).
- Teaching Aids (TA).
- Equal Opportunities (EO).
- Authoring Systems (AS).
- Mental Health (MH).
- General Health (GH).
- Information Systems (IS).
- Surveys and Statistics (SS).
- Budgeting Systems (B).
- Basic Technology (BT).

As far as possible we have stated the precise version of each program which has been reviewed. Every effort has been taken to use the latest version, and to give accurate information about availability and price (though often we have no price details), whether from attached documentation or from on-line screens. Price structures are sometimes too complex to summarise, and in any event it is always worth contacting the distributor to negotiate, especially if you represent an educational institution. Universities and colleges should not forget the CHEST catalogue: one or two of the programs in this Directory are offered at educational discount there.

We have also tried to check that claims about

the range of machines and configurations on which the program will run are correct, though inevitably some snags will arise. Our review machines are Viglen and Comcen XT compatibles (the former in turbo mode), a 286 Sharp portable, both Amstrad and IBM 386 desktop computers, and an IBM 386SX (model 55SX). If problems occur it is commonly with the type of display and/or video card installed in the computer. We have been careful to specify when a graphics card is needed, and when only colour or only mono is suitable.

Traditionally micro computer programs, especially free or shareware, came on 5.25" floppy disks, with instructions to run them from Drive A. More recent machines may have only 3.5" disk drives, or both sizes, and Drive A may not be 5.25". Generally we have found no problem about copying from 5.25" to 3.5" disks, or, if desired, loading from either Drive A or B in order to run from the computer's hard disk. Occasionally trying to run a program from Drive B does not work. If any reader has any doubts along these lines do not hesitate to get in touch in relation to any of the programs listed.

There is a problem about demonstration versions, which includes quite a few of the CUSSNet programs. When the demo version is close to the real thing (like, for example, a full information system but with a demo only restriction on the number of entries), then the review is probably a fair reflection of the full version. However, when the demo does not allow proper user operation (ie. shows you what the program will do, rather than letting you do it), the review should be treated with care. We have always stated when the review is of a demonstration copy of the software.

Jackie Rafferty, Ann Wilkinson and Bryan Glastonbury

Index of Programs by Page and Category

Page	Short Title	Category	Page	Short Title	Category
6	MIS Manager	IS	25	Maximiser	DS/TA
	Volunteer Network	IS		MedSWIS	IS/GH
7	Abtab	SS	26	MHC - BIB	MH
	ACHI	GH/DS		Mindreader	BT
8	Agency Management	IS	27	Minds	DS/TA
	AIDS	GH		MR DOS	TA/BT
9	AMIS	IS	28	Nonprofit Gen Ledger	B
	AMS	IS		PC Fastype	TA/BT
10	Anger Advocacy	TA	29	PEP	TA/MH
	Bernie Cares	IS		Personnel Policy Expert	EO/DS
11	Best Choice	DS	30	Profile	IS
	Black Magic	AS		Referral	IS
12	Captain's Log	MH	31	Resident	B
	Case Planning	DS		Alcohol	GH/TA/DS
13	CHIAC	DS/TA	32	Breach	TA/DS
	CALA	DS/TA		Crisis	TA/DS
14	Community Services L'tor	IS	33	CSO Hours	IS
	CASS	IS/TA		Driver Assessment	TA/DS
15	Demobbs	IS	34	Service	TA
	Design Issues	IS		Island	TA
16	DOS Learning	TA/BT	35	Problem Management	TA/DS
	Drug Abuse	GH/TA		PsyMed	IS/MH
17	EO at Work	EO/TA	36	Question Mark	TA
	EXSYS	AS		R/Client	IS/B
18	EX Forms	AS	37	Renovator PC Plus	DS/IS
	FormGen	AS		Simcon	TA
19	Fund Accounting	B	38	SNAP	SS
	Hamilton Scale	MH		Social Work Scotland	TA
20	Helper PC Plus	DS/TA	39	Stealing	TA/DS
	Helper Plus	DS/TA		SuperSync	DS
21	Housing Finance	B	40	SWBIB	IS
	HyperRez	AS		Ethnograph	SS
22	I-View Skills	TA	41	Psychotherapy Manager	IS/MH
	Information Please	IS		SAS	SS
23	In-work Helper	DS/TA	42	Tutor.Com	BT/TA
	In-work PC Plus	DS/TA		Welfare Benefits Adviser	DS/TA
24	Kwickstat	SS	43	Training Assistant	IS
	Lisson Grve Welfare Bfts	DS/TA			

A + M MIS Manager

Published by A + M Software, 4501 Granny White Pike, Nashville, TN 37204, USA.

Distributed in UK by CTI Centre for Human Service, Social Work Studies Dept.,
University of Southampton, Southampton, Hampshire, SO9 5NH, UK.

Date of publication: 1988. Date of distribution: 1989.

Machine required: IBM XT/AT/PS2 or compatible. Minimum 512k memory.

Operating system: MS DOS or PC DOS.

Peripheral equipment: Printer.

Media: 2 floppy disks - 5.25".

Database (dBase III application) for cataloguing and reviewing a department or agency's computer hardware, software, journals and other computer materials. Intended as a current record of equipment and computer uses, including maintenance and depreciation records.

Category: Information system

A manual is on the disk, and instructions are given for printing it. This is a shareware program with a registration fee of \$69 US which buys latest update, dBase III source code and a VHS training cassette (US version).

A + M Volunteer Network

Published by A + M Software, 4501 Granny White Pike, Nashville, TN 37204, USA.

Distributed in UK by CTI Centre for Human Service, Social Work Studies Dept.,
University of Southampton, Southampton, Hampshire, SO9 5NH, UK.

Date of publication: 1989. Date of distribution: 1989.

Machine required: IBM PC or compatible. Minimum 640k memory.

Operating system: MS DOS or PC DOS 3.0 or later.

Peripheral equipment: A dot matrix or daisy wheel printer

Media: 3 floppy disks - 5.25".

A+M Volunteer Network uses dBase III to provide a database of information on volunteers which can be manipulated in a number of ways, including matching volunteers to areas of need, mailing labels and recording assignments. The program has the ability to create text files. 200 reports to choose from.

Category: Information system

Voluntary organisations or agencies using large numbers of volunteers could find this program very useful. Although American in origin it translates across the Atlantic. Shareware registration fee of \$69 covers program, dBase III source code and a VHS training tape (USA format).

Abtab

Published by Bruce Bell and Associates, 425 Main Street, PO Box 400, Canon City, CO 81212, USA.
Demonstration V 4.0 reviewed.

Demo distributed in UK by CTI Centre for Human Services, Social Work Studies Dept.,
University of Southampton, Southampton, Hampshire, SO9 5NH, UK.

Date of publication: 1989. Date of distribution: 1989.

Machine required: IBM PC or compatible. Minimum 512k memory.

Operating system: PC or MS DOS 2.0 or later.

Hardware enhancements: Fixed disk.

Media: 1 floppy disk - 5.25".

The demonstration describes a program for generalising simple questionnaires and analyzing results in market research. Does a range of statistical tests, and allows for quite complex presentations of cross-tabulations. Can accommodate free text entries to store for illustrative purposes. Input and output compatibility with dBase and Lotus 123.

Category: Surveys and Statistics.

The demonstration disk indicates a user-friendly survey analysis package. Cost of the full version is \$999 US, including a year's technical support from USA.

ACHI - Assessment of Chemical Health Inventory

Authors: Daniel Krotz, Richard Kominowski and Barbara Berntson

Published by Renovex Corporation. Demonstration version reviewed.

Distributor: Regency Educational Systems, 15820 Addison Road, Dallas, Texas, 75252, USA.

Date of publication: 1988.

Machine required: IBM PC or compatible. No minimum memory specified.

Operating system: MS DOS

Peripheral equipment: printer

Media: 2 floppy disks - 5.25".

Accompanying material: The Assessment of Chemical Health Inventory (ACHI) User Manual, Installation, administration and interpretation guidelines, 1988.

A self test questionnaire which assesses chemical abuse. There are two versions, adult and youth. The results can be printed out for analysis by the clinician. Survey reports include summary of personal details and scores with a validity check for the test.

Category: General health, Decision support.

This is not teaching material and anyone wanting to use it with client would need to obtain expertise in interpreting the data.

Agency Management Series

Published by Software Integration Services, 60 East 42nd Street, Suite 2238, New York 10165, USA.
Demonstration V 2.1 reviewed.

Demo distributed in UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1988. Date of distribution: 1989.

Machine required: IBM PC or compatible. No minimum memory specified.

Operating system: PC or MS DOS.

Media: 1 floppy disk - 5.25".

This is a program designed to offer individual professionals or teams a client information system covering intake and assessment, case management, personnel records, mailing, resource management and fund-raising. The system can be used to manage work with individual clients or caseloads, and can provide composite reports.

