ABSTRACT
        The Information and Referral Manual (IRMA) project is
an ongoing comprehensive urban services information system that
produces and maintains directories of city agency services and
functions for New York City. Contained in this document are the
appendices to the final report for the project. It includes: 1) the
administrative order that initiated the project, 2) findings of a
survey of similar systems in other localities, 3) a description of
the potential uses of IRMA, 4) results of the testing and evaluation
of early IRMA directories in the field, 5) results of the pilot
testing of agency and service organization information collection
procedures, 6) examples of the initial and final directories produced
by IRMA, 7) descriptions of the computer hardware and software
support systems for IRMA, 8) data element definitions and report
samples for the IRMA data bases, and 9) a bibliography. (DGC)

FINAL   REPORT

Project No. 2-02-05

OEG   -0-72-1625

BEST COPY AVAILABLE

Authors: Rae Brooks

                                  Danielson J. Eastman

Project IRMA: Development and Demonstration of
                                  a computer-assisted Citizen
                                  Information Resource System to
                                  enable urban residents to make
                                  use of available public services.

Grantee: Administration and Management
                                  Research Association of New York
                                  City, Inc.   250 Broadway,
                                  New York, New York   10017.

July 1, 1974

U. S. Department of Health, Education and Welfare
Office of Education, Bureau of Libraries

VOLUME II

APPENDIX

APPENDICES

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APPENDIX A: Administrative
              Order No. 28

(Including the Order and Designation of Agency Liaison)

OFFICE OF THE MAYOR

Office of Administration

250 BROADWAY, NEW YORK, N. Y. 10007

Telephone. 566-6767

TIMOTHY W. COSTELLO. *Deputy Mayor, City Administrator*

ADMINISTRATIVE ORDER NO. 28

To   :   All Agencies   May 24, 1971

From   :   Timothy W. Costello
              Deputy Mayor-City Administrator

Subject: Consolidation of Citizen Action, Information
              and Complaint Services

Pursuant to directive of the Mayor, the Mayor's Action Center and the Mayor's Office for Volunteers have been merged under the jurisdiction of the Office of Administration. Also under the auspices of this office will be the Information and Reference Manual (IRMA) system, thus consolidating the citizen action, information and complaint operations under one unified office.

I.   In order to effectively implement this reorganization, and to provide the most efficient services for the citizens of New York, I have instructed the director of the IRMA system to maintain a current directory of all City agency services and functions, including nature of services offered, office locations, telephone numbers, hours of operation, eligibility requirements and procedures for receiving the services available.
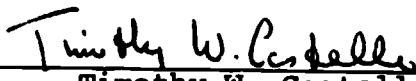
Each agency and department under the jurisdiction of the Mayor is hereby directed to provide this office with the above information, on such forms as the director of the IRMA system may provide, and shall keep this information current to within thirty days of any change in services, office hours or locations, eligibility requirements or procedures or telephone numbers.

The head of each agency shall designate
one person to maintain the accuracy of all information
reported into the IRMA system, and shall report the
name of such delegate on the attached form.

II. I have directed the Deputy City
Administrator for Management Analysis to maintain a
constant review of the pattern and nature of requests
for information and citizen complaints, and, upon my
direction, to initiate such actions as may be necessary
to insure that the public receives accurate information
with regard to rights and services and that complaints
are dealt with in an efficient and expeditious manner.
In this time of fiscal stringency these areas assume
even greater importance to the proper administration
of the City government and the well-being of our citizens.

The consolidation of these activities
has already resulted in economic savings to the City,
while insuring the maintenance of important services.
I appreciate your cooperation in the continued develop-
ment of these programs.

_____
Timothy W. Costello
Deputy Mayor-City Administrator

Attachment

OFFICE OF THE MAYOR

Office of Administration

250 BROADWAY, NEW YORK, N Y 10007

Telephone 566 6767

TIMOTHY W COSTELLO, *Deputy Mayor, City Administrator*

DESIGNATION OF AGENCY LIASON FOR INFORMATION REFERRAL

To: Timothy W. Costello   Date:_____
    Deputy Mayor-City Administrator

From:_____ .
            (Name of Agency Head)

_____
            (Title)

_____
        (Name of Agency)

     In accordance with Administrative Order #28 dated May 24, 1971,

I hereby designate _____,_____
                    (Name of Designee)   (Title)

as this agency's liason for information referral purposes (IRMA system).

                        _____
                                    (Signature of Agency Head)

Designee's Phone:_____

Office Address :_____

                 _____

MOA/IRMA 1   (5/71)

APPENDIX B: Survey of Other Systems

1.   IRMA Survey

2.   Alliance of Information and Referral Systems
      Computerization Survey

APPENDIX B: Survey of Other Systems

1.   IRMA Survey

(Survey included on-site visits, exchange of
correspondence, literature and staff interviews.)

1. Call for Action, WMCA, 888 Seventh Ave, New York, New York 10019.

2. Child Welfare Information Service, Inc., 126 East 31 Street, New York, New York 10016.

3. Citizens Advice Bureau, Manchester, England, London, England.

4. Community Council of Greater New York, 225 Park Avenue South, New York, New York 10003.

5. Community Information System Easter Seal Society of Washington, 521 Second Avenue, West Seattle, Washington 98119.

6. Comprehensive Health Planning Agency, Health Services Administration, 250 Church St., New York, NY 100013.

7. Department of Community Development, Human Resources Administration, 250 Church St., New York, NY 100013.

8. Guidance Information System, Institute for Research and Development in Occupational Education, City University of New York, 1411 Broadway, New York, NY 10018.

9. HSIS of Lancaster County Community Services Center, 630 Janet Avenue, Lancaster, Pennsylvania 17601.

10. Human Services Coordination Project, 1332 Brown Education Center, Louisville, Kentucky 40202.

11. Information Center of Hampton Roads, 500 Plume St., Norfolk, Virginia 23510.

12. Information and Referral Center Study, InterStudy, 123 East Grant St., Minneapolis, Minnesota 55403.

13. Information and Referral, New York City Department of Mental Health and Mental Retardation Services, 93 Worth St., New York, New York 10013.

14. Information and Referral Service, Health and Welfare Council of Central Maryland, Inc., 200 East Lexington Street, Baltimore, Maryland 21202.

15. Information and Referral Service of Los Ange'   nty, Inc., 621 South Virgil Ave., Los Angeles, C   ∴ ʋ005.

16. ISIS Survey Project, Community Service Council of Metropolitan Indianapolis, Inc., 615 North Alabama Street, Indianapolis, Indiana 46204.

17. Mayor's Action Center, Mayor's Office, City Hall, New York, New York 10007.

18. MICRODOC, 815 Carpenter Lane, Philadelphia, Pennsylvania.

19. Neighborhood Information Centers Project, % Cleveland Public Libraries, 325 Superior Avenue, Cleveland, Ohio, 44114.

20. Neighborhood Information Service Centers Committee, New Jersey Welfare Council, 312 West State St., Trenton, New Jersey 08618.

21. Neighborhood Social Service Information System, Office of Neighborhood Government, 51 Chambers St., New York, New York 10007.

22. New York City Regional Center for Lifelong Learning, Pace University, Pace Plaza, New York, New York 10038.

23. Office of Community Services, Department of Social Services, 250 Church St., New York, New York 10013.

24. Philadelphis Model Cities Community Information Center, 2204 N. Broad Street, Philadelphia, Pennsylvania 19132.

25. Project SEARCH, University of Southern California, School of Medicine, Los Angeles, California 90033.

26. Regional Information System , Chattanooga Area Regional Council of Governments City Hall Annex, Chattanooga, Tennessee 37402.

27. Southern Tier Central Regional Planning and Development Board, 53½ Bridge St., Corning, New York 14830.

28. <u>Statewide·Information and Referral System</u>, Georgia Department of Human Resources, State Office Building, Atlanta, Georgia 30334.

29. <u>United Way of America</u>, 801 North Fairfax Street, Alexandria, Virginia 22314.

30. <u>Wisconsin Information Service</u>, 55 North Dickinson St., Madison, Wisconsin 5370.

APPENDIX B: Survey of Other Systems

2.   Alliance of Information and Referral Systems
     Computerization Survey

APPENDIX NN

THE ALLIANCE OF INFORMATION AND REFERRAL SYSTEMS

COMMITTE ON DATA COLLECTION, RESOURC CLASSIFICATION, COMPUTERIZATION

RESULTS OF COMPUTERIZATION SURVEY

May 1, 1974

Committe Members:

Amelia B. Barnard   Tom Deahl
Gloria Duday   Gary Fisher
Carmen J. Moore   Michael P. Speciale

                        Jack Parker, Chairman

	NO RESPONSE	NONE PLANNED	COMPUTER OPERATIONAL
ARIZONA			
Information and Referral Service of the Community Phoenix, Arizona 85014	X		
CALIFORNIA			
Easter Seal Society - Merced County Merced, California 95340		X	
Information and Referral Service of Los Angeles County, Inc. Los Angeles, California 90005			X
San Francisco Consortium San Francisco, California 94105	X		
CANADA			
Community Information Center Vancouver 9, British Columbia			Computer Planned
COLORADO			
Mile High United Way Community Services Dept. Information & Referral Service Denver, Colorado 80204			X
CONNECTICUT			
Community Answers Greenwich, Connecticut 06830		X	
Info Line, Community Council of the Capitol Region West Hartford, Connecticut			X
Information & Referral/Travelers Aid New Haven, Connecticut 06511			Computer Planned
Information and Referral Service Putnam, Connecticut 06260	X		

	NO RESPONSE	NONE PLANNED	COMPUTER OPERATIONAL
FLORIDA			
Dade County Citizen's Information and Service Program Miami, Florida 33130	X		
Happiness House Rehabilitation Center, Inc. Sarasota, Florida 33580		X	
I & R Service of the Community Planning Council Jacksonville, Florida 32204			Considered
Information and Referral System Clearwater, Florida 33516			Computer Planned
GEORGIA			
Dept. Of Human Resources -City of Athens Athens, Georgia 30601		X	
HAWAII			
Volunteer Information & Referral Svc. Honolulu, Hawaii 96817	X		
IDAHO			
Information & Referral Service, Inc. Boise, Idaho 83702		X	
ILLINOIS			
Community Referral Service-Information Center for the Aging Chicago, Illinois 60604	X		
Information and Referral Service of Rock Island County Rock Island, Illinois 61201	X		

	NO RESPONSE	NONE PLANNED	COMPUTER OPERATIONAL
ILLINOIS (cont.)			
Service Access System Peoria, Illinois			X
Voluntary Action Center of Rock Island and Scott Counties Rock Island, Illinois 61201		X	
INDIANA			
Community Service Council of Metropolitan Indianapolis Indianapolis, Indiana 46204			Computer Planned
IOWA			
Information and Referral Center Des Moines, Iowa 50315		X	
KANSAS			
Medical Service Bureau Wichita, Kansas 67211		X	
KENTUCKY			
Crisis and Information Center Louisville, Kentucky 40202	X		
Human Service Coordination Project Louisville, Kentucky 40202			X
LOUISIANA			
Volunteer & Information Agency New Orleans, Louisiana 70124		X	

4.

	NO RESPONSE	NONE PLANNED	COMPUTER OPERATIONAL
MAINE			
Greater Portland Human Resources Alliance Portland, Maine ~4111			X
MARYLAND			
Information & Referral Service Baltimore, Maryland 21202	X		
Montgomery County 4-C Council Rockville, Maryland 20850		X	
MASSACHUSETTS			
United Community Services Boston, Massachusetts 02108	X		
MICHIGAN			
City of Flint Human Relations Comm. Municipal Center Flint, Michigan 48502	X		
Community Action House Holland, Michigan 49423	X		
Oakland County Volunteer Bureau, Inc. Birmingham, Michigan 48010	X		
United Committees Highland Park, Michigan 48203			X
Voluntary Action Center Saginaw, Michigan 48602	X		
Community Information Service Detroit, Michigan 48201	X		
MINNESOTA			
Community Information & Referral Service Minneapolis, Minnesota 55404			X

	NO RESPONSE	NONE PLANNED	COMPUTER OPERATIONAL
MINNESOTA (cont)			
Hennepin County Welfare Dept. Minneapolis, Minnesota 55415			Computer Planned
MISSOURI			
Information and Referral Service St. Louis, Missouri 63101			Computer Planned
Voluntary Action Center -- Metropolitan Information Kansas City, Missouri 64108		X	
NEBRASKA			
Lincoln Information Service for the Elderly Lincoln, Nebraska 68508		X	
NEW JERSEY			
Scrip - a Service of the New Jersey Committee for the Developmentally Retarded Convent Station, New Jersey 07961			X
United Way of Essex & West Hudson I & R Services Voluntary Action Center Newark, New Jersey 07102	X		
NEW MEXICO			
Community Council of Albuquerque, Inc Albuquerque, New Mexico 87103	X		
New Mexico Easter Seal Society Albuquerque, New Mexico 87108	X		
NEW YORK			
Project IRMA Office of the Mayor New York, NY 10007			X

6.

NORTH CAROLINA	NO RESPONSE	NONE PLANNED	COMPUTER OPERATIONAL
HELP - Information & Referral Svc. Asheville, No. Carolina 28801	X		

OHIO

	NO RESPONSE	NONE PLANNED	COMPUTER OPERATIONAL
Community Information Service Cleveland, Ohio 44115		X	
Community Information Service Lake County Health & Welfare Council Mentor, Ohio 44060		X	
Easter Seal Society for Crippled Children & Adults of Ottawa County Graytown, Ohio 43432		X	
Information and Referral Service Hamilton, Ohio 45011	X		
Information Counseling and Referral Service Toledo, Ohio 43604	X		
Information, Referral and Planning Ctr. Toledo, Ohio 43624			Computer Planned
Referral & Information Service Canton, Ohio 44720			X

OKLAHOMA

	NO RESPONSE	NONE PLANNED	COMPUTER OPERATIONAL
Information and Referral Service of Community Service Council Tulsa, Oklahoma 74119		X	

PENNSYLVANIA

	NO RESPONSE	NONE PLANNED	COMPUTER OPERATIONAL
Council for Human Service Harrisburg, Penn. 17101	X		

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	NO RESPONSE	NONE PLANNED	COMPUTER OPERATIONAL
PENNSYLVANIA (cont)			
Family Service & Children's Aid So. Oil City, Penn. 16301		X	
Information Referral & Volunteer Svc. Lancaster, Penn. 17603		X	
Community Information & Referral Service Health & Welfare Council, Inc. Philadelphia, Penn. 19103			X
SOUTH DAKOTA			
So. Dakota Easter Seal Society Information Service Pierre, South Dakota 57501			X
TENNESSEE			
Information Referral Service Memphis, Tennessee 38111		X	
Information & Referral Center Chattanooga, Tennessee 37411		X	
TEXAS			
Easter Seal Society for Crippled Children & Adults of Grayson County Sherman, Texas 75090	X		
Information and Referral Community Welfare Council San Antonia, Texas 78204	X		
Information Referral -- Community Council of Greater Dallas Dallas, Texas 75202	X		
Information & Referral Service Community Welfare Planning Association Houston, Texas 77002	X		

	NO RESPONSE	NONE PLANNED	COMPUTER OPERATIONAL
UTAH			
Span Salt Lake City, Utah 84115			Computer Planned
WASHINGTON			
Army Community Service Fort Lewis, Washington 98433		X	
Community Information System Seattle, Washington 98119			Computer Planned
Crisis Clinic, Inc. Seattle, Washington 98105	X		
Information and Referral Service of Clark County Vancouver, Washington 98660		X	
WASHINGTON, D. C.			
Call for Action, Inc. Washington, DC 20036		X	
Dept. of Psych. Res. Office Walter Reed Medical Washington DC 20012			X
Job Corps, Manpower Administration U.S. Dept. of Labor Washington, DC 20506	X		
WEST VIRGINIA			
Information & Referral Bureau of Community Council of Kanawha Valley, Inc. Charlestown, W. Virginia 25330		X	
WISCONSIN			
Wisconsin Information Service Ashland, Wisconsin 54806	X		

9.

	NO RESPONSE	NONE PLANNED	COMPUTER OPERATIONAL
<u>WISCONSIN</u> (cont)			
Wisconsin Information & Referral Demonstration Project-Div. on Aging Madison, Wisconsin 53703	X		
Wisconsin Information Service Milwaukee, Wisconsin 53203		X	
<u>WYOMING</u>			
Wyoming Information & Referral Svc., Inc. Cheyenne, Wyoming 82001			Computer Planned

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APPENDIX C: Use of Referral
                     Information

(Speech presented to the Prison Reform Task Force
May, 1971 by Rae Brooks, Director, Project IRMA.)

USE OF REFERRAL INFORMATION

Identifying the problem. Not always as easy as it sounds. Suppose a person tells you he needs money. Instead of looking up places to obtain loans, free meals, welfare maintenance and the like, perhaps the next step would be to ask him why. You may find that he has a senile parent or grandparent to support, a handicapped child to deal with, an unconscionable rent to pay, and/or is out of a job. These, while not easy problems of solution, can be dealt with in terms of resources and facilities to handle those problems. In other words, don't accept the problem at face value, until it is defined as well as possible.

Multiple problems/interrelated problems. Few problems come singly. Particularly among the poor (are there many rich people in jail?). One problem area is often contingent on another -- housing may be limited due to drug addiction, employment problems due to lack of education and so on. In other words try to ascertain the dimensions of the problem to be with and try to assign appropriate priorities.

Identifying the client. One of the ways of seeking to help someone and specifically the way IRMA is set up to help, is by finding out what is unique about the client. One often forgets that there are services for which only veterans are eligible. There are special programs for blacks, particularly in the area of scholarships or training courses. Spanish speaking people often feel excluded by reason of their language difficulty, whereas in fact there are agencies with no other goal than to lend all kinds of aid to Puerto Ricans. By extension the same is true for Haitians, Chinese, immigrants, religious groups and so on. Other forms of identity might include age or borough.

Try not to second guess an answer or stay in the rut of appealing only to those agencies you already know. This information tool (IRMA) is meant to be asked a question, to be used when a problem has been isolated. Specifically IRMA will not be of use if you ask it the answer -- it is designed to be asked questions. To take an example. If you try to look up the Mayor's Committee on the Exploitation of Workers, you will not find it. If you look for garnished salary (the Worker's problem) you will find the Mayor's Committee under it.

Watch out for falling into the trap of thinking that information can solve all problems. The fact that the correct place for someone to go has been found does not mean that the facility is necessarily a panacea. Similarly watch out for being dragged into the role of counselor where it is inappropriate or dangerous;

it is an easy trap also. One feels sympathetic, one wants to
give advice, but an information referral worker ought more properly
to be using that same energy to exploit the information tool to
send someone to that place which can offer expert advice, whether
it be in the field of law of family or personal counseling.

The role of information referral worker may include several
levels which the worker may want to distinguish from each other.
The first, obvious level is that of a simple, single referral.
The referral is given to the person, his question is answered, and
off he goes. On the other hand there is the advocacy role. The
worker may frequently opt for this one depending on the dimensions
of the problem, and, equally important, the resources of the client
-- is the client able to face a long subway ride, equal to dealing
with the bureaucracy by himself, already been to the place selected,
but was turned away for some reason which intervention can change"
How much of a follow-up will be made and many other questions will
effect how involved the worker is or becomes. It is, however,
something to be aware of.

The point of having information tools to work with is to
check the buck-passing routine. You have the means of stopping
that discouraging, defeating, endless round of telephone calls
(remember the subway ad that says you can't call a lawyer if you
don't have a dime?) -- a round that is frequently abandoned while
the problem remains unsolved. You have the means of demonstrating
that someone cares and will do his best to stick to that problem
until it is solved. Remember, knowledge is power, and when you use
that knowledge or share it, you've imparted some of that power to
those who need it most.

APPENDIX D: Directory Testing

IRMA I

    1.   Location of Test Sites

    2.   Field Reports

IRMA II   PREPUBLICATION TEST

    3.   Materials

    4.   MIT/ESL Review

IRMA II   MONITORING PLAN

    5.   MIT/ESL Procedures

    6.   General I&R Procedures Checklist

    7.   IRMA Usage Checklist

IRMA II   FIELD TESTING

    8.   Location of Test Sites

    9.   "ser Procedures and Forms

D:1

APPENDIX D: Directory Testing

IRMA I

    1.   Location of Test Sites

LOCATIONS OF IRMA I TEST UNITS

1. Community Locations

South Bronx Federation
Neighborhood Youth Diversion Project (South Bronx)
Brookdale Hospital Center (E. New York-Brownsville, Bklyn)
Kings County Hospital Center (E. New York, Brooklyn)
Langston Hughes Community Library (Corona, Queens)
Brooklyn Youth in Action (Bedford-Stuyvesant, Brooklyn)
Model Cities Child Development Center (Bklyn Model Neighborhood)
Harambi Prep Comm. Experimental High School (Harlem, Manhattan)
Riverdale Press/Urban Task Forde (Bronx)
Highbridge Urban Action Task Force (UATF) (Bronx)
South Bronx UATF
Upper Concourse UATF (Bronx)
Co-op City UATF (Bronx)
Fordham-Tremont UATF (Bronx)
Morrisania UATF (Bronx)
West Bronx UATF
Forest Gould Community Service Center (Bronx)
Bedford-Stuyvesant UATF (Brooklyn)
Brownsville UATF (Brooklyn)
East New York UATF (Brooklyn)
Flatlands UATF (Brooklyn)
Fort Greene UATF (Brooklyn)
Bushwick UATF (Brooklyn)
South Brooklyn UATF
Bay Ridge UATF (Brooklyn)
East Flatbush UATF (Brooklyn)
South Side Mission (Brooklyn)
Hamilton Grange UATF (Brooklyn)
Lower Manhattan East UATF
Washington Heights UATF (Manhattan)
Corona UATF (Queens)
Maspeth UATF (Queens)
Urban Action Task Force Mobile Unit # 1

2. Government Offices

Board of Education
NYC Commission on Human Rights
Department of Social Services
Health Services Administration

(continued)

Human Resources Administration
Housing and Development Administration (Central Complaint unit)
Housing and Development Adm. (Rent Maintenance Office)
Mayor's Office of Administration
Mayor's Action Center
Model Cities Administration (Central Office)
Municipal Reference and Research Center
Office of Neighborhood Government
Executive Office of the Mayor
NYC Washington Office
President of the City Council
Majority Leader of the City Council
Borough President of the Bronx
    "   "   of Brooklyn
    "   "   of Manhattan
    "   "   of Queens
    "   "   of Staten Island

3. Community Service Organizations

Community Council of Greater New York

APPENDIX D: Directory Testing

IRMA I

2.   Field Reports

SUMMARY   (Interviews 8/31-9/14, 12 sessions with 8 community and 4 central agencies)

1. There was seen, by both community and central office locations, a need for
    IRMA in its present and planned form.

2. The loose-leaf form was viewed as a preferred tool as it was less cumbersome,
    much more familiar and not requiring decisors as to where it should be physically
    placed in a particular office as compared to the roolodex sets now in use.

3. As "enablers," the users felt that they needed telephone numbers that would go
    beyond the public, general-information numbers usually presented in directories
    of this type. A few requests were made for specific names and titles along with
    specific numbers.

4. Travel expense, travel safety, travel time, accountability and distrust of the
    bureaucratic, middle-class, downtown agency were offered as arguments in favor
    of listings on a local basis. Listings by a particular topic or service were
    also suggested.

5. Major subject areas mentioned for special IRMA consideration were housing,
    employment, education, welfare and health services.

COMMENTS

1. Consideration should be given to establishment of some procedure that would
    enable IRMA to draw upon the recommendations, additional listings and quality
    of services and programs listed as seen by the users of IRMA.

2. Re. the quality of services, the point raised by Mr. Villegas of South Side
    Mission as to the listing of a service which is offered, but not available,
    desires some consideration along with the standards by which a listing in
    IRMA will be made. The sucess of IRMA may be determined, especially the local
    directories, on the availability, quality and viability of the listing in addition
    to the quantity of listings.

3. In many respects, IRMA is similar in content to less ambitious and less
    authoritative programs. In addition to already stated advantages to IRMA, new
    directions can be considered. One was suggested by Mr. Feester of Neighberhood
    Diversion Project when he asked for programs and services offered by community
    minded corporations, institutions not normally listed as providers. In addition,
    the listing of planned programs as well as already exisiting programs can be of
    great benefit. As Mr. Feester noted, by having available information on housing
    projects still in the planned and construction stage can enable him to apply
    long enough in advance on behalf of his clients.

Agency: Brookdale Hospital's Community Health, Consultation & Education Center
491 Rockaway Avenue
Brooklyn

Date: September 9, 1971

Background: The Rockaway Avenue Center is one of 5 community centers set up by
Brookdale Hospital as part of an expanding community effort which has
seen Brookdale expand from one hospital into a growing medical center type operation.
The office we visted is located in a very large, tastefully furnished, storefront in
the heart of the Brownsville Community. (Brownsville being, along with the South
Bronx, one of the most devasted poverty areas in New York City.) This parti. lar
center specializes in community problems with the emphasis on education and information
on a one to one and group basis. Referrals are an important part of the program with
health problems referred to other branches of the hospital such as their community
out-patient mental health center.

Usage This center has only been open two months and Mrs Essy Wilson, our contact, stated
that IRMA has played the key role in their community information program. She
acts as receptionist/intake worker and sits at the front desk with IRMA at her side.
IRMA is used close to 80 times a week with the sections on housing and employment
getting the most play. Mrs Wilson stated quite often that she "...goes to IRMA for
practically everything" and that she couldn't say enough good things about the files.
We enjoyed hearing about the good things, but we were able to get Mrs Wilson to make,
at least, one or two "negative" comments regarding IRMA. One was that each of the
Brookdale community units could use an IRMA as she does answer questions posed by
staff from these other units as well as for her own office's staff. Another was
the hope that the new IRMA might include listings of private doctors, dentists,
pharmacists, etc,who handle medicaid clients. A third point raised by Mrs Wilson
was one that we have heard before, namely the inclusion of that"special" telephone
number instead of the general listing so often found in IRMA, the telephone book and
other directories.

Comments Several patterns have begun to emerge from the various agencies I have
visited to date. One is the obvious fact that the use of IRMA depends to
a large extent on the type of agency and the individual responsible for IRMA. For
example, Mrs Wilson of Brookdale is relatively new to the community worker field
and beginning with IRMA about the same time she began her job she only uses IRMA.
The more she uses IRMA, the more she discovers what IRMA can offer thus reenforcing
her use of IRMA as she goes along. Eddie Villegas of South Side Mission,which also
serves a poverty area, has built up a certain knowledge of local services coupled
with the presence on his staff of "experts" in particular fields. When a question
comes up that he can't answer, he will refer it to another worker before he will
think of IRMA. Almost everyone I spoke with, no matter what the agency, was not
satisfied with the telephones listed in IRMA. They did not want to offer a client,
or use themselves, a general listing. They wanted a specific individual or title for
a specific problem. Furthermore, there is a dual pattern of the need for information
about local services and the need for services by subject areas. As Mrs Marshall of
the Langston Hughes Library pointed out, people living in a poverty area tend to look
slightly askance at the big city agency, especially if its located "downtown." With
transportation costs a companion problem, they would prefer staying in their own
neighberhood and dealing with a local agency. This might differ in more middle
class areas. (Although the Bay Ridge Task Force representative, Helen Joyce, indicated
that travel time, travel expense and travel danger are also middle class problems.)
Finally, except for Mrs Wilson (and I'm sure she will change in this area) all our
other contacts indicated that they develop their own lists of contacts and telephone
numbers and local services that are not included in IRMA which prompts the question as
to whether or not a system can be devised to tap this potentially rich source of verified
services · agency listings.   D-7

Agwncy: Langston Hughes Community Library & Cultural Center (Corona/East Elmhurst)
102-09 Northern Boulevard
Corona, Queens

Date: September 9, 1971

Background The Langston Hughes Library is a community library. Funded under a
Federal Community Services program with support from the Queens Borough
Library, it is presented as a cultural and informational center. The director, Mrs.
Marshall is active with other community agencies, is a resident of the community
and portrays the library as a major service center for the local low-income Black
community.

Usage The library is on a major Queens artery and occupies a very large storefront.
IRMA is located at Mrs. Marshall's desk along with her own local resource file.
She states that IRMA is used from two to five times a week and she cites the discovery
of an after-school day care program for a local teacher and the listing of various
community agencies requested by a radio station as the most recent uses of IRMA.

A great many referrals are made by the library. This service is publicized by Mrs
Marshall as part of her contacts with other agencies. The contacts and the referrals
are mainly on a local basis and Mrs Marshall states that she would prefer information
on a local basis as opposed to city-wide listings. She mentions, as I have noted in
the comments section of the Brookdale interview, the tendency of local residents to
prefer local services. Thus, health problems are usually referred to special
contacts developed at Elmhurst hospital, job problems to the O.E.O. office across
the street and so on.

Comments IRMA is viewed here as a file that you use when local sources have been
found lacking. With a low-income population to service, a slight twist to
the familiar "IRMA is not specific enough" complaint was also presented. Heretofore,
the community workers indicated that in dealing with other agencies they needed telephone
numbers and names beyond the general listings provided in IRMA. Possibly because they
wanted something that the general public could not normally find, or as they indicated
Their desire, as sophisticated and expert workers, to provide an expert an efficient
service. Mrs Marshall stated that general numbers only tend to confuse low-income
people who are not familiar with the tricks of manipulating the agency representatives
they contact and going through the various chains of command. Since directories and
agency contacts are more a middle-class "thing," the low-income user should have a great
many listings for a particular agency so as to help in getting the right person quickly.

Agency: South Side Mission
357 Keap Street
Brooklyn

Date: September 9, 1971

Background IRMA has been in the South Side Mission since May, 1971. Prior to this
time IRMA, and Eddie Villegas, had been part of the local task force
office which has since closed in the wake of the budget cuts. Mr. Villegas is
continuing with the South Side Mission his work as a community worker. The mission
is a funded (from state, federal and local sources) multi-service agency specializing
in employment, housing and welfare problems for the local Puerto Rican community.

Usage IRMA, compared to daily task force use, is used quite rarely since it came to
the mission. The chief reason presented was that at the Task Office office
Mr. Villegas had to have information about a lot of different subjects and he was
the task force office. Here there is a staff of specialists in every field and they
have developed a certain expertise resulting in very little contact with IRMA preferring
to go to the sources they have already developed. These sources, Mr. Villegas claims,
are for the most part mentioned in IRMA. Furthermore, as specialists the workers
prefer special information as opposed to the general listings given in IRMA. The
general listings are fine for the public, the thought goes, but the community worker
needs more specialized information.

IRMA is located in one of the offices used by the various specialists. (Mr. Villegas
does not have a desk.) The Mission staff have all been told about IRMA and it is
accessible to all.

Comments An interesting point raised by Mr. Villegas dealt partially with the quality
of services offered by an agency. Mr. Villegas accepted the fact that a listing
in IRMA would be possible for both similar agencies performing on vastly different
quality levels. But he was not that accepting of agencies that were listed for which
no service, mainly due to long waiting lists or in the case of employment services a
lack of jobs, was available. While he did not feel that the agencies should be rated
by IRMA in terms of quality of service, he did feel that information about availability
of the service should be included.

D-9

Agency: Commission on Human Rights
          80 Lafayette St
          New York City

Date: September 7, 1971

Background   IRMA has been placed in agency since April, 1971. The Commission on
             Human Rights is charged with investigation of discrimination based on
creed, color, sex and national origin. It serves the city as a whole with problems, mainly
in the areas of housing and job discrimination, brought before it by a cross section
of the city's population.

Usage   We spoke with Mr. William Wells, Director of Special Services and Miss Joyce
        Leichensten, Intake Supervisor and Commission Liason to IRMA, who both indicated
that IRMA is quite sparingly used. Several reasons for this were offered with the chief
factors being; that the Commission staff is sophisticated and has a need to deal with
specific individuals with specific titles in other agencies and this type of information
is not available in IRMA as general telephone numbers are usually provided, that the
Commission on Human Rights has its own staff of legal advisors, housing advisors,
research assistants, etc who are consulted when problems arise, that the current
physical layout of IRMA makes it too difficult to use and that the city job freeze
along with an increasing caseload does not permit the staff enough time to really
get to know and use IRMA.

IRMA was not in any of the two offices we visited (Mr Well's office and Miss Leichensten's
office) and we were told that it was in the community relations section although
the investigative staff would normally be the section to really utilize IRMA. However,
the investigators spend most of their time in the field.

Both Mr Wells and Miss Liichensten made several kind remarks about the concept of
IRMA and stated that in a loose leaf form it would be easier to use by their receptionist,
their investigators and other staff members, including themselves, at their desks
without having to walk to one central location.

Comments   We recommend that the set of IRMA files currently placed in the Commission
           on Human Rights, if needed elsewhere, be placed elsewhere. Comments by
Mr. Wells, during our discussion, to the effect that "...maybe IRMA is not useful
to us" prompted us to ask if they would object to us placing IRMA in another agency
that might have greater need for the files. We mentioned that the rollodex files
represented a pilot project stage and that there is always the desire to try to
get as representative a set of experiences with the files as possible. Mr Wells stated
that they would not object to this as he thought IRMA in its present form may be of
greater use to some agency in a community setting that would deal with a broader
range of problems.

Agency: Human Resources Administration (Information and Complaint Service)
38 Worth Street
NYC

Date: September 1, 1971

Background IRMA has been placed in this office since the winter of 1971. Here it is
used by Mrs. Betty Ball and her staff of seven who provide a referral
and public information service for HRA. The office is located on the street level,
Worth Street side, of the HRA main office in New York City. The public and HRA employee
alike is encouraged to visit this office. IRMA is quite visible.

Usage Mrs Ball stated that IRMA is used about 10 to 20 times a week and is just one
of several information manuals that they use. Their office serves a cross
section of the city's population with all types of complaints and questions coming
across their desks. They are asked to locate HRA employees, help a public assistance
client receive better service from her caseworker, inform the public about the latest
cuts in service and "...do something about those bums on welfare." If a question
about a service arises and HRA does not provide that service than other agencies as
listed in IRMA would be checked. The aim is to push HRA when possible.

Housing and jobs, along with public assistance, are the major areas of public interest.
Although they do get calls which are referred incorrectly by other city agencies which
also takes up some of their time. An example was a referral from the Mayor's Office about
a problem a homeowner had with caterpillars in a tree outside her house.

Mrs. Ball stated that having an IRMA on rollodex files used by 8 staff members who
are deskbound is an inconvience. Having to get up and walk to the files and than
back to the desk can be bothersome and she was gratified to hear about future plans
for a loose leaf presentation system. IRMA has been publicized throughout HRA.

Comments - None

Agency: Bay Ridge Task Force
         621 86th Street
         Brooklyn

Date: August 31, 1971

Background   Agency occupies 1 room in ground floor of Department of Sanitation
             building. IRMA prominently displayed in the large task force office
and has been in use since 5/71. We spoke with Helen Joyce, Task Force Assistant who
stated that she and the 12 or so unit chairmen use IRMA. IRMA is used at least once
a day.

Usage   IRMA is used, primarily, to meet the needs of the local community which is
        mainly white, lower-middle class homeowners. The elderly also are a major
source of questions. The housing area, for both groups, are an important concern.
The recent rent control changes prompted several questions while civil service
retirement and zoning regulations for pigeons highlighted the most recent use of IRMA.

Ms. Joyce stressed the need for information on a local community basis. The fact that
she was able to find, with the aid of IRMA, a local Consumer Affairs office and a
branch office of an established social work agency was very important to her. She
hoped that this area would be emphasized in the "new" IRMA. The question of travel time,
travel expense and, lately, travel danger have made it more important than ever to
have knowledge of local services.

No unfavorable comments were made regarding the mechanics of using IRMA. Ms. Joyce
found it quite easy to use and she stated that, at times, individual task force
members use the files without any problems. IRMA has been publicized although there
is a difference of opinion between the citizen task force chairman who sees IRMA as
an "in" thing to be restricted to staff use while other chairmen prefer to encourage
community use of IRMA.

Comments   IRMA helped with the pigeons, but was weak on civil service retirement,
           according to Helen Joyce. Housing problems was a recurring theme throughout
our interview. She did mention the increasing questions in the enviromental area
and that some of these groups that she contacted did not seem to have a staff. I was
particularly struck with the limited use of IRMA, but I had the impression that the
summer months were a slow season and that "business" should pick up in the fall.

Agency: East Flatbush NAP
          5002 Church Avenue
          Brooklyn

Date: August 31, 1971

Background   IRMA has been used since 4/71 by the East Flatbush NAP which occupies
             a suite of offices above the ground store level on Church Avenue. IRMA
has been placed on the window ledge of one of the back offices and is not readily
seen by NAP visitors. We spoke with Paul Weinberg and Dave Frons, Community Workers,
who state that they, and members of the Flatlands Task Force which shares office
space, are the prime users of IRMA.

Usage   Paul states that IRMA is used about 25 to 50 times a day with questions of local
        interest receiving the most play. Housing and related problems seem to be of
major interest to those seeking their services. What to do about rats in a house and
how to get a tree planted on the block were the most recent questions asked.

Both Paul and David were quite emphatic in their praise of IRMA. They thought that it
was the best resource guide of its type that they had ever used. They were bothered,
however, by the fact that many of the listings in IRMA for agencies that they deal
with were of the general information type. That is, they wanted specific numbers
that they could call to get information instead of having to deal with several
different people in an agency before they could have their problem solved. David
was unhappy about having to deal with clerks in these agencies who are often unable
to help and only give them another number to call. They wondered if along with
specific telephone listings specific names could be listed although in the same
breath they noted that agency personnel changes occur quite rapidly.

They also were interested in more local listings especially in the private sector.
They felt that when there is a private and public agency performing the same function,
the private agency is really the one to call. The calls they do make are, for the
most part, are to meet the needs of the lower-middle class changing neighberhood that they
serve.

Comments   The changingcharacter of this neighborhood is important. Crime prevention is
           a major concern. With two senseless killings (Bohack manager and candy store
owner who did not have apple pie) within 8 blocks of the NAP office, the agency has been
quite busy working with the community and concerned individuals. Meeting the needs of
the area's residents, particularly the elderly, has become more important.
                                accuracy of the
I sort of question the 25 to 50 times a day use of IRMA, but I don't question the
problem of common telephone numbers and complaint numbers that are given by many
agencies for reference. I would agree with Mr. Weinberg who pointed out that IRMA
lists telephone numbers and that the users of IRMA have to deal with people and that's
often where problems start.

Agency: Office of the Borough President - Brooklyn
         Brooklyn Borough Hall

Date: November 1, 1971

Background   While IRMA has been in the Brooklyn Borough President's Office for some
             time, it evidentally has not been used at all. At least, it has definitely
not been used in the past six months as was borne out in our interview with Mr. Paul
Markowitz, newly appointed community relations assistant to the borough president.

Usage All this is about to change according to Mr. Markowitz. His job will be mainly
             to serve as an information and referral p--on to whatever organization or -
individual that calls requesting help of some kit   This is a new service and will be
announced shortly. At the present time, he is pre ring himself for this role by
getting together the resource materials he will need. H believes that IRMA will be
the major source of his information. To that end we spent the major portion of our
interview instructing Mr. Markowitz and his secy, Mrs. Sand, in the use of the IRMA.

Mr. Markowitz stated that he had been doing this type of work for the borough president
before, but now organizations such as the local community planning boards will be
informed of his service. He sees their office receiving many of the same type of calls
that are received by the task force offices (E.g. sanitation problems, welfare, housing)

We also discussed with him the new IRMA and left with him the work sheets for his
office to be filled out as a representative from the Brooklyn boro president's office
did not attend the meeting with Dr. Costello.

Comments We intend to follow-up this meeting with a call in a month or so to see how
          Mr. Markowitz is getting along.

Agency: Office of the President of the City Council
        City Hall

Date: November 5, 1971

Background   IRMA has been in the office of the City Council President for
             several months and was designated for by use the council president
and interested councilmen.

Usage   We spoke with Miss Julie Marenghi, Secy to Council President Garelick and
        she informs us that she just hasn't had the time to put the IRMA set to
use. It is, at present, in the corner of her office just outside council president'
Garelick's office. Her plan was to use the IRMA as an aid in answering many of the
calls, questions and complaints that regularly come in to the office. IRMA was to
have been used by herself and another secrretary, but neither have had time to train .
with the files. In addition, Miss Marenghi stated that she still plans to use
IRMA and would like to place it outside her office near the press room. However,
security is another matter and she mentions some possible problems with the City
Hall newspaper staff which she fears will take some of the cards out of the file.

Comments   Very simply, it does not appear that IRMA will be used to any great
           extent, but it is questionable if any attempt should be made to remove
the set from the City Council President's office. Miss Marenghi was quite ecstatic
about the potentials of IRMA and asked to be kept up to date about the time schedule
for the new IRMA.

We discussed with Miss Marenghi the possibility of including the members of the
City Council in IRMA and she stated that listings, similar to that of the green
book, would seem appropriate. She added that some council members have offices
where they meet with constituents regularly. Carter Burden, for example, has
a storefront or two that provides services much like the storefronts of the
community corporations.

A current office and home address file of the council members was provided.

Agency: Office of the Bronx Boro President
Bronx County Court House
Bronx

Date: November 16, 1971

Background: IRMA has been with the Bronx Boro President for over a year and has been in use since that time.

Usage We met with Ed Perlmutter, Assistant to the Borough President, who stated that IRMA has been used in several contexts. Most recently, it has been in a mobile unit that is used to handle citizen complaints and citizen information. With the colder weather coming on, IRMA will be moved indoors again as part of a citizen information service.

Mr. Perlmutter indicated that IRMA has been helpful in providing that "extra" service. With most of the inquiries of the kind easily handled by their representatives without IRMA, there does, however, come up that need for a service that goes beyond the general scheme. That special drug program, that employment program and so on. Most of the telephone numbers contained in IRMA are of the general information variety, Mr. Perlmutter indicated, and he felt that he and the other assistants needed special numbers. In addition, the physical properties of IRMA limits its use to the office in which it is located. Besides Mr. Perlmutter, only a few people are trained in its use and greater publicity about IRMA might, he felt, be a task for him to consider.

Agency: Office of the Queens Borough President
Union Tpke. and Queens Blvd
Queens

Date: November 19, 1971

Background   IRMA has been in this office for close to a year and had been placed in
the office of the Borough Engineer.

Usage   IRMA had been used rarely, if at all.

Comments   With most of the calls coming into this office dealing with potholes and sewers,
there was little need for IRMA. In addition, Mr. Morghese, Assistant to the Boro
President stated that calls in particular service areas are not handled by one complaint
office, but are routed to a particular administrative assistant or official with responsibility
for that particular area of service. Thus, several IRMAS, with special sections for these
assistants would be needed.

Mr. Morghese, graciously offered to return the IRMAs for possible use by another agency.
We accepted his offer. However, he saw a need for IRMA in the future and in his comments
we again saw a pattern that has been seen in other agencies.

One factor that has emerged in our travels is the particular needs and expertise of the
potential IRMA user. We have noted, in the past, that men like Mr. Morghese, with expertise
in city affairs and specialized needs, have developed their own contacts and files that
go beyond the general information listing of IRMA. Yet, up to now, a great many of the
old IRMAs were placed in the care of such men. I see this a result of the fact that there
are only 50 IRMAs, they are massive and they were expensive. Thus, by the very nature of
the IRMA acquisition experience, they ended up as the responsibility of possibly the
"wrong" person. Also, the fact that IRMA as a project was under the Office of Neighberhood
Government, might have resulted in too many IRMAs going to too many of the same type of
governmental bodies.

Another factor that I noted that has been mentioned before deals with the physical
properties of the old IRMA, It is big and has become, in many offices, rooted to one
spot. It only serves, it seems, those people within its particular sphere. It becomes
the property of the office rather than the agency in which the office is located.

A third factor deals with narcotic information. Both Mr. Morghese and Mr. Kramer (Richmond
PP office) indicated a need for narcotic information for future programs. I have noted that
along with day care, narcotics information is an area that might be worth considering as
a special subject area. It is, along with day care, an "in" subject and one that crosses
income, geographic and other boundaries. Moreover, an IRMA associate piece may lie in the
publishing of a great many special subject directories such as a narcotics or day care
directory that will reach more than the potential IRMA publications. Perhaps, these subject
directories can be sold or distributed free to citizens of New York directly.

Agency: Office of the Staten Island Borough President
Borough Hall
Richmond

Date: November 19, 1971

Background   IRMA has been in the Staten Island Boro President's office for close to a
year and, according to Mr. Walter Kramer, Assistant to the Borough President,
it is used at least seven or eight times a week.

Usage Mr. Kramer is in charge of community relations for the boro president with special
interest in the work of the community planning boards and citizen's complaints.
The IRMA file is in his office and while, like other experienced city employees, he has
developed his own list of contacts and a great deal of expertise in dealing with citizen
problems that go beyond the scope of IRMA, he admits that he still finds the service a
great help. For instance, most recently he had to look up how one would get the brass
plate on a statue in an intersection cleaned on a regular basis. Also information on
narcotics programs was also helpful.

Mr. Kramer noted that the Staten Island Borough president's office is required to perform
services beyond those performed by the other borough president offices. He states that
this is due to the "parochialism" of the borough, its small population size and the fact
that many citizens deal directly with the officials responsible for providing a particular
service. As did his counterparts in the other boroughs, he bemoaned the lack of powers
of the borough president under the revised charter and pointed particularly to the sewer
problems in Richmond which are particularly acute as an example of an area that had been
the responsibility of his office before the new charter, but now is centralized and much
more difficult to relate to the needs of the citizens.

Mr. Kramer was extensive in his praise for IRMA and felt that it would be a worthwhile
service. He saw the use by the community planning boards as a particular service that
IRMA could perform.

Comments   As far as Staten Island is concerned, I do not see the need for a series of
directories to go beyond the city-wide or borough-wide stage. While there are
4 CPDs, only two of them have, at the present, any extensive population. The rest are
vacant lands, golf courses, cemetaries, etc. In fact, I estimate that the overwhelming
majority of the island's services for the citizens are located within a three square
mile area.

Agency: Kings County Hospital, Office of Public Affairs and Communication
"B" Building, 451 Clarkson Avenue
Brooklyn

Date: December 13, 1971

Background IRMA has been with KCH since 6/71 and has been used primarily
by the Public Affairs section to provide support to their information
staff. It is moved about regularly from the public affairs office to the main
information desk and to the community advisory board office where it is
used by about four people on a regular basis to answer the questions of
patients and interested citizens. The Public Affairs and Communications
office is primarily a public information office with a planned expansion in
the area of community service.

Usage We spoke with Mr. Godfrey Jacobs, Public Affairs Director, who stated
that KCH is in the midst of an expansion program and as soon as he
could be sure as to where he would physically be located, than he could plan
for a more effective use of IRMA. At present, IRMA is used about 10 times a
week with the areas of housing, welfare, employment, and health services
receiving the most attention. Sections on sickle cell anemia, lead poisoning
and UIB have had particular interest lately. A recent "success" story for
IRMA would be the finding of a boarding school for a disturbed youth whose
family was looking for a home that had strong orthodox Jewish ties.

Mr Jacobs saw a great deal of use for IRMA, particularly in a loose-leaf
form. He had planned to publicize the current files paying particular
attention to the r ds of the social service staff. With over 400 people
currently involved in social service and non-medical support services, the
availability of a less cumbersome directory would add greatly to this staff's
ability to function. While he did not see the need for all 400 people having a
new IRMA, he did see about 50 of these people using IRMA on a regular basis.

Comments With KCH serving large areas of Brooklyn with a definite low-income,
or for that matter no-income population as its majority population,
there again was presented the need for more information on a local basis.
Concurrent with that was the desire on the part of the "helping person" to have
more than just a general telephone number.

D-19

Agency: Department of Social Services (Research)
         250 Church St
         NYC

Date: December 9, 1971

Background IRMA had been placed in the Department of Social Services (Research Section)
            less than two months ago as an aid in their preparation of a major
reorganization program.

Usage IRMA has been used continuously, with almost a sense of urgency, since arriving
       in the Research Section. Under the planned reorganization program for the
Department of Social Services, the city will be divided up into about 40 "Human Resource
Districts" with boundaries corresponding to Community Planning Districts or combination
of CPDs. Each of these HRDs will have a community service team which will provide,
among other services, an information and referral program. Each Community Service
Team in these HRDs will therefore need as much information as possible on existing
programs, services, facilities, etc. An IRMA, either in Stage I or the projected
Stage II form would ideally meet the DSS need. However, because of time and other
elements, this is not possible so the Research Section has been given the task of
putting together Directories for each of their districts until IRMA is available.

IRMA is the major source of Department of Social Services information for this
program as noted in our interview with Miss Rosalie Bernstein of the Research
Section staff. We were informed that the FRA information service, PROBER, was
unequal to the task and that many of the other directories that have been
considered as source material do not measure up to the capabilities of the old
IRMA; the lack of updating notwithstanding.

In fact, meetings with IRMA staff and DSS Community Service Personnel, including Miss
Pat Pettiford, Director of Research, DSS, resulted in the stationing of a DSS staff
member in the IRMA office to use some of our updated material for their program.

Comments IRMA usage here is purely one of research. With the research by DSS to
          result in a directory similar to IRMA, it is surely a duplication of some
effort and a waste of a whole lot of other effort. When established, however, the
CSS teams will certainly be a fertile ground for not only the new IRMA, but just as
important, a fertile source of material on local services. As a referring agency, the
CSS teams will be able to provide information on new services and how effective these
services are to the user.

Agency: Washington Heights Task Force
          3958 Broadway
          NYC

Date: September 23, 1971

Background   Task Force serves 5 distinct Manhattan communities with a wide range
             of client populations with a large variety of problems.   IRMA has been
with this office for close to three years.

Usage   We met with Mr. Jordan Linfield, Task Force Director and 3 of his assistants.
        They mentioned that the major problem areas for the community are welfare
and housing and that additional information on services in these areas are always
appreciated.   However, we were confronted with a situation that we have met
before when speaking with experienced agency representatives.   Namely, that the
telephone numbers and agency information they desire is not, they felt, contained
in IRMA's present form.   Mr. Linfield stated that "Irma is very good for the
new guy...the offbeat client."   He and his chief assistant added that they had
built up over the years many contacts which they tended to utilize when dealing with
individual problems.   However, many of their current activities dealt with
coordinating community group activities and the individual problems were left
to their two newest workers.   These workers stated that they did not use IRMA too
much simply because IRMA was in the front office and their desks were in the back.
As we talked it was decided to move IRMA to the back nearer to their desks.   They
mentioned that they realized that there was a need for IRMA in the office, but
the physical act of getting up and walking the whole length of the office to use
it was, frankly, too much of a problem.   All seemed interested in the loose-leaf,
CPD format of the propsed IRMA and all hoped that the telephone listings would
go beyond the "WO 4-3000 approach" of most general listings.

Comments   This was the first in our "second series" of interviews with the emphasis here
           on usage to see if the IRMA should be moved to an agency that is required
to submit work sheets for the new IRMA, but has never seen the old IRMA.   Mr. Linfield
admitted that IRMA hasn't been used, but he felt, and we agreed, that with the
new location of the files in his office the usage might pick up.   It was decided
to check again with the task force in about three weeks and see if the files
should remain.

Agency: West Bronx Task Force
         1800 Grand Concourse
         Bronx

Date: October 5, 1971

Background The West Bronx Task Force serves an area that, in recent years, has undergone
            a great many changes. Still thought of as a Jewish middle-class community,
the area has a large ethnic mix with a large welfare population. The middle-class,
for the most part, has fled to Co-Op City and has left in its place welfare, housing,
senior citizen, sanitation, crime and drug problems. The Task Force Director, Tony Kahn
and IRMA have been in the area since the office opened in July of 1970.

Usage Mr. Kahn turned out to be one of the most enthusiastic IRMA boosters we have met and
       he immediately made several suggestions for the proposed loose-leaf manual. Chief
among them was the call for a special "inter-agency" section for use by city employees.
providing community services that would provide these workers with private information so
that they may have an "edge"...a sort of headstart over other community service workers.
This "edge" would be in the form of advance word on such things as proposed day care
centers, housing projects, health department programs, etc. This type of information, he
felt, could be of great help to community board members, task force workers, social
service workers and the like who are often the last to know about programs planned for
their areas and are often, to their embarasment, confronted and asked to explain these
programs by the very people they are supposed to inform.

In addition, Mr Kahn asked that some consideration be given to providing the IRMA users
with the background information such as school catalogs, program announcements and the
like which are often used as the basis of the IRMA entry. He also hoped that the loose
leaf pages would be of a durable material able to take hard use.

Mr. Kahn mentioned that his use of IRMA varied as he could go to the files ten times in
one day and than go several days without using IRMA. He finds that he constantly discovers
new uses for IRMA and, most recently, used the files to help a returning Viet Nam veteran
secure financial aid from the Hebrew Loan Service. In addition. IRMA was most helpful
in helping a girl locate a mother who had deserted her many years ago and in helping
an ex-convict with a series of social service problems.

On the other hand, Mr. Kahn felt that IRMA should include more information on adult
education courses and that some of the eligibility requirements for various programs
could be spelled out in greater detail.

Comments It was obvious that Mr. Kahn saw IRMA as a community service tool and his
          call for what is planned as well as what currently exists echoes the feelings
of other community workers. (Eddie Villegas) The importance of advance information to
the community worker cannot be discounted as there is often competition among various
agency personnel for the loyalty of their potential clients. There exists many programs
that duplicate the services of already existing area agencies and the jobs of the community
workers often depend on the number of clients they can attract even though it means
attracting them from other agency programs and other agencies.

Agency: Hamilton-Grange
         1652 Amsterdam Ave
         NYC

Date: October 5, 1971

Background: Hamilton-Grange is a storefront operation under the sponsorship of the
             Housing & Development Agency. It provides Emergency Service for Housing
problems and is a Mayor's Neighborhood Center. IRMA has been in use by Hamilton-Grange
for close to two years.

Usage We met with Mrs Stitt, Director, who like many other community workers we have
         spoken with has developed over the years her own file and set of listings of
programs and agency personnel. She calls it her own IRMA and stated that it was necessary,
because of the community's particular problems to have this type of local file. Drugs
and housing are the major problems in this poor neighborhood. There are also three
large single room occupancy buildings occupied by welfare recipients within a block of
their office adding to the type of inquiries they receive. Local listings on drug services,
welfare centers, jobs and schools are needed and she hoped that the new IRMA would provide
this type of information in some detail. For example, the current Department of Social
Service reorganization is causing a great deal of confusion and she felt that explanatory
material in IRMA on what separation, DAB, income maintenance, etc means would be most
helpful.

IRMA has been particularly helpful in providing information on a variety of services
such as summer camps, free medical services and veteran's benefits.

Comments Mrs Stitt, with her "baby IRMA" would be most willing to provide information
          on local services not currently listed in IRMA. As mentioned previously,
consideration should be given to an on-going mechanism to secure such information from
IRMA users.

Agency: Park Slope-South Brooklyn Task Force
         46 4th Avenue
         Brooklyn, New York

Date: October 27, 1971

Background   Task Force office located in downtown Brooklyn area serving the Park
             Slope, South Brooklyn, Sunset Park, Bay Ridge and parts of Cobble Hill
and Brooklyn Heights Communities. IRMA has been in this office for some time,
however the community worker, Miss Terry Tanzi, has only been here for 2½ months.

Usage   In spite of relative unfamiliarity with IRMA, Miss Tanzi stated that she has
        used the files on several occassions, not more than seven times in seven
weeks. Other people who come in the office have, however, used IRMA. The major
subject areas have been health, jobs, welfare and housing.

A great deal of our time was spent in training Miss Tanzi in the use of IRMA. She
noted that the complexity of the current system almost freightened her on occassion.
She stated that her main problem was probably lack of usage and some problems
with the small, "Jimmy" file. She felt that more up to date information was needed,
especially in the areas of planned projects like day care centers. She mentioned
the problems in the community that recently arose over a planned or, for that
matter, an unplanned day care center that seemingly opered over night. If they had
known about the center before it opened tensions would have eased.

D-25

Agency: Co-Op City Task Force
177 Dreisser Loop (Co-Op City)
Bronx

Date: November 16, 1971

Background   Co-Op City now has 44,000 people with an expected total soon to be reached of
60,000. 22% of the people are senior citizens, 28% black and Puerto-Rican,
the majority Jewish and almost all fitting in the middle-income group. The Task Force
has been in operation for a year and Co-Op City has been open since 10/68.

Usage   We met with Mrs Ann Hershkowitz who not only works in C-Op City, but is a resident
in the project as well. IRMA has been in the task force for about 10 months and
has been used quite sparingly. It has only been within the past two months that the
Task Force has its own office. It is in a room that is part of the community center
complex and it is evident that the Task Force, like the rest of Co-Op City is still
in a "shake-down" phase.

Mrs Hershkowitz stated that her main efforts have been in the areas of schools, traffic,
pot holes and transportation. Except for medicaid, there seems to be, so far, little
in the area of individual service. Perhaps IRMA's most recent and helpful use was as
an aid in researching for names of people to write to for jobs for youths as part of a
health council assignment.

IRMA is kept locked in a closet in the main office of the community center which is down
the hall. When a problem that IRMA might solve is raised, if there is time Mrs. Hershkowitz
goes to the file.

Comments   There seems to be little need, at present, for IRMA in this office. However, I
would delay in taking this set away now unless there is an urgent need elsewhere.
We discussed this possibility with Mrs Hershkowitz and she raised no objection asking
only for time to photostat the IRMA cards so that she would have a file, if needed.
With Co-Op City still in the infant stage and with the Task Force even younger, it may
be wise to see what happens in the weeks to come.

Agency: Youth in Action (Program Planning)
         977 Bedford Avenue
         Brooklyn

Date: November 24, 1971

Background IRMA has been with YIA for several months and that agency, for almost the
            same length of time, has been unable to use IRMA in the manner that they
had planned. The current telephone strike is seen as the cause of this situation.

Youth in Action is the delegated poverty agency for the Bedford Stuyvesant area. The
Program Planning section is the co-ordinating body for the funded groups that are part
of the YIA set-up.

Usage Under the proposed program, a central information service available to the
        funded groups and individual citizens of the Bedford-Stuyvesant area is to be
established. Telephone numbers along with publicity about this service is to be
provided. The citizen and the agency could than call the given numbers to ask about the
services in which they are interested. If such a service, such as job information,
narcotics control, family day care, etc. are provided by a YIA agency, than that agency
would be given as the initial referral for the citizen. However, the information center
will not be limited to YIA agencies or to usage by potential YIA clients. Other
services, both in and outside of the community, and all community persons and agencies,
could avail themselves of this YIA program.

IRMA was seen by the program director, Mr. Robert Keitel, as the main source of city-wide
service and facility information. The local information as to available services and
programs is to be provided by YIA and, in particular, the information team working on
this project. Existing services are to be verified and, from time to time, the section
will canvass the community in a search for new services and facilities.

As mentioned, the telephone strike which has delayed the installation of the necessary
phones has delayed the installation of the program. Workers who are to provide the
service have been trained and are ready to begin the program. Mr. Keitel indicates that
a Mrs Georgia Williams has been trained in the use of the IRMA and will be one of the
service leaders. She has, while awaiting the start of the service, continued to work
with IRMA which is being used currently as a research tool.

We have also been informed that if the phone strike continues much longer than the files
will possibly be moved, along with the information center staff, to another YIA office
in which the YIA community radio station is located.   The program will begin using that
office's telephones and radio station as a support.

Comments Under the YIA program, Project IRMA would receive certain benefits that are
           agreed upon by YIA and Project IRMA, but are, for the most part, only partially
spelled out by Project IRMA and other current IRMA users. YIA has agreed to furnish on
a regular basis information on not only new programs that they have discovered, but
detailed information on programs currently listed in IRMA to which they have referred
clients. This information will be in the area of service adequacy with such information
as waiting time, waiting lists, cost of service, treatment of clients, etc. to be given.
Such an ongoing program that goes beyond the IRMA users requirement to furnish information
about corrections they discover, or the requirement that agencies listed in IRMA notify
Project IRMA about changes in their listings, can make the various IRMA publications
and services known as a trusted community tool.

Agency: Forrest Gould Service Center
          3273 Third Avenue
          Bronx

Date: November 16, 1971

Background   Forrest Gould is a storefront service center dealing in a wide variety
             of services to res   of the immediate and neighboring area. Low income
families and individuals are the   ary recipients of the services with problems in
the area of welfare, housing, mental hygiene, etc of primar concern. They have had
IRMA since the in...ption of the IRMA program

Usage   The IRMA file is not only displayed prominently but is is worn by use. Mrs Harris,
        the program director, was lav...n ... her praise for IRMA stating that they use it
every day and that it has not onl prov...ed them with referral information, but has served
as an educational tool in a grea. ...y areas. The employment section received particular
praise.

Mrs Harris echoed many of the comments given us by other IRMA users who have seen the
files as a creative tool for their agency. She mentioned the need for updating, the
need for more information on available local services and facilites, the need to develop
her own file and the need to have more than just general telephone numbers as well as an
idea as to services and facilities that are planned as well as those actually in existence.

Comments   It is again evident that successful use of IRMA depends on a great many factors.
           One, as seen by Forrest Gould, is a dedicated leader who is not the only person
using IRMA. Staff members at Forrest Gould are trained in IRMA usage and, what's important,
are encouraged to use the file. Furthermore, we notice that few IRMA users use all the
sections. In fact, there are many sections that are rarely looked at, but many times the
payoff to IRMA users comes when they come up with that special card that is just right
for the client. This is, sort of, an argument against concentraing information into
only areas of greatest use.

Agency: Community Council of New York
          225 Park Avenue South
          New York City

Date: October 27, 1971

<u>Background</u>   Community Council is a coordinating body for over 100 member social
              work and community service organizations.   In addition, it publishes
the prestigious <u>Directory of Health Services</u> once every two years.   They have had
the rollodex IRMA for over a year.

<u>Usage</u> Although we had called Community Council to discuss their use of IRMA, our
        meeting became, at their request, a discussion of the new IRMA.   We met with
various members of their community information unit including Miss Sylvia Norwalk and
Mrs. Betty Askew editors of the Directory and Martha Seymour, Information Specialist.

We did, however, learn that IRMA is used both as a resource tool for the Community
Council, but also as a direct service support for member agencies.   Questions on
available community services that come their way are often answered with the help
of IRMA.   In addition, there are calls from citizens regarding services which also
are answered with the help of IRMA.

Miss Seymour stated that IRMA has been particular helpful in those areas in which
the council does not necessarily specialize. E.g. transportation and enviromental
protection.   IRMA is used several times a week by herself and other specialists.
She found the information presented particular helpful as IRMA presented a little
bit more than other directories have done about a particular agency or service.
This "in depth" kind of information makes her work easier.   Besides being one of
the few people we've met who have mentioned sections other than housing and welfare
as important areas, Miss Seymour also was one of the few poeple who pushed strongly
for the "how to" and educational content areas.   Explanations of laws and licensing
information found in the pilot project IRMA had been most informative.

Our meeting, as noted, dealt mainly with the new IRMA and the effect it will have
on the city.   Evidentally, the effect of IRMA on their own operations was an
unmentioned consideration.

<u>Comments</u>: As noted during other meetings with private agency representaives that I
          have had over the years as a member of city government, there is almost
a severe hunger for information on just what is happening.   This seems particularly
true when the private agencies are in the social work or health field. A simple
explanatior for this seems based on the fact that these agencies serve, in similar
and different ways, the same clients served by agencies such as H.R.A., D.S.S.,
Health & Hospitals, etc. The private agencies continuously have to adjust to the
waves caused by the city agencies.   IRMA could very well be such a wave affecting
the resource and referral techniques of the council and the member agencies.   It was
interesting to note that IRMA was not viewed, so far at least, as competition or as
a threat, but as a welcome support to their services.   A desire to "educate" and
offers of assistance were sincerely made by Miss Norwalk and her staff.   They felt,
and I agree, that they had a lot to offer the IRMA program.

D-29

Agency: Federation of South Bronx Community Organizations
337 Alexander Avenue
Bronx

Date: September 14, 1971

Background The Federation is an organization that seeks to coordinate,
inform and help the various   rvice agencies in the poverty-
stricken South Bronx area. Serving a m   y Puerto Rican, low-income
population, these agencies through a var.ety of means are attempting to
attack the many problems common to this type of client population. IRMA has
been with the Federation since 5/71 and has been used extensively in a
variety of ways.

Usage We spoke with Miss Vera Vasquez who stated that there are over
200 agencies belonging to the Federation with narcotics, welfare,
housing, education, employment and health as the chief areas of interest.
Miss Vasquez is acting director and she mentioned that the Federation,
besides working as a support to the member agecies, acts on its own with
various groups. During the summer, a group of Neighberhood Youth Corps
workers used IRMA as part of a survey of community resources. She is
now about to set up, using volunteer senior citizens, a telephone information
and referral service with IRMA as the source of information. In addition,
IRMA will be publicized ext#nsively among the member agencies as another
service of the Federation office.

Miss Vasquez added to the call of other local community workers who called
for more local information. She stated that she can't send people with "...their
own frame of reference from the South Bronx to a downtown agency." She
cited the difficulty that she had in helping a Vietnam veteran who had been
living in an abandoned building and who had great difficulty in dealing with
the Veteran's Administration. She added that "... many of the potential
users of IRMA see the agencies listed in IRMA as part of the bureaucratic
red tape agency that hurts more than it helps." Local listings in a less
imposing type of file would help greatly. There was again a call for the
listing of more than general numbers, but at the same time Miss Vasquez
stated that these agecies change location and personnel so often that it is
almost impossible to keep up with them.

Comments None

Agency: Model Cities
         2 Lafayette St
         NYC

Date: September 23, 1971

Background IRMA has been with this office for about 3 months. It is used as an
            in-service reference tool for the public and community relations
sections of the model cities operation.

Usage We met with Mrs Daphne Shepard, Director of Community Relations, who stated
       that IRMA is not used too often as the type of information they generally
need is not in the directories and there is also a feeling that the information is
not, presently, available in a convenient form.when it might be in the directories.

However, there was no discussion of moving the IRMA elsewhere as we also discussed
with Mrs Shepard the activities and results of the meeting held last week with
the representatives of the various city agencies that will be providing work sheets
to IRMA. Model Cities was not represented at this meeting and Mrs Shepard would now
be the person providing model cities information to IRMA. The present IRMA would
be useful, she felt, in providing the necessary information to us.

D-31

Agency: Neighberhood Youth Diversion Project
        1931 Washington Avenue
        Bronx

Date: September 14, 1971

Background The Neighberhood Youth Diversion is part of the VERA project.
            At this office, a staff of legal workers handle cases referred by
the Probation Office. Children between the ages of 12 and 16 are accepted
and IRMA is used to provide the non=legal support services needed by
the children who almost entirely come from multi-problem families. IRMA
has been in this office since 6/71, it is displayed prominently in the office
which was once a masonic temple, and it is used about 10 times a day.

Usage This information was provided by Mr. Tim Feester who acts as the
       resource worker for the rest of the staff. There is a staff of 20 and
the major share of questions come in the areas of jobs, education, welfare,
housing, tutoring, recreation and health. Housing is a particular concern
of Mr Feester who stated that a great service IRMA could provide would
be the listing of housing construction in the planned and not-completed
stages so that the families of the children they serve could make applications
in advance.

Mr Feester was critical of some of the listings contained in IRMA stating
that while they profess to serve the community, his experience has been
that they are immediately turned off when they are informed that the potential
client comes from the South Bronx. This is the area they serve and he
believes that a listing of local services would of greater benefit to his staff.
At the same time he noted that the South Bronx being defficient is so many things
is also defficient in the number of agencies and the quality of service that is
needed in the area.

Mr. Feester added that he would be happy to provide IRMA with a listing of
the various community contacts that he has developed and he also suggested
that major corporations, such as Bankers Trust, Dow Chemical and Con
Edison which have community relations programs also be listed as potential
resources. Additional listings in the areas of recreation and youth services
were also requested.

Comments The various needs of various IRMA users can easily be seen as Mr.
          Feester saw IRMA as a local community organization tool with
the emphasis on agencies and programs that "do" something for the community.
Other agency's such as Miss Marshall of Health Services, see IRMA as a
research tool. All, however, are interested in the quality of the services
listed.

Agency: Maspeth Community Office, Mayors Task Force
803 Cypress Avenue
Ridgewood, Queens

Date: September 10, 1971

Background As a result of the budget cuts in city services this past spring,
the Task Force office serving planning districts 5 and 2 was
closed. This office, located in Maspeth, was than given desk space in the
office of the Ridgewood Times in Ridgewood, Queens. IRMA has been in this
office which is off the main square, 1 flight up, over some local stores.
There is no indication that the office is anything but the office of the
Ridgewood Times.

Usage We spoke with Mrs Jane Planken, Community Worker, who states that the
Task Force still attempts to serve 5 predominantly blue collar
communities of mainly Italian, German, Polish, Spanish and Jewish middle to
lower-middle income groups. It is still considered a temporary office.
IRMA is used only two to three times a week. Housing, sanitation, parks,
traffic and highways are the major areas of concern to the IRMA users which
include herself and task force committee chairman. However, the most recent
successful use of IRMA involved the discovery of a mental health facility
that would work with a problem child. The idea of an IRMA that would provide
more local information seemed to represent a considerable advance to Mrs Planken.

The only suggestions that were offered were of additional listings of police,
Board of Education and hospital information beyond the few general numbers
that were currently presented.

Comments None

D-33

Agency: Health Services Administration
125 Worth Street
New York City

Date: September 10, 1971

<u>Background</u> Since February, 1971, IRMA has been used by the Program Analysis
Section of the Health Services Administration. They are located
on the 6th floor of the Health Services Central Administrative Offices.

<u>Usage</u> IRMA is used by the program analysis staff as an in-service research
tool to aid in their program analysis assignments. We were informed
by Miss Elsa Marshall, one of the program assistants, that IRMA is used about
three or four times a month. Thirteen people, including herself, have access
to IRMA. While IRMA is used rarely, Miss Marshall states that when it is used
it can be used conti ously for a one or two week period. An analysis of
various city helath facilities could only be made efficiently with the aid of
IRMA which had all the necessary listings.

Miss Marshall also indicated that other tools were also used with the large
City Planning Books that provide maps and other visual aids a popular source.

<u>Comments</u> It is obvious that IRMA is going to mean different things to different
people and the use by the Health Services Administration seems valid.
In fact, the comment regarding the visual approach of maps points up a
problem faced by other users of IRMA or other reference works. Namely, it's
nice to have an address but the question often arises as to where that facility
or service is located in relation to other services, locations, considerations,
etc.

Miss Marshall, in addition, set up a system whereby users of IRMA could make
comments, corections and additions to IRMA.

Agency: Office of the Majority Leader, City Council
          City Hall

Date: November 5, 1971

Background   We met with Stanley Friedman, Executive Assistant to Majority Leader
             Thomas Cuite. He stated that IRMA had been in their office for over 6
months.

Usage   IRMA has not been used to any great extent. Mr. Freidman stated that although
        they received a great many calls for service, because of their expertise and
contacts, they did not need the IRMA as constituted.

Like Miss Marenghi down the hall, Mr. Friedman wanted to be kept up to date on the
progress of IRMA as he saw that it might have greater use in its new form.

Comments   Again, it may be more of a political question as to whether IRMA should
           be removed from this office although lack of usage indicates it may
be of help elsewhere.