Category: Information System.

The demonstration program gives only a limited impression, and does not answer some questions eg about the hardware requirements and price. However, it appears to have some potential as a tool of caseload management for a small team of workers.

AIDS Hypertext

Authors: Wayne MacPhail and Suzanne Morrison.

Published by The Hamilton Spectator, 44 Frid Street, Hamilton, Ontario L8N 3G3, Canada.
Version 1.1 reviewed.

Distributed in UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1988. Date of distribution: May 1990.

Machine required: IBM PC or compatible, No minimum memory specified.

Operating system: MS or PC DOS.

Media: 1 floppy disk - 5.25".

A Canadian shareware Aids tutorial written in HyperRez, a Hypertext program. It is written by two journalists on the Hamilton Spectator who state they challenge HIV as the cause of Aids.

Category: General Health.

We liked the program but would advise caution on using the material contained within it. It was written in 1987 and identifies gay men and drug abusers as the main communities at risk. Recent research may present a different picture. The program focuses on North America and offers alternative views on aids. See HyperRez.

AMIS - Advanced Management Information System

Published by King Associates Ltd., 235 Shoreward Drive, Great Neck, NY 11021, USA.
Demonstration version reviewed.

Demo distributed in UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of distribution: 1989.

Machine required: IBM XT, AT or compatible. Minimum 256k memory.
Operating system: PC or MS DOS 2.0 or later.
Media: 1 floppy disk - 5.25".

An information system for medical and mental health social work, containing 3 elements - a client record, discharge planning and resource management. Client and discharge records link assessment and in-patient data (no free text) with plans and arrangements for discharge. Resource management generates overview reports on clients and staff workloads. There is on-line help.

Category: Information System.

The client system is clear and reasonably comprehensive, albeit brief. The strength of AMIS' potential for the UK is its focus on the health (hospital) and social services (community) interface. The full version cost is \$695 US.

AMS - Academic Merit System

Author: Walter Hudson.

Published by Walmyr Publishing Co, PO Box 3554, Leon Station, Tallahassee, FL 32315, USA.
Version 1.01 reviewed, and distributed as freeware.

Distributed in UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1988. Date of distribution: 1989.

Machine required: IBM PC or compatible. No specified minimum memory.
Operating system: PC or MS DOS.
Hardware enhancements: Minimum dual floppy drive
Media: 1 floppy disk - 5.25".

This program shows a method of recording personal research and publications, classroom teaching and service to institution, community and profession to produce an academic report with merit score. The program will print a sample report and compute total merit points.

Category: Information System.

This is a limited version of a program produced in America for the American academic system. It may be that this method of scoring performance will find favour in British institutions in the future?
Cost of full version circa \$300.

Anger Advocacy

Authors: Allen J. Dietz and Betty J. Button.

Published by Button and Dietz Inc., PO Box 19243, Austin, Texas 78760-9243, USA.

Distributed in UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1989.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS.

Peripheral equipment: Printer.

Media: Floppy disks - 3.5 and 5.25".

The software contains an electronic copy of "A Manual on Responding to Anger & Hostility: Effective Intervention Skills and Safety Issues" by Button and Dietz. Having read the text the student may complete a test and send the worksheet to Button & Dietz for assessment at a cost of \$20. Texan students can use the course to obtain a professional credit.

Category: Teaching aid.

As an example of distance learning this program does not seem to have any advantage over a hard copy version other than that it is cheaper to post. The disc does not provide any interactive learning possibilities. All documentation is on disc. Freeware.

Bernie Cares

Published by CRS Inc., 334 Porter Avenue, Madonna Hall, Buffalo, New York 14201, USA.

Demonstration V 2.0 reviewed.

Demo distributed in UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1988. Date of distribution: 1989.

Machine required: IBM PC XT/AT/PS2 or compatible. No specified minimum memory.

Operating system: MS or PC DOS.

Media: 2 floppy disks - 5.25".

Demonstration of American Information and Referral System for social service agencies. Allows people requesting help or information to interrogate a resource database, or agency staff to interrogate client material. Various types of composite analyses and reports are possible.

Category: Information System.

Potentially wide ranging Information and Referral system for a small agency. Effective (monochrome) screens and print outs. Flexible. Operates on basic micro computer, but as a result is slow. The demonstration version is a useful illustration for students.

Best Choice 3

Published by Sterling Castle Inc., 702 Washington Street #174, Marina del Rey, CA 90292, USA.
Demonstration V 3.0 reviewed.

Demo distributed in UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1989. Date of distribution: 1990.

Machine required: IBM PC or compatible. Minimum 256k memory.

Operating system: PC or MS DOS 2.0 or later.

Media: 1 floppy disk - 5.25".

Accompanying material: PC Magazine (US) review, 27.2.90.

This is a decision support system which seeks to help the user make a complex decision by breaking it down into detailed components. The program allows for choices (up to 255), criteria (up to 56) and the views of experts (up to 54) to be entered, and then answers questions of the "Is A preferable to B?" type.

Category: Decision Support.

While this program may be unable to handle complex human issues, it could be a useful guide where there is a need to identify clear priorities. Probably most useful for use by students and clients, with entertainment as well as practical value. Full version cost is \$99 US.

Black Magic Hypertext Authoring System

Published by Ntergaid, 2490 Black Rock Turnpike, Suite 337, Fairfield, CT 06430, USA.
Version 1.51 reviewed.

Date of publication: Oct 1989.

Machine required: IBM PC or compatible. 384k Minimum memory, 640k preferred.

Operating system: PC or MS DOS.

Hardware enhancements: Fixed disk recommended, two floppy drives minimum. Supports CGA, HGA, EGA or VGA cards.

Peripheral equipment: Printer - Epson or compatible dot matrix. Hewlett Packard Laserjet or compatible. Can support mouse.

Media: 3 floppy disks - 5.25".

Accompanying material: Technical details and installation instructions. Initial keying instructions.

"Black Magic is a product to create Hypertext documents... information can be linked in three different ways; with note links [a small window on screen], reference links [transports reader to another place on document], and replacement links [swaps one block of information for another]." It is possible to block text and remove it as an ASCII file. Graphics are supported and can be linked.

Category: Authoring System.

This is a text editor into which are inserted link marks. The user can then jump between links. When constructed the system is easy to use and attractive but it will take a little work to become confident in preparing material. Shareware.

Captain's Log - Cognitive Training Demo

Authors: Joseph A Sandford and Richard J Browne.

Published by Network Services, 1915 Huguenot Road, Richmond, VA 23235, USA.
Demonstration V 2.2 reviewed.

Demo distributed in UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1988. Date of distribution: 1989.

Machine required: IBM PC or compatible. Apple version. No specified minimum memory.

Operating system: PC or MS DOS 2 or higher.

Hardware enhancements: colour monitor. Mouse and printer for full version.

Media: 2 floppy disks - 5.25".

Accompanying material: Copies of short papers favourably reviewing Captain's Log.

A demonstration of Captain's Log which is "designed to train basic cognitive functions; including attention, concentration, memory, visual motor, numeric concepts and reasoning skills." It is intended for use with individuals (6-adult) with head injuries, learning disabilities, strokes, mental retardation or to facilitate early learning, do assessments and monitor pre and post drug treatment.

Category: Mental Health.

Limited demo which will not allow print out or display of scores for tests. The full version needs a mouse and recommends the use of joy-sticks, tracker balls and external speakers. The Apple version also needs Timemaster II clock timer. Both versions would need a printer. Aptitude tests on number and spatial awareness. Simple instructions.

Case Planning Program

Author: Ken Manning

Published and distributed by Psych System 2000, 301 Green Lane South, Coventry CV3 6EH, UK.
Version 1.0 reviewed.

Date of publication: 1990.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS 3.1 or higher.

Media: Floppy disks.

Accompanying material: Explanation and instructions.

The Case Planning program acts as a checklist by dividing up the process into progressive stages which enables social work practitioners to move logically through the case. This can be bought with the Problem Management program and the Stealing program.

Category: Decision Support.

All three programs produced by Psych System 2000 are described by Ken Manning in an article "Towards a case work information system" in *New Technology in the Human Services* Vol.5 No.1. Potentially very useful guide for students and social workers. Contact distributor for prices.

CHIAC - Child Abuse Information and Computers

Published and distributed by Bath University Child Care Research Group, School of Social Sciences, Bath University, Claverton Down, Bath BA2 7AY, UK.

Date of publication: June 1989.

Machine required: IBM PC or compatible. Minimum 512k memory.

Operating system: MS or PC DOS 3.0 or higher.

Media: Floppy disks

Accompanying material: Manual.

The CHIAC package is a computerised information system on child abuse targeted at main grade social workers in Social Services Departments. There are four sections: 1. Legal, covering legislation, rules and case law; 2. Medical which includes a glossary of medical terms; 3. Research - summaries of research on child abuse; 4. Good practice, information on procedures and practice.

Category: Decision Support, Teaching Aid.

CHIAC is well presented and could be useful to social work students as well as practitioners. Price about £800, but contact distributors.

Children Act Legal Adviser (CALA)

Author: K. Bannerman.

Published and distributed by Ovaltech, 2 Buckingham Road, Woodthorpe, Nottingham NG5 4GE, UK. Version 2.0 reviewed.

Date of publication: 1990

Machine required: IBM PC or compatible. Minimum 640k memory.

Operating system: PC or MS DOS.

Media: 3 floppy disks - 3.5 and 5.25".

CALA is, as its title describes, an advisory program on the Children's Act. It can be interrogated using case material; keywords are highlighted and definitions provided. Case study material will be available from March 1990.

Category: Decision Support, Teaching Aid.

The program could be a very useful aid to teaching as well as for agency use. Complex pricing structure depending upon number of users. Single user price £600 plus maintenance fee. Educational discounts available.

Community Services Locator

Author: Gary Pinkerton

Published by Community Technologies, PO Box 2047, Beaumont, TX 7704, USA.
Demonstration of V 2.0 reviewed.

Demo distributed in UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1988. Date of distribution: 1990.

Machine required: Various from PC's to Mainframe networks. Minimum memory: 640K (PC's).
Operating system: Various - DOS, UNIX, etc.
Hardware enhancements: Hard disk.
Peripheral equipment: Printer.
Media of demo: 1 floppy disk - 5.25 in.

Accompanying material: Detailed review conducted by Colorado Trust.

This program provides a shell for a database service about resources. The shell is based on a classification (taxonomy) of human services developed in Los Angeles. There is considerable flexibility in the way data can be stored, and the routes through which data can be accessed, indexed, analyzed, etc. The extent of access can be tailored to the category of user.

Category: Information System.

This is a major system with several substantial proven applications, most commonly based on open-access or public terminals to the database. Full program costs: single user \$2,500 US; multi user \$3,200 US (Dos networks); multi user \$5,000 US (other system networks).

Computer Assisted Social Services (CASS)

Author: Walter Hudson.

Published and distributed by Walmyr Publishing Co., PO Box 24779, Tempe, AZ 85285-4779, USA.

Date of publication: 1990

Machine required: IBM PC or compatible. No specified minimum memory, but 640k desirable.
Operating system: PC or MS DOS 3.1 or later.
Additional software: None required. CASSPE (management tool) an optional extra.
Hardware enhancements: Hard Disk.
Peripheral equipment: Printer.
Media: 4 floppy disks - 5.25".

CASS can be used as a conventional client information system, but its real role is as a form of automated assessment. Assessment potential is diverse and flexible, and can operate in two modes, client (for self-assessment) or professional (for social worker assessment and access to other client files, etc). Many standard assessment tools are included, but formats can be designed by the professional user.

Category: Information System, Teaching Aid.

This is a major program which is unique in the scope and flexibility of its focus on assessment. Open to development for UK users and worth developing, both for agencies and educational use. Site licence, \$2000 US: Student Version \$50 US. Demo available from CTI Centre for Human Services.

Demobbs: NASW NM BBS Tutorial

Published and distributed by NASW New Mexico BBS c/o Dept of Social Work, New Mexico State University, PO Box 3SW, Las Cruces, NM 88003, USA.

A simulation version was reviewed, and is available from the CTI Centre for Human Services.

Date of publication: 1989. Date of distribution: 1989.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS.

Media: 1 floppy disk - 5.25".

A tutorial to introduce people to the NASW New Mexico computer bulletin board system. It is a simulation of the bulletin board with access to selected items with articles and information.

Category: Information System.

The simulation might be useful as part of an introduction to communications using computers as an example of what can be done to link widely dispersed social workers in a large American state. The full version is unlikely to be of interest in the UK.

Design Issues for Decentralised Social Services Information Systems

Author: Shawn Boles.

Published and distributed by Microcomputer Decision Support Center (McDsc), University of Oregon, Eugene, Oregon 97403, USA. Version 1 reviewed.

Date of publication: 1987.

Machine required: IBM PC or compatible. Minimum 256k memory.

Operating system: PC or MS DOS 2.1 or later.

Media: Floppy disks - 5.25".

This program is a presentation to HUSITA 87 (The Human Services Information Technology Applications Conference held in Birmingham). It is a planning and educational tool aimed at informing and raising issues about the design of information systems for small community based agencies. Not in itself a system, but an aid to those wanting to analyze the features of a possible development.

Category: Information Systems.

Of possible interest to students, or those given the task of designing an agency information system. Freeware.

DOS Learning System - Disk Based Tutorial

Author: Jerold L Reed.

Published by ECC Learning Systems, PO Box 1575, Bellevue, Washington 98009, USA.
Version 1.01 reviewed.

Distributed in UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1989. Date of distribution: 1989.

Machine required: IBM PC or compatible. No specified minimum memory.
Operating system: MS or PC DOS.
Media: Floppy disks - 3.5 or 5.25".

DOS Learning System is a training program in the use of PC and MS DOS including version 3.3. The program uses exercises which simulate DOS and students can type the most commonly used commands and receive an explanation of their effect.

Category: Teaching Aid, Basic Technology.

This is a very useful program for anyone new to the use of PC or compatible computers. An instructor's guide with transparencies and a student workbook are available on registration of this shareware program. The program is menu driven and is simple to use. It is complimented by another DOS tutorial MR-DOS - see catalogue. Shareware.

Drug Abuse Learning Environment (DALE)

Published by Purdue Research Foundation, Purdue University. Demonstration V 1.04 reviewed.

Distributed by Regency Educational Systems, 15820 Addison Road, Dallas, Texas TX 75248, USA. Demo from CTI Centre for Human Services.

Date of publication: 1989. Date of distribution: April 1990.

Machine required: IBM PC or compatible. Minimum 512k memory.
Operating system: PC or MS DOS 3.0 or later.
Media: 1 floppy disk - 5.25".

Accompanying material: Instruction sheet for the DALE Demonstration Program.

A demo of a drug abuse information package described as a curriculum aid aimed at schoolchildren. The program works by dividing the material into 11 modules which become rooms in the schoolhouse to be visited in any order. There are computer arcade games to be played as a reward for high scores in the quizzes. On-line help is available.

Category: General Health, Teaching Aid.

The full program is available for three age levels and includes Teacher/User Guides. Attractively presented, good graphics. Suitable for use in Britain by a range of workers working with young people. Regency produce 70 educational programs for drug prevention, sex education, self-esteem, peer pressure, stress and others.

Equal Opportunities at Work

Published by MLS - Mast Learning Systems, 3 Weatherby Mews, London SW5 0JG, UK. Limited version 2.1 reviewed.

Date of publication: 1986.

Machine required: IBM PC or compatible. Minimum 128k memory.

Operating system: PC or MS-DOS 2.1 or above.

Hardware enhancements: CGA adapter and colour monitor.

Media: 1 floppy disk - 3.5".

Accompanying material: Equal Opportunities at Work, Mast Learning Systems Limited.

The purpose of this program is to help employers and employees eliminate discrimination in employment, to give guidance as to what steps employers can take to ensure that their employees do not discriminate or are not discriminated against unlawfully in the course of their employment, and to help employers promote equality of opportunity in employment.

Category: Equal Opportunities, Training Aid.

This is an excellent introduction to equal opportunities issues. It is designed as a discussion promoter and is really intended to be used in this way. It does not quote law or tribunal decisions to support statements. The program uses quizzes interspersed with screens of information to set out what is lawful and unlawful. Good presentation

EXSYS Expert System Development Demo

Published and distributed by EXSYS Inc., PO Box 11247, Albuquerque, NM 87194, USA.
Demonstration V 3.2.1 reviewed.

Demo distributed in UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1985.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS.

Media: 2 floppy disks - 5.25".

The Expert System demo shell is said to be the same as the full version with the exception that only 80 rules may be run and no more than 25 saved to disk. There are both examples of small expert systems and tutorials on creating an expert system.

Category: Authoring System.

The full development package plus runtime licence will cost approx \$1000. The program is also available for Vax and Unix computers and there is a Japanese version. The demonstration version is useful for anyone wishing to understand how expert systems work. It is easy to use once it is installed and well presented on the screen.

EZ - Forms

Author: D. Black.

Published by EZX Corporation, PO Box 58177-V211, Webster, Texas 77598, USA.
Demonstration V 2.1 reviewed.

Demo distributed in UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1988. Date of distribution: 1989.

Machine required: IBM PC or compatible. Minimum 512k memory.
Operating system: PC or MS DOS 2.0 or later.
Peripheral equipment: Printer
Media: 1 floppy disk - 5.25".