Mr. Friedman re: inclusion of councilmen in new IRMA felt that it was a political
question that Dr. Costello might be interested in deciding. While councilmen like
Carter Burden do have offices that disperse service on a regular basis, other
councilmen have as their offices their local political club or their local law
office. Some share offices, but all think in political terms and IRMA, he felt, would
be bx providing political preference if their local clubs were listed as places where
services would be provided.

OFFICE OF THE MAYOR

CITIZEN INFORMATION RESOURCE SYSTEM (PROJECT IRMA)

250 BROADWAY, NEW YORK, N. Y. 10007

Telephone: 566-1567 or 433-7490

EDWARD A. MORRISON, Deputy Mayor-City Administrator

IRMA is conducting a pre-publication test to ascertain the extent of its usefulness to social agencies in locating services for their clients. It is calling upon professionals in the field to participate in a workshop designed to test the validity of the system used for classifying IRMA's 4600 facilities, and in addition to show empirically that the service as listed by IRMA is actually offered at the facility. We want to know how easy the information is to get at, and how the process of getting it measures up against the participants' current procedures.

To this end we are asking you to do several things:

1. Look at the enclosed list of IRMA Subject Sections in order to understand and become familiar with the method by which IRMA groups its facilities preparatory to actually locking up certain facilities during the actual test. We would also be interested in your comments on the headings themselves. Which ones do you feel you'd use most often, which ones least often, which ones are too broad or too narrow, which ones not definitive at all? Scribble on the listing if you feel like it. This is one of the two principle tools that will be used to locate facilities during the test itself. We've also enclosed for further clarification, a listing of the kinds of services you can expect to find under each of the 15 major subject sections.

2. A second enclosure is an index, called a Related Terms Index. Here you will find (among others) specific terms that above are classified under the 15 Primary Subject headings. This is by no means a comprehensive list of clue words, but represents some of the more common designations for problems handled by agencies like yourselves. A more detailed explanation of its use will be given at the test. Do these seem to cover most of the situations you run into, or are there important omissions? You will notice they point in most cases to sections classified by service, not to a facility. This will also be explained in greater detail when you arrive. There are two groups that do not point to sections classified by service: the ones in capital letters representing an alphabetical rendering of the service classification, which points to itself, and the other, in italics, the kind of person toward whom a service may be directed. These will be found next to the service definitions in the body of the directory. This is the second principal index to be used in the test for locating facilities in the body of the directories that will be presented to you on microfiche at that time.

3. Then there are blank forms on which we request that you articulate at least 10 problems or information requests that your office commonly handles, which you respond to by referring to a directory - one for each service request. Keep in mind we are testing an information tool and the fact that your problem may be routine, usually handled by agencies familiar to you is not a factor. Try to state the request clearly and completely, including the circumstances of the client, as our plan is to have another participant handle it after you have completed it.

4 Lastly, we request that you answer a few brief questions concerning the average volume of calls made by your agencies during a day, with special regard to how many calls it takes before you locate the appropriate service. This will aid us in setting up a standard with which to compare our own results. A form (headed: Agency Information) is enclosed for this purpose. Please bring

D:3

APPENDIX D: Directory Testing

IRMA II   PREPUBLICATION TEST

    3.   Materials

        -   Introductory Letter

        -   Question/Problem Record

        -   Resource Materials Usage Record

        -   Telephone Call Record

        -   Post-Test Record

these forms and the above lists with you to the workshop on May 17.

We are inviting one person from each participating agency to take part in the working session at 250 Broadway, Room 9, 17th floor, which will begin at 10:00 a.m. and end at 4:00 p.m. on May 17. At 4:00 p.m. we will engage in a brief discussion to evaluate and summarize the day. Select either yourself or any staff member of your choice - the only criterian being that the designated person be experienced in making agency referrals. The morning will be devoted to a further explanation of the test goals, an overview of how IRMA works and instruction in the use of the materials to be used during the test. After a lunch is served, the afternoon will be devoted to trying to answer the questions or solve the problems posed by the participants by actually identifying facilities thru IRMA and calling them to verify that the desired service is actually offered there. The steps taken to reach these goals will be recorded on forms supplied by IRMA.

We will be working through micro-fiche readers supplied by IRMA and, as we are still in the process of computerizing the directory, one portion of it will be in numerical code for which a code list will be supplied.

We are most appreciative of your taking the time to cooperate with us in this our first outside test of the IRMA data base.

I look forward to seeing you next Thursday.

Sincerely,

Rae Brooks
Director, Project IRMA

enclosures

REB/pjd

ADDENDUM

If you yourself (if you are not designating yourself
as a workshop participant) or other members of
your staff, even that person who participated, would
like to know more about LRMA and the results of
the test we held, a separate seminar will take place
at 51 Chambers Street, 10th floor, at 10:00 a.m.,
Tuesday morning, May 22. If you care to attend,
would you let Gene know.

QUESTION / PROBLEM RECORD

Question/Problem No. _____

Participant _____

Time _____

Step No. __1__

> Refer now to Resource Materials and complete the Resource Materials
> Usage Record. DO NOT answer the questions below at this time.

1. Were any details such as age, address, situation, etc. added to the

   original Question/Problem? _____

   If yes, what? _____

2. Time _____

> Please turn in the set of forms for this question to a monitor
> and receive a new question and set of forms.

RESOURCE MATERIALS USAGE RECORD

Question/Problem No. _____

Participant _____

Step No. _____

1. I am using the:

_____ List of Subject Sections
_____ Related Terms Index
_____ Facility Directory
_____ Agency Directory
_____

> if you answered:
> List of Subject Sections, continue with question 4 below.
> Related Terms Index, continue with question 2 below.
> Facility Directory, continue with Directory and question 8.
> Agency Directory, continue with Directory and question 8.

2. What term(s), if any, did you look up that did not lead you to a
   relatea term entry?
   _____

3. What term(s), if any fulfilled your requirements?
   _____

4. What subject section number is to be used?   _____

> Refer to the subject section in the Subject Directory.

5.a. How many facilities were scanned before the section was considered
   appropriate (or innappropriate)?

   ___ 1 to 5   ___ 6 to 10   ___ 11 or more

  b. Did you scan the entire section? _____

6. Did you find any of the following information helpful?
   _____ location
   _____ other services listed at the facility
   _____ modifiers

7.·

D-42

7. Was the facility name helpful?

_____ Yes, seemed to describe service
_____ Yes, recognized facility name
_____ No, facility name not important
_____ Other (Explain) _____

8. What are the facility names and ID numbers that have been selected to call?

_____

_____

> If facilities were selected to call, start the next step with a Telephone Call Record.
> If no facilities were selected to call, start the next step with another Resource Materials Usage Record.

QUESTION / PROBLEM RECORD

Question/Problem No. _A 1_

Participant _____

Time _____ Step No. _____

I need counselling for my 5½ year old, emotionally disturbed with
speech difficulty.

Refer now to Resource Materials and complete the Resource Materials
Usage Record.   DO NOT answer the questions below at this time.

---

1. Were any details such as age, address, situation, etc., added to
    the original Question/Problem? _____ Yes _____ No

    If yes, what? _____

    _____

2. Time _____

Please turn in the set of forms for this question to a monitor and
receive a new question and set of forms.

QUESTION / PROBLEM RECORD

Question/Problem No. _A 3_

Participant _____

Time _____ Step No. ____ _____

Are there facilities that can diagnose urine and blood specimens to determine drug use? I live in Park Slope and cannot afford for the laboratory fees.

Stranger service

> Refer now to Resource Materials and complete the Resource Materials ~ge Record. DO NOT answer the questions below at this time.

1. Were any details such as age, address, situation, etc., added to

   the original Question/Problem? _____ Yes _____ No

   If yes, what? _____

   _____

2. Time _____

> Please turn in the set of forms for this question to a monitor and receive a new question and set of forms.

QUESTION / PROBLEM RECORD

Question/Problem No. __B 1__

Participant _____

Time _____ Step No. _____

I would like family planning information. Is there somewhere I
can go that does not charge a fee?

Str... ut S ... ...

> Refer now to Resource Materials and complete the Resource Materials
> Usage Record.   DO NOT answer the questions below at this time.

1. Were any details such as age, address, situation, etc., added to

   the original Question/Problem? _____ Yes _____ No

   If yes, what? _____

   _____

2. Time _____

> Please turn in the set of forms for this question to a monitor and
> receive a new question and set of forms.

IRMA PRE-PUBLICATION TEST

QUESTION / PROBLEM RECORD

Question/Problem No. ___J 1___

Participant _____

Time _____ Step No. _____

     Being an older person, I'm in my house in the West Bronx so much. I'd like to join a group where I can meet people my own age.

Refer now to Resource Materials and complete the Resource Materials Usage Record. DO NOT answer the questions below at this time.

---

1. Were any details such as age, address, situation, etc., added to

    the original Question/Problem? _____ Yes _____ No

    If yes, what? _____

    _____

2. Time _____

Please turn in the set of forms for this question to a monitor and receive a new question and set of forms.

QUESTION / PROBLEM RECORD

Question/Problem No. $\underline{\quad E \quad 2 \quad}$

(?) Participant _____

Time _____ Step No. _____

My mother is getting old, but she refuses to leave her house,
and she isn't able to take care of things alone.   What can I do?(Bronx)

> Refer now to Resource Materials and complete the Resource Materials
> Record.   DO NOT answer the questions below at this time.

1. Were any details such as age, address, situation, etc., added to

    the original Question/Problem? _____ Yes _____ No

    If yes, what? _____

    _____

2. Time _____

> Please turn in the set of forms for this question to a monitor and
> receive a new question and set of forms.   .

QUESTION / PROBLEM RECORD

Question/Problem No. _J_ _2_

Participant _____

Time _____ Step No. _____

Where can I find out about summer camps for my
child? I've called half a dozen places, and nobody seems to know.

Refer now to Resource Materials and complete the Resource Materials
Usage Record. DO NOT answer the questions below at this time.

'1.   Were any details such as age, address, situation, etc., added to

the original Question/Problem? _____ Yes _____ No

If yes, what? _____

_____

2.   Time _____

Please turn in the set of forms for the question to a monitor and
receive a new question and set of forms.

IRMA Pre-Publication Test Record

Micro-Fiche Usage Record

Question or Problem No._____

Participants Name_____

Step No._____

The directory used in this step is ordered by:

_____Subject_____Agency_____Facility Name

1.   If the subject or agency directory were used, what subject
     section or agency was scanned?_____

     _____

2.   a) If the subject or agency directory were used, how many
         facilities were scanned before the section or agency was
         considered appropriate or inappropriate?

         _____fewer than 20

         _____more than 20

     b) Did you scan the entire section or agency?

         _____yes

         _____no

3.   Was the facility location helpful?

         _____yes

         _____location not important

         _____other (Explain)_____

4. Was the facility name helpful?

_____Yes   Why?_____Recognized facility name

_____Recognized agency name

_____Seemed to describe service

_____Other (Explain)

_____

_____

_____No   Why?_____Facility name not important

_____Facility name ambiguois

_____Other (Explain)_____

_____

5. Were the other services listed at a facility helpful?

_____Yes

_____Other services not important

_____Other (explain)_____

_____

6. Were the modifiers helpful in describing the service?

_____Yes

_____No

_____Did not examine modifiers

7. How many facilities were singled out ot call?_____

8. If no facility is to be called, why not?

   _____No facility found in desired location (neighborhood, etc)

   _____No facility found with desired mix of services

   _____No facility found with desired modifiers

   _____Other (specify)_____

   _____

9. Would it have been helpful if the following information was

   listed: (answer – Always, Sometimes, Not Relevant)

   a.) Fee_____

   b.) Eligibility_____

   c.) Appliciation Requirements_____

   d.) Capacity_____

   e.) Waiting list_____

10 If you had to answer the same inquiry again, would you use the

   same directory?

   _____Yes

   _____No

   If No, which directory would you be inclined to use?_____

   _____

TELEPHONE CALL RECORD

Question/Problem No. ____

Participant _____

Time _____

Step No. ____

| Answer questions 1 and 2 before calling. |
---

1. Please enter the facility name, ID number and phone number to be called: _____

2. This facility information was found via the:
   ____ Facility Directory   ____ Agency Directory
   ____ Subject Directory   ____ Referral

3. If this facility was not contacted it was because:
   ____ it was called by another participant with the same Question/Problem No. (Please enter phone no. and/or facility ID no. _____0
   ____ There was no answer.
   ____ The phone no. was incorrect and Information (411) could not locate.

4. Was this facility contacted? _____

5. Can this facility take care of your problem?
   _____ Completely   ____ Some   _____ Not at all

6. If this facility can help, please describe briefly.
   _____

7. If this facility referred you to another facility what is the name, address and phone no. of this other facility?
   _____

8. Time _____

If this facility satisfied your search, complete questions 1 and 2 of the Question/Problem Record.

If this facility did not satisfy your search:
   a. because it referred you to another facility and/or you selected more than one facility to call, begin the next step by taking another Telephone Call Record.

   b. because it did not refer you to another facility and/or no other facility were selected to call, begin the next step by returning to the Resource Materials and completing the Resource Materials Usage Record.

IRMA PRE-PUBLICATION TEST

POST-TEST RECORD

Please feel free to add comments to any question.

1. In general, how helpful were the following:
   (Place a check in the appropriate column)

Very Helpful	Slightly Helpful	Not Helpful	
_____	_____	_____	List of Subject Sections
_____	_____	_____	Related Terms Index
_____	_____	_____	Subject Directory
_____	_____	_____	Facility Directory
_____	_____	_____	Agency Directory
_____	_____	_____	Facility Location
_____	_____	_____	Facility Name
_____	_____	_____	Other Services listed at a facility
_____	_____	_____	Modifiers

2. In what ways was IRMA helpful?

   _____ Saved time

   _____ Would not have found references otherwise

   _____ Made me aware of kinds of services available

   _____ Other (Specify) _____

   _____

3. What was your principal objection?

_____

_____

_____

4. What did you consider most helpful?

_____

_____

5. What directories do you typically use for questions like these?

_____

_____

6. Would it have been helpful if the following information was listed:

a. Fee _____ yes _____ no

b. Eligibility _____ yes _____ no

c. Application Requirements _____ yes _____ no

d. Capacity _____ yes _____ no

e. Waiting list _____ yes _____ no

APPENDIX D: Directory Testing

IRMA JI   PREPUBLICATION TEST

4.   MIT/ESL Review

July, 1973   Report ESL-R-505

REVIEW OF PRELIMINARY TESTING OF PRINTED
DIRECTORIES OF CITIZEN SERVICES FOR POSSIBLE
USE IN URBAN INFORMATION SYSTEMS

by

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ABSTRACT

This report reviews certain preliminary testing done to determine
the effectiveness of two printed directories of citizens services
available in New York City. The directories were those of Project IRMA
and the Community Council. It is concluded that the test results were
essentially valid and show that these directories are roughly equivalent
in effectiveness in their current form and can be used in operational
tests and service. It is also pointed out that current testing procedures,
as well as the directories themselves, are far from optimal and parti-
cular avenues of improvement are suggested.

1. INTRODUCTION

This is a report on our evaluation of experiments run in May,
1973, by the IRMA staff on two directories of citizens services.
One directory is that of Project IRMA[#] itself and the other is the one
prepared by the Community Council of Greater New York. In these
experiments[*], selected agency representatives who were experienced in
information referral activity were asked to simulate actual referral
activity for typical citizen problems using a partial, preliminary
version of the new IRMA directory and, for comparison purposes, the
existing version of the Community Council directory. The purpose of
this report is to review these experiments and initial conclusions
drawn from them from the point of view of assessing the current
advisability of using IRMA and other directories in CUIC[+] or other
information systems.

[#] Project IRMA of the New York City Mayor's Office of Administration
has been developing computer-assisted systems for the generation of
directories of citizens' services.

[*] The detailed description of these experiments and preliminary results
are being written up by the IRMA staff. (See Appendix for brief outline)

[+] The Citizens Urban Information Center (CUIC) concept in which para-
professional information specialists will provide information referral
and assistance at branch locations of the New York City Public Libraries
is being developed and implemented by the Administration and Management
Research Association (AMRA) of New York.

We shall first report our general conclusions concerning these matters and then describe the detailed analyses by which these conclusions and related views were reached. It should be noted that these analyses are based on our previous experience with the information referral problem in New York City as well as the current set of experiments themselves.

2. GENERAL CONCLUSIONS

2.1 Validity of Experiments and Overall Conclusions

The experiments as conducted do lend credence, when taken with collateral evidence, to the notion that the current IRMA directory, even in its present partial and preliminary form, is about as good a finding tool as the best comprehensive standard New York City directory of services: that of the Community Council.

The overall utility of a directory as a finding tool has been measured in the experiments by the amount of time required to find a good answer to, or referral for, a problem. The searcher in the experiment must determine that the facility found in the directory actually can provide the answer by making a phone call to that facility. The telephone time is considered part of the time measured. This measure, which seems an appropriate one, came out in these experiments almost identical for the two directories: about 22 minutes average for each problem. However, because of variables of the experimental procedure there is a degree of uncertainty in the results. We believe that the actual measure, if the variables were accounted for, might easily be about 20% different for either directory but is unlikely to be more than 50% different than what was determined in the tests.

2.2 Need for Additional Experimentation and Analysis

The experiments done to date, besides providing a rough measure of the utility of the directories, have indicated the great need for

additional experimentation and analysis. This kind of analytic activity
is required to discover the important parameters that control the
effectiveness of systems and subsystems, to evaluate actual effectiveness
with a higher degree of certainty, and to point toward improvements.
The efforts to date represent a constructive and valuable pioneering
effort in a difficult area involving sociological and psychological
consideration as well as advanced technologies. Particular suggestions
for additional activity in this area are made below in Section 3.
Independent review of this additional experimental activity seems advisable
to avoid possible bias liable from investigators reviewing systems
including their own as well as to provide a fresh outlook.

2.3 Status of Current Directories for Operational Tests and Service

In view of the results of the experiments it would seem that the
IRMA directory, even in its present preliminary form, could now be used
in operational tests and service without causing undue user criticism
of the system in which it was used. On the other hand, it appears that
no current directory is very good in terms of completeness, accuracy,
or ease of use. Therefore, it would seem prudent to include several
directories in any current system for reasons of both testing and
completeness. It should also be noted that directories themselves
will be only a part of any overall system for providing information to
citizens.

2.4 Future Directory Development

The IRMA directory has the excellent potential for development
into a truly superior information finding tool. The particular areas
in which there is high potential include: computer-assisted prepar-
ation; completeness, currency, and accuracy of information; economy;
flexibility; ease of use; more particularized and deeper indexing; more
complete descriptions; more standarized and compact descriptions; and
specialized directories made automatically from selected subsets of
the main directory. In particular, it may be noted that perhaps the
best way to develop the "laws and procedures" data base as specified
in the CUIC plans is to extend in the IRMA directory the descriptions
of services, regulations, and procedures for which some data has already
been gathered by IRMA. In any case, it seems clear that an intimate
connection needs to be maintained between any data base which contains
laws and regulations and the data base which provides referral to
agencies administering those laws and guided by those regulations.

In order for the IRMA directory to achieve its potential it will
be necessary to create detailed plans for future development and gather
the necessary resources to put the plans into effect. We would highly
support, for example, efforts to centralize overlapping directory
production activities which are now, at least in part, duplicating each
other, such as IRMA and the Community Council. One apparent bottle-
neck in any major development at this time is the current computer
software and hardware support.

Finally, directory development along computer-assisted lines
would lead more quickly to that type of system which our review of
these experiments indicates ever more strongly will ultimately be
desired and required for truly effective user access to urban infor-
mation data bases: namely, an online, interactive computer system.

3. SPECIFIC ANALYSES AND OBSERVATIONS

We have already commented on the highly valuable nature of the experiments that have been run. If we put greater emphasis on criticisms than on compliments in what follows, it is in order to provoke that kind of critical discussion by which advances can be made where possible.

3.1 Methods Used in this Review

1. The following material was reviewed and analyzed:

   a. Letter of invitation to IRMA test (4 pps)

   b. Schedule and presentation for IRMA directory May 17 test (8 pps)

   c. Presentation for CC directory May 22 test including general conclusions from May 17 test (2 pps)

   d. Summary of Post-Test comments given by agency personnel (immediately) after May 17 test (2 pps)

   e. Preliminary IRMA directory packet (44 pps) including

      (1) List of Subject Sections

      (2) Microfiche (38 fiche)

      (3) Table of Service Codes

      (4) List of Service Modifiers

      (5) Related Term Index

   f. List of participants in May 17 test (1 p)

   g. List of participants in May 22 test (1p)

h. Directory of Social and Health Agencies of New York City published for the Community Council of Greater New York, Inc. by Columbia University Press, New York, 1967-68 edition, (820+ pps)

i. Forms used in tests including Question/Problem Record, Resource Materials Usage Record, Telephone Call Record, Post-Test Record

j. Forms filled out for 40 searches done on 19 different problems by 9 different searchers in May 17 IRMA test and for 27 searches done on 13 different problems by 8 different searchers in the May 22 CC test.

k. Tabulations of entries on these forms

l. Brooks, R., Rough Summary from Jerome Posatko's Inter-pretation of Test Material (Draft) (2 pps)

m. Brooks, R., Report of Test (handwritten draft) (9 pps)

n. Statements of problems as submitted by agency personnel and their reduction to the form used in the tests, including list of which problems were not used in the tests.

2. A number of problems were searched by this reviewer in both IRMA and CC directories prior to reviewing searches done on them during the tests. Also, spot checks were made to see if search results reported were reasonable. In addition, follow-up searching was done by the reviewer after looking at searching done during the tests.

3. The analyses above were reviewed and coordinated as indicated below in the remainder of this report.

3.2 Experimental Procedures and Variables

The conception of the tests, their detailed design, the preparation for them, and their execution were generally well conceived and performed, especially for such a pioneering effort.

The main difficulty in deriving significant figures from individual searches is the vagueness in defining what is a satisfactory search and when it is completed.

In the first place, there is a question as to what is a satisfactory answer to a problem. Generally, test searchers followed the requirement to make sure the agency could give an answer to the problem by calling the agency on the phone. In some cases, however, (e.g., searcher number 4 on IRMA directory test for problem C3) the search stopped with a referral from one agency to another. More importantly, there appears to be a wide variation in how well the problems actually were answered. For example, the IRMA search for problem B1 seems to have answered the request quite well whereas the CC searcher 1 seems to have only partially answered problem C2.

It should be noted that the directions apparently given to searchers did attempt to define what was meant by a good, complete solution to the problem. It is unavoidable, however, that humans will to some extent, either interpret wrongly or, for one reason or another, simply fail to follow directions.

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Then, too, some searchers took a very literal, narrow approach to the problem while others adopted a broader, more liberal view. For example, on problem A2, where the question stated was how to force an alcoholic relative to seek treatment, some searchers kept to the narrow legal issue of forcing treatment while others broadened the search to include the family counseling aspect which may actually be primary.

Finally, some searchers, for one reason or another, felt it necessary to add to the description of the problem as given, as by specific features of the citizens needing service, for example, their specific location in the city, age, or ability to pay.

Naturally, the amount of time a searcher might be expected to take could depend significantly on variations in any of the above searcher variables. In particular, if a searcher does a better job, the directory he uses shouldn't be penalized if it takes longer. Of course, if enough searchers and searches are done, these variations may average out. However, many fewer experiments would be needed to get results with as high statistical significance if these variations were controlled or accounted for. Statistical significance is reduced when results are not independent. There is some suggestion that searchers may have influenced one another as in problem Al where IRMA searchers 2 and 4 started and finished at exactly the same time and used the same search strategy.

Another searcher variable, though not as easy to vary by the searcher himself, is the expertise of the searcher in using the directory. It was evident that there was a considerable variation in searcher expertise in the tests.

Still another variable, unrelated to the searcher directly, is the nature of the problem. Clearly, a problem that may be easy to deal with in one directory may be hard in another. If the problems used in the test covered the spectrum of problems to be expected and were distributed in a representative manner, then this variable would have less significance. In the tests under consideration, the 26 problems clustered into 5 or 6 main classes and many other classes seemed to be absent. It should be said, however, that the method of gathering, selecting, and preparing the problem statements did not seemed biased and the resulting problem set, on the whole, did not seem to unduly favor either directory.

Similarly there appeared to this reviewer no particular bias because of any of the other variables described above. However, without controlling for, or quantitatively accounting for, the effect of these variables, the confidence in the accuracy of the results is somewhat reduced. If this reviewer were asked to try to quantify his confidence in the test results, he would agree that the most likely comparison between the two directories is that they are equivalent in the measure used (time to answer problem) and that there is a good chance (sa' 50%) that they differ by no more than 20% and, finally, it is very likely that they differ by no more than 50%. Neither directory as currently constituted, appears more likely to be the superior one.

3.3 A Model Describing the Factors Affecting Directory Performance

Up until now we have been discussing the merits of the directories based on their actual performance in tests. In any scientific study,

in order to say that one truly understands what are the relevant
factors and how they inter-relate, one should also have a _model_ by
which to _predict performance_. A simple model contains three characteristics:
completeness, accuracy, and ease of use.

Completeness can be measured by the number of facilities listed.
It is estimated by IRMA that the current IRMA directory contains 4600
facilities. A rough estimate of the number of facilities in the CC
directory as determined from sampling its alphabetical listing is 1500.
CC admits to being somewhat exclusive in its listings with an emphasis
on "permanence" as a requisite for listing. While such a policy is
understandable in a published directory with an update cycle of 3 years,
it seems clear that a directory for general use suffers if any bona
fide facilities are not included. The completeness factor is, however,
less than directly proportional to the number of facilities, since
some facilities -- the ones likely to be included first by all director-
ies -- would undoubtedly be more useful than others.

Accuracy is not known; there is no estimation of errors that
were published in either directory. However, one component of inaccuracy
is caused by entries becoming outdated. The CC directory used was the
1970-71 edition which had information current as of approximately
November, 1969, the IRMA directory information is considerably more
recent, being collected, as we understand it, largely in 1972.

Ease of use has many factors. An important set of these factors
has to do with the logical access to sets of facility descriptions
by subject categories or other entry devices. Each of the two directories
currently uses a classification system as its major subject access
device. One property of such a device is the number of classes: generally,
the more classes the more specifically a searcher can describe what he's
looking for. IRMA has about 120 classes (and subclasses); CC has 71.

A potential difficulty with having many classes is the possible
consequent fragmenting of the relevant facilities into many sections of
the directory which could cause difficulty of access. One answer to that
problem is to allow for a certain amount of overlapping of classes so
that a facility description can appear in more than one section of the
directory. It is estimated that the total number of facility entries
for IRMA is about 10,000 and for CC about 4,000. The overlap factor for
each directory is thus 10,000/4600 and 4000/1500, somewhat greater than 2.
It could be argued that the directory with more classes needs a greater
overlap f or. (It should be noted that the various figures just noted
come from estimates made by divergent sources and, perhaps, on divergent
bases. They need to be carefully reviewed.)

Another answer to fragmentation is the hierarchical grouping of
classes so that a broader categorization can be achieved by simply
considering adjacent classes. The IRMA classification is much more
developed hierarchically: there are 3 levels of subject hierarchy with

only 15 first-level classes. In contrast, CC has only 2 levels with 41 first-level classes. The hierarchical device is not a complete answer to fragmentation, however, since a searcher still has to search multiple sections, even though they may be clustered together physically.

The ability of the classes to categorize typical problems is, of course, a central point. The newer IRMA classification may be somewhat better in this respect, as commented on by some of the searchers.

Other methods of logical access have been developed for the IRMA directory including the related term index and modifier codes. Against these the CC directory has descriptive abstracts of the services at each facility. Both have a geographical sorting of facilities after the lowest level of subject hierarchy. Both also have an alphabetical listing of facilities and agencies, although the IRMA directory did not have this feature implemented at the time of the tests and that feature was eliminated for test purposes.

Our overall reaction to logical access is that the IRMA directory has a considerably better potential but this potential has only been partially achieved so far* and that, in fact, there probably was only a slight IRMA advantage, on balance, in this aspect for the directories as used in the tests. How logical access can be improved and the importance of physical access are discussed below.

_____

* See, e.g., Section 3.6

3.4 Interpretation of Experimental Results

In reporting on the detailed results of the experiments, IRMA staff
have noted that while the total average time to complete a problem was
the same for each directory, that part of the time required to do the
telephoning was one-third less for IRMA searching (only 1/3 the total
time as compared to 1/2 for CC searching). This was interpreted as a
reflection of better references being found in IRMA because of greater
completeness and currency of information and consequently, less need
to make additional phone calls when the first agency tried was unfruit-
ful. This interpretation is consistent with our model analysis above.
However, the additional rationale given by IRMA for less telephoning --
namely, the "succinctness" of the IRMA data -- does not appear to us
a valid one. If anything, it would seem that such brevity would speed
up non-telephoning, directory scan time (see below) at the expense of
getting less good references and extending telephone time.

The complementary fact to the lower telephone time needs to be
noted also: namely, that the amount of time spent by the searcher look-
ing up information in the directory itself was greater in the IRMA
searching. We postulate three possible explanations for this fact:
(1) IRMA searchers were more conscientious in trying to find a good
answer to the problem; (2) the greater number of entries in the IRMA
directory demanded additional searching time; and (3) (most likely, in
our estimation) the novel microfiche medium required more time to search.

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Some additional testing is needed to determine the actual factors involved here. Comparing results of IRMA searching with microfiche and with printed paper copy would help unravel this question.

3.5 Revised and Additional Experime-.ation

Further experimentation should revolve around three needs: (1) the need for greater control of variables; (2) the need for more tests to get more satistical significance in results; (3) the need to investigate the component factors that determine the particular reasons for the degree of directory effectiveness so that improvements can be made.

To control for some of the searching variables, analyses can be made comparing the directories on the same individual searches. This can be done to a greater extent than has been done so far even with the existing test data. Even greater control is possible if the same problem and same searcher are compared. The possibility that a searcher may be influenced by his search in one directory when searching a second directory can be compensated for by instructions to the searcher and by comparing the results of experiments where directory A was searched first with those where directory B was searched first.

Another general approach is to quantify some of the variables, like quality of search, and then compare only those searches of the same quality.

To investigate component factors more thoroughly some in-depth
case studies should be run. A fairly detailed description of how to
perform such studies was given in our previous report on testing[*]
which is still valid. We would simply point to a few particular areas
in which testing can be improved in line with that general outline.
In the first place, other parameters, like precision and recall, are
important to measuring search success and understanding search effective-
ness besides the single parameter of time to find one good answer.

Secondly, while it is of some interest to know "how many facilities
were scanned before the section was considered appropriate" (Question
R5a), it is more important to know how many facilities were scanned
in order to find the one facility considered appropriate and why the
other facilities were considered inappropriate.

Thirdly, the related term questions need clarification. It needs
to be made clear that the searcher should record what he looked under
in the alphabetically listing and, if he found what he was looking for
what he was referred to in the index. Then finally, was what he was
referred to found useful or not.

Fourthly, the searcher should record specifically what service
codes or modifier codes or other criteria he used, or wanted to use,
in searching.

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[*] Marcus, R.S., and Therrien, C.W., Testing and Evaluation of IRMA
System for Generation of Directories of Citizen Services, MIT Electronic
Systems Laboratory Report ESL-R-491, Feb., 1973.

3.6 Suggested Improvements in IRMA Directory

A number of ways to improve the IRMA directory are implied by the analysis already given in this report. Some additional areas for improvement that were noted in carrying out this review are listed below:

1. Additional detail in the description of facility services. "Succinctness" and "standardization" have merit, but not at the expense of leaving out required information.

2. Improved related term index, including

    a. larger number of terms -- there are now about 750 entries, which is just a beginning; e.g., for Problem Al there is no entry for "speech" or "emotional".

    b. more accurate set of related terms; e.g., for "child abuse" Section 14.1 is recommended, but the best facility, the Bureau of Child Welfare, is not included there. This example is a good illustration of the potential of this feature -- a good related term would have made access much easier than is the case for CC.

    c. more precise reference; e.g., if "child abuse" pointed directly to the Bureau of Child Welfare.

    d. including modifier codes as well as word descriptions.

3. Explain in class heading what classes mean in terms of service codes and modifiers.

4. Make the class codes identical as much as possible with the service codes. Having them only fairly close, as now is the case, is confusing.

5. Clear up the confusion on modifier tagging; e.g., it is <u>not</u> the case that the absence of a modifier necessarily implies the absence of that aspect from service.

6. Sections should avoid crossing fiche boundaries, if possible.

3.7 Other Considerations

It is apparent that the quality of the directory itself will be only one important factor out of many that will combine to determine the effectiveness of a citizens information system. One indication that other factors are important is the estimate (from Posatko) that the average time to resolve a problem in the field at an agency -- where, e.g., the searcher's memory and other non-directory devices may be used -- is 15 to 17 minutes, some 5 to 7 minutes <u>less</u> than in the tests. Of course, the figures quoted may be unreliable but the point needs consideration.

The para-professional information specialist using the directory will clearly be a key factor. How expert will this specialist be in the use of the directory? How will the experience of experts be passed on to these specialists and the experience of the specialists be shared among themselves. How will a specialist know what a good answer or a good facility referral is? How will the specialist as an individual,

or the system at large, know whether the citizen has been well served? How far to carry the ombudsman role? Should some specialists truly specialize in particular subject areas? All these questions, and more, may be as important as "how good are the directories?" They also suggest that perhaps the directories should include more evaluative and guideline material.

All of the problems posed in these tests have one striking common feature. They present a combination of aspects that must be considered in order to encompass a solution. In Problem A1, for example, the aspects of counseling, age, emotional disturbance, and speech difficulty are all present. Often aspects such as desired location of facility and costs are important. In order to find in a printed directory a facility with a service that matches the desired aspects, it is necessary to pick one or more of the aspects that define, or are included under, a class, or set of classes, and then scan the appropriate section or sections of the directory while checking each facility to see if it matches the remaining aspects. Even if some optimum search strategy is found, e.g., by finding the shortest possible sections that could satisfy the problem statement, the scanning required may be quite lengthy and tedious. On the other hand, the rapidity possible in performing such a coordinate search using an online, interactive computer system provides a striking contrast with the manual approach. Let us hope that we do not have to wait too long for this highly effective technique to be applied to the citizens information problem!

APPENDIX

BRIEF OUTLINE OF THE EXPERIMENTS

1. Typical information referral problcms suggested by personnel of
   New York City social service agencies were reworded to be used
   in the experiments.

2. Agency persornel who agreed to participate as infcrmation special-
   ist searchers in experiments were shown how to use the IRMA directory
   and the details of the experimental procedure were explained to them.

3. Each experimental session began when a problem statement was shown
   to a searcher and the time of day noted.

4. The searcher used the IRMA directory to find reference to a facility
   that could resolve the problem.

5. When such a facility was found, a telephone call was placed to the
   facility to check that it could and would resolve the problem.

6. If an affirmative answer in step 5 was received, the experimental
   session was ended; otherwise, searching was continued in the
   directory (i.e., return to step 4.)

7. Various details of the experiment (e.g., times to do searching in
   the directory, sections of the directory consulted, etc.) were
   recorded by the searcher on the forms listed in Section 3.1 (1.i)
   of this report.

8. A similar procedure was followed in testing the CC directory except
   that no preliminary explanation of the CC directory was given.

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APPENDIX D: Directory Testing

IRMA II   MONITORING PLAN

   5.   MIT/ESL Procedures

February, 1973

TESTING AND EVALUATION OF IRMA

SYSTEM FOR GENERATION OF

DIRECTORIES OF CITIZEN SERVICES

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ABSTRACT

This report discusses procedures recommended for the testing and
evaluation of the computer-based system for the generation of directories
of New York City citizen services. The system was develcped by the
IRMA project of the Mayor's Office of Administratior. Those evaluation
aspects singled out for particular attention include (1) scientifically-
controlled and objective field tests of the directories; (2) training
of information agents to use the directories; (3) testing the computer
programs; (4) measuring the computer costs; and (5) evaluating the
overall effectiveness of the computer software system.