Accompanying material: Manual, bound version and on-line.

A program to design and print forms of many kinds. The easier approach is to use (as presented or edited) one of the many pre-designed forms, but forms can also be created. Forms can be printed for filling manually, or filled and saved or printed from within the program.

Category: Authoring System/Word Processing.

Like FormGen, a useful office tool. EZ Forms has better help screens, and as a result is easier to use. It is also more flexible. Library of pre-designed forms (at extra cost). Full version \$99 US.

FormGen

Author: R. McLean.

Published by FormGen Corporation, 3 - 64 Healey Road, Bolton, Ontario, Canada.
Demonstration V 3.33 reviewed.

Demo distributed in the UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1989. Date of distribution: 1989.

Machine required: IBM PC or compatible. No specified minimum memory.
Operating system: PC or MS DOS.
Peripheral equipment: Printer.
Media: 1 floppy disk - 5.25".

This shareware program allows the user to design forms on screen and then print them. The forms can be of any shape, and are made up of lines, print and a range of symbols. Possible uses are to design questionnaire layout, application forms, etc.

Category: Authoring System/Word Processing.

A useful office tool for designing different forms, though the on-line help screens are limited, so some experimentation is needed before the user becomes reasonably proficient. Registration fee of \$35 US.

Fund Accounting Software Series

Published by Executive Data Systems Inc., 1845 The Exchange, Suite 140, Atlanta, Georgia 30339, USA. Demonstration version reviewed.

Demo distributed in the UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1988. Date of distribution: 1989.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: MS or PC DOS.

Media: 1 floppy disk - 5.25".

This is a demonstration disk which gives an overview of a series of fund accounting software for non-profit organisations.

Category: Budgeting.

The demonstration consists of a description of the accounting software packages sufficient to give a general idea of their potential and range of uses.

Hamilton Scale (Depression Assessment)

Author: Grant Fair

Published from 161 Franklin Avenue, Willowdale, Ontario M2N 1C6, Canada.

Distributed in UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1984. Date of distribution: May 1990.

Machine required: IBM PC or compatible. Minimum 128k memory.

Operating system: PC or MS DOS.

Peripheral equipment: Printer.

Media: 1 floppy disk - 5.25".

This is a computer version of a pencil and paper test which gives a standardised scale rating of depression. It is based on "Review of Direct Assessment of Depression by Microcomputer" by Marc Schwartz in *Using Computers in Clinical Practice*, (Haworth Press, Schwartz.M ed.). Data may be entered by the client and a print out obtained. It is recommended that the client discusses results with a counsellor.

Category: Mental Health.

Given the suggestions in the literature that many people find it easier to give personal information to a computer than a therapist, this program probably has considerable potential for use in a mental health practice. It would be necessary to develop notes and case studies to make it useful as teaching tool. All documentation is on "read.me" file.

Helper PC Plus

Author: P. Boyd.

Published and distributed by Ferret Information Systems Ltd., Cheslyn Lodge, Station Street, Cheslyn Hay WS6 7EG, UK. Version 5.05 reviewed.

Date of publication: Oct 1990.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS.

Peripheral equipment: Printer.

Media: Floppy disk, 3.5 or 5.25".

Accompanying material: Linked to Maximiser II (see below).

An advisory welfare benefits calculation program which collects information about a family with a potential entitlement to benefit, and does the appropriate calculations. Assesses probable entitlement to Family Credit, Housing Benefit, Community Charge Benefit and Income Support. Review version packaged with Maximiser II but stand alone version available. Also available for ICL DRS 300, Apricot, Psion MC 600.

Category: Decision Support, Teaching Aid.

Helper PC Plus is a cut down version of Maximiser II, operates in the same way and has context sensitive help. Reviewed in *New Technology in the Human Services* Vol.4 No.4. All Ferret programs are updated whenever there is a change in benefits. For purchase and maintenance costs contact Ferret.

Helper Plus

Author: G. Morgan.

Published and distributed by Ferret Information Systems Ltd., Cheslyn Lodge, Station Street, Cheslyn Hay WS6 7EG, UK. Version 2.2 reviewed.

Date of publication: Oct 1990.

Machine required: Supplied on a Psion Organiser II CM.

Peripheral equipment: Psion Printer and Comms-link optional.

Accompanying material: Helper-Plus, The Pocket Benefits Expert.

Helper-Plus is a datapack system for Income Support, Family Credit, Housing Benefit and Community Charge Benefit calculations. It is supplied on a Psion hand held computer with the Psion manual. Other Psion functions available include diary, calculator and data storage system. Available with 8k or the 32k needed to link to printer or Comms.

Category: Decision Support, Teaching Aid.

Although using "estate agent" abbreviations, this system has the advantage of being totally portable and non-intrusive. Efficient update service (see Helper PC Plus above).

Housing Finance Savings and Loan System

Author: Herbert Seaforth.

Published by United Nations Centre for Human Settlements, PO Box 30030, Nairobi, Kenya.

Distributed in the UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1987. Date of distribution: 1990.

Machine required: IBM PC or compatible. Minimum 256k memory.

Operating system: PC or MS DOS 3.1 or higher.

Hardware enhancements: Fixed disk recommended. Back up storage system recommended.

Peripheral equipment: Printer.

Media: 2 floppy disks - 5.25".

An accounts management program for housing finance which uses dBase III+. Aimed at small to medium sized institutions. The program can maintain and process information on customer history, savings account transactions and current balances.

Category: Budgeting.

Potentially useful in a suitably specialised setting. Documentation on disk. Shareware.

HyperRez

Author: Neil Larson

Published and distributed by MaxThink, 44 Rincon Road, Kensington, California 94707, USA.

Date of publication: 1988.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS.

Media: 1 floppy disk - 5.25".

A memory resident hypertext program with a Hypertext example of the potential of Hypertext systems.

Category: Authoring System.

As well as being an authoring tool this program demonstrates hypertext as an alternative way of structuring and acquiring information. The instructions for the user are in hypertext and demonstrate the ease by which links can be made between different sections of the material.

I-View Skills Sampler Support Kit

Authors: Gale Goldberg-Wood, Ruth Middleman and F. Dean Luse.

Published by OUTP ST Software, 119 Wilson, Park Forest, IL 60466, USA.
Version 2.33 "sampler" reviewed.

Distributed in the UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of distribution: May 1990.

Machine required: IBM PC or compatible. Minimum 256k memory.

Operating system: PC or MS DOS 2.0 or later.

Hardware enhancements: Colour monitor preferred.

Media: 1 floppy disk - 5.25".

Accompanying material: I-View Skills Sampler Kit - Directions for loading sheet.

A sampler of an interviewing skills teaching pack on "inter-personal communication skills vital to care-giving in the Human Service professions".

Category: Training Aid.

The full version includes workbooks and a teachers' manual. A network version is promised. It may be purchased directly from the publisher for \$40. We liked this American program and think it could be used in Great Britain to aid training in interpersonal communication skills.

Information Please

Published by Texasoft, PO BOX 1169, Cedar Hill, Texas 75104, USA.
Version 2.01 reviewed.

Distributed in the UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1990. Date of distribution: Nov 1990.

Machine required: IBM PC or compatible. Minimum 360k memory.

Operating system: PC or MS DOS.

Media: 1 floppy disk - 5.25".

Information please is a free-form database program that allows you to store various length records (i.e. paragraphs) and search, display and print them according to keyword matches. It is also described as a text storage and retrieval program allowing storage of memos, catalogues, briefs, letters, invoices, articles, etc.

Category: Information System.

Shareware. Registered users receive a manual with illustrations, information and upgrades. This is a database shell with an editor. It appears easy to use and has clear documentation which can be printed from disk.

In-Work Helper

Author: G. Morgan.

Published and distributed by Ferret Information Systems Ltd., Cheslyn Lodge, Station Street, Cheslyn Hay WS6 7EG, UK. Version 2.1 reviewed.

Date of publication: Oct 1990

Machine required: Supplied on a Psion Organiser II CM.

Accompanying material: In-Work Helper.

In-Work Helper is a pocket sized computer system for the calculation of in-work incomes and non full time work benefits entitlement. Supplied with Psion Organiser but separate datapack available.

Category: Decision Support, Teaching Aid.

Fully portable advice program - can sit alongside Helper Plus on the Psion Organiser. Subject to all the usual Ferret maintenance and support services.

In-work PC Plus

Author: P. Boyd.

Published and distributed by Ferret Information Systems Ltd., Cheslyn Lodge, Station Road, Cheslyn Hay WS6 7EG, UK. Version 5.05 reviewed.

Date of publication: Oct 1990.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS.

Media: Floppy disks, 3.5 or 5.25".

Accompanying material: Inwork PC Plus User Manual.

An advisory calculation program to aid people returning to work to establish whether they will have more money in work than on benefit. Updated in line with changes in legislation.

Category: Decision Support, Teaching Aid.

Another of the suite of Ferret programs covering the whole field of welfare benefits in PC and hand-held (Psion Organiser) form.

Kwickstat - Statistical Data Analysis

Author: Alan C. Elliott.

Published by Texasoft, PO Box 1169, Cedar Hill, TX 75104, USA. Version 2 reviewed.

Distributed in the UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: July 1989. Date of distribution: Jan 1990.

Machine required: IBM PC or compatible. Minimum 320k memory.

Operating system: PC or MS DOS 2.0 or higher.

Media: 1 floppy disk - 5.25".

Kwickstat is a statistics package aimed at the Social Sciences and seeking to be compared to SPSS.

Category: Surveys and Statistics.

Kwickstat can export data from Dbase III or ASCII files. There is a condensed manual on disk. Shareware.

Lisson Grove Welfare Benefits Advice Program

Version: 2.70

Authors: T Blackwell and B Jarman.

Published and distributed by Dept. of General Practice, St. Mary's Hospital Medical School, Lisson Grove Health Centre, Gateforth Street, London NW8 8EG, UK. Version 2.70 reviewed.

Date of publication: Oct 1990.

Machine required: IBM PC or compatible. Minimum 512k memory.

Operating system: PC or MS DOS.

Peripheral equipment: Printer.

Media: Floppy disk.

Accompanying material: User Manual by Blackwell.T, Brewster.S, Jarman.B.

The Lisson Grove Welfare Benefits Advice Program calculates a claimant's entitlement to welfare benefits under the Social Security Regulations. The program will either test entitlement to all benefits or just calculate entitlement to attendance allowance, mobility allowance or family credit separately.

Category: Decision Support, Teaching Aid.

This program was developed by a doctor and is strong on health benefits as well as welfare benefits and has extensive help screens. It has review and recalculation facilities and is extremely easy to use. Efficient update service. A Trust funds the program's development and distribution, and though currently free a small charge may be introduced in 1991. The latest version has tackled criticisms made in the review of an earlier version in *New Technology in the Human Services*, Vol.4 No.4.

Maximiser II

Author: P. Boyd.

Published and distributed by Ferret Information Systems Ltd., Cheslyn Lodge, Station Street, Cheslyn Hay WS6 7EG, UK. Version 5.07 reviewed.

Date of publication: 1990/91.

Machine required: IBM PC or compatible. Minimum 512k memory.

Operating system: PC or MS DOS.

Peripheral equipment: Printer.

Media: Floppy disks - 3.5 or 5.25".

Accompanying material: Maximiser II User Manual.

An advisory welfare benefits calculation program which collects information about a family with a potential entitlement to benefit, does the appropriate calculations and presents a report of probable benefit. Assesses entitlement to 22 separate benefits, including health, disability, maternity and unemployment.

Category: Decision Support, Teaching Aid.

The lead program of a suite of welfare benefit programs from Ferret. A comprehensive welfare benefits program with newly revised context sensitive help screens. Efficient update service. Complex maintenance fee structure. Also available for ICL DRS, Apricot, Psion MC600. Maximiser, Lisson Grove Welfare Benefits Advice Program (above) and Welfare Benefits Assessor (below) represent a major area of successful social services computer application, all with potential for educational use. See review in *New Technology in the Human Services* Vol.4 No.4.

Medical Social Work Information System (MedSWIS)

Published by MedSWIS Software, 2731 N. Prospect Avenue, Milwaukee, WI 53211, USA.

Demonstration V 2.1 reviewed.

Demo distributed in the UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1987. Date of distribution: 1989.

Machine required: IBM PC or compatible. Minimum 256k memory.

Operating system: PC or MS DOS.

Hardware enhancements: Minimum 2 floppy drives, but hard disk preferable.

Media: 2 floppy disks - 5.25".

Accompanying material: Manual

In one sense this is a conventional client information system which, because it incorporates the scope to measure case activity, leans towards a management model. What makes it different is that it handles the medical/social interface, and also tracks hospital to home movements and home care.

Category: Information System, General Health.

Designed for hospital-based teams of social workers and other staff with responsibility for social matters. Easy to use. Well presented menu driven program. Full version costs \$1195 US.

MHC-BIB Computer Applications in Mental Health (Selected Bibliography)

Published by the School of Medicine, Missouri Institute of Psychiatry, 5400 Arsenal St., St. Louis, MO 63139, USA.

Distributed in the UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: March 1990. Date of distribution: 1990.

Machine required: IBM PC or compatible. Minimum 512k memory.

Operating system: PC or MS DOS.

Hardware enhancements: Fixed disk, minimum 2.5mb. CGA level videocard.

Media: Floppy disks - 3.5".

Accompanying material: Computers in Mental Health Selected Bibliography User Guide, Bruce W. Vieweg et al.

A subset of a mental health computing database. 581 references in American Psychological Association reference format, each with associated key terms. It is possible to search by author, publication date or key index terms.

Category: Mental Health.

This seems a good database tool which is easy to use. The references all relate to computers in mental health. Freeware.

Mindreader - Intelligent Word Processor for Slow Typists

Published by Telemarketing Resources, Brown Bag Software, 2155 South Bascom Ave., Campbell, CA 95008 USA. Version 2.0 reviewed.

Distributed in the UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: March 1988. Date of distribution: 1990.

Machine required: IBM PC or compatible. Minimum 256k memory.

Operating system: PC or MS DOS 2.0 or later.

Media: Floppy disks - 3.5 or 5.25".

This is a word processor which uses an artificial intelligence-based engine which displays a menu of words as you type and allows the selection of appropriate words for completion. Words are held in the dictionary and listed in order of frequency of use in the pop-up menu. It is possible to add words and phrases to the dictionary. There is an address book, glossary and calculator.

Category: Word Processor.

A sophisticated word processor, but for a slow typist who does not touch type the continuous back and forth between the keyboard and the screen to take advantage of the word complete facility may make the process slower. It is also supplied in Danish, German and Dutch. There is a manual on disk. Shareware.

Minds

Author: S. Toole.

Published and distributed by CASW Ltd., PO Box 52, Stourbridge, West Midlands DY8 3NN, UK.

Date of publication: 1990.

Machine required: IBM PC or compatible. No specified minimum memory, but 640k advised.

Operating system: PC or MS DOS.

Media: Floppy disks.

Minds (tm) is a text retrieval program into which CASW can put context sets (ie. blocks of text). Our version of the program has 2 social work texts (published by Pepar) plus Child Protection guidelines. The user can enter any phrase and Minds will look for key words and synonyms, and will display all references found.

Category: Decision Support, Teaching Aid.

Minds provides a way of interrogating text material - very useful for essays and papers. CASW is able to put an individual's own material into Minds, so the program could be very useful for a training course wishing to develop a user friendly text retrieval version of its own curriculum material. The program is also for sale with standard texts, as in the review copy. Contact CASW for prices.

MR DOS - A DOS Tutorial

Author: Peter Diotte.

Published from 5931 N. Lovers Lane Road #105, Milwaukee, WI 53225, Canada. Version 2.1 reviewed.

Distributed in the UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: Oct 1989. Date of distribution: Oct 1989.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS.

Media: 1 floppy disk - 3.5".

MR-DOS is a self study text tutorial on DOS divided into seven sections with a quiz for each section. The first section is a short history of computing for new users. The second section teaches the basic hardware terms, and then there are five sections which lead the student into DOS and the DOS commands and utilities.

Category: Training Aid, Basic Technology.

This tutorial complements DOS Learning System as it provides more background information and discusses more commands. It does not give practice in using commands but has a comprehensive quiz. Useful for self study for relatively new users of computers. Shareware.

Nonprofit General Ledger

Author: William Meacham.

Published by Reliance Software Services, 1004 Elm Street, Austin, Texas 78703, USA.
Version 1.11 reviewed.

Distributed in the UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1989. Date of distribution: 1989.

Machine required: IBM PC or compatible. Minimum 256k memory.
Operating system: PC or MS DOS.
Peripheral equipment: Printer
Media: 1 floppy disk - 5.25".

Accompanying material: Nonprofit General Ledger.

Accounting program designed for the small non-profit organisation. Keeps track of how much money is spent on different service programmes and where money from various funding sources goes. Menu driven. Prints a consolidated balance sheet or income statement but not separate balance sheets for separate funds.

Category: Budgeting.

Potentially useful for small agencies, though you would need to create a set of finances to assess the full merits of the program.

PC Fastype - Typing Tutor

Author: William J. Letendre.

Published by Trendtech Corporation, PO Box 3687, Wayne, NJ 07470-3687, USA. Version 3.01 reviewed.