1.   INTRODUCTION

Staff members of The Electronic Systems Laboratory, M.I.T., have participated, as consultants, in the IRMA project of the New York City Mayor's Office of Administration.   IRMA is involved in the development of a computer-based system for the generation of directories which provide information about the various services available to the citizens of New York City through the many governmental and private agencies serving the city. This directory generation system has a number of novel features which have the potential for making a major advance in the state-of-the-art of providing information referral services in terms of completeness, accuracy, currency, flexibility, and economy. To the extent that this potential is achieved in New York City it may be presumed that a similar value will be evident for other areas of the country.

It is important to conduct a careful testing and evaluation of the first operational phase of this directory generation system so that future improvements and developments will lead to a system in which the potential effectiveness and economy is fully achieved.   In this report we suggest certain means by which these testing and evaluation procedures may be most effectively carried out.   We have concentrated on those aspects of the evaluation with which we have the most

experience and expertise: controlled testing of information retrieval
systems, training of information agents, and computer components of
information systems.

Part 2 discusses the first two points: scientifically controlled
and objective field tests of the directories and training of information
agents to use the directories. Also in Part 2 we consider other possible
testing devices -- like questionnaires -- and what are the main questions
that need answering. Part 3 discusses three computer-related issues:
testing the production algorithms (programs), measuring computer costs,
and evaluating the overall effectiveness of the software system. Each
part of the report relates, in varying degrees to the various features
which we have listed as needed to make a useful and effective system:
completeness, accuracy, currency, accessibility, flexibility, and
economy.

2. TESTING AND EVALUATION OF DIRECTORIES

In this part we discuss the testing and evaluation procedures
which may be employed in evaluating the utility of the IRMA directories
and their associated indexes. As mentioned in the Introduction, we
believe the development of controlled field testing procedures is of
critical importance and Section 2.1 elaborates on this point. In
Section 2.2 we give an overview of the nature of the controlled field
tests. Following that a detailed outline of test procedures is
suggested. In Section 2.4 we propose certain preliminary steps that
should be taken in order to set the stage for proper testing, including
the training of information agents to use the directories. Finally,
we discuss the role of the more traditional personal interview and
questionnaire type analysis.

2.1 Importance of Controlled Field Tests

Traditionally, in evaluating a tool to aid human interactions,
such as an information directory, an analyst will resort to personal
interviews with the users of the tool. Typically, the person being
interviewed will give some general reactions or feelings about the
tool and may recount some experiences on its use which, in many cases,
happened at a time considerably earlier than the interview. This
generalized, anecdotal type evaluation leaves much to be desired.

It is usually crude, imprecise, and subject to the biases of the interviewer and the person being interviewed. The interviewee will tend to remember incidents that fit into his preconceived notions, forget those that do not; select topics to discuss that coincide with his own interests while ignoring others; and seldom have hard, quantitative facts to present. The interviewer and analyst will tend to insert their own biases, perhaps in an effort to counteract the other biases, but without an adequate measure for how to balance the scales properly. A person reviewing this kind of evaluation, say a government official or scientist, will appreciate, intuitively at least, the problems inherent to these procedures, discount the conclusions tendered to some extent, and substitute his own biases and opinions.

What is needed, then, to avoid these pitfalls is a good, objective, scientific procedur based on quantitative evaluation of well-defined concepts with careful observation and recording of data from the actual field of use. We have tried to outline such procedures in the following sections of this report. We believe that the successful development and implementation of such procedures will not only lead more directly to a superior product, but will more readily convince others of that superiority and will be recognized as a major development in the field of evaluation of information referral services.

2.2 Overview of Controlled Field Tests

The basic approach here is that IRMA personnel will conduct the
tests by observing how the IRMA directories are used by regular
information agents (e.g., librarians or service-agency representatives)
in their normal, operational setting. The tests involve a detailed
record keeping of uses of the directory in the field. In particular,
a record is kept of references to services that are found, those that
are judged relevant, and the time it takes to use the directory. Post
field-test analysis is made of the possible additional references
that would be relevant and recall (completeness) and precision
(accuracy) figures are calculated as a function of effort (time).
In addition, searcher, observer and inquirer comments are recorded
to complete the picture of the usage and provide for a basis for the
final analysis, comparisons with other systems, and recommendations
for improvements. This procedure i similar to the Intrex retrieval
effectiveness studies done on exper mental users which we found highly
successful.

2.3 Detailed Outline of Tests

An outline of the proposed controlled field tests is presented
below first in terms of the participants in the tests and then the
test procedures themselves.

1. **Participants**

   a. An _inquirer_ (citizen, agency representative, other) who has a _problem_ for which identification of a service or of agencies is needed.

   b. An _information agent_ (e.g. librarian or a service-agency representative) who tries to find references to services appropriate to the problem using the directories.

   c. A _record-keeper_ who keeps account of the agent's activities.

   d. An _IRMA specialist_ who monitors the tests and provides assistance in certain situations (see below).

   e. An _analyst_ who determines additional information pertinent to the problem, reduces the experimental data, and interprets the results.

   NOTE: A number of the functions described above may actually be performed by one person, making the total number of different participants less than 5. For example, under certain circumstances and in order to conserve resources, (c), (d), and (e) may be the same person.

2. **Test Procedures** (Record-keeping requirements indicated by question).

   a. **Problem Presentation**

      (1) Who has the problem (who is the inquirer)?

(2) What is the statement of the problem (including comprehensiveness -- how many references -- desired, specific references to exclude, etc).

(3) At what time and where was the problem presented?

(4) Summary of the dialog, if any, between the inquirer and the information agent as to the interpretation of the problem?

b. IRMA Directory Search

(1) What entry points (index or classification terms) were looked up in what order and at what times?

(2) What (including how many) service descriptions, if any, were read (or scanned) in regard to each entry point above?

(3) Which services were selected as potentially useful to the problem for each pass through a section of the directory?

(4) How long did each pass through a section of the directory take?

(5) What was the final set of services presented to the inquirer and what form did it take (e.g. complete service descriptions or abbreviated descriptions)?

(6) What part, if any, did the IRMA specialist or instructional manuals play in the search?

c. Response of Inquirer to Results of Search

(1) What references, if any, were rejected as

inappropriate . d why (e.g. not the right

service or conditions of service -- e.g.accessible

location of office)?

(2) Were additional references desired? Did inquirer

know of references not found in directory? Specify.

(3) Was the problem statement reconsidered and

additional searching done [go back to procedure (a)]?

(4) What (other) general reactions were made by

inquirer [pleased, disappointed, etc; why]?

d. Inquirer Follow-Up [Optional; if possible]

(1) Did inquirer actually contact any services or

otherwise use information rendered? If not, why not?

(2) Did such contacts resolve problem? If not, why not?

e. Expert Opinion

Get general and specific comments on the problem and

its search from the information agent and IRMA

specialist. (e.g. difficulties in understanding

problem, doing the search, etc.)

f. Search Analysis

(1) What other references were applicable -- based on
a general, complete search of all available reference
tools -- and with help of inquirer judgements, if
possible?

(2) What were the reasons the additional references were
missed in the original search? e.g.,

   (a) not in directory;

   (b) in directory but not good access via entry
   points;

   (c) in directory and accessible but

      i. overlooked;

      ii. hard to translate problem to find the right
      access points.

(3) Derive parameters expressing success of search;
e.g.,

   (a) percent of all the relevant references that
   were found (recall)

   (b) percent of references found that were relevant
   (precision)

   (c) time to complete search (to a given recall level)

(4) Compare success of search in IRMA directory with
that in other directories or reference tools.
(NOTE: to be truly comprehensive in the comparative
evaluations, one should conduct searches with the non-
IRMA tools in a controlled manner as suggested above
under point "b" -- IRMA directory search. This is
particularly true in that these other tools have,
very likely, never undergone rigorous evaluations
themselves.)

(5) What suggestions may be derived from this problem
for improving IRMA directories?

2.4 Preparation for Tests

In order for the tests to achieve the desired results there are
several factors that must be considered. Cooperation with agencies
at which tests are to be accomplished and training of agency personnel
in use of the IRMA directories are of crucial importance. Agencies
must be found who will cooperate,have an interest in those aspects of
the IRMA data base that give fairly comprehensive coverage, and be
reasonably sympathetic to the initial difficulties likely to be
found in a pioneering venture of this kind.

Similarly, cooperative, intelligent, enlightened, and sympathetic information agents must be selected from these agencies and given adequate instruction in the use of the system and shown how to circumvent the initial difficulties of the system. Because it may be difficult to achieve all these objectives, it is important th.it IRMA personnel be available for most of the tests so that any initial problems of the IRMA directories may be surmounted without destroying or unduly biasing the tests in a negative way and so as to provide inputs to the analyst to explain some possibly poor results that might be due primarily to temporary initial problems.

The extent of the help given by the IRMA specialists during the tests should be carefully limited. In general, they are there only to assist when the information agent "gets stuck" (say he cannot determine to which directory a given index refers) and the search would otherwise have to be aborted. In some of the (later) tests it is hoped that the IRMA specialist would play an entirely passive role.

Experiments of the kind suggested above require a good deal of preparation before they can be successfully run. Some initial "dry runs" using only IRMA specialists as searchers are suggested. Next, a few trial runs with non-IRMA information agents would be advisable to further shake out any "bugs" in the record-keeping and other procedures.

Because the adequate training of information agents is so crucial to the apparent utility of the directories, we offer below some suggestions on how proper training might be more likely ensured. Assuming the information agent to be trained is already performing this kind of service at some agency, the following procedures may prove desirable:

1. IRMA Office enlists support of agency in acccpting the directories, using them, and participating in their evaluation.

2. Agency issues directive to its employees, including (potential IRMA) information agents, stating the agency's intention to participate and its hope that agency personnel will cooperate with IRMA personnel.

3. IRMA personnel observe information referral activities in the agency to provide better background for the IRMA staff who can then train information agents with knowledge of their past experience.

4. IRMA in cooperation with the agency selects one or more agency personnel for direct training.

5. Direct training proceeds along some or all the following lines (not necessarily in sequence given):

   a. Indoctrination of trainees in philosophy, methodology, goals and aims of IRMA.

b. Classrcom-course type instruction on the specific
techniques for using the directories, current
limitations, etc.

c. Cooperative, hands-on training in which an individual
trainee and an IRMA specialist work together. For
example, the IRMA specialist could observe the trainee
at his regular agency functions -- perhaps using his old,
standard tools, then the specialist could perform the same
tasks independently using the IRMA directories. As a
post-job exercise the specialist would explain how he
did the job using the directories. Next, the trainee
would use the directories himself -- first with the help
of the specialist and then independently but with post-
job review.

d. Trainee self-training using written instructional guides
prepared by IRMA staff.

(NOTE: In our experience written instructional guides,
while useful for dis- nsing some information and as a
reference source, are not capable of supplying all
the needed information to a user and so other techniques
-- see above -- must be used in conjunction with them).

6. IRMA staff certifies trainee as competent and ready to
    participate in formal controlled tests.

If the trainee is not currently serving an agency in an information-
agent capacity, some modifications to the above procedures would be
necessary.

Besides preparation for the controlled field tests as such,
some additional results of this kind of training program can be listed:

1. The accuracy of the IRMA directories will receive further
    checking.

2. A human-factors element will be working to develop mutual
    confidence and interest in the evaluation.

3. Information agents will be educated in the use of the IRMA
    directories.

2.5 Other Testing Techniques and Considerations

In the previous discussion we have emphasized the preparation
for and execution of controlled field tests because of their
importance and because these kinds of tests are not very widely used
or understood and so deserve some additional description. In the
following discussion we cover briefly   other considerations
regarding testing, not in any great depth, but in the way of a check
list.

There are two considerations that may limit the immediacy or extent to which controlled field testing might be implemented. An obvious one is possible budgetary or personnel constraints. While such testing is, in our opinion, highly desirable and well worth the costs, we recognize that resource limitations might prove a limiting factor. A second consideration is the status of the IRMA directories. Our testing recommendations are somewhat predicated on the directory concept as originally conceived -- including elaborate indexing and cross-referencing, fairly full service descriptions, and multiple-type directories. To the extent that these objectives have not been fully realized in the initial directories it may not be as necessary or desirable to start a formal testing procedure immediately -- waiting until a more complete product is available may be desirable, especially where comparisons with other tools are envisioned.

Having emphasized the potential drawbacks of the uncontrolled, interview-type evaluations, we should indicate that there are mechanisms by which such drawbacks may be lessened through the establishment of various kinds of control. One such mechanism is that of the questionnaire which, perhaps augmented by pre-, post-, or concurrent interviews, can help introduce the needed controls over what questions are to be asked, in what form, at what time, etc. Questionnaires must be drawn up and administered carefully to be successful in achieving this element of control.

For whatever method of testing and evaluation is used it is important to develop and keep in mind the basic questions that need to be answered. Our discussion of the controlled tests included many of these. We enumerate below, in check-list form, some of these questions.

1. How completely are the services (in general, of a given type) covered in the directories?

2. How current and accurate is the information?

3. How complete is the information on any given service? (Is the description adequate?)

4. How good is the organization of the directories?

5. Are the basic classifications adequate? too detailed? not detailed enough?

6. Are the groupings of these basic classifications by sections in the directories adequate? too broad? too fine?

7. Would other directory types be helpful?

8. How good is the indexing? sufficient depth? sufficient "entry vocabulary" and cross referencing? adequate tagging and/or context for index references?

9. Is the typography and f   pleasing and easy to read?

10. How available are the directories?

11. More basically, do the directories make it easier and faster
to find information? For either a positive or a negative
answer to this question, which of the above factors, or others,
influence directory effectiveness?

12. Finally, do the existence of the directories result in clear-
cut evidence that more citizens or other agencies are getting
answers to their queries faster, more precisely, or more
directly -- i.e., fewer "pass-offs" to other agencies?

3.   TESTING AND EVALUATION OF COMPUTER COMPONENTS

In   Part 3   we discuss the testing and evaluation of the
computer components -- hardware and software -- that are involved in
the generation of the directories.   Section 3.1 concerns the
testing of those algorithms, or programs, which are necessary to
instruct the DRS system how to produce the various directories and
indexes.   Section 3.2   considers the question of identifying
and measuring the various production costs associated with the
computer.   Finally, Section 3.3 grapples with the question of what
kind of overall software system would be optimal   for the production
of IRMA directories.

3.1 Testing of Production Algorithms

The sequence of commands given to DRS for production of the
directories may be thought of as a program in a high-level non-
procedural type language. (This is especially true since the
instructions are put together and executed in batch mode, without
user intervention or interaction.) The"program" currently being
used for production of directories (those to be available around
the first of the year) may be simple enough that no testing beyond
a critical look at the prototype directory is needed. However
the programs required to produce the more comprehensive directories
toward which IRMA is working, will be much more complex. To insure
that these programs will produce the desired results in all situations,
a serious effort should be undertaken to test the production algorithms.

Carefully planned, deliberate testing is important for a number
of reasons. Considerable time in production can be saved by designing
and running such tests prior to prototype directory production. The
output of a properly designed test is relatively short (compared to
the directories) and is packed with information that highlights any
possible malfunctioning of the program. Latent problems which may not
appear in the first generation of directcries but which may appear in
later editions can be detected by proper testing and corrected.

In addition the correct test results once achieved serve as "benchmarks" which the program must meet after further stages of development or following modification of the production algorithms. Such planned testing, followed by a careful checking of the prototype directories will lead to a high quality product toward which others following this pioneering effort can set their goals.

The tests that we envision relate to the following three critical functions of the program.

1. Selection of desired records.

2. Output of desired fields and only desired fields in proper format and sequence.

3. Generation of an error-free KWOC index.

The test cases would consist of one or more sets of specially-prepared records (with properties probably not always found in the actual data base records), and a set of results to be expected from applying the production programs to these sets of records. A detailed description of these test cases naturally depends on the production algorithms and so cannot be given in advance. However some general guidelines for developing these test cases can be stated.

1. All fields of he records for which it is desired to ultimately produce output should be covered. At least one record of each type should cover all fields pertinent to the record type.

2. Where fields can be grouped in alternative ways for output
   a representative set of the alternatives should be tried
   to establish confidence that the various grouping of output
   are functioning as desired

3. Records belonging in separate categories, but which by virtue
   of their closeness in indexing may tend to cause problems
   in selection should be included and tested. Such tests may
   reveal problems with the indexing as well as with the selection
   algorithms.

4. Records which may at one time be selected for a given category
   and at another time be selected for another broader or narrower
   category (e.g. records to be included in the different types of
   directories) should be represented.

5. The KWOC index feature should be tested for its ability to
   correctly select keywords in the indexed fields, to ignore
   words on the exclusion list, to print a meaningful part of
   the phrase in which the keyword is found, to avoid redundant
   references, and so on.

Beyond these, it is necessary to test a number of other items of
lesser importance that nevertheless should be present in a high quality
product. These include proper page numbering, proper line lengths
and centering of information on pages, proper representation of non-
alphabetic symbols and characters, and so on.

3.2 Testing of Computer Production Costs

The efficiency of the program used for production of the IRMA
directories is of importance to the project since computer time is
not"free" and any continuing project will ultimately have to account
for computer costs. We describe here some approaches that can be
taken to measure the efficiency of various operations under DRS.
The techniques cited here apply in addition to measurements on data
base management systems other than DRS and would be useful if IRMA
should at some time decide to change to another program.

Two types of computer activity are of prime importance in
determining the efficiency of operation and the resultant cost for
a data base management system like DRS. First there is the central
processor (cpu) time required to perform a given operation (e.g. a
search). Cpu time is measured in seconds and charges are generally
directly proportional to the number of seconds used[*].

Secondly, there is amount of time spent moving data between
main storage and secondary storage devices (disks, drums, etc.).
Of concern here is the number and frequency of these input/output
operations, the amount of data transferred in each operation, and

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[*] Often these charges are also based on the amount of main storage
used by the program during execution. This is a constant factor
for any given program however.

the total time that the channel is tied up to process the request for input or output. Charges for input/output, when present, relate to one or more of these items but are computed differently for different computer systems.

Some techniques will be cited that can be employed to measure the costs of selected operations in DRS. If it is found that any operation is overly expensive and/or represents an unreasonably large share of the total processing costs, alternative methods (e.g. through other command sequences) should be sought to produce the desired results. If no more efficient methods can be found within DRS, then a quote should be requested for modifications to the program to improve the efficiency. (The exact nature of these modifications should be arrived at with the help of A.R.A.P. and a quantitative estimate of the improvement in performance should be made.) The cost of these modifications must then be weighed against the savings that can be had over some time period. If the modifications cannot be cost-justified or if modification cannot be made for technical reasons, then the inefficiency must be con-sidered unavoidable under DRS.

If a sufficient number of unavoidable inefficiencies are encountered, then the use of a different software package (either a general purpose data base management system like DRS, or a specially

designed program) should be considered. Once again the cost of
procurement or development of the new package must be justified
by the costs it will save in some period of operation.

The costs incurred in selected operations on DRS can be measured
in several ways. If access can be had to the system subroutines that
measure elapsed cpu time and the amount of input/output activity,
then very accurate cost estimates for the operations of interest can
be made. Access to these system subrouines is usually possible or can be
arranged. The most accurate timing information can be obtained
if special calls to timing subroutines are inserted in the DRS source
code. Since the source code for DRS is regarded as proprietary and
not distributed by A.R.A.P., this method of testing would involve
close cooperation with the vendor. If such cooperation is not
feasible, then one could work directly with patches on the binary
version of the program. Without the source code to serve as a guide,
patches cannot always be inserted with pin-point accuracy. However certain
check points can be located relatively easily. For example, the
instructions that effect the reading of the next DRS command can be
located without too much trouble, and a patch can be inserted there.
The patch would cause a transfer to a small set of instructions that
would call up on the system subroutines for timing and/or charge
information, record this data, and transfer back to DRS. This would
provide a method for command-to-command timing.

Initially, a much more simplistic scheme than either of the two mentioned might be employed to get rough charge or timing data. This scheme is to simply submit short command sequences or individual commands to DRS for separate runs. The charge and timing data reported would include   system overhead invoked in loading, job initialization, job quiescing, final accounting and so on. Nevertheless, useful information about the relative efficiency of various program functions can be obtained in this way.

We believe that all capabilities of the DRS program should be tested for efficiency. Results should be obtained to permit quantitative comparison of alternative ways to perform the same function (e.g. "select" versus "quick select"). Any gross inefficiencies discovered should be brought to the attention of the program vendor (A.R.A.P.) immediately.

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3.3 Software Performance Evaluation

A number of questions may be raised related to the suitability of DRS and other similar data-base management programs vis-a-vis one specially designed and coded for the specific purpose of producing the IRMA directories. While the former offer the advantages of lower cost and immediate availability, the latter would presumably be optimal in the sense of performing all desired functions and performing them in the most efficient and/or convenient manner.

For example, the nature of our problem made it important to be able to tie together entries (records) relating to selected facilities, services, and agencies. This was accomplished under DRS through the artifice of the "program record" and an added capability to "expand" a set of retrieved program records to include all facility, service, and agency records referenced in the program records. In a program tailored to the needs of IRMA, records would probably be stored in a multilevel hierarchical structure which would permit direct association of any record with any other. Further, pointers could exist in records to fields of other records to avoid redundant storage of information. Indirect addressing facilities would exist for accessing this information.

Another issue relates to the complexity of creating what is termed the input field specifications and the output format specifications.

The complexity of these vital tasks approaches that of generating
similar format specifications in FORTRAN or COBOL (in fact the job
being very complex was relegated to A.R.A.P. personnel). A specially
designed program would provide in exchange for the complexity, the
ability to dynamically control formating, i.e. to modify formats on
the basis of conditions existing in the data. DRS provides this
capability only to a very limited extent.

As one type of evaluation, a list of specific objectives desired
for production of the final-form directories would be set up. Since
all items on this list would not necessarily be of the same value or
importance, weights in the range of 1 to 10 might be assigned to
each item. If the remaining analysis is to be meaningful, it is
important that these weights represent values of each item in some
real sense. For example, they might be proportional to the time
required for performing the task in another way[*].

Having set up the list of items and their weights, one would
rate the DRS package on its ability to fulfill the objective of
each item. The rating would be as follows.

(A) Capability included in basic program.

(B) Capability included by modifications to basic program
(state cost).

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[*] For a more complete discussion of value assignments see W. F. Sharpe,
The Economics of Computers, Columbia University Press 1969, p. 29 ff.

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(C) Capability not included because of extensive cost or time
to implement (state cost and/or time estimate).

(D) Capability not included because of fundamental limitation
in design or intent of the program.

Items which we believe should be included in the list of
capabilities to be rated are:

1. Retrieve and sort entire programs in a manner suitable for
directory production.

2. Sort or permute services and facilities within programs
depending on the numbers of such records contained or other
criteria.

3. Link designated records together and retrieve linked groups
of records.

4. Provide controllable output format.

5. Handle upper and lower case characters.

6. Handle special characters and fonts.

7. Produce indices (KWIC, KWOC, or other) to the information
in the directory.

8. Provide for direct convenient output to photo-offset or
other printing process.

9. Provide checking of input data.

10. Provide translation of coded data.

11. Provide formating of output depending on record types or field contents to be output.

12. Provide dynamically controlled format depending on conditions existing in the data.

13. Provide sharing of data.

14. Provide capability for convenient updating and correcting of information.

Other items found to be appropriate may be added at a later time.

A total performance score for the package can be computed as follows. For all items rated A or B, assign the item's weight as its partial score. For items rated C or D assign zero as the partial score. The performance score for the program is the sum of all partial scores. Two other scores can be computed for comparison purposes. The first is the maximum possible score for any program which is equal to the sum of the weights of all items. This is the score that a program specially designed to IRMA's specifications would achieve. The second is the maximum possible score for the program which is equal the sum of the weights of all items rated A, B, or C. The program performance score when compared to the first maximum score gives a quantitative comparison of the performance of the progra. relative to the set of goals that are ideally desired for a directory-production program. When compared to the second maximum score it indicates

how well the program is performing in relation to how well it could
be performing if all additional features that could have been
implemented (at some cost) were impl᠎emented. The maximum possible score
for the program should also be compared to the sum of the weights (the
maximum possible score for any progr᠎am) to give a measure of the
ultimate potential of the program to achieve the desired objectives.
This is an important comparison since it impacts on the decision of
whether DRS or some other program should be adhered to for directory
production in the long term. An example of the foregoing computations
and comparisons is provided on page 32 .

For items rated B and C a marginal cost/
value can be computed to serve as a check on decisions made to
include certain features in the program for an additional cost. The
marginal cost/value for an item is   the cost to implement
the item devided by the weight assigned to the item. All items
rated C should have <u>higher</u> numerical values for their marginal cost/
value than any item rated B (see example). If this is not the case
then the assignment of weights to the items on the list should be
reviewed. If all weights are reasc᠎ble then the analysis shows that
the item(s) rated C having the lower ᠎rginal cost/value should have
been selected for inclusion among the modifications made to DRS.

example

item	weight[*]	cost[*]	rating A	B	C	D	score
1. retrieve and sort programs	10		✓				10
2. check input data	5		✓				5
3. provide sharing of data	2	$2000			✓		0
4. 'remember' page numbers	3	$450		✓			3

Total Score ... 18

total score = 10+5+0+3 = 18

max. possible score (any program) = 10+5+2+3 = 20

max. score for this program = 10+5+2+3 = 20

$$\frac{\text{total score}}{\text{prog. max.score}} = \frac{18}{20} = 0.9$$

$$\frac{\text{prog. max. score}}{\text{max. poss. score}} = \frac{20}{20} = 1.0$$

$$\frac{\text{total score}}{\text{max. poss. score}} = \frac{18}{20} = 0.9$$

marginal cost/value figures: item 3: $\frac{\text{cost}}{\text{wt.}} = \frac{2000}{2} = 1000$

item 4: $\frac{\text{cost}}{\text{wt.}} = \frac{450}{3} = 150$

[*] Costs and weights used in the example are for illustrative purposes only. They are not meant to represent any actual costs or value estimates.

We recommend that other available data base management packages
be scored on the basis of items (1) through (14) and compared to the
DRS package. Currently no attempt to compare these programs on a
cost/value-basis would be meaningful since DRS has been available to
the project on a no charge basis. When that situation changes, the
results of scoring other packages can be used in a cost/value analysis
and can help to decide the future course of the computer related parts
of the project.

APPENDIX D: Directory Testing

IRM\ II   MONITORING PLAN

  6.   General I&R Procedures Checklist

STUDY OF NON-IRMA I&R PROCEDURES

Problem Profiles

P1   —number of inquires per week

P2   —how general or specific are most questions

P3   —do most clients require one or more than one referral or item of info

P4   —are most inquiries for referrals or for items of info

P5   —what areas are served

P6   —to what areas are referrals given

P7   —which problem areas are most commonly asked about

Search Profiles

S1   —are most questions answered through personal knowledge or by reference to other directories

S2   —which directories are most useful and why

S3   —how long does it usually take to deal with an inquiry

S4   —how many phone calls are usually necessary per referral or item of info

S5   —is a facility usually called before a client is sent there

S6   —are there any office procedures for recording clients, questions, results, etc.

S7   —is there a follow-up procedure

S8   —if so, what success rate is indicated by follow-up

S9   —how often is a problem received for which present I&R procedures cannot provide a satisfactory response

S10   —what problems are encountered in providing I&R
                        e.g. from sources of info
                              from the facilities themselves
                              from lack of services
                              from clients
                              from office procedures and routines
                              any others

S11   —what features would you like to see incorporated in a new directory

(continued)

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(continued)

Office Profiles

01   -number of staff engaged in I&R
02   -what other functions do they perform
03   -total number of staff
04   -how is I&R staff qualified
05   -percent of total business that is I&R
06   -how many people come into this office each day
07   -how many eventually receive I&R service
08   -what are the office's days, hours, and seasons of operation

APPENDIX D: Directory Testing

IRMA II   MONITORING PLAN

   7.   IRMA Usage Checklist

MONITOR RECORD

Agency _____   User _____

Monitor _____   Date _____

1. Problem   Time (Client begins) _____

   a. Client age and socio-economic group _____

   b. User interpretation of problem _____

   c. IRMA used? ____ Yes   ____ No

2. Search   Time _____

   a. Reference material used!

       ___Service Sections   ___Related Terms   ___Facility Index

       If Related Terms, what term looked up?_____

       Found?   ___Yes   ___No

       If No, another term looked up?   What?_____

       Found?   ___Yes   ___No

   b. What IRMA instructional material used? (Not the above)

       _____

   c. What Service Section scanned first? _____

              Time (at end of first scan) _____

       What Service Section scanned second? _____

              Time (at end of second scan) _____

   d. While scanning, how many facilities considered inappropriate

       and why? _____

   e. How many facilities considered appropriate? _____

   f. If other directories used, which and why? _____

   g. Time (at end of search) _____

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3. Phone Calls

   a. How many? _____

   b. Time (at end of calls or total phone time) _____

   c. Did any call result in a referral and to where? _____

      Is this facility in IRMA? ___Yes   ___No

4. Information

   a. What information given to client?_____

   _____

   b. How is info presented? _____

5. Client Reaction

   a. What info is rejected and why? _____

   b. Wanted additional facilities? _____

   c. Was problem statement reconsidered and additional searching

      done? _____ If so, go back to 1.b.

   d. General reaction. (Pleased, disappointed, etc.; why?)

   _____

6. User Comments

7. Search Analysis

   a. Using all I&R tools, how many other facilities could solve

      the problem? _____

   b. Why were they missed?

      _____ Not in IRMA.

      _____ In IRMA but not good access via entry points.

      _____ In IRMA and accessible but

              _____ overlooked.

              _____ hard to translate problem to find the right

              entry points.

c. Success of search

1.) % of all relevant facilities that were found _____

2.) % of facilities found that were relevant _____

APPENDIX D: Directory Testing

IRMA II FIELD TESTING

8. Location of Test Sites

IRMA II TEST SITES

1. CITIZENS ADVICE BUREAU
   2103 Grand Concourse
   Bronx 10453
   Ed Kaufman
   298- 5902

2. EAST ELMHURST BRANCH -- QUEENSBOROUGH PUBLIC LIBRARY
                                NEIGHBORHOOD INFORMATION CENTER

   95-06 Astoria Blvd.
   East Elmhurst 11360
   Miss Cole
   424- 2619

3. EAST SIDE HOUSE --PATTERSON CENTER
   337 Alexander Ave
   Bronx 10454
   Mr. Percellur Jones Jr. / Mrs. Marry
   669-4141 / 665-5250

4. HUNTS POINT REGIONAL LIBRARY
   877 Southern Blvd
   Bronx
   Ms. Sylvia Bean / Mr. George Trepp
   329- 2996

5. JAMAICA BRANCH --QUEENSBOROUGH PUBLIC LIBRARY
   110-36 New York Blvd.
   Jamaica 11433
   Mr. Banerjie
   739- 4088

6. LANGSTON HUGHES COMMUNITY LIBRARY
   102-09 Northern Blvd.
   Queens 11368
   Tyrone Bryant
   651-1100

7. MAYOR'S ACTION CENTER --CITY HALL
   New York 10007
   Kate Klein
   566- 6850

8. NEW YORK PUBLIC LIBRARY
   DEPARTMENT OF HISTORY AND SOCIAL SCIENCES
   8 E. 40 Street
   New York 10006
   Shirley Quement
   790- 6592

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9. NEW YORK PUBLIC LIBRARY
    GENERAL REFERENCE CENTER
    8 E. 40 Street
    New York   10006
    Vicki Betts
    790- 6574

10. SSA BEDFORD STUYVESANT DISTRICT OFFICE
    1243 Fulton St.
    Brooklyn 11216
    Clementine Keller
    636- 8202

11. SSA DOWNTOWN DISTRICT OFFICE
    30 Broadway
    New York 10006
    Jane Fuller
    264- 9421

12. SSA EAST BRONX DISTRICT OFFICE
    1990 Westchester Ave
    Bronx 10462
    M. Travis / Joe Trakenberry
    824- 7000

13. SSA EAST NEW YORK DISTRICT OFFICE
    114 Pennsylvania Ave
    Brooklyn 11207
    Al Lefervre
    485- 1936

14. SSA FAR ROCKAWAY DISTRICT OFFICE
    2011 Mott Ave
    Far Rockaway 11691
    Clara Watkins
    337- 5750

15. SSA JAMAICA DISTRICT OFFICE
    80 88 Ave
    Jamaica 11432
    Irving F senmeyer
    201- 3200

16. SSA KINGS PLAZA DISTRICT OFFICE
    4113 Ave U
    Brooklyn 11234
    Leo Hammer
    253- 8700

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17. SSA SOUTH BRONX DISTRICT OFFICE
151 E. 151 Street
Bronx 10451
Norman Berger
202- 6200

18. SSA STATEN ISLAND DISTRICT OFFICE
505 Forest Ave
Staten Island 10310
Hedwig Fischer
447- 7890

19. SSA WASHINGTON HEIGHTS DISTRICT OFFICE
4202 Broadway
New York 10033
Mildred Tunick
923- 2510

20. TOMPKINS SQUARE LIBRARY
331 E. 10 Street
New York 10009
Marvelous Brooks / Patricia Jones
228- 4747

IRMA DEMONSTRATION EDITION TEST SITES (supplement)

1. Washington Heights OCS
   Gwendolyn Pattillo

2. Rockaway OCS
   220 B. 87th St
   Rockaway Beach, NY 11693
   634-2068
   Richard Panzer

3. A. Philip Randolph Senior Center
   108 W. 146 St
   New York, NY 10039
   283- 7904
   Warren C. Blackman

4. Coney Island OCS 21
   501 State St
   Brooklyn, NY 11217
   237-5879
   Kenneth Klug

5. Bronx Bureau of Child Welfare
   192 E. 151 St
   Bronx, NY 10451
   960- 6240
   John J. Cole

6. Bay Ridge OCS
   OCS 18
   Anthony Campo

7. Crown Heights OCS 16
   Louis Dho

APPENDIX D: Directory Testing

IRMA II   FIELD TESTING

   9.   User Procedures and Forms

PROJECT IRMA FIELD TEST

WEEKLY USAGE LOG

INSTRUCTIONS

Introduction

During the three (3) month field test of IRMA, all direct
service workers, having occassion to use the materials, are
required to complete the WEEKLY USAGE LOG. The information
gathered will be of value to Project IRMA staff and to the
Department of Services in deciding the future use of the
system.

Detailed Instructions

I. Caseworker:

A. All direct service workers--i.e. caseworkers, case
aides, etc.-- at the beginning of the test period and
each month thereafter should enter identifying in-
formation: location, title, and job assignment.

B. Each form accommodates the workers observations and
comments for four (4) weeks. At the end of each week
staff who have used the system record, for the appro-
priate week ending date, the number of times he used
each subject section.

C. Information Changes --if staff become aware of existing
service facilities that are not in the IRMA system,
or find listings that are obsolete or inaccurate, they
are to record the new or corrected information in the
space provided on the back cf the form.

D. At the end of each 4 week period, staff are asked to
give their responses to each of 10 statements concern-
ing their experiences with the IRMA system.

II. Supervisor

A. At the end of each week insures that all direct ser-
vice workers under his supervison have recorded on the
Log the number of times IRMA was used, in accordance
with I-B above.

B. At the end of each 4 week period insures that staff
have recorded Information Changes (if any) and re-
sponded to the statements.

C. Collects all Logs and forwards them to the designated
liaison person on site.

III. Designated Liaison

A. By the 2nd working day following each 4 week segment
sends all Logs to: Office of Research and Evaluation,
250 Church St., Room 1220, Attn: Carolyn Cabell

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INFORMATION CHANGES

le Correct Word Below:	NAME	ADDRESS	TELEPHONE NO.	OTHER
New Facility				
Delete				
Correction				
New Facility				
Delete				
Correction				
New Facility				
Delete				
Correction				
New Facility				
Delete				
Correction				

Your answers to the following questions will be helpful in deciding the future use of Project IRMA material.

OVERALL, FOR THE LAST 4 WEEKS:(Check the Appropriate Column)

	YES	NO	UNDECIDED
1. I have found the microfiche and/or reader(machine) difficult to use.			
2. I have discovered services of which I was previously unaware.			
3. I have found many listings to be outdated.			
4. I have found the SUBJECT SECTION difficult to use.			
5. I have found the SERVICE CODES difficult to use			
6. I have found the RELATED TERMS INDEX difficult to use.			
7. I think IRMA has helped me locate appropriate services for some of my clients.			
8. I would like to see more readers in this location.			
9. I think the IRMA information in book form by boro would be more useful.			
10. I have found that some areas are not included:SPECIFY_____			

11. OTHER COMMENTS:

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PROJECT IRMA
Field Test - Usage Log

TEST LOCATION: Check One: ◯BCW ◯SSA ◯OCS-SPECIFY HRD NUMBER ___ ___

TITLE OF WORKER ___
JOB ASSIGNMENT ___

IRMA SUBJECT SECTIONS	NUMBER OF TIMES USED			
	Week Ending	Week Ending	Week Ending	Week Ending
Consumer Affairs				
Economic Affairs				
Education				
Employment				
Family Substitute Services				
Health				
Housing				
Public Service				
Support Services to Families and Individuals				
Transportation and Travel				
Recreation and Cultural Affairs				
Law				
Information and Referral				
Environmental Affairs				
Animal Care				

APPENDIX E: Facilities Surveys

Collection Materials

     1.   IRMA II

     2.   IRMA III

Services Coding (IRMA II)

     3.   Materials

     4.   Procedure

     5.   Definitions

Community Surveys

     6.   Crown Heights

     7.   East New York/ Flatbush

APPENDIX E: Facilities Surveys

Collection Materials

1.   IRMA II

-   Worksheet Completion Instructions

-   Worksheet Example

-   Common Problems

WORKSHEET COMPLETION INSTRUCTIONS

Facility vs. Service

Facility=Place, Location

Service=Program

A facility must have a service sheet. If a facility doesn't offer a service, we're not interested in it. A service happens in a facility. Therefore each service must be attached to a facility sheet. An agency must have a location even if it's a desk in some-one else's office and a service even if it's only offered to a few people.

The following pages are the present IRMA worksheets. They are by no means the final input form. On each line is an explanation of what the line is used for. This is meant as a reference guide. When you have a question consult these pages first. Then ask a super-visor if your question hasn't been answered.

A few general points to remember when filling in a worksheet:

1. Items which are * are necessary items. No worksheet is complete unless these items are filled in.

2. Entries on the same line are separated by slashes. Ex. dance/music/arts and crafts.

3. An 'x' is placed in every space where the question is not applicable. Therefore a completed worksheet will have information or an x on every line.

Explanation of line 57:

1. Program Administration--If service is given by agency other than the one which administers the facility and the user can't a   y directly at the facility location.

2. Facility Administration--If the user must apply to the a .cy which operates the facility but which is located somewhere else, insert #2. There is generally little difference between #1 and #2. But sometimes there will be. Example: ABC neighborhood house runs an afterschool program in P.S. XXX. The program admini-strator is ABC. Facility administrator is Board of Education. Facility location is P.S. XXX. Location to apply is probably #3.

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3. Facility Location--most often used. For cases where the user applies directly to the facility where the service is given.

4. Referral--For cases where an agency which has no admini- strative connection with the facility for which the worksheet is be- ing done refers users. Example: a foster home which accepts children referred by NYC Juvenile Courts. The court is the referral and loca- tion to apply. But facility location is the foster home.

Explanation of Service Descriptions

Program Name (Line 38)--only if there is an official title.

Program Description (Line 40)--Broad description or objective. This may be all the information available and/or necessary. Example: physical therapy. However, in a case such as adult education specific information is needed and it is listed on Program Activities (Line 41) --In the example above this line might read sewing/arts and crafts/ Spanish. Sometimes an agency gives over-detailed information about its services. In these cases the description must be a condensation. For example XYZ Settlement House gives modern dance classes, ballet classes, music theory classes and musical instrument instruction. The program description could read dance/music.

Some information cannot be condensed onto one service sheet either because the services are widely divergent (sewing classes and a well baby clinic, for example) or because the target population is different (music classes for children and arts and crafts for senior citizens). Therefore make out more than one service sheet where the programs and/or the target users vary.

But don't get carried away. A facility which offers 50 dif- ferent recreation programs (gym, swim, athletics, etc.) at various times among which is something for every age group probably can be described on one service sheet.

Program Description--Recreation

Program Activities--Gym/Swim/Athletics/Yoga/Table games

Program Availability--M-Sat 10-9

Minimum Age--3

Maximum Age--none

Fees--$3.00 yearly fee plus extra fees for some programs.

If this agency also offers a day care center, make up a separate sheet for this. It is sufficiently differentiated from the other program activities.

E-4

A SAMPLE VOLUNTARY AGENCY

Soul Savers, Inc. is located at 21 Angel Ave. in Brooklyn. It offers a number of services: religious instruction, counseling and day care. These are described on service sheets. It also administers a sub-unit (sub-facility)--Salvation Neighborhood Center at 311 Ave. E in Manhattan. Therefore Salvation Neighborhood House is listed as a sub-unit of Soul Savers, Inc. and is given a facility and service sheet(s) of its own. On its own facility sheet it is listed as the facility location and Soul Savers is the administering agency.

Furthermore Salvation Neighborhood Center runs a summer camp --Camp Fun in the Sun. So it becomes the administering agency for the camp and the camp is its sub-unit.

Also, Soul Savers runs a program of counseling for teenage girls at Upper Manhattan Community Center (UPCC). But Soul Savers does not administer UPCC nor is it a sub-unit of UPCC. The service is administered by Soul Savers while the facility is administered by UPCC. Therefore make out two service sheets--one for UPCC and one for Soul Savers (when the directory is printed, we'll want to be able to look up all the services offered by UPCC and by Soul Savers). So the counseling program should appear twice.

A family tree for Soul Savers would look something like this:

level A   UPCC-------------Soul Savers------------Nat'l Fed. of Soul Savers

level B   Salvation Neighborhood Center

level C   Camp Fun in the Sun
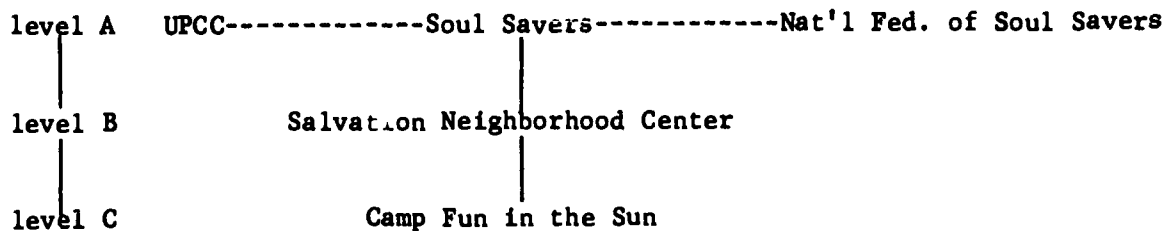
CORPORATE HEADINGS	
1. IRMA Number	*FS= For encoding purposes. If it has a no. already, it is locater no.
2. Facility Name	*FA= Legal name of the agency
3. Facility Acronym	*AC= All names other than legal-- acronyms, common names.
4. Administering Agency IRMA #	*AY= for encoding purposes
5. Administering Agency Name	*AX= Legal name of supervising agency
6. Sub-units Supervised FORMAT: [NAME 1]∮[10 1]/[NAME 2]∮[10 2]..	*SU= Facilities administered by the main facility. They each get their own facility and service sheets.
LOCATORS	
7 Room or Floor	*RF= Where applicable
8 Building Name	*BL=
9 House Number	*HN=
10 Street Name	*SN=
11 Borough 1-MANH 2-BRONX 3-BKLYN 4-QUEENS 5-S.I.	*BR= Write in number only
12 City (OUT-OF-TOWN OR QUEENS P.O.)	*CO= If NYC, leave blank. For Queens write in P.O. and 4 in line 11.
13 State IF OTHER THAN NEW YORK, CROSS OUT NY & ENTER THE APPROPRIATE 2-DIGIT ABBREVIATION	*ST= N Y
14 Zip Code	*ZP=
15 CPD	*BP= Skip for now unless specifically known
16 Health Area	*HA= " " " " "
17 Health District	*HD= " " " " "
18 General Telephone NO MORE THAN 3 NUMBERS	*TE=
19 Special Telephone FORMAT: NIGHT #/WKEND #/EMERGENCY # (STAFF OFFICES)	*TL= if applicable, describe. By night and weekend
CHARACTERISTICS	
20 ◆ Hours IF HOURS ARE NOT M-F 9-5, CROSS OUT 9-5 & ENTER APPROPRIATE HOURS. SEASONAL INFO IS ENTERED AFTER DAILY HOURS.	*HR=9-5 hours of facility not service hours
21 Title of Facility Supervisor	*TI= Not name of person
22 Phone of Facility Supervisor	*TS= If different from facility phone.
23 Type of Organization (CIRCLE ONLY ONE)	*AD= Circle one only CITY STATE FEDERAL VOLUNTARY-NON-PROFIT PROPRIETARY
24 Type of Funding 1-CITY 2-STATE 3-FEDERAL 4-FEES ...	*TF=/ Just code no. Not specifics of grant.
RELATED ORGANIZATIONS	
25 Licensing (PRIMARY ONLY)	*LI= Specify to facility. Not Bldg. or Fire Depts. Every one is licensed by...
26 Contracting (OFFICIAL CONTRACT ONLY)	*CG= Only if known specifically.
27 Regulating	*RG= Agencies which don't license but whose standards are used.
28 Affiliated	*AF= Organizations of which facility is a member, not merely a participant.
29 SUMMARY OF SERVICES GENERAL DESCRIPTION OR SUMMARY OF MULTIPLES	*SS= Somewhat broad categories ex. education/recreation should be related to entries on lines 39, 40, and 41. This line serves as linkage to service sheet.
30 REMARKS	*RK= Use sparingly. Only if there is important information that does not fit elsewhere on form. Not for editorial comments on the character or fitness of the agency.
LIAISON CODE NUMBER	*LS= . . . .

SERVICE DESCRIPTION		
IRMA Number	*PS=	
38 Program Name	*PR=	A specific program name. Ex. Smith Ceramics Program
39 Program Acronym	*AN=	If applicable.
40 Program Description (BROAD DESCRIPTION OR OBJECTIVE)	*SE=	Write enough to explain service. Do not explain use Ex. physical therapy not physical therapy for teenagers.
41 Program Activities (DETAILED DESCRIPTION OF SERVICE)	*SD=	There must be an entry for at least one of the three program lines—-38, 40 and 41.
42 PROGRAM TELEPHONE	*PT=	If different from facility phone
SUPERVISOR Title of Program Supervisor	*PG=	Title not name of person. If different from facility superv.
44 Program Supervisor's Telephone	*PV=	If different from facility or program phones.
PROGRAM AVAILABILITY 45 Hours 1-M-F 9-5 2-YEAR-ROUND 3 SCHOOL YEAR 4-SUMMER 5-BY ARRANGEMENT (OTHERS, SPECIFY)	*PH=/	use number codes then slash specifics.
46 Capacity Limitations	*CA=	an 'X' here will mean unlimited
47 Waiting List ENTER Y OR N	*WL=	Y or N, not waiting time
48# 100-MANH 200-BRONX Area Served 300-BKLYN 400-QUEENS 500-S.I. 600-CITYWIDE	*CD=/	as many numbers as necessary
49 Geographic Description (LITERAL DESCRIPTION - E.G. MANHATTAN NORTH OF 110 ST)	*SA=	only where applicable ex. Lower East Side
ELIGIBILITY 50 Minimum Age	*AL=	if 'x' enter, all ages are eligible
51 * Maximum Age	*AH=	
52 Sex CIRCLE ONE	*SX= M F	if both eligible, don't circle
53 General 1-VETERAN 2-NYC RESIDENT 3-U.S. CITIZEN 4-DISADVANTAGED 5-PUBLIC 6-H.S. GRADUATE ASSISTANCE (OTHERS, SPECIFY)	*EL=/	use numbers then/ specifics. Do not repeat info. from lines 48-52.
54 FEES IF NOT RELEVANT, CROSS OUT NONE AND LEAVE BLANK. IF FEES ARE CHARGED, CROSS OUT NONE AND DESCRIBE.	*FE=NONE	If very varied, condense information
PROCEDURES Application 1-WALK-IN 55 2-WRITE 3-PHONE 4-ALL OF THE ABOVE (IF REFERRAL IS REQUIRED, ENTER HERE AFTER CODED INFORMATION.)	*AP=/	
56 Forms and Documents Required	*AR=	Where applicable
57 Location 1-PROGRAM ADMINISTRATION to Apply 2-FACILITY ADMINISTR. 3-FACILITY LOCATION	*LA=	Use one number. See page following these worksheets for explanation of this
PROGRAM ADMINISTRATION Name FORMAT: [NAME]/[:0]	*PN=	
Address	*PA=	If different from facility location and if known even
Telephone	*PP=	if not location to apply, fill in.

FACILITY ADMINISTRATION
Name FORMAT: (Last, First)   *FN= If different from facility location ar if known even

Address   *FD= if not location to apply, fill in.

Telephone   *FP=

60 REMARKS   *RM= see line 30

61* FACILITIES WHERE SERVICE
IS GIVEN   *SF=/ Must always be filled in even if it is not the location
FORMAT: to apply. This is the linkage back to the facility
[NAME 1]¢[IO 1]/[NAME 2]¢[IO 2]...   sheet. Identical services may be given at more than one
facility. Only one service sheet is necessary if
all facilities giving the service are listed here.

However each facility must have a separate facility sheet

FUNDING
62 Source   *F1= The place for specifics about funding Ex. GNYTE

63 Administrator   *F2=

64 Recipient   *F3= Usually not known. If known, fill in.

65 Period   *F4=

66 Function Number   *F5=

67 Authorizing Legislation   *F6=

68 INDEXING
Service Class   *IS=

69 Keywords   *IK=

For later use

70 Thesaurus Terms   *IT=

71 Target Users   *TU=

Really means source of info. Circle as many as applicable. Other means something
72 Verification   Phone   Letter   Literature   Site visit   Agency like
(circle those which apply)   Other, specify_____   GNYF
if we have one. If name is taken from Prober worksheets, put (PROBER) after
73 Agency Contact   Name_____ Title_____ name.
Address _____
Phone _____

Researcher Person who did original research   Date ___/___/___

Indexer _____   Date ___/___/___

CONTROLLED READINGS
IRMA Number   *FS= |_,_,_,_,_,_|.

Facility Name   *FA=   Camp Fun in the Sun

Facility Acronym   *AC= _,_,_,_,_,_,_,_,_,_,_

Administering Agency IRMA #   *AY= |_,_,_,_,_,_|.

Administering Agency Name   *AX=   Salvation Neighborhood Center

Sub-units Supervised   *SU=
FORMAT:
  [NAME 1]#[ID 1]/[NAME 2]#[ID 2]...

LOCATORS
Room or Floor   *RF=

Building Name   *BL=

House Number   *HN=

Street Name   *SN=

Borough 1-MANH 2-BRONX 3-BKLYN   *BR= |_
         4-QUEENS 5-S.I.

City (OUT-OF-TOWN OR QUEENS P.O.)   *CO=   Pleasant Valley

State IF OTHER THAN NEW YORK, CROSS *ST= N_Y|
       OUT NY & ENTER THE APPROPRI-
       ATE 2-DIGIT ABBREVIATION

Zip Code   *ZP= |_,_,_,_,_|

CPD   *CP= |_,_,_|

Health Area   *HA= |_,_,_,_|

Health District   *HD= |_,_|

General Telephone NO MORE THAN   *TE=   609-609-6096
                   3 NUMBERS

Special Telephone FORMAT: NIGHT #/ *TL=
                   WKEND #/EMERGENCY #/
                   (INSTRUCTIONS)
CHARACTERISTICS
Hours IF HOURS ARE NOT M-F 9-5,   *HR=9-5
       CROSS OUT 9-5 A D ENTER APPROPRI-
       ATE HOURS. SEASONAL INFO IS
       ENTERED AFTER DAILY HOURS.

Title of Facility Supervisor   *TI=

Phone of Facility Supervisor   *TS=

Type of Organization (CIRCLE   *AD= CITY   STATE   FEDERAL   VOLUNTARY-NON-PROFIT   PROPRIETA
                       ONLY ONE)
Type of Funding 1-CITY 2-STATE 3-FEDERAL 4-FEES *TF=/
                 5-CONTRIBUTIONS 6-SALES (OTHER)
RELATED ORGANIZATIONS
Licensing (PRIMARY ONLY)   *LI=

Contracting (OFFICIAL CONTRACT   *CG=
              ONLY)

Regulating   *RG=

Affiliated   *AF=

SUMMARY OF SERVICES   *SS=   Recreation/Camping
  GENERAL DESCRIPTION OR SUMMARY
       OF MULTIPLES

REMARKS   *RK=

SERVICE DESCRIPTION
IRMA Number   *PS=

Program Name   *PR=

Program Acronym   *AN=

Program Description   *SE= Recreation/Camping
(BROAD DESCRIPTION OR OBJECTIVE)

Program Activities   *SD=
(DETAILED DESCRIPTION OF SERVICE)

PROGRAM TELEPHONE   *PT=
SUPERVISOR
Title of Program Supervisor   *PG=

Program Supervisor's Telephone *PV=
PROGRAM AVAILABILITY
Hours 1-M-F 9-5   2-YEAR-ROUND   *PH=/ kh/ch hours per day
3 SCHOOL YEAR   4-SUMMER
5-BY ARRANGEMENT (OTHERS, SPECIFY)

Capacity Limitations   *CA= 100 each two week session

Waiting List ENTER Y OR N   *WL= Y

100-MANH   200-BRONX
Area Served 300-BKLYN 400-QUEENS *CD=/ 100
500-S.I. 600 CITYWIDE

Geographic Description   *SA= Lower East Side
(LITERAL DESCRIPTION - E.G.
MANHATTAN NORTH OF 110 ST)

ELIGIBILITY
Minimum Age   *IL= 8

Maximum Age   *AU= 16

Sex CIRCLE ONE   *SX= M F

General 1-VETERAN   *EL=/ 4
2-NYC RESIDENT 3-U.S. CITIZEN
4-DISABLED 5-PUBLIC
6-H.S. GRADUATE ASSISTANCE
7-(OTHER, SPECIFY)

FEES IF NOT RELEVANT, CROSS *FE=NONE $3.00 per week--scholarships available
OUT OR LEAVE BLANK. IF
FEES ARE MANAGED, CROSS OUT NONE
AND DESCRIBE
PROOF RULES
Application 1-WALK-IN   *AP=/
2-WRITE   3-PHONE
4-ALL OF THE ABOVE
(IF REFERRAL IS REQUIRED, ENTER
HERE AFTER CODED INFORMATION.)

Forms and Documents Required *AR=

Location IF PROGRAM ADMINISTRATIO *L=
to Apply DIFFERS FROM FACILITY LOCATION
PROGRAM ADMINISTRATION
Name of Agency *PN= Salvation Neighborhood Center

Address   *PA= 311 Ave B, Manhattan

Telephone   *PP=

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SERVICE DESCRIPTION
IRMA Number   *PS=

Program Name   *PR=

Program Acronym   *AN=

Program Description   *SE=   Counseling/Adoption/Intake for Camp Fun in the Sun
(BROAD DESCRIPTION OR OBJECTIVE)

Program Activities   *SD=
(DETAILED DESCRIPTION OF SERVICE)

PROGRAM TELEPHONE   *PT=
SUPERVISOR
Title of Program Supervisor   *PG=

Program Supervisor's Telephone   *PV=
PROGRAM AVAILABILITY
Hours 1-M-F 9-5   2-YEAR-ROUND   *PH=/   M-F 11-9/ Sat 12-8
3 SCHOOL YEAR   4-SUMMER
5-BY ARRANGEMENT (OTHERS, SPECIFY)

Capacity Limitations   *CA=   300

Waiting List ENTER Y OR N   *WL=
          100-MANH   200-BRONX
          300-BKLYN   400-QUEENS
Area Served 500-S.I. 600-CITYWIDE   *CD=/   100

Geographic Description   *SA=   Lower East Side
(LITERAL DESCRIPTION - E.G.
 MANHATTAN NORTH OF 110 ST)

ELIGIBILITY
Minimum Age   *AL=

Maximum Age   *AU=

Sex   CIRCLE ONE   *SX= M   F

General   1-VETERAN   *EL=/. 14/ Children 8-16 for Camp
2-NYC RESIDENT 3-U.S. CITIZEN
4-DISADVANTAGED 5-PUBLIC
6-H.S. GRADUATE   ASSISTANCE
   (OTHERS, SPECIFY)

FEES IF NOT RELEVANT, CROSS   *FE=NONE $3.00 per week for camp--scholarships available
OUT NONE AND LEAVE BLANK. IF
FEES ARE CHARGED, CROSS OUT NONE
AND DESCRIBE.
PROCEDURES
Application 1-WALK-IN   *AP=/   14
2-WRITE   3-PHONE
4-ALL OF THE ABOVE
(IF REFERRAL IS REQUIRED, ENTER
HERE AFTER CODED INFORMATION.)

Forms and Documents Required   *AR=

Location 1-PROGRAM ADMINISTRATION
         2-FACILITY ADMINISTR.
to Apply 3-PHYSICAL LOCATION   *LA=
PROGRAM ADMINISTRATION
Name FORMAT: [NAME][ ][C]   *PN=

Address   *PA=

Telephone   *PP=

IRMA Number	*PS=
Facility Name	*FA= Salvation Neighborhood Center
Facility Acronym	*AC=
Administering Agency IRMA #	*AY=
Administering Agency Name	*AX= Soul Savers, Inc.
Sub-units Supervised FORMAT: [NAME 1]∮[ID 1]/[NAME 2]∮[ID 2]...	*SU= Camp Fun in the Sun

LOCATORS

Room or Floor	*RF=
Building Name	*BL=
House Number	*HN= 311
Street Name	*SN= Ave. E
Borough 1-MANH 2-BRONX 3-BKLYN 4-QUEENS 5-S.I.	*BR=1
City (OUT-OF-TOWN OR QUEENS P.O)	*CO=
State IF OTHER THAN NEW YORK, CROSS OUT NY & ENTER THE APPROPRIATE 3-DIGIT ABBREV. AT 0	*ST= N.Y
Zip Code	*ZP= 1 0 0 0
CPD	*CP=
Health Area	*HA=
Health District	*HD=
General Telephone NO MORE THAN 3 NUMBERS	*TE=
Special Telephone FORMAT: NIGHT #/WKEND #/EMERGENCY # (5 INSTRUCTIONS)	*TL=

CHARACTERISTICS

Hours IF HOURS ARE NOT M-F 9-5, CROSS OUT 9-5 & 0 ENTER APPROPRIATE HOURS. SEASONAL INFO IS ENTERED AFTER DAILY HOURS.	*HR=9-5
Title of Facility Supervisor	*TI=
Phone of Facility Supervisor	*TS=
Type of Organization (CIRCLE ONLY ONE)	*AD= CITY STATE FEDERAL VOLUNTARY-NON-PROFIT PROPRIETA
Type of Funding 1-CITY 2-STATE 3-FEDERAL 4-FEES 5-CONTRIBUTIONS 6-SALES (OTHER)	*TF=/

RELATED ORGANIZATIONS

Licensing (PRIMARY ONLY)	*LI=
Contracting (OFFICIAL CONTRACT ONLY)	*CG=
Regulating	*RG=
Affiliated	*AF=

SUMMARY OF SERVICES GENERAL DESCRIPTION OR SUMMARY OF MULTIPLES	*SS= Counseling Adoption/ Intake for Camp in the Sun
REMARKS	*RK=

TTATSON CODE NUMBER	*LS=

SERVICE DESCRIPTION

IRMA Number	*PS=
Program Name	*PR=
Program Acronym	*AN=
Program Description (BROAD DESCRIPTION OR OBJECTIVE)	*SE= Religious Instruction/ Personal and Job Counseling
Program Activities (DETAILED DESCRIPTION OF SERVICE)	*SD=

PROGRAM TELEPHONE *PT=

SUPERVISOR

Title of Program Supervisor *PG=

Program Supervisor's Telephone *PV=

PROGRAM AVAILABILITY

Hours 1-M-F 9-5   2-YEAR-ROUND   *PH=/ M-F 10-6/ Sat 11-7
3 SCHOOL YEAR   4-SUMMER
5-BY ARRANGEMENT (OTHERS, SPECIFY)

Capacity Limitations *CA= 500

Waiting List ENTER Y OR N *WL= N

Area Served 100-MANH 200-BRONX *CD=/ 300/400
300-BKLYN 400-QUEENS
500-S.I. 600-CITYWIDE

Geographic Description *SA=
(LITERAL DESCRIPTION - E.G.
MANHATTAN NORTH OF 110 ST)

ELIGIBILITY

Minimum Age *AL=

Maximum Age *AU=

Sex CIRCLE ONE *SX= M F

General 1-VETERAN *EL=/
2-NYC RESIDENT 3-U.S. CITIZEN
4-DISADVANTAGED 5-PUBLIC
6-H.S. GRADUATE   ASSISTANCE
(OTHERS, SPECIFY)

FEES IF NOT RELEVANT, CROSS *FE=NONE/ $1.00 Registration fee
OUT ONE AND LEAVE BLANK. IF
FEES ARE CHARGED, CROSS OUT NONE
AND DESCRIBE.

PROCEDURES

Application 1-WALK-IN *AP=/ 14
2-WRITE 3-PHONE
4-ALL OF THE ABOVE
(IF REFERRAL IS REQUIRED, ENTER
HERE AFTER CODED INFORMATION.)

Forms and Documents Required *AR=

Location 1-PROGRAM ADMINISTRATION
to Apply 2-FACILITY ADMINISTR.   *LA= 3
3-FACILITY LOCATION

PROGRAM ADMINISTRATION

Name PROGRAM [HANDLED 0] *PN=

Address *PA=

Telephone *PP=

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IRMA Number	*FS=
Facility Name	*FA= Soul Savers, Inc.
Facility Acronym	*AC=
Administering Agency IRMA #	*AY=
Administering Agency Name	*AX=
Sub-units Supervised	*SU= Salvation Neighborhood Center
FORMAT: [NAME 1]$[ID 1]/[NAME 2]$[ID 2]...	

LOCATORS

Room or Floor	*RF=
Building Name	*BL=
House Number	*HN= 21
Street Name	*SN= Angel Ave
Borough 1-MANH 2-BRONX 3-BKLYN 4-QUEENS 5-S.I.	*BR= 3
City (OUT-OF-TOWN OR QUEENS P.O.)	*CO=
State IF OTHER THAN NEW YORK, CROSS OUT NY & ENTER THE APPROPRIATE 2-DIGIT ABBREVIATION	*ST= N,Y
Zip Code	*ZP= 1 1 4 4 4
CPD	*BP=
Health Area	*HA=
Health District	*HD=
General Telephone NO MORE THAN 3 NUMBERS	*TE= 999-9999
Special Telephone FORMAT: NIGHT #/WKEND #/EMERGENCY # (INSTRUCTIONS)	*TL=

CHARACTERISTICS

◆ **Hours** IF HOURS ARE NOT M-F 9-5, CROSS OUT 9-5 AND ENTER APPROPRIATE HOURS. SEASONAL INFO IS ENTERED AFTER DAILY HOURS.	*HR=9-5
Title of Facility Supervisor	*TI= Executive Director
Phone of Facility Supervisor	*TS=
Type of Organization (CIRCLE ONLY ONE)	*AD= CITY STATE FEDERAL VOLUNTARY-NON-PROFIT PROPRIETA:
Type of Funding 1-CITY 2-STATE 3-FEDERAL 4-FEES 5-CONTRIBUTIONS 6-SALES (OTHER)	*TF=/

RELATED ORGANIZATIONS

Licensing (PRIMARY ONLY)	*LI=
Contracting (OFFICIAL CONTRACT ONLY)	*CG=
Regulating	*RG=
Affiliated	*AF= National Federation of Soul Savers
SUMMARY OF SERVICES GENERAL DESCRIPTION OR SUMMARY OF MULTIPLES	*SS= Religious instruction/Counseling/Day Care
REMARKS	*RK=

COMMON PROBLEMS ENCOUNTERED WHEN FILLING OUT IRMA WORKSHEETS

Expect problems. Agencies are more likely to be inconsistent than consistent.

When you have a problem follow these steps:

1. Try to reason it out. Is it just the terms used which are confusing you?

2. Consult this sheet on common problems. Your problem may have been solved by some one already.

3. ASK. No question is too foolish. Remember that no one has ever done before what we're doing. That's why there are so many problems.

4. If after reasoning and discussion the problem still cannot be resolved, the following should be done:

    A. The supervisor makes a decision and then adds the new rule to the list for later review.

    B. In the absence of the supervisor an editorial note explaining the problem should be left for the supervisor.

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COMMONLY USED ABBREVIATIONS IN IRMA

ASA=Addition Services Agency

Bklyn-Brooklyn

Bx=Bronx

CT=Connecticut

FJP=Federation of Jewish Philanthropies

FPWA=Federation of Protestant Welfare Agencies

GNYF=Greater New York Fund (same organization as United Fund)

IRMA=Information Referral Manual

LI=Lcng Island

NIMH=National Institute of Mental Health

NJ=New Jersey

NYC=New York City

NYS=New York State

QN (QNS)=Queens

SI=Staten Island

UF=United Fund (same organization as GNYF)

UNH=United Neighborhood Houses

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<u>Publicity Literature</u>--Read carefully. Always an attempt to sell the agency so the literature may not say anything or may actually mislead the reader.

<u>CORPORATE HEADING</u> (FACILITY NAME)

1.   "The"--Drop when it appears as the first word of the facility name, but not if it appears in the middle of the name.

 Example: Smith Day Center <u>not</u> The Smith Day Center

2.   Commonly used names, nicknames, etc. vs. legal names--Under facility name list the legal name of the facility. On the line that reads facility acronym write in any acronyms or commonly used names.

 Example: Facility Name--New York Association for the Blind
     Acronym--Lighthouse

3.   Parts of the whole--go from the general to the specific. Separate by dashes.

 Examples: Salvation Army-Tremont Corps

     Health, NYC Dept of-Innoculations, Division of

4.   Office of, Brand of, Division of, etc.--For alphabetizing purposes invert the name so that the specific appears before the general. Also true for Center for, Commission on, Council for, etc.

 Examples: Health, NYC Dept of <u>not</u> NYC Dept of Health

     Performing Arts, Center for <u>not</u> Center for Performing
     Arts

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Do this even within a string of identifiers.

 Example: Health, NYC Dept of-Innoculations, Division of-

     Brooklyn Branch Office

When you do have a string of identifiers condense the name somewhat.
Pick the two identifiers that identify the most, excluding the main
facility name which becomes the administering agency name.

 Example: NYC Board of Education, Branch of Surviving Services,

     Dept of Supplies, Office of Paper Clips

     is properly written as:

     Administering Agency: Education, NYC Board of

     Facility Name: Surviving Services, Brandh of-Supplies,

     Dept of

 Exception: Private organizations which have "New York" or "New

     York City" in their titles. No inversion. Ex. New

     York Hospital.

5. Acronym--Written in on the line reading "facility acronym" (now
used for all names other than the legal name).

6. Also Know as (AKA)--commonly used names written in on facility
acronym line.

7. More than one legal name--What to do if a facility seems to
have two or more official names? Reason it out. Is one the name of
the administering agency? Is one a common name that should be listed
on the facility acronym line? Check the phone book to see how it is
listed there. This problem seems to occur most often with Catholic
agencies.

Example: Sisters of the Good Shepherd on E. 17 St. operate

two residences in this main building (Euphrasian

Residence/Marian Hall) and two facilities in

other locations. The main facility sheet should

be names Euphrasian Residence/Marian Hall with

Sisters of the Good Shepherd as the Administering

Agency (with no facility sheet of its own). Sis-

ters of the Good Shepherd is not a facility name.

It is the name of an organization of Catholics who

happen to run this facility among others. Make the

two facilities operated in other locations sub-units

of Euphrasian Residence/Marian Hall.

8. Abbreviations--Write out except in the cases of New York City
(NYC), New York State (NYS), United States (US), Department (Dept
and incorporated (Inc). Do not use periods.

Examples: Saint Helena's Residence not St. Helena's Residence

Education, NYC Board of not Education, New York City

Bd. of

9. No facility name at all--if a facility is just called Day Care
Center or Health Clinic, the name must be created.

Example: Urban League has a Head Start program in a separate

facility which has no name. So IRMA calls it Urban

League Head Start Center.

Bronx Office of the Salvation Army should be written

Bronx Office, Salvation Army with Salvation Army re-

peated as the Administering Agency.

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10. Facility Names which include Personal Names--Facility names
begin with the last name. First name or initials appear at end.

   Example: Einstein College of Medicine, Albert not Albert
             Einstein College of Medicine.

11. Inc.--Drop it from name.

Administering Agency--This is an agency which maintains control over
the important decisions made by the facility. The latter can have
its decisions overruled by the administering agency. Oftentimes the
parent agency created the child facility. Be careful not to confuse
administering agency with affiliation (see section on affiliation).
UNH, FJP or FPWA are never administering agencies. They are affilia-
tions. Also don't confuse licensing or funding with administering.
Addiction Services Agency funds and contracts with Odyssey House.
The Board of Education licenses Head Start Centers. CDA funds its
delegate agencies. If in doubt, ASK.

Sub-units

A. Listing Services as Facilities
Agencies often list services as facilities. Don't be fooled.

   Examples: XYZ Neighborhood House

              says it has the following subcenters:

              Family Counseling Unit
                                             this is a sub-unit.
              1900 Remsen Ave, Bklyn

         and Lester Day Care Center   this is a service
                                            of the main facility.
              333 Flatbush Ave, Bklyn   Same address.

and Adoption Service

331 Flatbush Ave, Bklyn

Call it a service.
331 and 333 are next
door to each other.
It's hairsplitting
to call 333 the main
facility and 331 a
subfacility.

The above example of splitting facilities up to make the agency look
larger is obvious. Sometimes agency are located on corners and list
one service on one street and another service on the other street.
Don't assume this has been done, but do correct it if you are fami-
liar with that corner

B.   Using another agency's facility--Agencies of ten loan parts of
their facilities to each other. This doesn't mean one administers
the other or even that the two agencies are affiliated.

    Example: Henry Kaufmann Campgrounds, Inc lets various agencies

               use its facilities for day camps. Each one of these

               agencies gets a service sheet on its day camp with

               Henry Kaufman Campgrounds listed as the facility

               where service is given. Henry Kaufman Campgrounds

               gets a service sheet with all of the various agencies

               which use its facility listed as program administrators.

Borough--In Queens especially people prefer to use their neighborhood
name rather than the borough. There are dozens of little neighbor-
hoods with names similar to towns on Long Island. Check the zip code
map in the front of the Queens phone book.

City--Out of town facilities are included if they meet one or more
of the following criteria:

   1.   There is a NYC office for intake.

   2.   Referral can be made through an office located in NYC.

   3.   It offers a service unavailable in NYC, such as special-
ized medical care.

   4.   It is a government or other institution serving NYC resi-
dents, such as NYS Mental Hospitals.

The exception to these rules is the facility located just outside
the NYC borders and heavily used by NYC residents. Example- a com-
munity center just over the Queens border which technically is out-
side of NYC, but the border between Queens and the other city is
effectively ignored by the agency and by the users.

Affiliation--Only if Agency A is a member Agency or organization of
Agency B are they affiliated. Cooperation on projects does not equal
affiliation. Federation of Protestant Welfare Agencies is an affilia-
tion, not an administering agency because it has no control over the
member agencies. The individual agencies exist independently of
FPWA. In contrast an administering agency has a parent-child rela-
tionship with a facility. Common affiliations: FPWA, Federation of
Jewish Philanthropies, United Neighborhood Houses.