Distributed in the UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1987. Date of distribution: 1989.

Machine required: IBM PC or close compatible. Minimum 256k memory.
Operating system: PC or MS DOS 2.x or higher.
Additional software: for monochrome monitors with Hercules monochrome graphics card a CGA emulation program SIMCGA is needed.
Hardware enhancements: CGA, EGA or VGA.
Media: 1 floppy disk - 5.25".

Touch typing tutor for IBM computer keyboards. Typing book available on registration. 45 page user guide may be downloaded from disk - PC Fastype Users Guide V3.01.

Category: Training Aid, Word Processing.

A useful program to improve touch typing speed and accuracy whilst retaining control of the complexity of the material. Menu system took some getting used to as there are five menus, four of which are accessed by ALT and Function keys 1 - 5. Extensive help facility.

Personal Excellence Package (PEP)

Author: Colin Jack.

Published by Iansyst Ltd., Omnibus Building, 41 North Road, London N7 9DP, UK. Version 1.3 reviewed.

Date of publication: 1987.

Machine required: IBM PC or compatible (version available for Amstrad PCWs and CPCs). No specified minimum memory.

Operating system: MS or PC DOS, CP/M-80.

Peripheral equipment: Mouse useful but not essential.

Media: 1 floppy disk.

Accompanying material: Personal Excellence Package Guide, Ian Litterick and Colin Jack.

PEP is 16 scientifically designed tests to evaluate various aspects of mental performance ranging from intelligence and personality tests to memory and reaction tests. The program is intended for self-evaluation and improvement but could have application as an aid to recruitment selection.

Category: Mental Health, Teaching Aid.

PEP is a program we use at CTI workshops as it is simple to operate and fun to use, which are two factors in helping new computer users to overcome their initial anxiety.

Personnel Policy Expert

Published by Knowledge Point, 1311 Clegg Street, Petaluma, CA 94954, USA. Demonstration version reviewed.

Demo distributed in the UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1989. Date of distribution: 1989.

Machine required: IBM PC or compatible. Minimum 512k memory.

Operating system: PC or MSDOS 2.11 or later

Hardware enhancements: Hard disk preferred.

Peripheral equipment: Printer.

Media: 1 floppy disk - 5.25".

Accompanying material: Reviews in Personal Technology Times, Vol 1 No 2, 15.3.89 and New York Times, 11.6.89.

This program aims to take employees and employers through a wide range of matters relating to personnel policies. Questions are asked and advice (eg. legal) given, and at the end of the sequence a policy is generated. This can be printed or transferred to any word processor.

Category: Decision Support, Equal Opportunities.

The advisory material in this program relates to the USA, so direct usage in the UK is limited. However, this is a valuable example of the way personnel, especially equal opportunities, issues can be addressed. It serves the purpose of educating employers and empowering individuals. Full version \$495 US.

Probation Shareware - Profile

Author: David P Colombi.

Published and distributed by Protocol Software, School House, Angmering, West Sussex BN16 4JS, UK.

Date of publication: 1990.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS.

Additional software: PROBIS - Probation Information System produced by Home Office.

Peripheral equipment: printer

Media: Floppy disk - 3.5 or 5.25".

Accompanying material: Short but clear printed instructions.

The aim of this program is to offer a profile (i.e. analysis) of social enquiry reports undertaken by a Probation Service, a local team or a single officer. The program is not free standing, but works on database material generated by the Probation Information System (PROBIS).

Category: Information System.

The program is offered with a demonstration file of some 500 cases and is set up for West Sussex Probation Service so might need modification. It would only have value as a training tool if used in conjunction with a training version of PROBIS. £25 for first copy, £15 for each additional.

Probation Shareware - Referral

Author: David P. Colombi

Published and distributed by Protocol Shareware, School House, Angmering, West Sussex BN16 4JS, UK.

Date of publication: 1990.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS.

Peripheral equipment: Printer

Media: 1 floppy disk - 3.5 and 5.25".

Accompanying material: Printed instructions.

Referral is a program produced for Stoneham Projects. It can handle referrals to up to 10 housing projects, producing lists and reports. Analyses by bed spaces, occupancy percentages, waiting lists, ethnicity, gender, disability, admissions and departures and discharge destinations.

Category: Information System.

Although this program was written for Stoneham it could be adapted for use in similar projects.

Probation Shareware - Resident

Author: David P Colombi.

Published and distributed by Protocol Software, School House, Angmering, West Sussex BN16 4JS, UK.

Date of publication: 1990.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS.

Peripheral equipment: Printer

Media: 1 floppy disk - 3.5 and 5.25".

Accompanying material: Printed instructions.

Resident was written for the Stoneham Project and handles accounts for up to 20 hostel projects. It produces weekly account sheets as required and also produces resident records.

Category: Budgeting.

The program is produced for Stoneham but be amended for similar projects. Useful for small agencies.

Probation Shareware - Alcohol

Author: David P Colombi.

Published and distributed by Protocol Software, School House, Angmering, West Sussex BN16 4JS, UK.

Date of publication: 1990.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS.

Media: Floppy disk - 3.5 or 5.25".

Accompanying material: Printed instructions.

A program designed for use by anyone to test and report back on the user's knowledge of the effect of alcohol. The user answers questions from a choice of 5, and is then told the correct answer. A score is given at the end of 20 questions.

Category: Teaching Aid, General Health, Decision Support.

Serious game for anyone concerned about alcohol. A simple but useful learning opportunity. £25 for first copy, £15 for each subsequent copy.

Probation Shareware - Breach

Author: David P Colombi.

Published and distributed by Protocol Software, School House, Angmering, West Sussex BN16 4JS, UK.

Date of publication: 1990.

Machine required: IBM PC or compatible. No Specified minimum memory.

Operating system: PC or MS DOS.

Peripheral equipment: printer

Media: Floppy disks - 3.5 or 5.25".

Accompanying material: Printed instructions.

Designed for Probation Officers or students to learn about the theory and practice of handling the breach of a probation order. Covers definition, policy, law, documentation and the procedures to be followed. An unused location is installed for later entry of case material. Copies of letters and forms are included, to which client details can be added and then printed.

Category: Teaching Aid, Decision Support.

Useful both as a learning tool and as a direct aid to carrying out breach proceedings. Some of the documentation is specific to West Sussex Probation Service but presumably could be customised. Single copy £35, £15 each for second and subsequent copies.

Probation Shareware - Crisis

Author: David P Colombi.

Published and distributed by Protocol Software, School House, Angmering, West Sussex BN16 4JS, UK.

Date of publication: 1990.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS.

Media: Floppy disks - 3.5 or 5.25".

Accompanying material: Printed instructions.

This is a game ideally played between individuals or small groups of clients. Each player or team chooses one from five fictional characters who then face a crisis. The player has to choose from five possible ways of responding to the crisis. The response can lead to cash gains and losses, a return home, prison or a safe haven in Spain!

Category: Teaching Aid, Decision Support.

An attempt has been made to simulate reality - that people have to make their own decisions in difficult circumstances, not depend too much on a probation officer. Well received at our workshops. £30 for first copy, £15 for subsequent copies.

Probation Shareware - CSO Hours

Author: David P Colombi.

Published and distributed by Protocol Software, School House, Angmering, West Sussex BN16 4JS, UK.

Date of publication: 1990.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS.

Additional software: Works on a data file provided through PROBIS (Probation Information System).

Peripheral equipment: Printer.

Media: Floppy disks - 3.5 or 5.25".

Accompanying material: Printed instructions.

Provides an analysis of hours worked on Community Service Orders. Can only operate by drawing data from an existing Probation Information System (PROBIS) file.

Category: Information System.

A useful aid to staff in offices using PROBIS. Not a teaching tool. £25 for initial copy, £15 each for subsequent copies.

Probation Shareware - Driver Assessment

Author: David P Colombi.

Published and distributed by Protocol Software, School House, Angmering, West Sussex BN16 4JS, UK.

Date of publication: 1990.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS.

Media: Floppy disks - 3.5 or 5.25.

Accompanying material: Printed instructions.

A program for clients or others wishing to test their aggression and anxiety as drivers. The user chooses between pairs of contrasting statements and is given a score with comment at the end.

Category: Teaching Aid, Decision Support.

A serious game for all drivers. Useful for adult clients. 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. £25 for first copy, £15 for each subsequent one.

Probation Shareware - Service

Author: David P Colombi.

Published and distributed by Protocol Software, School House, Angmering, West Sussex BN16 4JS, UK.

Date of publication: 1990.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS.

Media: Floppy disks - 3.5 or 5.25".

Accompanying material: Printed instructions.

The program offers a clearly structured opportunity to review the role and functions of a Probation Service. Although based on West Sussex, it has wider relevance. The presentation screen acts as a menu for accessing all sub-sections.

Category: Teaching Aid.

A simple introduction to the Probation Service for a client, volunteer or student. Easy to use. Single copy £35. Multiple users £15 each for second and subsequent copies.

Probation Shareware - Island

Author: David P Colombi.

Published and distributed by Protocol Software, School House, Angmering, West Sussex BN16 4JS, UK.

Date of publication: 1990.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS.

Hardware enhancements: Graphics card, preferably colour.

Media: Floppy disks - 3.5 or 5.25".

Accompanying material: Printed instructions.

This program is a lesson and a test in practical judgement. 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. There are attractive graphics, and a running score is given.

Category: Teaching Aid.

A useful program for young people. Also fun to play.

Problem Management Program

Author: K Manning.

Published and distributed by Psych System 2000, 301 Green Lane South, Coventry CV3 6EH, UK.

Date of publication: 1990.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS 3.1 or higher.

Media: Floppy disks.

Accompanying material: Instruction Manual.

Provides a counselling technique for problem solving. The Problem Management program has been divided into progressive stages to work through a problem from start to finish. This can be purchased with Case Planning program and Stealing program as an assessment system.

Category: Teaching Aid, Decision Support.

The developer of this program has extensive experience in residential social work with young people, and has developed a suite of programs to aid workers in this setting, when confronted with difficult behaviour, to think through situations in a logical manner. Material taken from a variety of sources, but at present unreferenced. Good student potential because the program is an aid to a logical and systematic approach to a problem.

PsyMed

Published by Psych Soft Inc., PO Box 930716, Norcross, Ga.30093, USA.

Version 1.2 reviewed.

Distributed in the UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1988. Date of distribution: May 1990.

Machine required: IBM PC or compatible. Minimum 594k memory.

Operating system: PC or MS DOS.

Hardware enhancements: Fixed disc recommended.

Media: 2 floppy disks - 5.25".

Psymed is a quick reference guide to the psychotropic medications, and provides information on over 130 medication definitions commonly needed by Mental Health professionals and others.

Category: Information System, Mental Health.

Could be a very useful tool for human service practitioners and students working in the mental health field. Shareware.

Question Mark

Published and distributed by Question Mark Computing, 12 Heath Villas, London NW3 1AW, UK. Demonstration version reviewed.

Date of publication: 1990.

Machine required: IBM PC or compatible. Minimum 384k memory.

Operating system: PC or MS DOS 2.0 or later.

Additional software: Graphics Companion 1990

Media: Floppy disks

A software package for computerising tests and exams on a PC. Maximum 500 questions with either immediate feedback at the end of the text or no feedback. 8 different question "types". Answers can be saved and used to produce reports.

Category: Teaching Aid.

The full version is also available for RM Nimbus and Archimedes with a PC Emulator. The standard package has a 110 page user manual. Foreign language versions available. User friendly.

R/Client

Published by Great Lakes Behavioural Research Institute, 215 Fourth Avenue, Pittsburgh PA 15222, USA. Demonstration version reviewed.

Demo distributed in the UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS.

Media: 2 floppy disks - 5.25".

This is a client information system designed to record client data and assessment decisions, provide individual and composite reports, and track clients through their service provision. It is geared to costing all services and relating these costs both to pre-set limits and to a billing system. The program is case management orientated.

Category: Information System, Budgeting.

The Demo suggests a useful program for running a case management model of service delivery. The process of data entry, client analysis and statistical report appear clear and uncomplicated. There are some gaps in the information provided (eg. operating requirements and price).

Renovator PC Plus

Author: P. Boyd.

Published and distributed by Ferret Information Systems Ltd., Cheslyn Lodge, Station Street, Cheslyn Hay, WS6 7EG, UK. Version 2.02 reviewed.

Date of publication: Sept 1990.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS.

Additional software: PC or MS Dos 3.0 or above to use database function.

Peripheral equipment: Printer optional.

Media: Floppy disks.

Accompanying material: Renovator PC User Manual.

Renovator collects information about potential entitlement to a means tested renovation grant, does calculations and presents a report on applicant's notional grant contribution. Includes a database system which can store calculations to export to other computer systems. Interfaces available to Urban software and Space Renovation systems.

Category: Decision Support, Information System.

One of the suite of Ferret programs, developed for Housing Departments but equally of use in the Human Services. Complex maintenance and fee system, but Ferret programs are all competitively priced.

Simcon: Policy Simulation

Authors: John P Flynn and Donald R Rogers.

Published from School of Social Work, Western Michigan Univ., Kalamazoo, Michigan 49008, USA.

Distributed in the UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1989. Date of distribution: 1989.

Machine required: IBM PC or compatible (VAX version available). Minimum 256k memory.

Operating system: PC or MS DOS 2.1 or higher.

Peripheral equipment: Printer.

Media: 1 floppy disk - 5.25".

"SIMCON involves the use of a computer in playing out four simulations of a scenario involving a proposed reorganisation of health and human services in Utopia County." The material is based on an actual reorganisation. The student is invited to work through them and provide written critiques. References and discussion of material can be printed from disc.

Category: Teaching Aid.

Documentation can be printed from disc. Shareware.

SNAP

Published and distributed by Mercator Computer Systems Ltd., 12 Mead Court, Cooper Road, Thornbury, Bristol BS12 2UW, UK.

Date of publication: 1990

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: MS or PC DOS.

Hardware enhancement: Two floppy drives, but hard disk preferable.

Peripheral equipment: Printer.

Media: Floppy disks.

Accompanying material: Full manual.

SNAP comes in various configurations. The most substantial (SNAP Executive) is a survey tool for setting up and analyzing social surveys, and presenting the results. The analyses provides frequencies, cross-tabulations, graphics, statistics and batch processing.

Category: Surveys and Statistics.

SNAP is used by lecturers and students at the Social Work Studies Dept. at Southampton University. Unless extensive statistical testing is needed, SNAP is considered by these users to be the most comprehensive and friendly survey program. Support from Mercator is good, and there are regular program updates. Educational price discounts.

Social Work (Scotland) Act 1968

Authors: Vince McKechnie and Ian Brodie.

Published and distributed by The Queen's College Enterprises Ltd., 1 Park Drive, Glasgow G3 6LP, Scotland.

Date of publication: 1990.

Machine required: IBM PC or compatible. Minimum 512k memory.

Operating system: PC or MS DOS.

Peripheral equipment: printer

Media: Floppy disks - 3.5 and 5.25".

A four part program for testing students knowledge of the Social Work (Scotland) Act 1968. The first Section is a multiple choice test which produces 20 randomly selected questions. The second section requires short answers. The third section asks open ended questions and allows space for a word processed answer which is saved and printed for tutor comment. The fourth section is a multiple choice resume.

Category: Teaching Aid.

This is a well presented program which uses the minimum of keystrokes. It would make a good introduction to computers for students. The material can be updated by the purchaser as legislation changes. Anyone interested should contact Queens College for prices and details. This program was originally available for BBC and has been updated.

Stealing Program

Author: K. Manning.

Published and distributed by Psych System 2000, 301 Green Lane South, Coventry CV3 6EH, UK.

Date of publication: 1990.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS 3.1 upwards.

Media: Floppy disks

Accompanying material: Instructions.

This program provides information relating to patterns of stealing, and considers assessment and intervention strategies. It can be bought with Case Planning program and Problem Management program as an assessment system.

Category: Teaching Aid, Decision Support.

This program leads a social work practitioner logically through the causes and possible interventions available when working with young people who steal. Substantial though unreferenced compilation of sources. Potentially valuable for students.

SuperSync

Authors: Anthony R Adams and A. Darryl Adams.

Published by SwixTech, 2102 Business Center Drive, Suite 130, Irvine, CA 92715, USA. Demonstration version reviewed.

Demo distributed in the UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1988. Date of distribution: 1990.

Machine required: IBM PC or compatible. Minimum 512k memory.

Operating system: PC or MS DOS 2.0 or later.

Peripheral equipment: Printer

Media: Floppy disks - 5.25".

This is a program aimed at the leader of a team (up to 45 members) as an aid to team management. It does not handle workloads, but focuses on team dynamics. The user defines the range of material, using the program for such tasks as monitoring team relationships, identifying who is best or worst at specific tasks, noting where helpful or unhelpful attitudes exist, etc.

Category: Decision Support.

Easy to use and good looking. Potentially a useful tool in helping a manager with staff assessment in the context of teamwork. Could be used in an educational setting with a student group. Full version \$295 US.

SWBIB - A Selected Annotated Bibliography on Computers in Social Work

Author: D. Mabey

Published by Centracare Saint John Inc., Post Office Drawer 3220, Postal Station B, St. John, NB E2M 4H7, Canada.

Distributed in the UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: Dec 1989. Date of distribution: 1990.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS.

Media: Floppy disks.