Vague, Amorphous, Meaningless Words--Make them concrete.

      Examples: Group Work--Recreation? Therapy?
                 Counseling--Personal? Job?
                 Miscellaneous--What does this mean?
                 Etc--Again, meaningless.

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If it is not possible to establish specific terms to connote these vague ones, consult the supervisor (or write an editorial note, if supervisor not available) about whether or not there is enough information for the worksheet to be considered complete.

Inflated Service Descriptions--If you suspect an agency is inflating its service list, find out how many people each program serves. The great camp program may turn out to be 4 kids paying their own way to Staten Island.

Maximum Age--Sometimes agencies claim to stop serving senior citizens after age 99. Does that make any sense on a worksheet?

Fees--If terribly elaborate, condense.

    Example: Age 3-9 $1.00/Age 10-12 $1.25/Age 12-21 $1.50/
Music classes $30 per 1/2 session/etc, etc.
Can be condensed to read $1.00-1.50 depending on age/extra fees for specific classes.

Scholarships--If available at all, say so.
Adjustment according to income--if available, say so, i.e., sliding scale or based on ability to pay.

Forms and Documents Required--No matter how bizarre, write it in if necessary or if it will expedite matters for the user. If a form or document is an expedient, rather than a requirement, note it as such.

Location to Apply--Be sensible. If the location to apply is the Board of Education, say which office. If the intake for a satellite health clinic in Montefiore Hospital, is it the emergency room? The pediatric clinic?

E:2

APPENDIX E: Facilities Surveys

Collection Materials

    2.   IRMA III

        -   Worksheets

        -   Instructions

PROJECT IRMA

FACILITY IDENTIFICATION
WORKSHEET

*ID=_____
1   5   10   (First card only)
       73   78   (All cards)

Recorded: Date____ By_____
Verified: Date____ By_____
Keypunched: Date____ By_____
Verified: Date____ By_____

1. Name of Facility

*FK=_____
11   15   20   25   30   35   40   44

_____ 0,1
45   50   55   60   65   70 72   79 80

_____
1   5   10   15   20   25   30

_____
31   35   40   45   50   55   60

_____ 0,2
61   65   70 72   79 80

2. Name of Administering Agency

*AN=_____
11   15   20   25   30   35   40   44

_____ 0,3
45   50   55   60   65   70 72   79 80

_____
1   5   10   15   20   25   30

_____
31   35   40   45   50   55   60

_____ 0,4
61   65   70 72   79 80

3. Room/Floor/Building

*F1=_____ 0,5
11   15   20   25   30   35   40 42   79 80

4. Street Address

*F3=_____
11   15   20   25   30   35   40   44

_____ 0,6
45   50   55   60   65   70 72   79 80

5. City (If NOT NYC)

*F5=_____ 0,7
11   15   20   25   30   35   40 42   79 80

6. State (If NOT NY)   7. Zip Code

*F6=_____   *F7=_____ 0,8
11   16   17   21   25   79 80

8. Telephone

*FT=_____ 0,9
11   15   20   25   30   35   40 42   73 80

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PROJECT IRMA

FACILITY DETAILS
WORKSHEET

*ID=|_|_|_|_|_|_|_|_|
1   5   10   (First card only)
     73   78   (All cards)

Recorded: Date_____ By_____
Verified: Date____ By_____
Keypunched: Date____ By_____
Verified: Date____ By_____

Facility Name_____

1. Office Days/Hours

    A.   *FR=|M|-|F|_|9|-|5|*|_| |1|1|
         11   15   20 22   79 80

    B.   *FR=|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|
         11   15   20   25   30   35   40   44
              |_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_| |1|1|
              45   50   55   60   65   70 72   79 80

2. Season [S1-Year Round, S2-Spring, S3-Summer, S4-Fall, S5-Winter, S6-School Year]

    *EZ=|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|
    11   15   20   25   30   35   40   44
         |_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_| |1|2|
         45   50   55   60   65   70 72   79 80

3. Special Telephone

    *ED=|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|
    11   15   20   25   30   35   40   44
         |_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_| |1|3|
         45   50   55   60   65   70 72   79 80

4. Affiliation [Licensed by, in contract with, regulated by, etc.]

    _____

    _____

5. This facility primarily serves (Circle one)

         The Neighborhood   The Boro   The City

6. Fees

    _____

7. Application Procedures/Documents

    _____

8. Capacity/Waiting List

    _____

9. Eligibility

    _____

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SERVICE DETAILS
WORKSHEET   Service__of__

```
*ID=|__|__|__|__|__|
1     5        10   (First card only)
      73          78   (All cards)
```
Recorded: Date_____By_____
Verified: Date____By_____
Keypunched: Date____By_____
Verified: Date____By_____

Facility Name *FK=|_____| .4.0.
                11   15   20   25   30   34   79 80

A. Program Name

```
     *N5=|_____|
      11   15      20      25      30      35      40      44
```
```
     |_____|                .4.1.
      45      50      55      60      65      70  72         79 80
```

B. Description of Program Services

```
     *D1=|_____|
      11   15      20      25      30      35      40      44
```
```
     |_____|                .4.2.
      45      50      55      60      65      70  72
```
```
     |_____|
      1       5       10      15      20      25      30
```
```
     |_____|                .4.3.
      31      35      40      45      50      55      60     79 80
```

C. Eligibility

```
     *GL=|_____|
      11   15      20      25      30      35      40      44
```
```
     |_____|                .4.4.
      45      50      55      60      65      70  72         79 80
```

D. Days/Hours Season

```
     *FR=|_____|            .4.5.
      11   15      20      25      30      35      40      44  79 80
```

E. Telephone

```
     *ED=|_____|            .4.6.
      11   15      20      25      30      35      40      44  79 80
```

F. Fees

```
     *GC=|_____|            .4.7.
      11   15      20      25      30      35      40      44  79 80
```

G. Capacity/Waiting List

```
     *GK=|_____|            .4.8.
      11   15      20      25      30      35      40      44  79 80
```

H. Area Served

```
     *AS=|_____|            .4.9.
      11   15      20      25      30      35      40      44  79 80
```

I. Application Procedures/Documents

```
     *GB=|_____|
      11   15      20      25      30      35      40      44
```
```
     |_____|                .5.0.
      45      50      55      60      65      70  72         79 80
```

ADDITIONAL COMPLETION INSTRUCTIONS FOR CPD 8
FACILITY DESCRIPTION

1. Record the ID number on each of the worksheets from the IRMA printout - extreme right side of page.

2. Enter the date of recording and initial each worksheet.

3. When all sheets are completed, enter and circle the total number of worksheets completed for the facility in the upper hand corner of the Facility Identification Worksheet.

4. Rules:
    a. If no data is entered for a field, 'X' out the field number. This would occur if the IRMA information is correct, the information is irrelevant, or if the same information is entered on another worksheet.

    b. If the information is not available but is relevant, circle the field number.

    c. If the information will not fit in the space available, compact the information as much as possible and circle the field number. Record any missing information on blank space on the worksheet or on an attachment.

    d. If a word is broken at the end of a line, continue it in the first space on the next line, assuming there is another line for that field. If there is not another line, follow procedure c. above.

5. "C.2 Source Number",   bottom of Facility Identification and Service Details Worksheets
   Record the 6 character code assigned by IRMA. This allows identifying what organization supplied the information.

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COMPLETION INSTRUCTIONS FOR PROJECT IRMA FACILITY WORKSHEET

Before attempting to complete any of the Worksheet, it is essential to read through these instructions carefully.

There are four parts to the Worksheet: 1. Facility Identification - contains information relating to the "facility", defined by IRMA as the place or location where a service is given; 2. Facility Details - contains furthur information about the facility; 3. Service Details - contains information referring to the service(s) given at the facility; and 4. Remarks.

All of the Facility Identification, the Facility Details (items 1, 2, & 3), and the Remarks (items C2, C3, C4, and C5) are directly keypunchable. Because of this, care should be taken to print information in upper-case block letters - one letter to a box. Every character requires one space, including punctuation marks and blanks. NEVER use an asterisk or semi-colon. Only use the number of boxes designated - do not add more boxes. If more space is needed, record the information in item C1. Remarks. Refer to the IRMA Abbreviations List at the end of these instructions. It is important (and time saving) to use these whenever possible. Following is an explanation of each individual item on the Worksheet.

Facility Identification

ID - for IRMA use only. This is the IRMA identification number for the the facility and will be designated upon arrival at IRMA.

1. Name of Facility

A facility is an agency/organization/institution/tec., either governmental or non-governmental which provides a service. Enter the name by which the facility is commonly known. If the facility is known by any other name,

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note such in item C1. Remarks.

Drop "The" if it is the first word of the name.

If the facility is the main office of an agency which administers at least two facilities, enter Main Ofc. as the facility name and enter the name of the agency in item 3 Administering Agency below. See Example #2 below.

If a facility is a branch office of an agency and it has the same name as the agency, enter an uniquely identifiable name such as Brooklyn Branch or Crown Heights Ofc.

2. Name of Administering Agency

If the facility is directly administered by an agency/organization/etc., enter its name. Same rules apply as for facility name above.

Example #1 - facility without an administering agency

Putnam Day Care Center

*FK= P.U.T.N.A.M. .D.A.Y. .C.A.R.E. .C.T.R. . . . . .
11   15   20   25   30   35

Example #2 - facility which is the main office of an agency

Main Ofc. of the Angel Guardian Home

*FK= M.A.I.N. .O.F.C. . . .
11   15   20   25

*AN= A.N.G.E.L. .G.U.A.R.D.I.A.N. .H.O.M.E. . .
11   15   20   25   30   35

Main Ofc. of the New York City Board of Education

*FK= M.A.I.N. .O.F.C. . . .
11   15   20   25

*AN= N.Y.C. .B.D. .O.F. .E.D.U.C.A.T.I.O.N. . . .
11   15   20   25   30   35

Example #3 - facility which is administered by an agency and does not have the same name as the agency

Sloane Childrens Center is administered by the Children's Aid Society

*FK= S.L.O.A.N.E. .C.H.I.L.D.R.E.N.S. .C.T.R. . . .
11   15   20   25   30   35

*AN= C.H.I.L.D.R.E.N.'.S. .A.I.D. .S.O.C.I.E.T.Y. . . .
11   15   20   25   30   35

3. Room/Floor/Building

The room, floor and/or building name in/on which the facility is located.
When the room and floor numbers are known, enter the room first then
the floor; building name follows the room and floor. Separate the
information with slashes (/).

Example #1 - room and floor but no building name

Room 38, Floor 53

*F1= RM 38/FL 53
11   15   20   25

Example #2 - room, floor and building name

Room 123, Floor 75, World Trade Center

*F1= RM 123/FL 75/WORLD TRADE CTR
11   15   20   25   30   35   40 42

Example #3 - special buildings (Borough Hall, Municipal Bldg.,etc.)

1516 Municipal Building

*F1= RM 1516/MUNICIPAL BLDG
11   15   20   25   30   35

4. Street Address

The number and street where the facility is located. Use abbreviations
for types of arteries, directions, etc. - See IRMA Abbreviations List.
Do not enter street intersections.
Do not enter st, nd, rd, th, etc. following numbered streets. Enter the
number only. (not 1st but 1, not 2nd but 2)
If facility has more than one house number, enter the lowest number.
For Queens addresses, enter multiple numbers separated by a hyphen.

Example #1 - multiple numbers, not Queens

217-219 West Fourth St.

*F3= 217 W 4 ST
11   15   20

Example #2 - Queens address

19-38 Jamaica Boulevard

*F3= 1 9 - 3 8   J A M A I C A   B L V D

11 15   20   25   30

5. City

A city is entered only if it is not one of the five boroughs of NYC.

6. State

A state is entered only if it is not New York. States are abbreviated

with two letters using authorized Post Office abbreviations - see

IRMA Abbreviations List.

7. Zip Code

Enter correct Post Office zip code.

8. Telephone

Enter the telephone number of the office. Convert all letters to numbers.

For NYC numbers do not enter area code (212).

Do not enter numbers that are specifically attached to a service.

Example #1 - numbers in area code 212

GR6-1234, i.e. 476-1234 and 476-1235

*FT= 4 7 6 - 1 2 3 4 / 4 7 6 - 1 2 3 5

11 15   20   25   30

Example #2 - numbers outs .e area code 212 (Rule: area code preceeds
number)

201-623-1234

*FT= 2 0 1 - 6 2 3 - 1 2 3 4

11 15   20   25

Example #3 - numbers with extensions

476-1234 extensions 12 and 13

*FT= 4 7 6 - 1 2 3 4   X 1 2   X 1 3

11 15   2C   25   30

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C1. <u>Remarks</u>

Enter any information that is pertinent, information that could not
be encoded in the appropriate fields or information that was distorted
by the coding.

C2. Source Number

A number assigned by IRMA designating the source of the information.

C3. Date

The month (in numerals i.e. 01 - January, 02 - February) and year (in
two digits) that the information was obtained <u>by</u> the source.

C4. Location

A locater number assigned by the source that will enable the source
to find the facility information in the future.

C5. Depth of Service Data

A number assigned by the source evaluating the quality of the <u>service</u>
information entered on the Service Information part of the form.

C6. Contact for Additional Information

Person whom IRMA can contact for more detailed information on this
facility.

<u>Facility Details</u>

ID - if IRMA has designated an ID number for this facility, enter it here.

Recorded: Date___ By___

Enter the present date and your initials.

Facility Name

This name is used only for control purposes. Enter any short but recognizable unique name.

1. Office Days/Hours

These days and hours pertain to the office of the facility - not the service (in many instances they will be synonymous).

Use day abbreviations according to the IRMA Abbreviations List.

Use AM and PM only when there might be confusion.

Example #1 - Office open Mon - Fri 9-5
                (Circle A. and cross-out B., see below)

    A.   *FR=,M,-,F, ,9,-,5,*, ,1,1,
        11   15   20 22 79 80

    ✗.   *FR=
        11   15   20

Example #2 - Office open Mon - Fri <u>and</u> other times - Wed evening
                (Cross-out A. and enter all info in B.)

    ✗.   *FR=,M,-,F, ,9,-,5,*, ,1,1,
        11   15   20 22 79 80

    B.   *FR=M,-,F, ,9,-,5,/,W, ,E,V,E,N,I,N,G
        11   15   20   25   30   35

Example #3 - Office open Mon - Wed 8:30-4:00, Thur & Fri 8AM-9PM
                (Cross out A. as above and enter info in B.)

    B.   *FR=M,-,W, ,8,:,3,0,-,4,/,T,H, ,F, ,8, ,A,M,-,9, ,P,M
        11   15   20   25   30   35   40

Example #4 - Office open Mon, Wed, Fri 9:45-1:00 and Tue, Thur 9-3
                (Cross out A. as above and enter info in B.)

    *FR=M, ,W, ,F, ,9,:,4,5,-,1,/,T, ,T,H, ,9,-,3
    11   15   20   25 /   30   35

Rule: You must cross out either A. or B. whichever is <u>not</u> being used.

2. Season

Enter one or more of the codes and/or a verbal description. Separate
information by slashes. Enter codes before written explanation

   Example   Office open in Spring, Summer and weekends in September

   *EZ=_S.2_/_S.3_/_W.E.E.K.E.N.D.S_ _I.N_ _S.E.P.T_____
   11   15   20   25   30   35

3. Special Telephone

Enter telephone numbers used at special times, for special purposes, etc.
not general office or service specific numbers. Follow the number with
an explanation.

   Example   Night number is 467-1234

   *ED=_4.6.7.-.1.2.3.4._ _N.I.G.H.T.S._____
   11   15   20   25   30

4. Affiliation

Enter the name(s) of agencies which: license, fund, sponsor, regulate,
contract, etc. the facility as a whole, not specific services of the
facility. Specific service affiliations are entered on the Service
Details Worksheet.

DO NOT enter Building and Fire Dept. licenses or the Administering Agency
of the facility.

5. This facility primarily serves (Circle one)

This information is entered primarily to aid in the formation of localized
directories for other areas. If the facility should be listed only in
one localized directory, circle Neighborhood; if in several other
neighborhood directories, circle Boro; or if in all or most directories,
circle, City.

Note: Complete the following only if the facility offers two or more distinct
services and the information is the same for each service. (Exception: #8.
Capacity/Waiting List - if this information is known for the facility as a
whole, enter it and so indicate.) If a facility has data varying from service
to service with some part remaining constant, enter the constant data.
For instance, if a facility offers several services, each with a separate
fee but to purchase any service a yearly membership fee must be paid, enter
"membership fee" (and the amount if known) in #6 Fees. If only a single
service is offered, do not complete #6 - 9 but rather make the appropriate
entrys on the Service Details Worksheet.

6. Fees

   Be as specific as possible. For instance, "sliding scale (or SS) $1 - 25."

7. Application Procedures/Documents

   Specific application formalities which require someone to do or bring something to get the services the facility offers.

8. Capacity/Waiting List

   Enter both capacity and waiting list information if relevant. When entering capacity, indicate the number of people the facility can handle at once measured in some standard. For example, 1. 39 beds; 2. 6 children; 3. 2.5 acres; 4. 120 telephone calls and 20 walk-ins per day. Also enter any information known regarding the length of time from filling the application form to actually receiving the service. For example, 1. no waiting list; 2. apply in early winter for spring acceptance; 3. two to four weeks.

9. Eligibility

   Information pertaining to those who qualify for the service. Includes: age; sex; physically and/or mentally handicapped; type of addict; student level; ethnic, professional, religious, community group; disadvantaged; public assistance recipient; Veteran; etc.

Service Details

One Service Details Worksheet is filled out for each service offered by the
facility. Determining the different services is largely a matter of judgment.
Typical values are: 1. a formal name (Headstart); 2. the facilities organizational
makeup (sections, divisions); 3. different service details (telephone, eligibil-
ity, area served); and 4. a particular activity.
Each service worksheet is sequentially numbered in the upper right hand
corner and is filled out ...

A. Program Name

The formal or informal name of a service or group of services, i.e. Head
Start, Food Stamps, senior citizen program, housing services.

B. Description of Program Services

A brief but precise explanation of the service(s) offered in the program.
For instance, do not enter "education" but rather describe the education
service - "classes in English, typing, tutoring".

C. Eligibility

Information pertaining to those persons who qualify for the service.
Includes: age; sex; physically and/or mentally handicapped; type of
addict; student level; ethnic, professional, religious, community
group; disadvantaged; public assistance recipient; Veteran; etc.
Enter "All" if everyone eligible.

D. Days/Hours Season

The days/hours and season that the service is available - not that the
office is open. See IRMA Abbreviations List for days.

E. Telephone

> If the service has a special telephone enter it here. If it is the
> same as the office number, do not enter it.

F. Fees

> Be as specific as possible. For instance "Sliding scale (or SS) $1 - 25."

G. Capacity

> How many people can the facility handle at once measured in some
> standard. For example, 39 beds; 6 children.

> Waiting List

> Enter "Yes" if there is a waiting list or "No" if there is not a waiting
> list. If YES, describe.

H. Area Served

> From which area in the city must people be from in order to get the
> service. Example - Boro; CPD - -; Health District #; Lower West Side.
> Enter "Citywide"   if there are no restrictions as to geographic
> location

I. Application Procedures/Documents Needed

> Specific application formalities which require someone to do something
> or bring something to get the service.

IRMA Abbreviations List

Agency - Agcy	Hours - Hrs
Association - Assn	Junior High School - JHS
Avenue - Av	Long Island - LI
Board - Bd	Manhattan - Manh
Boulevard - Blvd	National Inatitute of
Brooklyn - Bklyn	Mental Health - NIMH
Bronx - Bx	New York City - NYC
Building - Bldg	New York State - NYS
Bureau - Bur	North - N
Center - Ctr	Office - Ofc
Commission - Comm	Parkway - Pkwy
Corporation - Corp	Place - Pl
Department - Dept	Public School - PS
Drive - Dr	Queens - Qn
East - E	Road - Rd
Federation of Jewish Philanthropies - FJP	Room - Rm
Federation of Protestant Welfare Agencies - FPWA	Staten Island - SI
Floor - Fl	South - S
Greater New York Fund - GNYF	Street - St
High School - HS	Square - Sq
Highway - Hwy	West - W

Rule: <u>**DO NOT** use periods in abbreviating</u>.

Alabama - AL	Montana - MT
Alaska - AK	Nebraska - NE
Arizona - AZ	Nevada - NV
Arkansas - AR	New Hamphshire - NH
California - CA	New Jersey - NJ
Colorado - CO	New Mexico - NM
Connecticut - CT	New York - NY
Delaware - DE	North Carolina - NC
Dist of Col - DC	North Dakota - ND
Florida - FL	Ohio - OH
Georgia - GA	Oklahoma - OK
Guam - GU	Oregon - OR
Hawaii - HI	Pennsylvania - PA
Idaho - ID	Puerio Rico - PR
Illinois - IL	Rhode Island - RI
Indiana - IN	South Carolina - SC
Iowa - IA	South Dakota - SD
Kansas - KS	Tennessee - TN
Kentucky - KY	Texas - TX
Louisiana - LA	Utha - UT
Maine - ME	Vermont - VT
Maryland - MD	Virginia - VA
Massachusetts - MA	Virgin Islands - VI
Michigan - MI	Washington - WA
Minnesota - MN	West Virginia - WV
Mississippi - MS	Wisconsin - WI
Missouri - MO	Wyoming - WY

Rule: <u>DO NOT use periods in Abbreviating.</u>

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January	-	Jan	July	-	July

January   -   Jan

February -   Feb

March   -   Mar

April   -   Apr

May   -   May

June   -   June

July   -   July

August   -   Aug

September -   Sept

October   -   Oct

November -   Nov

December -   Dec

Monday - M

Tuesday - T

Wednesday - W

Thursday - Th

Friday - F

Saturday - Sat

Sunday - Sun

Rule :   DO NOT use periods in Abbreviating.

APPENDIX E: Facilities Surveys

Service Coding (IRMA II)

    3.   Materials

        -   Services record

        -   Explanation of Services record

EXPLANATION OF SERVICES RECORD

Service classifications are recorded on "Services Record" sheets.

The Services Record is completed as follows:

a. **Batch #**   The Batch # is the page number on the print-out entitled CIRS N/A List by Facility Number.

b. **Facility Name**   Copy the facility name as it appears on worksheet or a recognizable abbreviation. For second and subsequent "Services Record" sheets the facility name is abbreviated by using the first letter of each word in the name of the facility.

c. **Facility Number**   The number is found on the folder, not on the worksheet. Facility number must be 6 digits. Remember to fill in 0's.

d. **Service #**   This field (boxes 7 and 8) is completed after all services for a facility have been recorded on Services Records. The total number of Services Records is then the "Svc #" and this number is placed on all Services Records. Each box must have a number entered in it, even if zero. For instance, if there are 3 Services Records for a facility, box 7 would be zero and box 8 three. $\boxed{0/3}$

e. **Service Category**   A six digit code obtained from the Services Classification Code List. Services are encoded using the explanations found in the Services Classifications Code Definitions List and its Appendix.

f. **Service Modifiers**)   To designate a modifier appearing under
g. **Clientele Modifier**)   these headings simply put a check in the
h. **Age Group Modifier**)   box to the left of the appropriate modifiers.

i. **Reject**   Checked when applicable. Refer to Appendix of Services Classification Code Definitions.

j. **Completion Status**   Initialed and dated by recorder, verifier, and keypuncher.

k. **Service Linkage**   Filled in when one service multi-class same number filled in on all service classification records filled out for that service.

CITIZEN INFORMATION RESOURCE SYSTEM (PROJECT IRMA)
SERVICES RECORD

BATCH #_____

FACILITY NAME:_____

FACILITY NUMBER   SVC #   SERVICE CATEGORY   SVC LK   CARD TYPE

[/ / / / / /] [/ /] [/ / / / / /] [/] [5]
1   6   7 8   9 10 11 12 13 14   79   80

SERVICE MODIFIER

16[_] Coordination & Planning

17[_] Information & Referral

18[_] Technical/Funding Assistance

19[_] Research

20[_] Counseling

21[_] Licensing

22[_] Training

23[_]

24[_]

25[_]

AGE GROUP MODIFIER

30[_] Children (0-13)

31[_] Youth (11-25)

32[_] Adult (18+)

33[_] Elderly (55+)

REJECT

61[_] No Direct Services

62[_] Insufficient Information

63[_] Questionable Status

64[_]

CLIENTELE MODIFIER

40[_] Physical Disability

41[_] Mental Disability

42[_] Drug Abuse

43[_] Alcohol Abuse

44[_] Disadvantaged

45[_] Veteran

46[_] Offender

47[_] Transient

48[_] Student

49[_] Unwed Parent

50[_] Family

51[_]

52[_]

53[_]

54[_]

55[_]

COMPLETION STATUS

RECORDED BY_____ ____DATE_____

VERIFIED BY_____DATE_____

KEYPUNCH BY_____DATE_____

APPENDIX E: Facilities Surveys

Service Coding (IRMA II)

    4.   Procedure

PROCEDURE FOR SERVICES CLASSIFICATION

I. PURPOSE:

1. To identify separate services by service category offered
    by each IRMA facility in order to generate computer print-
    out matching services and facilities.

2. To build rudimentary service descriptor thesaurus for sub-
    subsequent generation of controlled indexing vocabulary.

3. To test classification and modifier categories (vis-a-vis
    adaptability to material) with a view to revision for sub-
    sequent encoding operation.

II. MATERIALS USED

Explanation of Services Record
Services Classification Code List
Services Classification Code Definitions
Services Classification Code Definitions Appendix
Notes on Modifier Usage

Services Records (blank)
Batch of facility folders to be classified
CIRS N/A List by Facility Number (Computer print-out page)
ʿervices Classification Problem Record
Pencil, red pencil

III. PRELIMINARY PROCEDURES

1. Read Explanation of Services Record.

2. Scan Services Classification Code List.

3. Note sixteen primary classification areas. They are the
    areas typed in all upper case letters with classification
    codes ending in 0000.

4. Read Services Classification Code Definitions.

5. Read carefully sections on FAMILY SUBSTITUTE SERVICES
                                HEALTH
                                HOUSING
                                PUBLIC SERVICES
                                RECREATION & CULTURAL AFFAIRS
                                SUPPORTIVE SERVICES TO FAMILIES
                                  AND INDIVIDUALS

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6. Read <u>carefully</u> Service Classification Code Definitions Appendix.

7. Read <u>carefully</u> Notes on Modifier Usage.

8. If you have any questions on this material, ask your supervisor.

IV. CLASSIFICATION PROCEDURE

<u>NOTE</u>: ASK QUESTIONS <u>WHENEVER</u> IN DOUBT.

1. Your supervisor will give you a batch of facility folders, the computer print-out page and a Services Classification Problem Record for that batch. Fill in Batch # and your name on the Services Classification Problem Record. The Batch # is the same as the page number in the upper right hand corner of the computer print-out page.

    Check that facility folders in your pile correspond to ones listed on computer print-out page. To do this, see if facility numbers of the top and bottom folders correspond to the first and last facility numbers listed on the print-out. Facility numbers are listed to the left of the facility name on the print-out.

    If they do not correspond, tell your supervisor.

    If they do correspond, proceed to Step 2.

2. Take top facility folder. Check that all sheets in folder have the same facility address. If they are <u>not</u> the same, classify <u>only</u> the services appearing on worksheets with the address listed on the computer print-out for that facility number. On the Services Classification Problem Record, note the facility number and the problem.

    Skim the services descriptions to obtain an overview of the types of services offered at that facility.

3. Look at first sheet in folder. Find lines where services are described -- under SERVICE DESCRIPTION or PROGRAM DESCRIPTION.

    If you cannot locate where the services are described, ask your supervisor.

    Read the service description. Ask yourself, "What are the distinctly <u>different</u> activities described here?"

    Number those distinctly different activities on the worksheet with the service description with <u>red pencil</u>.

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4. Look at the first numbered activity.

Ask yourself the following two questions.

1. Into which of the sixteen primary service classifi-
   cations does this fall?

   > If you do not think that the service falls into
   > any category, write down the service activity
   > description and the facility number on your
   > Problem Record. Start Step 4 with next numbered
   > activity.

2. Does it fall into any of the secondary or tertiary
   categories of that primary service classification?

If the answer to the second question is "No," then enter
the classification code of the primary service classifica-
tion in boxes 9-14 on the Services Record. Proceed to
Step 5.

If the answer to the second question is "Yes," then enter
the classification code associated with the secondary or
tertiary category in boxes 9-14 on the Services Record.
Proceed to Step 5.

If you are not sure of the answer to the second question,
read the section of the Services Classification Definitions
List which you believe to be appropriate for the activity
you are trying to classify. When determining secondary or
tertiary classification, if Services Classification Defini-
tions are unclear as to whether service activity is included
in more narrow category, classify in the more general
category.

> Example: "Curriculum development" would be classified
>   in the more general category Ecucation
>   040000 since there is not enough information
>   to determine whether it is curriculum devel-
>   opment for pre-school programs, elementary/
>   secondary/vocational programs, postsecondary/
>   higher educational programs, or supplemental
>   educational programs.

If you are still not sure of the answer to the second ques-
tion, write down description of service activity and facility
number on Problem Record.

5. To determine what modifiers should be checked, note carefully
   if any of the following are used in the service description.

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a.   Modifiers (or some variation of these terms).

b.   Words listed in Notes on Modifier Usage (or some variation of these terms).

Check the appropriate modifier box(es).

A modifier is checked when the word(s) or variations of the word(s) listed in Notes on Modifier Usage appear on the worksheet. Think of them as adjectives --further descriptions or refinements of the service. A modifier is checked if it provides additional information in the following three categories:

a)   service category
b)   description of what is being done
c)   description of for whom or to whom service is being done

More detailed information on how modifiers are assigned appears in the beginning of Notes on Modifier Usage.

6.   IMPORTANT If it seems to you that all or part of the service activity cannot be described by the modifiers, write down the description of the service activity and the facility number on your Problem Record.

7.   On the Services Record, fill in Batch #, Facility Name, Facility Number, your initials in "Recorded by" space, and the date.

8.   You have now classified an activity.

Place a check mark next to the numbered activity description on the worksheet to indicate that you have classified it.

Take another Services Record and proceed to the next numbered activity.

9.   Repeat Steps 4 through 8 until you have classified all of the numbered activities on the sheet you are looking at.

Proceed to next sheet in the folder. Determine whether it describes a different set of services than previous sheet(s). If all activities on sheet have already been classified, proceed to next sheet.

10. Repeat Steps 3 through 9 for each sheet contained in the folder. You have now classified all of the distinct service activities described in the folder.

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11. Count the number of Services Record(s) you have filled out for that folder. Fill this number in boxes 7 and 8 on <u>one</u> of the Services Records. Place the completed Services Records inside the folder.

12. On the computer print-out page place a check to the left of the facility number indicating that the folder has been classified. If the facility number appears twice on the page, link the two numbers with a pencil mark and check only one of them.

13. Complete entire procedure for every folder in your pile.

14. When finished, place Services Classification Problem Record and computer print-out page on top of batch of folders.

See supervisor for new batch.

APPENDIX E: Facilities Surveys

Services Coding (IRMA II)

5.   Definitions

010000 ANIMAL CARE

> Health care, including veterinarian service, hospitals, and
> disposal of dead animals, shots. Humane societies, training
> boarding, adoption.
>
> Not included: sanitary services such as rodent control,
> pigeon control(both under sanitation, or animal inflicted
> conditions like bites, legal redress and the like.

020000 BUSINESS/COMMERCE

020100 Technical/Financial Assistance (Business/Commerce)

> Management aid, management training, stimulation of small
> business, contract assistance, small business loans, capital-
> izing of small business, bonding, profit sharing.

020200 Real Estate (Business/Commerce)

> Building construction, use of vacant lots, condemned and
> abandoned property, owner identification, housing renovation,
> Home rehabilitation loans, low interest mortgaging, demolition.

020300 Urban Development/Planning (Business/Commerce)

> Industrial development, urban renewal, relocation, site
> selection, city planning, community planning boards, concerned
> citizen action on neighborhood or civic issues. Zoning,
> community organizing.

030000 CONSUMER AFFAIRS

030100 Complaints/Fraud Investigation (Consumer Affairs)

> Regulatory bodies, complaint centers(for general complaints,
> complaint centers relating to a specific category will be
> found under those classifications). Complaints on products,
> services, professions and practices. Investigation by
> government agencies, mail frauds, deceptive or unlawful practices,
> product testing, labeling and packaging investigation.
> Investigation of civilian complaints against police department,
> public officials, etc. Poisoning complaints(foods), invest-
> igation of public solicitation.

030200 Education/Advocacy (Consumer Affairs)

> Classes, demonstrations, lectures, publications, promotion
> of good buying habits. Improvement of household management,
> technical assistance is setting up programs. Instruction on
> buying on credit, product pricing. Consumer advocacy groups,
> lobbying on consumer issues.

040000   EDUCATION

040100   Pre-School (Education)

       Headstart, Early Childhood programs, Montessori schools

040200   Elementary/Secondary/Vocational   (Education)

       Programs and locations of Board of Ed. decentralized school
districts, community education centers. Basic Adult education
fundamental education, any programs leading toward completion
of either elementary or high school education. Alternative
prep schools, free schools, street academies, Greenburg Law
schools for public shhool uneducables, vocational high schools,
central Bd. of Ed. programs, career-oriented secondary education,
scholarships at elementary and prep school level, partial or
full. Work study, cooperative programs at high schools. Home
study high school level, educational uograding to elementary
or secondary level. High school eq ivalency, General Education
diploma, evening high schools, evening guidance centers, mini-
schools within high schoo's, continuing education for pregnant
teenagers and unwed mothers who dropped out of grade or high
school. College incentive programs that take place in high
school, college testing, college orientation, educational
counseling, extra curricular school connected programs in art,
social or community affairs. College bound program. Urban
Corps on this level(see also Postsecondary/higher education)

040300   Postsecondary/Higher Education (Education)

       Admission requirements, City and State universities, open
enrollment, college assistance, matriculation of foreign
students, night school. Financial aid, government loans,
competitive scholarships during college. Programs that have
to do with going to college apart from that which takes place
as part of a high school setting (a few will be listed in both)
Work study at college level. Professional sch ols and courses
post high school. Home study at college or professional level.
Urban Corps at this level.

040400   Supplementary Education (Education)

       English as a second language, welfare education plan, classes in
arts and crafts, remedial and tutorial education where not
specifically oriented toward elementary or high school completion.
Formal classes given by certified teachers.

050000   EMPLOYMENT

050100   Pre-job guidance (Employment)

> Testing and direction toward appropriate employment, vocational
> career counseling, orientation toward job holding. Facilities
> which include this service as well as others will be multiply
> listed, job counselling.

050200   Job Training (Employment)

> Specific skills development, on the job training, Manpower
> Centers, governemtn programs concentrating on training, with or
> without renumeration. Apprenticeship programs.

050300   Job Placement/Referral (Employment)

> All services directed toward finding a job, Civil Service
> offices, city, state and federal, multi-service centers, State
> employment offices, for all age groups and economic conditions.
> Summer employment, part time, employment for the homebound. .

050400   Benefits/Insurance (Employment)

> Work connected benefits such as Social Security, Disability
> benefits, unemployment insurance offices. Workmen's Compen-
> sation, pension plans, etx.

050500   Employment Relations (Employment)

> Union matters, mediation, grievance committees, contract
> compliances, supplementary services such as medical and family
> assistance, educational upgrading, testing, loans, alcohol
> programs, job safety.

060000   ENVIRONMENT

060100   Sanitation (Environment)

> Re-cycling centers, bulk pickups, sewage problems, sanitary
> inspection (by health or consumer groups) pigeon control
> rodent control. Cleaning of roads, highways, streets and
> sidewalks.

060200   Pollution (Environment)

> Groups devoted to regulating and educating the public in fields
> of noise, air, water pollution. Lobbying groups.

060300   Conservation (Environment)

Nature conservancy groups, beautification and improvement
landmark: preservation, ecology groups.

070000   FAMILY SUBSTITUTE SERVICES

070100   Adoptio./Foster care

New legal parentage, secatarian/non-sectarian for children.
Recruitment of doptive and foster care homes for children or
adults. Placement/supervision until adoption, foster care
under agency supervision, protective care for abused or neg-
lected children or adults outside of the home. Intervention in
the home by agencies on behalf of children. Placement of
families together in individuals home. Group Care is under
Institutions.

070200   Day Care (Family substitute services)

070201   Family Day Care (Family Substitute Services, Day Care)

Provider and user mothers share service whereby provider mother
takes up to 5 children a day in her home, user mother deposits
children and seeks specific skills training. DSS inspects
provider mother's home, pays for child care. Recruitment,
home finding.

070202   Group Day Care (Family Substitute Services, Day Care)

Preschool, after school, nursery school in various combinations.
Publicly funded (by DSS)form one group, Community Day Care
Centers, independently funded, special day care for handicapped
and aging, supervised, non-medical care. After school center.

070300   Institutional Care (Family Substitute Services)

Supervised temporary shelters for children, supervised group,
non-medical care for neglected or abandoned children or adults.
Facilities which are not nursing homes or hospitals. Home for
the aged, ambulatory adults over 60, mental defectives and
other handicapped. Includes treatment of families. Aftercare,
under Rehabilitative services.

080000 HEALTH

080100 Nursing and Home Care (Health)

080101 Nursing/Convalescent Homes

Medically supervised residences for long or short term care open
to all ages. Prepondorance of aged will be in nursing homes, as
they are most likely to contract chronic diseases, or be the
victims of social neglect. Do not confuse these with old age homes,
which are not medically oriented and take only ambulatory clients.
Nursing/Convalesent homes may be the same place. Proprietary
nursing homes are not listed.

080102 Homemaker Services (Health, Nursing and Home Care)

Homemaker aides and home health aids are the titles of trained
professionals who are sent by agencies into homes on temporary
assignment to manage a household for someone who is either absent
or incapacitated to keep the family afloat until the homemaker can
take over again. Supervision by nurse or social worker.

080103 Home Nursing (Health, Nursing and Home Care)

Visiting nurse service, public health nurses, hospital sponsored
home nursing.

080200 Medical Services (Health)

080201 General Health Services (Health, Medical Services)

Hospital services (other than specialized), including surgery,
clinics, free standing and specialized(other than those treating
chronic diseases). Comprehensive care clinies, neighborhood
health centers. Immunization, x-ray, emergency service, etc.
Child health stations, school connected facilities, well-baby
clinies, maternal and infant care, pre-natal, post-natal, education
for parenthood. Blood donations, dental care, geriatric centers,
health insurance, Medicaid (x-ref Public Assistance). Birth
certificates x-ref under Law, Documents. Health planning, Health
and Hospitals Corp., neighborhood health councils.

080202   Chronic Care (Health, Medical Services)

Special hospitals and clinics for chronic diseases, comprehensive
facilities who treat, study, refer or educate the public. Diseases
include arthritis, cardio-vascular, kidney, Parkinsons, cerebral
palsy, polio, multiple sclerosis, diabetes, tubercular/respitory,
cancer, epilepsy, leukemia, hemophilia, allergies, anemia, asthma,
heart, Neuro-degenerative, myasthenia gravis, cyele cell anemia,
rheumatic fever, etc.

080300   Rehabilitative Services (Health)

080301   Treatment (Health, Rehabilitative Serices)

Short or long term in-patient or put-patient hospital and/or
clinical or residential me.ical services including diagnostic,
psychiatric; detoxification, health re-building, chemotherapy,
methadone maintenance. Residential/communal treatment centers
for addicts, inclu:ing induction, group encounter, r-entry
skills, vocational, community re-orientation where these are
integral part of treatment and take place in the same facility.
Emergency treatment, physical or mental therapy, community mental
health centers, self-help organizations, for alcholics, group
therapy, voluntary and involuntary treatment.

080302   Sheltered Workshops (Health, Rehabilitative services)

Diagnostic services, supervision, training, testing, full or
part time employment, or long term workshops program for which
participant may or may not get paid, for those unable to work
in normal outlets (handicapped, aged, etc.). Includes programs
which utilize products produced, the aged homebound.

080303   After Care (Health, Rehab. Services)

Re-entry facilities, halfway houses for ex-mental patients,
handicapped, or addicts or offenders; vocational skills learned
or re-learned or referral to sheltered workshops, community re-
orientation, counseling, follow up services. State hospitals
after care units for mental patients, out-patient services such
as counseling and therapy which follow full scale treatment,
partial hospitalization, controlled environment schooling,
transitional aare.

090000   HOUSING

090100   Facilities, residential (Housing)

090101 Residences, group (Housing, Facilities, Residential)

  Group residences for men, women, aged or families.

090102 Low-Income (Housing)

  Housing Authority projects, rent supplement apartment, turnkey housing, publicity aided private development, government subsidizing (housing), special housing for handicapped or aged.

090103 Middle Income (Housing, Facilities, residential)

090200 Services (Housing)

090201 Rent (Housing, Services)

  Rent/Maintenance offices, assistance with forms, old age rent. reduction, rent related complaints.

090202 Code Enforcement/Emergency Service (Housing, Services)

  Housing complaints, inspection, discrimination, emergency repair. Direct emergency relocation.
  Legal assistance, see Law

090203 Tenant/Landlord Relations (Housing, Services)

  General housing problems including eviction, assistance in finding housing, tenant action, tenant advocacy groups. Legal assistance, see Law.

100000 INFORMATION/REFERRAL

  All general facilities for dispensing information. All specialized Information and Referral are tagged under each classification. Tourists bureaus, radio stations, telephone help lines, etc.

110000 LAW

110100 Immigration (Law)

  Legal assistance and representation in deportation and entry cases, citizenship and related problems. Migratory worker problems, immigration related services such as search and location of friends or families, Americanization, representation of alien interests, interpreter services.

110200 Civil Rights (Law)

Voting facilities and voting assistance facilities, protection
of right to work, property rights, protection of minorities
(x-ref to employment or housing if facilities deal in those
fields), handicapped, children, mental patients, aged, separation
of church and state, personal liberties, police harrassment.

110300 Correctional Services (Law)

Institutions for youth, court remanded; State correctional
facilities, detention houses, jails, pre and post sentencing,
bail facilities, reform schools, prisoner assistance, pre-
release programs, work furloughs, prison reform, parole,
probation, alternative to incarceration or court intervention.

110400 Courts (Law)

All city, state and federal courts and their jurisdiction.
Good Samaritan law, reimbursement for assisting a police officer.

110500 Documents (Law)

Arbitrarily all documents will go here, with possible x-ref.
birth, death, marriage, divorce, passport, certificates, visas,
working papers, contracts and other legal papers even if they
pertain to another classification. Facilities where records are
kept, and those where some can be obtained. (not a license or
permit which have their own category)

110600 Legal Services (Law)

General assistance and representation with preparation of
documents, fields of family problems, paternity suits, divorce,
court connected appearances, housing, Welfare cases, cases
against the city. Specialized categories like immigration and
Civil Rights law will be left to those sections.

120000 PUBLIC SERVICES- Highways, streets, roads, sidewalks, volunteers and
                    volunteer programs.

120100 Armed Forces (Public Services)

120101   Benefits/Family Services (Public Services, Armed Forces)

> All those relating to men and women currently serving in the Armed Forces. Scholarships, financial assistance, relocation, recreational services.

120102 Recruitment   (Public Services, Armed Forces)

> Branch offices of the Armed Forces.

120103 Selective Service (Public Services, Armed Forces)

> Government draft, lottery system, offices to which draftees report.

120200 Emergency Services/Public Safety (Public Services)

> Municipal emergency and prevention and preparation for same, emergency services for victims of disaster, police and fire assistance, missing persons assistance, suicide prevention, school crossing guards, etc.

120300 Utilities. (Public Services)

> Regulation and delivery of electric, gas, telephone service; complaints regarding street lights, gas meters, etc. Water, the supply of.

120400 Taxes (Public Services)

> Real Estate assessment, personal income, city, state and federal, corporations, nuisance tax, tax regulation.

130000 RECREATION/CULTURAL AFFAIRS

130100 Arts/Crafts (Recreation/cultural affairs)

> Participation in or viewing of movies, drama, street theatre, choral singing, concerts, plastic arts, painting, use of materials, etc. Not classes which go under supplementary education.

130200 Camps (Recreation/cultural affairs)

130201 Residential

Sleep away facilities, with intake in New York, with various lengths of time, camps for special groups. All non-profit.

130202 Day (Recreation/cultural afftairs, Camps)

City or near-by facilities with summer recreational activities by day, for specified periods

130300 Cultural Institutions

130301 Museums, planetariums

130302 Libraries, Research

130303 Parks, Zoos, Botanical Gardens

130400 Sports/Athletics

Fishing and boating permits, playgrounds

130500 Centers/Group Activity

Senior Citizens Center, youth centers, special interests group, youth programs.

140000 SUPPORTIVE SERVICES TO FAMILIES AND INDIVIDUALS

140100 Counseling/Crisis Intervention (Supportive Services, etc.)

Marital, pre-marital counseling, personal counseling, referral for social services, crisis prevention, family counseling in field of parent-child relations, ethnic integration, family life education. Casework, Big Brother programs, youth advisor groups, adult group therapy, encounter groups, emergency intervention. Child abuse, emergency child welfare services, escort services and home visits.

140200 Death and Burial (Supportive services, etc.)

Funeral societies, morgues, autopsy procedures, estate procedures; public burial (death certificate x-ref to Documents)

140300   Family Planning (Supportive Services, etc.)

Services connected with abortion. sterilization, genetic
counseling, contraception, children spacing, vasectomy, ferti-
lization clinics.

140400   Public Assistance (Supportive Services, etc.)

140401   Income Maintenance

Payments, financed by Federal, state and city funds made to
those whose income is at poverty level or below certain class
categories- old age assistance, aid to the permanently and totally
disabled, aid to the blind, and aid to families with dependent
children. Hot meals.

140402   Service (Supportive Services, etc.)

Food stamp distribution, Medicaid x-ref to health, temporary
adult shelters, emergency aid, housing maintenance,etc. Department
of Social Services Community Social Centers.

140500   Miscellaneous Personal Services (Supportive Services, etc)

Meals on wheels, investigatory services, friendly visiting,
escort services, etc.

150000   TRANSPORTATION (Highways, roads, streets, sidewalks)

150100 Automobile (Transportation)

Auto assistance, insurance, license and registration (x-ref to
under Law, documents), taxies and their regulation, trucking, etc.

150200   Mass Transit, City (Transportation)

Subway, bus information, routes, lines; and assistance, ferries.

150300   Air/Rail   (Transportation)

990000   NON-SERVICE

Defined as performing a function other than a direct service
to the citizen-- a bureaucratic, secondary function (another
agency, for example). The Criterian is the question, is the
service available to the citizen himself.

SERVICE CLASSIFICATION CODE DEFINITIONS
APPENDIX

1. Supplementary Education: All informal education outside of
    school system, not leading to completion of some degree.

    Examples: "Classes in economic theory offered by Youth Programs"
               classified as Supplementary Education 040400

2. "Neighborhood improvements, which include multiple efforts such
    as garbage pick-up, street lighting, etc." is classified under
    Urban Dev 020300.

3. CDA service "gynecological examinations, prenatal and postpartum
    care" is classified as 080201.

4. "Training of youth to operate child care programs such as play-
    grounds, after school center, and day camps."

    Classified under: 130400, 070202, and 130202
    Modifiers: TRAINING, CHILD, YOUTH

5. Consumers organizations offering discount food purchases are
    classified 030000.

6. Buyers clubs which provide "Training and employment in retailing
    and comparison shopping" are classified as 030200.

7. Note carefully the definitions of Outpatient (HEALTH, Medical
    Services) 080201 and Treatment, (HEALTH, Rehabilitative Services)
    080301.

    a. All treatment for drug abuse, mental disability, or alcohol
        abuse is classified as 080301 with the appropriate modifier
        checked.

    b. Other services in these areas which facilitate re-entry in
        these three areas are listed in After Care (HEALTH, Rehabili-
        tative Services) 080303.

    c. In the areas of drug abuse, alcohol abuse and mental diabi-
        lity, the activities of outreach, counselling and education,
        information and prevention may be classified in one of two
        ways.

            If performed by primarily health oriented organization
            which performs health services, categorize under
            080000 HEALTH and check appropriate modifiers.

E-65

Otherwise, categorize under 140000 SUPPORTIVE SERVICES and check the appropriate modifiers.

8. REJECT

    "No Direct Service" This box is checked when the facility performs a service other than a direct service to the citizen. For instance, a facility providing an accounting service to another facility.

    "Insufficient Information" The service description on worksheet is insufficient to classify the service. For example, "senior citizens." This tells nothing about what services are provided to these people.

    "Questionable status" This box is checked if there is some doubt that facility should be used in first directory. For instance, a facility would have questionable status if it were private/profit-making.

9. Urban Corp = Work Study = Education (appropriate grade level)

    040200 or 040300

10. Enforcement of Health, Administrative Codes

    Classifications: 060100, 080000, and 090202
    Modifier: Licensing

11. Supply of water is a utility 120300.

12. Hot meals, supplemental snacks 140400.

13. Highways and roads, cross referenced.

    Transportation: 150000
    Public Services: 120000

14. Investigation of misconduct of public officials or employees classified in CONSUMER AFFAIRS, Complaints/Frauds/Investigations 030100.

15. Loans for building renovation in BUSINESS AND COMMERCE, Real Estate 020200.

16. "Direct emergency relocation" -- HOUSING, Code Enforcement 090202

17. Volunteers are classified in PUBLIC SERVICES 120000

18. Child abuse, neglect = 140100

A modifier is checked when the word(s) or variations of the word(s) appear on the worksheet. Think of them as adjectives--further descriptions or refinements of the service.

Modifiers are checked when they tell you more about

a. <u>the service category</u>

   Example: Group Day Care under FAMILY SUBSTITUTE SERVICES would require the "Child" modifier to indicate that it was child group day care. The modifier "Elderly" would be checked if it were group day care for the aging.

b. <u>what is actually being done</u>, e.g., counselling, dispensing <u>information</u>.

c. <u>the people to whom or for whom the service is being performed (the user)</u>.

   Example: For the service, "Training of youth to operate child care programs such as playgrounds after school centers and day camps." Each service category would have the following modifiers checked:

   Training (what is being done)
   Youth (to whom service is being done)
   Child (further delineation of service category)

The following is a list of the modifiers appearing on the Services Record Sheet accompanied by synonyms, definitions, and examples of service activities which have already been described by that modifier.

IMPORTANT: As you are working, if you find a word or phrase which in your mind clearly is described by a modifier, <u>and</u> it is <u>not</u> already listed, write it down on your copy of Notes on Modifier Usage in the space left by each modifier. Your notes will be used in making further revisions of Notes on Modifier Usage.

   When you have real difficulty in assigning a modifier where you believe one to be necessary, note a description of the service activity and the facility number on the Problem List.

COORDINATION AND PLANNING: outreach, community organization, mobilization, curriculum development, program planning and development

INFORMATION & REFERRAL: prevention, education (as in drug or sex education)

TECHNICAL/FUNDING ASSISTANCE: includes profit sharing, liaison with banks for loans, discount food purchases

RESEARCH: survey, investigation

COUNSELING: advocacy services on an individual basis

LICENSING: permits, official inspection, official approval

TRAINING: job training, training of paraprofessionals, training for recreational programs

CHILDREN (0-13): child, infant, pre-school, youngster, toddler

YOUTH (11-25): teen, teenager, adolescent, young adult

ADULT (18+): mature

ELDERLY (55+): senior citizen, aging, old person

PHYSICAL DISABILITY: physically disabled, physically handicapped

MENTAL DISABILITY: mental health, mental illness, emotionally retarded, brain damaged, mentally retarded, mental deficient, mental hygiene, idiocy, imbecility, moronism

DRUG ABUSE: addict, narcotic addict, drug user

ALCOHOL ABUSE: alcoholism, drunkenness, alcoholic, drunk, dipsomania

DISADVANTAGED: poor, poverty group, underprivileged, culturally deprived

VETERAN: ex-soldier, ex-G.I., former member of the armed forces

OFFENDER: person with criminal record, prisoner, ex-convict, criminal, person under arrest, awaiting trial, on bail or on probation

TRANSIENT: traveler, displaced, homeless, nomad, wanderer

STUDENT:

UNWED PARENT: unwed mother

FAMILY:

NO DIRECT SERVICE: T is box is checked when the facility only performs a function other than a direct service to the citizen. For instance, a facility providing an accounting service to another facility.

INSUFFICIENT INFORMATION: Ther service description on worksheet is insufficient to classify theservice. For example, "senior citizens." This tells nothing about what services are provided to these people.

QUESTIONABLE STATUS: This box is checked if there is some doubt that that facility should be used in the first directory. For instance, a facility would have questionable status if it were private/profit-making.
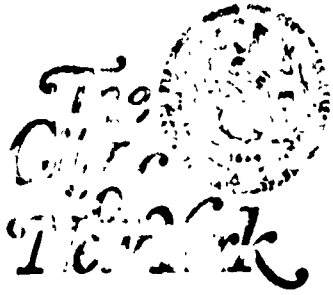
APPENDIX E: Facilities Surveys

Comm i , urveys

    6. Crown Heights

       -   Invitation to participants

       -   Minutes

       -   Inclusion survey forms

OFFICE OF THE MAYOR

Project IRMA
51 Chambers Street, Room 1030
New York, New York 10007

Telephone: 566-1567

De_r

In the fall of 1973 Project IRMA published a demonstration edition of a compute-assisted citywide directory of government and voluntary services available to the citizens of New York. The work was done pursuant to a grant from the Office of Education, HEW, under the auspices of the Mayor's office of Administration.

We are now undertaking a project (also in fullfillment of grant requirements) to develop a model for a neighborhood directory which will provide information in greater depth and apply new indexing tools recently added to the system. Crown Heights, or Brooklyn CPD 8, has been selected as the "neighborhood" and, in order to design a directory that most closely conforms to community needs, we are re_uesting the cooperation of agency people from the community to aid us in the development of this test model.

Accordingly, you are invited to a preliminary meeting which will take place on Monday, March 11 at 2:30 at the office of the Department of Community Development, 303 Albany Avenue. Project IRMA is indebted to that office for this invitation. At that meeting the staff of Project IRMA will describe the scope of the project, what benefits representatives of Crown Heights' agencies can expect, and what we, in turn, need in terms of resources and consulting help.

I look forward to meeting you Monday.

Sincerely

Rae E. Brooks
Director, Project IRMA

Summary: meeting in Crown Heights ONG

The current IRMA city-wide demonstration directory, developed
under a grant from the Office of Education, was described and
a plan for a model neighborhood directory outlined. The plan
was presented to the participants as a cooperative one. IRMA
stated its need for community advice in terms of identification
of community resources, inclusion criteria, entry information,
directory format and personnel resources allocatable. IRMA's
contribution would be in the area of keypunching, computer pro-
gramming processing and storage, indexing, and staff experience
in directory compilation.

The initial product of the joint venture was seen as a community
directory in computer print-out form to be given the partici-
pants and used in selected test-sites.

IRMA's comittment to a quality product will not end with the
grant deadline (April 30), nor will its relationship with the
community representatives - who will continue to act as liaisons
and advisors. The directory resulting from these combined re-
sources will be readily updatable and procedures will be estab-
lished to insure its currency on a continuing basis. Continued
community cooperation will also insure that the directory reflects
the wishes and resource needs of a representative group of the
users themselves.

Materials, comprised of fact sheets on IRMA and examples from
the directory, worksheets and worksheet instructions were handed
around. Three questionaires to do with criteria and resources
were also distributed.

Discussion followed, centering on coordinating the objectives of
the various groups represented, defining the kinds of organizat-
ions to be included in the directory and the various ways direct-
ory information is used. Also discussed were various forms a
directory can take - differences in order, indexes, subject class-
ification etc.

Some tentative consensus was reached.

1. Consolidating lists, descriptions and indexing same would benefit ongoing community projects. (IRMA had already received and keypunched the DCD lists and at the meeting received material from Miss Hicks of the Community corporation and Mr. Williams of the Crown Heights North Multi-Service Center).

2. Two kinds of usage were envisioned for the product: as a resource for community involvment, and as a referral tool - the latter being the directory's primary function.

3. The amount of resources allocated to the project from the agencies represented would determine the amount of information to be included in the directory.

4. A second meeting (March 13 at the ONG offices) was agreed to, for the purpose of resolving further criteria, determining specific tasks and preparing a working schedule.

Rae Brooks - 3/12/74
Director, Project IRMA

Participants:

Duhan - Office of Neighborhood Government
Tiller
Levy

Webber - Department of Community Development
Kertin

Foster - Urban League

Spindell - Office of Community Services

Williams - Crown Heights North Multi-service Center

Hicks - Community Corporation

Bonbarrault - Brooklyn College

Brooks - IRMA
Eastman

Posatko

Summary: meeting in Crown Heights ONG

IRMA reiterated the need to encode data immediately in order to get coded material to the key punch service the first of the week. Manpower was discussed with each participant reporting that currently manpower was limited to their own services. Materials distributed included a summary of the previous meeting, a combined list of DCD and IRMA facilities, a proof (name, address, telephone, season, hours, coded services) of IRMA facilities listed for CPD 8, worksheet instructions and coding worksheets.

From the IRMA proof list, participants assigned themselves a portion of specific facilities to research and encode. The worksheet was explained, item by item, and Mr. Spindell offered to collect and deliver them to IRMA for editing and keypunching Friday afternoon.

A new meeting for analysis of encoding problems and new task assignments was scheduled for Monday, March 19, at 1:30.

Rae Brooks - 3/14/74
Director, Project IRMA

Participants:

Tiller - Office of Neighborhood Government
Levy

Kirtin - Department of Community Development

Spindell - Office of Community Services

Hicks - Crown Heights Community Corporation

Brooks - IRMA
Eastman
Posatko

Summary: meeting in Crown Heights ONG

The last meeting of the IRMA-Crown Heights cooperative project
was a work session devoted to a review of the worksheets filled
out to date from the IRMA proof. Worksheets were exchanged for
evaluation, comments on worksheets were made where participants
had personal knowledge of the facility. Some decisions were
made on exclusions: specifically Montessori as too expensive,
OTB as inappropriate, and a nursing home where conditions
were found to be too poor for conscientious referral.

Some corrections to the worksheets were made, many were left
for the IRMA staff. Instruction in worksheet encoding was
given to two new participant agency representatives. New
work assignments were accepted: specifically, Open City offered
to be responsible for their own facilities and local schools,
Catholic Charities, their own offices and related churches, and
DCD the encoding of their remaining researched facilities after
matching with IRMA's list.

A new work session was scheduled for March 20 - same time and
place.

<div align="right">
Rae Brooks - 3/19/74
Director, Project IRMA
</div>

Participants:

    Kirtin - Department of Community Development
    Jacobs-El

    Dinsmore - Operation Open City, Urban League

    Easter - Catholic Charities
    O'Neill

    Brooks - IRMA
    Posatko

B. Candidate facilities <u>not</u> in Crown Heights

-   Crown Heights residents are referred to, and require information
    about, facilities not located in the Crown Heights area. List
    those agency types that in your opinion would be useful in a
    neighborhood directory: 1. listed, or fully described, 2. locations
    3. Reason.

                                                                    city
        Examples: Recorded messages - listed - anywhere - serve entire

                   Emergency Nos./Hotlines - listed - anywhere -   "

                   Gov. main offices - full - Wash/Manh - centralized
                                                             service

                   Unique services
                     (such as a personalized transporations
                      service for the handicapped in Queens
                      or the Negro Scholarship Fund in Manh)

                   Borowide offices (Bklyn) - performs unique function

                   State Hospitals - local residents are assigned

Agency Type	List	Full	Where	Reason
Remarks				

AGENCY:

ADDRESS:

Telephone:

Director:

Meeting participants:

Official IRMA liaison:

I Criteria

A. Crown Heights Candidate facilities :   inclusion

IRMA has, in the city-wide directory, excluded community agencies
with narrow geographic service areas. Follwing is a list of some
heretofore excluded organization types. Indicate next to each
type if in your opinion it would be useful in an information and
referral manual: 1. with limited information (e.g. in a list) or
2. with "full information" or 3. not useful, and the reason (i.e.
for referral purposes, mailing lists, resource allocation,
geographical distribution reference, community organization etc.).

	Useful	Not Useful	Reason
Churches/Synagogues			
Block Associations			
Tenant Groups			
Civic Organizations			
Businesses			
Political Groups			
Boards/Councils etc.			
Buying Clubs			
Other			
Remarks:			

APPENDIX E: - Facilities Surveys

Community Surveys

7.   East New York/Flatbush

SELECTIONS FROM ON-SITE SURVEY OF SERVICE DELIVERY

AGENCIES IN EAST NEW YORK AND FLATBUSH, BOROUGH

OF BROOKLYN

Introduction:

Project Irma, in it's efforts to present to the public a
comprehensive listing of all useable services in New York City,
embarked upon a drive to locate community based services that
would otherwise go unlisted unless other methods were implemented.
Previously, Irma has relied heavily on getting listings of ser-
vices from other city departments, directories, city files, etc.
One of the draw-backs in this approach to locating agencies is
that small community base agencies that do not come under the
auspice of large governmental, private, city, state and volunteer
agencies would not ordinarily be reflected through the normal
channels. Many of the small community agencies, groups and organ-
izations don't have any affiliation outside of the immediate com-
munity. Church groups are typical examples of the aforementioned.

A second year community organization student from the Adelphi
School of Social Work was assigned to Project Irma on October 3,
1972. His primary assignment for the first semester was focusing
on locating community base services in two (2) communities in the
Borough of Brooklyn, East New York (CPD #14). The way in which
these two communities were chosen was based on the following:
compare between the poverty community (services and resources) and
one fairly stable community, work in a target community (East New
York) in conjunction with the Department of Social Services who has
launched pilot project in terms of setting up a satellite office,
observing trends in communities to determine if services follow a
certain pattern as it relates to agencies moving, leaving or cut-
ting back on certain kinds of services which would reduce Irma's
reliability.

Considerable work and effort were spent combing the streets
and dark alleyways in search of community base groups, organiza-
tions and agencies in the East New York community. There was no
doubt that East New York has as many, if not more, small store-
fronts and corner churches than any community in the city of New
York. However, other than the summer months, when city funds,
state and federal resources are plentiful, nothing exists for the
next nine (9) and one (1) half months. It must be realized that
my mission was not to duplicate listings of agencies that Irma
has; such as those affiliated with broader service delivery units,
but rather small community agencies and resources. I did not,

however, locate any agencies in East New York for Irma's usage; mainly because none met Irma's criteria in terms of being functional. I have included in this report a list of the large agencies that are viewed by the community as servicing many within the general population. I will also list the churches and storefront groups that function during the summer months and die out in the winter; other than a periodic meeting place when crises arise. The middle portion of this report will deal with services, resources and a general description of community district #14 - Flatbush; followed by correlation of services and resources between East New York and Flatbush.

In order for the readers to understand and become aware as to some of the reasons why East New York service systems are the way they are today, one must acquaint himself with the history, demography and trend of this community.

Community Planning District #5, called East New York, is the largest district in Brooklyn. It has a total population of 165,328 and a youth population of 48,724. I shall demonstrate that the entire district is a community in trouble and the core area, our target area, is a community in the process of an ongoing crisis. The core area has a population of 64,487 with a youth population of 22,160. These people are distributed through approximately 250 high density population blocks. Limited public housing is available in this area; but the bulk of the housing is deteriorating and delapidated. Services are inadequate and rare. In the last ten (10) years delinquency curves have turned sharply upward; which is considered by many residents as a priority problem. Inter-group relations are explosive. The community burst briefly into the papers last summer in a clash between the Puerto Rican community and the Black community. In January of 1972, enraged members of the Puerto Rican community with members of the Puerto Rican Liberation Army, seized the Community Corporation to make their demands heard. This struggle exists over the few and inadequate resources coming into a desperate community.

The boundaries of East New York and the boundaries of the core area are listed below. East New York contains approximately 650 high density to medium high density population blocks. An additional 40 blocks are predominantly occupied by industry. The core area contains approximately 250 high density population blocks.

<u>EAST NEW YORK BOUNDARIES</u>

North: Broadway, Conway Street, Cemetery of the Evergreens, Brooklyn-Queens Borough Line; Highland Park and National Salem Field, Cypress Hills, Miamonides and Mt. Hope Cemeteries.

East: Brooklyn-Queens Borough Line

South: Spring Creek Park

West: Fish Creek Basin to Flatlands Avenue, Flatlands
          Avenue, Louisiana Avenue, Linden Blvd., Van Sinderen
          Avenue, Liberty Avenue, Slone Avenue.

CORE AREA

North: Atlantic Avenue

East: Fountain Avenue

South: Linden Boulevard

West: Van Sinderen Avenue

A twelve year history of the core area of East New York shows
tremendous change. A mass migration of people occurred, services
disappeared, residential buildings, community centers, and stores
were abandoned. Racial tensions mounted throughout the area. Be-
tween 1960 and 1966 the population in the core area shifted from
85% White to over 80% Black and Puerto Rican. A community was dis-
embowled, it's guts, the jobs, services, and financial resources
necessary for health, fled to surrounding areas or out of Brooklyn
altogether. Each of the aforementioned factors reflects a condition
of the youth of the community or a condition which affects the youth
of the community. It is doubtful that any one homogenous-geographic
area in the city of equal population could reflect a higher degree
of social pathology.

The following is a ranking of Socio-Economic problems:

Problems	Rank
DELINQUENCY	1
FINANCIAL ASSISTANCE	2
OUT OF WED BIRTHS	3
INFANT MORTALITY	4

The core area in CPD #5 in Brooklyn have one of the highest
delinquency rates in the city. Whereas, the Juvenile Delinquency
rates in 1970 for Brooklyn were 92.2 offenses per 1,000 youths and
for New York City as a whole was 77.5 offenses.

NOTE: STATISTICAL DATA WAS OBTAINED FROM THE U.S. GOVERNMENT CENSUS
FIGURES FROM THE 1960 AND 1970 CENSUS. SOME OTHER FACTUAL MATERIAL
WAS GOTTEN FROM THE YOUTH SERVICES AGENCY - EAST NEW YORK DISTRICT
OFFICE.

A GLANCE AT EAST NEW YORK:

Some of the many contacts that I was able to make while carrying out my mission in East New York consisted of the following:

> Mr. James Patterson, District Coordinator
> Youth Services Agency
> Telephone Number: 499-4920

> Mr. Oliva Taylor, President
> East New York Alliance
> Blake Avenue-Brooklyn, N.Y.

> Mr. Granton, Neighborhood Youth Corps
> East New York Community Corporation
> 505 Sutter Avenue
> Telephone Number: 345-6635

> Mr. John Bradman
> Cypress Hill Community Center
> 475 Foundation Avenue

> Mrs. Bessie Gray, Supervisor of Child Clinic
> East New York Mental Health Clinic & Mr. Charles Jones
> East New York Mental Health Clinic

> Ptl. Cody, Public Relations - 75 Pct.

While surveying agencies and organizations in the East New York Community, a common concern among the Black residents was, the White residents residing in the affluent section -- below Linden Blvd. received all of the resources coming into the area. One gets the feeling that there is both unrest and apathy in this community. I must also add fear as well. On several occasions while touring the area it was common to see stores robbed or old ladies afraid to walk the streets. Once I attended a community meeting at the Mental Health Clinic whereby a large turnout of agency representatives were expected, but instead only five people showed. This hand full of people, serving as spokemen for the community complained about services moving out of the community. They sited the Pride of Jedua as the latest agency to move away to Queens. Others feel that Ocean Hill Brownsville got all of the attention and in terms the city poured services into Brownsville at the expense of East New York. The younger leaders are advocating violence as a means of getting additional services. Many professionals are apathetic. On the other hand, the large churches have well structured programs and projects for the young and old, but members only are the consumers of these services.

Small storefront agencies such as, Penn Action, Sheridon Black Association, Puerto Rican Mothers Group, United Georgia Black Association, Church of the Holy Redeemer, flourish doing the summer because of funds in which to operate. The winter months usually see these groups operate when a police officer kills a teenager or a slum landlord cuts off the hot water.

Glancing at the long list of service agencies in East New York, one may get the understanding that this community has a surplus of resources. My observation and direct communication with the target population leads me to believe that those services, since they are not, for the most part, located within the target areas are not utilized. The people see them as nonexistent or not geared to meeting their basic needs. Further exploration in this area may prove worthwhile.

COMMUNITY PLANNING DISTRICT #14 - FLATBUSH:

Flatbush is undergoing a transition, but from a service delivery point of view, services are more plentiful now than ever before. As one tours up and down Flatbush Avenue, you see visible evidence of new services, city affiliated services being operated out of beautifully equipped storefronts and churches operating day care programs and youth activities. My stay in Flatbush was short lived; mainly because my assignment in this community was not geared to take on the same involvement. CPD #14 was to gather a list of these agencies that were not listed by Irma. My focus was not on how the community perceives services, nor the utilization of services, but rather locate services. My contacts in performing this task evolved around; Mr. William Hilland, Medical Intern - Downstate Medical Center, Mr. Donald Ross, Borough Coordinator - Youth Services Agency, Mr. Lenny Khaan, Assistant Area Coordinator - Youth Services Agency and Mr. Adams, Director of Adams Day Care Center.

As one performs a survey on resources within a given community of this nature, it's automatic that the surveyor gets a feeling tone of the community from the perspective; at least of the people he comes in contact with. However, it may not reflect the total community and their perception.

My first contact during my four or five days survey in Flatbush-CPD14 was with Mr. Donald Ross, Borough Coordinator of the Youth Services Agency. Mr. Ross felt very optimistic over the attention this area is receiving from the city. He mentioned a host of services being planned for said area; nearly all are either city affiliated or private sponsored, but yet are opened to the general public. Drug services and facilities appear to be top priority. Services for the aged are also receiving attention.

While Mr. Ross explored with me services in this area, I did not record any since Irma already has methods of easily getting them.

Mr. Kaahn, Area Coordinator-Y.S.A. proved very resourceful in my attempt to locate services. (Please note geographic boundaries of CPD #14.)

> AVENUE P TO OCEAN AVENUE
> WINTHROP STREET TO AVENUE S
> EAST TO WEST NEW YORK AVENUE TO CONEY ISLAND AVENUE

Mr. Kaahn reinforced Mr. Ross observation in terms of resource distribution. He described CPD #14 is another Park Avenue South when it comes to services and agencies. Downstate Medical Center is seen as spear-heading production of services. In Mr. Kaahn's words, "Downstate has a host of services, some new and some old." An example is Loft, which was recently changed to 846 Project, located at 846 Flatbush Avenue. This Project is primarily a Day Care Drug Service Agency.

The Adams Children Center was described as another facility for small children. The Jewish Board of Guidance - 1480 Flatbush Avenue has implemented programs for pre-addicts. I realize that Irma has a listing or can readily get them, however this is an attempt to point out how this area is flourishing with new innovative services; especially for a middle class neighborhood. Later in this report, I will outline resources that may not ordinarily appear in the Irma listings.

Other than services coming into CPD #14 for teenagers, this area has one of the highest number of senior citizens residing within it's property- 560,000. Unlike CPD #14, CPD #15 is not receiving services; due to the stability and wealth of the latter. Landlords were viewed as conscious minded and a key in the future of CPD #14. Several remarks were made about how much pride and dedication landlords have in their efforts in maintaining sound buildings. The latter is far from the "Cry" in East New York.

As you will later reivew a list of services and resources in this report, it seems as if all major service institutions; churches; merchants, associations, political clubs have mobilized around some service component.