The full sub-title of this program is "A selected annotated bibliography having to do with the use of computers in social work practice". It consists of an indexed list of references with abstracts. It is possible to move through the material using a series of commands.

Category: Information System.

Although the contents of SWBIB provides useful references to computers and social work we found it difficult to understand how to find our way around the program.

The Ethnograph

Author: J. V. Seidel.

Published and distributed by Qualitative Research Management, 73425 Hilltop Road, Desert Hot Springs, California, CA 92240, USA. "Test" V 3.0 reviewed.

Date of publication: 1987.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS.

Media: Floppy disks.

Accompanying material: Familiarization Instructions.

A program for the computer assisted analysis of text, designed for the management of qualitative data. Allows the researcher to label segments of data text with codes that correspond to an analytical organising system. "Test" disk enables you to work with the program without a manual but you cannot use your own data.

Category: Surveys and Statistics.

Developed by a qualitative researcher for the PC. The test disk is a very disabled sample of the program. Included in a write up of software for the computer assisted analysis of text in Network, No.47 May 1990. Promises to be useful for academic purposes.

The Psychotherapy Practice Manager Demo

Authors: Charles T. Watson and Jay H. Mullin.

Published by Radding & Watson, 78 North Wake Forest Avenue, Ventura, CA 93003, USA.
Demonstration version reviewed.

Demo distributed in the UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1987.

Machine required: IBM PC/XT/AT or compatible. Minimum 640k memory.

Operating system: MS or PC DOS 3.1 or higher.

Hardware enhancements: 10 MB + Fixed Disk.

Peripheral equipment: Printer.

Media: 1 floppy disk - 5.25".

Accompanying material: The Psychotherapy Practice Manager.

A program that has been designed for psychotherapy practices. This is a database for managing client records, diary, work management, mailing lists (including address labels), client forms and billing.

Category: Information System, Mental Health.

The program assumes that as well as client management the practitioner will need to bill clients and insurance companies. Perhaps of limited value in the UK except for someone interested in models of case management. The cost of the full program is approximately \$300.

The SAS System

Author: Dr. J. Goodnight.

Published by the SAS Institute Inc., SAS Circle, Box 8000, Cary NC27512-8000, USA. Demonstration version reviewed.

Demo distributed in the UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: Oct 1990. Date of distribution: Oct 1990.

Machine required: IBM PC or compatible. Minimum 512k memory.

Operating system: MS or PC DOS.

Media: 2 floppy disks - 5.25".

SAS demonstrates statistical and graphical routines, which include time series analysis, full function statistical analysis, data management, multidimensional spreadsheet.

Category: Surveys and Statistics.

The CTI Centre can distribute the demo disk - the full SAS is available through CHEST at a multiple copy site licence fee of £1200 per annum for PCs and UNIX.

Tutor.Com - DOS Tutorial

Published by Computer Knowledge, PO Box 91176, Los Angeles, CA 90009, USA. Version 4.4 reviewed.

Distributed in the UK by CTI Centre for Human Services, Social Work Studies Dept., University of Southampton, Southampton, Hampshire SO9 5NH, UK.

Date of publication: 1988. Date of distribution: 1988.

Machine required: IBM PC or compatible. No specified minimum memory.

Operating system: PC or MS DOS.

Media: 1 floppy disk - 5.25".

Tutor.Com consists of 9 tutorials on computers and DOS. The tutorials are text based and require the user to fill spaces and answer questions before proceeding to the next section.

Category: Basic Technology.

Basic simple material on computer hardware and software for the new user. It is primarily text but breaks to test the student's concentration with occasional questions. There are also quizzes and gaps where the student is asked to fill in a word. It is possible to buy tutorial building tools as a separate developmental package. Freeware.

Welfare Benefits Adviser

Author: C. Hacking et al.

Published and distributed by International Computers Limited (ICL), Cardinal House, 20 St. Mary's Parsonage, Manchester M3 2NL, UK. Version 5.0 reviewed.

Date of publication: Oct 1990.

Machine required: ICL, IBM PC or compatible. Minimum 640k memory.

Operating system: MS DOS 3.2 or 3.3.

Hardware enhancement: Looks good in colour.

Peripheral equipment: Printer.

Media: Floppy disks.

Accompanying material: Welfare Benefits Adviser Manual.

A computer system to enable people who have no specialised training in welfare benefits to give advice to the public on their entitlement to welfare benefits. The system covers Family Credit, Income Support, Mobility and Attendance Allowances, Housing Benefit, One Parent Child Benefit and Invalid Care Allowance.

Category: Decision Support, Teaching Aid.

A benefits advice program which is also sold packaged with ICL's DRS system. It takes a lot of memory which can be too hungry if your PC is networked or driving a number of add ons. Simple to use conventions for entering information. Attractively designed screens. Developed in conjunction with Walsall Council. Perhaps less sophisticated than Maximiser or Lisson Grove, but easier for the non-expert. Reviewed in *New Technology in the Human Services*, Vol.4 No.4. Complex pricing structure dependent on number of copies.

Training Assistant

Author: S.Toole

Published and distributed by CASW Ltd., PO Box 52, Stourbridge, West Midlands DY8 3NN, UK.
Version 1.08 reviewed.

Date of publication: Oct 1990.

Machine required: IBM PC or compatible. No specified minimum memory, but 640k advised.

Operating system: PC or MS DOS. Contact CASW if using Compaq DOS 3.31.

Hardware enhancement: Hard disk with minimum 5 mb of space.

Peripheral equipment: Printer.

Media: Floppy disks.

Accompanying material: Installation notes and guide to program.

Training Assistant is a database (dBase iv) designed to provide records for trainers about their courses and who takes them. The database sections cover course participants (including records, reports and address labels), courses on offer (including publicity about them), employers, arrangements to attend a course (acceptance, billing, etc.), and a limited item on staff appraisal. Categorised and free text material can be handled. The need for a user to have a password gives the records security.

Category: Information System.

This program is designed for the training section of a social services agency primarily engaged with in-service training. In this context it is useful both as a way of recording training activity and monitoring staff development. It is flexible enough, however, for use in educational institutions, especially those running short courses or involved in credit accumulation and transfer schemes. The records of course participants, which would be used in the framework of course planning and administration, cover special dietary and access requirements, previous training history, ethnic monitoring, and a staff appraisal summary. This program could have considerable potential.

Why not write for New Technology in the Human Services?
We welcome articles, short or long, comments, reviews and news items. At present we are especially interested in material which focuses on training, such as training staff in agencies to use computer systems, or using computer programs for human service teaching in colleges or training departments. If you have ideas or a possible contribution please contact Bryan Glastonbury.

June 27-30 1991, Hyatt Regency Hotel, New Brunswick, N.J., USA.

**Computer Technology and Human Services in the 90's.
Advancing Theory and Practice.**

ARE YOU GOING? This four-day conference will provide participants with the latest information on the current use of computer technology in the social services.

International Keynote Speakers.

Keynote speakers from around the world will address current applications in government agencies, private organisation and institutions, and grassroots organisations. Innovative and creative applications of technology to the social services area will be explored.

International Networking.

Presentations will highlight the exciting international opportunities for networking. The conference will provide facilities for SIGS (Special Interests Groups) to meet informally and exchange ideas and information.

Updating Knowledge and Skills.

Events will be structured to provide the highest quality material content, designed to aid practitioners in updating their knowledge and skills with the latest development in methods, practice, theory and research in computer technology.

Variety of Features.

Demonstrations of interactive video, computer, and other electronic technologies will be featured. A training institute, an exhibit area, a demonstration laboratory, a computer/software fair and exchange, and a disk copy service booth will also be available to all participants. Various USA and international vendors will exhibit books, programs, computer hardware and software.

BOOK SOON TO GET THE BEST DEAL! Special prices apply to bookings made before May 15th., and these are made still more attractive by current dollar exchange rates. The conference fee is US\$225 (\$275 after May 15th). Hotel costs US\$79 per room, single or double. \$89 for a triple, and \$99 for a quadruple. This is for the Hyatt Regency (conference venue) or the Ramada Renaissance (the overflow hotel).

The nearest airport is Newark (just down the road from New Brunswick). New York (Kennedy) is not too far. Maybe it pays to ask around for the best flights, but there is a conference travel agent, Taylored Meetings Inc., 185 Ridgedale Avenue, Cedar Knolls, New Jersey 07927, USA, who will quote for flight and ground transportation, using the conference airline, TWA. Taylored Meetings phone is (0101) 201 993 1510, and fax (0101) 201 993 0846.

Conference and Hotel booking forms are enclosed with this copy of *New Technology in the Human Services*, but more can be obtained from CTI Centre for Human Services, Department of Social Work Studies, The University, Southampton, SO9 5NH, UK, or Fax 0703 593939, or JANET