I feel that I must caution the readers because my contacts were centered around those social service delivery workers who are new to the area. I question how those view these new services who have functioned in this area for ten or more years. There were no contacts with old established home owners residing in CPD #14.

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Other areas need further exploring are; how many of these services cross over racial, religious and special interest group lines. Despite these unanswered questions, those people whom I had contact with are optimistic over the future service systems in CPD #14 - Flatbush.

GRASS-ROOT ORGANIZATIONS, STORE FRONTS, SMALL CHURCHES AND FRATERNAL ORGANIZATIONS:

I eluded to the fact earlier in this report that East New York Community is a dying community in regards to service delivery systems. At this time, I would like to focus briefly on the store-fronts and small community-based groups. It should not come as a surprise that generally speaking, a poverty community, such as East New York, does not have functional community based agencies, groups, small churches, etc., for the following reasons; usually a poverty stricken area leaves it's residents psychologically crippled to the point of not having enough energy nor resources beyond that of everyday survival. In other words, people in this community do not have adequate homes, police protection; therefore, community pride, community organization, etc., are secondary. There is not many things in East New York to be proud of, as I so vividly pointed out previously.

The following is a list of the many store front organizations that are found in East New York. I will describe the nature of these organizations and their limitations and why they are limited:

1. East New York Alliance
    President - Mrs. Olivia Taylor

2. Penn Action, President - Mrs. Glover
    656 Sutter Avenue
    Brooklyn, N.Y.
    Telephone: 385-3887

3. United Georgia Black Association
    483 Georgia Avenue
    Brooklyn, N.Y.

4. Church of Holy Redeemer, Contact - Mrs. James Capers
    2424 Linden Blvd.
    Brooklyn, N.Y.

5. The Concerned Mothers of Bradford
    East New York (No. Main Head Quarters)

6. Sheridon Avenue Black Association
    55 Sheridon Avenue - Contact - Mrs. Searing

7. The Puerto Rican Mothers of East New York
    (No known address)

One common quality about all of these groups is that other
than the summer months, they are crisis oriented. The summer, I
was told, the community cooperation contacts out to these agencies,
funds, resources, (buses, equipment, supplies) jobs and staff.
They in turn, sponsor a host of summer recreational programs, field
trips, to Bear Mountain, Summer Day Care Centers and others. They
attract hundreds of parents and teenagers during the summer. How-
ever, the winter finds these agencies closed; except for a meeting
place for parents to gather peridocially to exchange complaints
about the terrible conditions, slum lords lack of interest, or maybe
they meet to mobilize around negative overt police action.

Specifically, the Sheridon Avenue Block Association, for example,
even doing the summer months, patronize people within their geographic
block area; the Puerto Rican Mothers work for Puerto Rican affiliated
with their summer programs, Penn Action has been known in the past to
work on welfare rights concerns, and pressure groups influence on slum
lords to improve apartment buildings. There seems to be no coordinated
effort by these groups to work jointly on community-wide projects and
problems. I support that the Anti-Poverty Agency, East New York, des-
pite its many internal problems and mixed image by community people, is
considered as the main body to coordinate local services and operations.

COMMENTS:

I noticed while surveying the two communities - East New York and
Flatbush, many agencies are anxious when people come around inquiring
or asking questions about their services. I found it more so in East
New York. I do not have enough evidence to speculate why this is so.
My approach to entering new agencies as a way of reducing anxiety was
to use relationships of other people, and in turn, they would intro-
duce me to my "Target System." I found the latter to be very effective.

Irma is concerned about covering all functional community-based
agencies. If East New York is any example; poverty communities do not
have unaffiliated city, state, federal agencies because there is not
free money available, like in the 60's where private groups emerged.
Therefore, I would venture to say, Irma, by utilizing city directories
and other conventional methods,will include almost all service systems
in the various community planning districts. One unusual variable in
East New York is that housing and welfare services are the two most
requested services in said community.

My personal feelings about my assignment in carrying out this
survey is that it was quite informative. I was able to learn about
the service systems in two communities. I improved my skills and
techniques on surveying agencies, plus it was a learning experience
where I could apply classroom theory to practice.

APPENDIX F: Directory Examples

IRMA I

    1.   Instructions

    2.   Contents

    3.   Body

    4.   Index

IRMA II

    5.   Instructions

    6.   Contents

    7.   Body

    8.   Indexes

IRMA III

    9.   Body

    10.   Indexes

APPENDIX F: Directory Examples

IRMA I

1.   Instructions

GUIDE TO IRMA - for users

IRMA is the name for your Information Referral Manual. The complete set consists of three large Rolodex files and one small index file. There are approximately 3,000 cards with information that falls into 3 main classifications: Social Assistance, Procedural and Educational materi·l.

The first classification includes information about agencies - private and public - that offer help to New Yorkers in fields of guidance, health, housing and other urban needs. The second classification - Procedural - furnishes information about "How to". "How to" organize a Tenants group; "How to" plant a tree on the block and other procedures that are often bewildering to New Yorkers. The third classification - Educational - is of value to you as the user of IRMA and as background to better service the public. Explanations of the School Decentralization Laws, the structure of the Courts and description of the many agencies of government fall into this classification. It should be noted that the cards in these categories are not separated in the file but placed under the main headings that make up the Table of Contents.

The Table of Contents is the most important tool you have in learning the use of IRMA. Each card in the files is classified under one of the main headings. If an agency offers services in many fields, a card will be found under each service. There is no cross referencing.

The system is completely alphabetical. Your Table of Contents shows you the Main Headings. These appear alphabetically on the left side of the Rolodex. The first card in each section repeats the information shown in your Table of Contents. The subheadings in each section are numbered, with even numbers appearing on the right, and odd numbers in the middle of the file.

When the Table of Contents shows subheadings, these too, are filed alphabetically, according to the heading on the top of the card. The one exception, as we pointed out, is the New York City Administration section under Government which is alphabetical by City Agencies with the headings on the top of the card representing the Administration or Agency it's under.

The second tool provided is the small Rolodex index. This is to be used when you have failed to find the subject in the Table of Contents. It is a card index of word association. For instance, if you are not completely familiar with the Table of Contents, you may not know that planting of street trees is an Environmental Protection matter. The small index file shows the key word "trees"   a reference to E.P. and a subheading of Civic Improvement.   complete information about tree planting will be found there. The small index file is to be used when the able of Contents has not told you what you need to know. The bulk of the information, however, can usually be located through the Table of Contents.

The key, ther to successful use of IRMA is:

1. Understanding the Table of Contents.
2. Understanding the alphabetical structure.
3. Understanding that you will be guided to the right section for solution of the problem. Decision for the choice of the alternatives available within the section is up to you. Remember, there may be more than one, so look through all the cards that pertain to that particular subject.
4. Understanding that time used now in locating the best answer is time saved for you and your client. Do not hesitate to call back in order to locate precise information. Your client will appreciate your concern and will benefit from not having the buck passed one more time.

We have in our files directories with listings too numerous or too seldom required to include in IRMA. If a card tells you "Directory on File", it means that in our Central Office the Directory you want can be quickly located if you just call us at 433-6790. We will be glad to look up the specialized information for you.

The staff at IRMA vill try to keep all material accurate and dependable. Each card is dated and as new information is received the cards will be replaced. You will need to know IRMA well enough so that you can do the inserting of the new cards.

If you find any information that is not correct or if you know of service that is not included, please let us know on the cards we have provided. You, as users, are the most important group in maintaining IRMA as the valuable aid that it is.

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APPENDIX F: Directory Examples

IRMA I

   2.   Contents

CONTENTS - IRMA I

ANIMALS

ARMED FORCES

DOCUMENTS

ECONOMIC DEVELOPMENT

EDUCATION

EMPLOYMENT

ENVIRONMENTAL PROTECTION

FAMILY SERVICES

GOVERNMENT

HEALTH SERVICES

HOUSING

LAW

RECREATION

TAXES

TRANSPORTATION

ANIMALS

1. AGENICES

2. BITES

3. GENERAL INFORMATION

ARMED FORCES

1. AGENCIES

2. SELECTIVE SERVICE
   Draft Counselling
   Lottery System
   Other Armed Services

3. VETERANS
   Education
   Hospitals
   Organizations
   Records

DOCUMENTS

1. ARMY

2. BIRTH & DEATH CERTIFICATES

3. DIVORCE & MARRIAGE

4. DRIVER'S LICENSE & REGISTRATION
   Handicapped
   Taxi

5. LICENSES & PERMITS -- MISCELLANEOUS

6. NOTARIES PUBLIC

ECONOMIC DEVELOPMENT

1. BUSINESS COUNSELLING & LOANS

2. CITY PLANNING

3. COMMUNITY ACTION AGENCIES

4. CONSUMER PROTECTION
   Agencies
   Complaints
   Education
   Law

5. FINANCE

6. INDUSTRIAL DEVELOPMENT

7. LABOR RELATIONS

8. TRADE ASSOCIATIONS

EDUCATION

1. ADULT
   Evening High School
   Evening High School Guidance Centers
   Fundamental Adult Education Plan
   High School Equivalency
   Veterans
   Welfare Education Plan

2. COLLEGE
   Admissions
   Financial Aid
       Directory & Bibliography for Scholarship Aid
       Ethnic Grants
       Graduate Study
   Foreign Students
   Nights
   Private
   Professionals
   Public

3. HANDICAPPED

4. HEALTH

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Cont'd

EDUCATION - Cont'd

5. HIGH SCHOOL
    Aid-including Work Study
    Drop-cuts
    Eighth Grade Equivalency

6. HOME STUDY

7. PRE-SCHOOL
    Early Childhood Centers
    Headstart
    Montessori

8. PRIVATE

9. PUBLIC SCHOOL
    Decentralization
    Elementary & High School
        Education, Board of
    Glossary
    Open Enrollment
    Parents Association
    State & Federal Programs

10. REMEDIAL & TUTORIAL

    (NOTE) For detailed directory particularly for medically related
        reading problems   "Reading Disability Services"
        Junior League - 1969.   Copy on file.

11. URBAN EDUCATION - CENTER FOR

12. VOCATIONAL
    Health Careers
    Nursing
    Secretarial
    Teaching
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    Veterans

EMPLOYMENT

1. AGE LIMIT   16-25 - COUNSELLING: PLACEMENT: TRAINING

2. CIVIL SERVICE

3. DISADVANTAGED - GOVERNMENT PROGRAMS

   EX-CONVICTS - SEE LAW
   EX-NARCOTICS ADDICTS - SEE NARCOTICS

4. HANDICAPPED

5. INSURANCE
   Disability
   Social Security
   Unemployment
   Workmen's Compensation

6. JOB PLACEMENT

7. LAWS & RIGHTS

8. PART-TIME (including work study)

9. PUBLIC ASSISTANCE RECIPIENTS (only)

10. SAFETY

11. TRAINING

12. UNIONS

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ENVIRONMENTAL PROTECTION

1. AGENCIES

2. AIR POLLUTION CONTROL

3. CIVIC IMPROVEMENT

4. CONSERVATION

5. ELECTRICITY

6. FIRE

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Cont'd

<u>ENVIRONMENTAL PROTECTION</u> - Cont'd

7. NOISE POLLUTION

8. SANITATION

9. WATER

<u>FAMILY SERVICES</u>

1. ADOPTION
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    <u>International</u>
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      Jewish
      Non-Sectarian
      Protestant
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    <u>Day Centers</u>
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    <u>Employment</u>
    <u>Medicare</u>
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      NURSING HOMES & CONVALESCENT CARE - AGED
    Residences - See - HOUSING - RESIDENCES - AGED
    <u>Retirement Benefits</u>
    <u>Social Security</u>

3. CHILDREN - DAYCARE
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    <u>Family Day Care - Career Project</u>
    <u>Handicapped</u>
    <u>Licensed</u> (Social Services, Dept. of)
    <u>Voluntary</u>

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5. CHILDREN - HOMES & INSTITUTIONS
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   Religious
   Temporary Shelters - See - HOUSING - SHELTERS - TEMPORARY -
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6. COMMUNITY CENTERS

7. DEATH
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      City
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      Welfare
   Complaints
   Estates

8. GUIDANCE & COUNSELLING AGENCIES
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9. HOMEMAKER SERVICES

10. LOANS - EMERGENCY

11. MARRIAGE COUNSELLING

12. MISSING PERSONS

   SHELTERS - See - HOUSING - SHELTERS

13. SINGLE PARENTS

14. SOCIAL SERVICES, DEPT. OF, NEW YORK CITY
   Public Assistance
      Eligibility
      Categories
      Glossary
   Centers
   Child Welfare, Bureau of
   Complaints
   Medical Services
   Special Services
   Welfare Rights Groups

15. SUPPLIES, FREE OR LOW - COST

GOVERNMENT

1. NEW YORK CITY
   City Administration
   Executive Branch
       Departments
   Legislative Branch

2. NEW YORK STATE
   Constitution
   County
   Executive Branch
   Home Rule
   Legislative Branch
   Public Authorities
   Voting Procedures

3. UNITED STATES
   Constitution
   Executive Branch
   Independent Agencies
   Judicial Branch   - See - LAW - COURTS
   Legislative Branch

HEALTH SERVICES

1. AGENCIES - DISEASES

2. ALCOHOLISM
   Admission Laws
   Treatment
       By Borough
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4. DENTAL CARE
   Agencies
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6. HANDICAPPED
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        Visually

7. HEALTH, BOARD OF
   HEALTH, DEPARTMENT OF
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     Administration Services
     Community Health Services
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        District Services
        Chest Clinics
        Eye Clinics
        Obesity & Nutrition Clinics
     Environmental Health Services
        Community Safety & Occupational Health, Bureau of
          Poison Control Center
       Food & Drugs, Bureau of
       Pest Control, Bureau of
       Radiation Control, Office of
       Sanitary Engineering, Bureau of
       Sanitary Inspection, Bureau of
         Pest Control
     Extra Mural Services
        Laboratories, Bureau of
     Lead Poisoning Control, Bureau of
     Maternal & Child Health Services
        Child Health, Bureau of
        Dentistry, Bureau of
        Handicapped Children, Department of
        Maternity Services & Family Planning, Bureau of
        School Health, Bureau of
     Medical Care Services, Bureau of
        Medicaid
     Preventable &Chronic Diseases Services
        Adult Hygiene, Bureau of
        Nutrition, Bureau of
        Preventable Diseases, Bureau of
        Tuberculosis, Bureau of
     Professional Staff Services
        Professional Education, Office of
        Public Health Education, Bureau of
        Public Health Nursing, Bureau of
        Social Work, Office of
     Program Planning Research & Development
        Records & Statistics, Bureau of

Cont'd

8. HOSPITALS & MEDICAL CENTERS
Hospital Corporation

9. INSURANCE
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HIP
Medicaid
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10. MATERNITY
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Classes
Clinics
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    Special Educational Facilities
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11. MENTAL HEALTH
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    City
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12. NARCOTICS
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Glossary of Drug Terms
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14. NURSING HOMES & CONVALESCENT CARE
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2. COMPLAINTS

3. DISCRIMINATION

4. EMERGENCY SERVICE

5. EVICTION

6. LANDLORD - TENANT RELATIONS
   LANDLORD RESPONSIBILITIES
   Laws
   Tenant Action Groups
   Tenant Responsibilities

7. PUBLIC - LOW INCOME
   Construction
   Housing Authority Projects
   Leased Housing in Private Owned Building
   Loans & Rent Subsidies
   Publicly Aided Private Development

8. REAL ESTATE
   Abandoned Buildings & Vacant Lots
   Assessments
   Construction
   Renovation

9. RELOCATION

10. RENT
    Controlled
    Non - Controlled

11. RESIDENCES
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    Handicapped
    Men
    Men & Women
    Women

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13. SHELTERS, TEMPORARY
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    Children
    Men
    Men & Women
    Women

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1. AGENCIES
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Inmate & Ex-prisoner Aid
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2. COURTS
City
    Civil
    Criminal
Federal
    Eastern District
    Southern District
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Parole
Probation
State
    Administration
    Appellate Division
    Court of Appeals
    Court of Claims
    Family Court'
    Supreme Court
    Surrogate's Court

3. DETENTION
Arrest
Bail
Correction, Department of
Detention & Sentence Institutions
Work - Release

4. DIVORCE

5. GLOSSARY

6. JUDICIAL REFORM

7. POLICE DEPARTMENT

8. REDRESS

RECREATION

1. ATHLETICS

2. BOTANICAL GARDENS, PARKS, ZOOS

3. CAMPING
   Camping Sites
   Day Camps
   Private
   Resident Camps

4. CENTERS/CLUBS

5. CITY PROGRAMS - SUMMER

6. CULTURAL
   Arts
   Information
   Libraries
   Museums

7. ENTERTAINMENT
   Race Tracks
   Sight Seeing
   Stadiums

8. HANDICAPPED
   See Also: HEALTH SERVICES - AGENCIES - DISEASES

TAXES

1. CITY
   Miscellaneous
   Personal Income
   Unimcorporated Business

2. FEDERAL
   Corporation
   Estate
   Personal Income

3. STATE
   Estate
   Miscellaneous
   Personal Income
   Sales and Use Taxes
   Unimcorporated Business

TRANSPORTATION

1. AGENCIES

2. AIR TRAVEL

3. ASSISTANCE/INFORMATION

4. AUTOMOBILE
   Aid
   License/Registration
   Traffic/Parking

5. CITY TRANSIT
   Buses
   Ferries
   Subways
   Taxis

6. PASSPORTS

7. RAILWAYS

APPENDIX F: Directory Examples

IRMA I

3.   Body

BOARD OF EDUCATION - Bureaus & Programs-

(NOTE) State and Federal Programs under Title 1, 11, 111, and 1V are listed
in a comprehensive book titled State and Federal Programs, 1967-1968.
Copy on file or: Office ᴵ ᴵState and Federally Assisted Programs
Central Headquarters
110 Livingston Street
Brooklyn, N.Y. 11201

They cover everything from Teacher Corps to Special Guidance to Enrichment
Programs to Handicapped Aids, College incentive, Vocational Guidance,
Summer programs etc. etc.

EDUCATION - PAROCHIAL AND PRIVATE SCHOOLS

LISTINGS OF PRIVATE ELEMENTARY AND SECONDARY SCHOOLS
Available in most libraries

Publications
"Handbook of Private Schools"; Porter Sargent

"The New York Times Guide to New York City Private Schools"; Grace and Fred M
Hechinger; Simon & Schuster.

Vogue Magazine; list of schools. Call them for free copy.

"Lovejoy's Prep School Guide"; 1963; Clarence Lovejoy; Harper & Row; $5.95.

VOLUNTARY ADMISSION

Procedure

Director of facility being applied to decides within 15 days if applicant suited to treatment.

Director may keep applicant that long for observation.

Treatment shall not last longer than 12 months.

INVOLUNTARY ADMISSION

Conditions

Applicant must not be otherwise mentally ill.

Certification of two doctors necessary.

Consent of Commissioner of Mental Hygiene must be obtained.

Cont'd

HOUSING - LANDLORD TENANT RELATIONS -LAWS

SPIEGEL LAW

Purpose

Section of Social Services Law which permits Welfare Dept. to stop paying rent on behalf of client when conditions in apt. are dangerous to life, health, safety, etc as certified by one of the City Code Enforcement Agencies.

(NOTE) Rent is Removed from client's budget; not merely suspended. When violation is remedied, rent recommences, but no back rent is paid.

Procedure

1. To invoke this section of law: Pursuade caseworker to fill out form W159A relating alleged violations & submit it to the Housing Advisor of the Department of Social Services.

2. When violation is certified, & Dept. stops allocating rent, & tenant is served with a dispossess notice, take it immediately to the Welfare Investigator.

3. Welfare investigator will send tenant to Tenant - Landlord Division of Civil Court with letter stating Spiegel law has been invoked (only the dept. can do this), & DSS lawyer will defend action.

GLOSSARY OF LEGAL TERMS - Cont'd

Appeal
  The carrying of a case from a lower to a higher tribunal for a rehearing.

Arraignment
  The call of the accused by name, reading to him the charge, demanding of him whether he be guilty or not guilty, & the entering of his plea.

Assault
  An intentional, unlawful offer of corporal injury to another by force, or force unlawfully directed toward the person of another.

Cont'd

EDUCATION - GLOSSARY   4/69

A. D. N. S. - All Day Neighborhood School.

A. V. Coordinator - Audio Visual Coordinator.

C. R. M. D. -"Children with Retarded Mental Development"

I. G. C. - "Intellectually Gifted Children"

H. C. - Health Conservation and / or physically handicapped children.

J. G. - Junior Guidance Class.

L. I. Q. - Low I. Q.

O. P. - "Opportunity" Class.

P. K. - Pre-Kindergarten.

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POLICE ATHLETIC LEAGUE - PAL
34½ East 12th Street
New York, New York 10003
OR 7-1400

Funding: Private; not concretely associated with Police.

Services: Job finding; Counselling; Testing.

Eligible: 16-21

To Apply: Call for an appointment.

Fee: None.

Hours: 9-5 weekdays.

EDUCATION - REMEDIAL AND TUTORIAL

7/6?

COLLEGE SKILLS CENTER
101 West 31st Street (6th Ave.)
New York, New York 10001
LA 4-7320

Services
Remedial reading, math and spelling.
Group and individual basis.

Staff: Licensed psychologist; teachers; teachers in training.

Eligible: 7th grade up (including adults).

Application: Call for an application.

Fees: $10 / Hour for an individual- $150 / 30 hours for a group.

Capacity: No limit.

BOROUGH DIRECTOR
PARKS DEPARTMENT
830 Fifth Avenue
New York, New York 10021
734-1000

To obtain one street tree
1. Write borough director's office; enclose stamped self-addressed envelope
     Apply before July 1.
2. Form will be sent indicating where in block it will go, nursery suggestions
     for purchasing tree, costs (about $1.50)
3. Tree is guaranteed by nursery, replaced if it dies in 1 year.
4. At one year tree becomes property of City and it is cared for by them.

If block buys more than one tree: City will match number of trees: 2or3.
          (NOTE) For 5 or more trees; tax deduction and no responsibility for services.
                    Salute to the Seasons   tel 689-3374
                       Fund for a More Beautiful New York
                       101 Park Avenue; New York, N.Y. 10017   Cont'd

---

REPAIRS AND SERVICES

Procedures
1. Hold meeting of all tenants.
          note: Use of lobby is unlawful.
2. List all violations in each apartment & public areas.
3. Designate chairman to meet inspectors & insure access to apartments.
4. Make 7 copies of complaints.
5. Send one copy to landlord: Certified mail; restricted delivery to addressee.
     only; return receipt requested ($1.01). Send one copy to agent; request
     meeting with tenants and agreement to begin repairs within one week.
6. At end of week call WO 4-3000; record operator's number.
7. Mail one copy of complaints to Borough Code Enforcement office; append
     chairman's name; request advance notice of inspection.
          Rent Controlled building:
               Each tenant should fill out individual complaints; file with District Rent
               office.
               Information and Forms: 566-5054
          Attach copy of all public area complaints signed by serveral tenants.
                         Cont'd
                         F-25

7. HEALTH, BOARD OF

   HEALTH, DEPARTMENT OF
       Administration Services
       Community Health Services
           Ambulatory Care Centers
           District Health Centers
           District Services
               Chest Clinics
               Eye Clinics
               Obesity & Nutrition Clinics
               Orthopedic Consultation Clinics
           Neighborhood Health Services

                        Cont'd

MUNICIPAL SERVICE ADMINISTRATION
1800 Municipal Building
New York, New York 10007
566-2223

Department
    City Records.
    Communications Service.
    Data Processing Equipment.
    Gas and Electricity, Bureau of
    Municipal Broadcasting System.
    Municipal Reference + Research Center.
    Public works, Dept. of
    Purchase Dept. of
    Real Estate, Dept. of
    Standardization, Board of
    Automotive Fleet Management.

APPENDIX F: Directory Examples

IRMA I

    4.   Index

foster care and homes

F S - Aged - Agencies
  - Children - Homes & Institutions

"400" Schools & Out of Town Schools for Socially Maladjusted, Education, Board of, NYC

EDUC - Public - Elementary & High School

F.P.A. (Federation of Protestant Welfare Agencies)

F S - Aged - Agencies
  - Children - Day Care - Voluntary
H S - Nursing Homes & Convalescent Care - Aged

HOUS - Temporary Shelters

---

food

F S - Supplies, Free/Low Cost

---

food, best buys

EC DEV - Consumer Protection - Education

---

foreigners

EDUC - College - Foreign Students
F S - Foreign Born, Services for
TRANS - Traveler's Aid Society

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APPENDIX F: Directory Examples

IRMA II

    5.   Instructions

NOTES ON THE USE OF IRMA
DEMONSTRATION EDITION
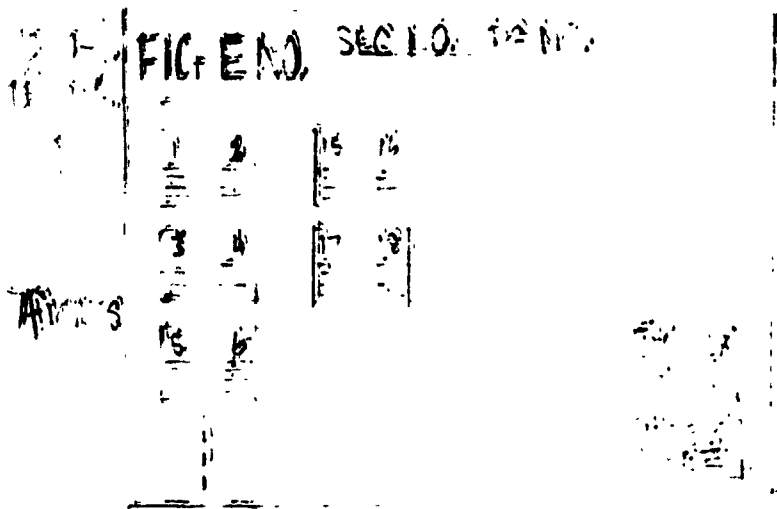
1. Using microfiche

2. Answering client enquiries

   a. Reference materials to Directory

      1.) List of SERVICE SECTIONS

      2.) RELATED TERMS INDEX

      3.) FACILITY INDEX

   b. SERVICE/FACILITY DIRECTORY

3. Demonstration example

4. Practice exercises
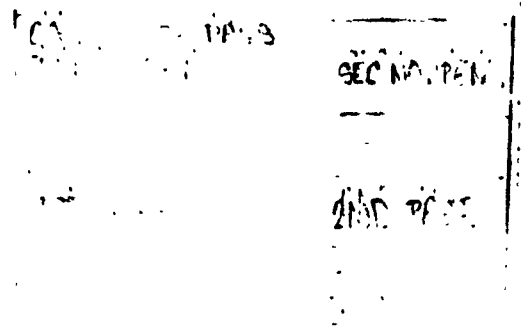
USING THE MICROFICHE

Each package consists of two sets of microfiche. One set contains the Service/Facility Directory of which there are 16 fich , while the other contains the Facility Index comprising 2 fiche. IRMA fiche can be handled since fingerprints are not seen in the viewer.

Each microfiche consists of 70 frames (see illustration below), each of which - except for the last frame in the lower right hand corner - contains two pages of the IRMA Directory. The pages are read from left to right on the fiche, that is, page one is the left hand column of the first frame (the frame in the upper most left hand position on the fiche). Page two appears to the right of page one on the same frame. Page three begins below page one in the second frame, with page four below page two. When the bottom of the fiche is reached, the reader moves back to the top of the fiche and over one frame to the right. The frame in the lower r'ght hand corner of each fiche is an index to all that appears on that particular fiche.


The Heading Lines:

The large numbers on the left of the heading are sequence numbers referring to the order of the fiche themselves, for convenient sequential storage in the microfiche holder. These numbers go in ascending order from 001-016 on the Service/Facility Directory fiche and from 001-002 on the Facility Index fiche. Next to these sequence numbers in half size type on the first heading line are the service section and page number of the first page to appear on that fiche. Because of an irreversible error on the facility index tape at the time of going to print, the alphabetical reference

on the first facility index fiche begins with "C" and not with "A" as would be expected; the "A" listings follow the four unalphabetized facilities which are listed first.

The Index Frame:

The last frame on each fiche is the index frame for that particular fiche. It contains sets of columns which are read across in groups of 3: the first column contains the service section numbers, the second the page number on which this section begins (with exceptions noted below), the third, which is preceded be 3 dots, has the pair of coordinates of the frame where that particular reference is located. These coordinates appear in large print at the top of each frame, to make that frame quickly recognizeable. Each pair has a letter followed by a number; letters go from B-H and run horizontally while numbers go from 1-10 vertically.

THE INDEX FRAME
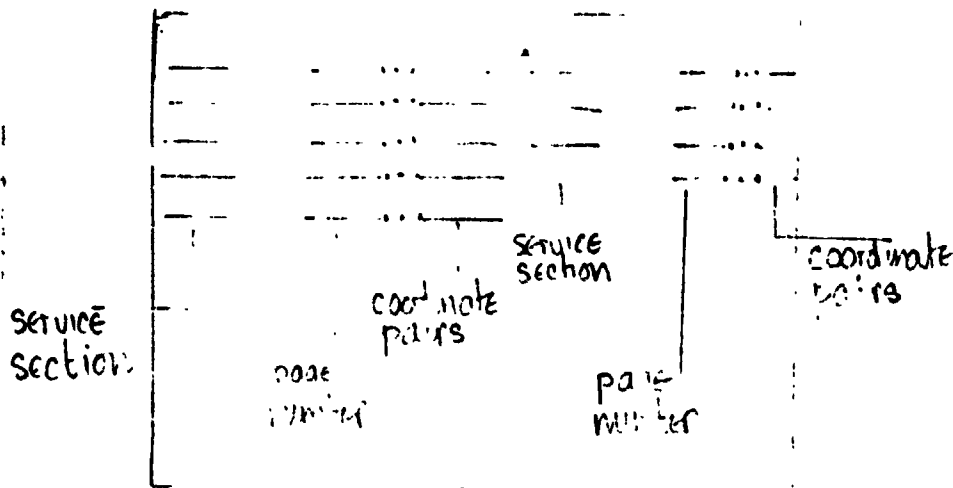
You will notice that the computer picked up only _d numbered pages for correlations with service sections on the index frame. A service section, therefore, may actually begin on the even numbered page previous to the page listed, so if a borough location appears to be missing, check to see whether it is on the second page of the frame before.

Although all fiche conform to a standard size and layout, all readers are different, so that we are unable to describe the procedure by which you will put the fiche into your particular reader. In most readers, however, that we are familiar with, you place the fiche in right side up and backwards.

2. Answering client enquiries

Diagnose the question and decide the exact service needed.

a. Reference materials

Refer to the List of SERVICE SECTIONS to locate that service and the microfiche page on which it appears.

If the service cannot be located in the List of SERVICE SECTIONS, refer to the RELATED TERMS INDEX for key words detailing the service. To the right of the term is the Service Section number and name to be referred to for the service. It is necessary to look-up the specific section in the List of Service Sections to get the fiche page number in the SERVICE/FACILITY DIRECTORY.

If the name of a facility which might offer the service is known to the user, refer to the FACILITY INDEX (in microfiche form). This will give the fiche page number in the SERVICE/FACILITY DIRECTORY in which will be found detailed information on that facility.

b. SERVICE/FACILITY DIRECTORY

The directory is arranged according to borough and zip code so that a facility can be located near a clients home (if desirable).

Locate the fiche indicated in the SEPVICE SECTIONS having the desired service and project on the microfiche reader.

Find the first page of the section desired (or the first

page of the borough or zip code).

In looking at facilities, it might be beneficial to

scan the list of services offered in order to get a

better picture of the facility. It might also be wise

to scan a good number of facilities - don't just pick

out the first one.

3. Demonstration example

Question: I live in Flushing (zip 113**) and I suspect that
my son (age 16) is involved with drugs. Where can I get help
for him?

Step 1: Diagnosis of question - what service is needed?

A drug abuse program or counseling for a drug problem

Step 2: Reference material

Ref. 1 List of SERVICE SECTIONS

a. 8.0 Health
    8.7 Rehabilitative Services
       8.72 Drug Abuse Programs   985

b. 14.0 Supportive Services to Families and Individuals
    14.1 Counseling/Crisis Intervention
       14.11 Drug/Alcohol Abuse: Counseling 1974

Ref. 2 RELATED TERMS INDEX

If the above sections are not found via the List of

SERVICE SECTIONS, the words "Drug" and "counseling",

when looked up in the RELATED TERMS INDEX, would point

to these sections. Under "drug" one would find:

DRUG/ALCOHOL ABUSE : COUNSELING   14.11
DRUG ABUSE PROGRAMS   8.72
DRUG PROGRAMS: INFORMATION AND REFERRAL 10.2

Under "counseling" would be found:

Counseling for drug/alcohol abusers 14.11 DRUG/
AL.`IOL ABUSE COUNS-L. JG

Having located the service sections they would then
have to be looked-up in the List of SERVICE SECTIONS
in order to find the microfiche page number in the
Directory.

Ref. 3 FACILITY INDEX

If a facility name is known or suggested as providing
a drug service (i.e., Long Island Consultation Center)
looking up the facility in the FACILITY INDEX would
show that detailed information on it can be found on
page 1937 in the Directory.

Step 3: SERVICE/FACILITY DIRECTORY

Ref. 1 List of SERVICE SECTIONS

a. Look up 8.72 Drug Abuse Programs on page 985.
Turning to borough of Queens (p. 1021) with zip
code 113** (pp. 1021,2) will reveal about a half
dozen facilities.

b. Look up 14.11 Drug/Alcohol Abuse: Counseling on
page 1974
In Queens with zip 113** (p. 1987) there are two
facilities offering drug counseling.

Ref. 2 RELATED TERMS INDEX

The word "drug" would lead to a. and b. above and also
to 10.2 Drug Programs: Information and Referral on
page 1224. Referring to the Queens zip (pp.1265,6)
shows five facilities.

The word "counseling" would leau to b. above

Ref. 3 FACLIITY INDEX

Having found that the Long Island Consultation Center is on page 1987, simply locate the fiche with that page and scan it for that facility.

Step 4: Inform or Refer Client

Follow normal office procedure from this point.

Step 5: Record Enquiry

On the Weekly Log sheet (bottom half) place a hatch mark next to the primary Service Section(s) used.

If new information was found or IRMA information needs to be changed, record these on the top half of the Log.

4. Practice exercises

Locate at least one facility providing the service needed.

1. I would like family planning information. I live in Queens.

2. I have just returned from the hospital and need
   homemaker services. I live in the Bronx.

3. I need counseling for my five and a half year old
   who is emotionally disturbed.

4. My home was robbed for the second time. I'm afraid to
   live there any longer. I cannot afford to stay in a
   hotel. (age 59, upper West-side)

APPENDIX F: Directory Examples

IRMA II

6.   Contents

SERVICE SECTIONS

APPENDIX F: Directory Examples

IRMA II

7. Body

5   E   YMEI
5.03   OLDER PERSONS: EMPLOYMENT
QUEENS

ASSOCIATEC COMMUNITIES   006148
2082 MADISON AV. MANHATTAN 10037
281-3822
   A. REHABILITATIVE SERVICES, COORDINATION & PLANNING, OLDER
      PERSON, DISADVANTAGED
   B. PUBLIC ASSISTANCE, INCOME MAINTENANCE, COORDINATION &
      PLANNING, OLCER PERSON, DISADVANTAGED
   C. EMPLOYMENT BENEFITS/INSURANCE, COORDINATION & PLANNING,
      OLCER PERSON, DISADVANTAGED
   C. GENERAL EMPLOYMENT SERVICES, COORDINATION & PLANNING,
      OLDER PERSON, DISADVANTAGED
   E. GENERAL HEALTH PROGRAMS, COORDINATION & PLANNING, OLDER
      PERSON, DISADVANTAGED
   F. GENERAL HOUSING PROGRAMS, COORDINATION & PLANNING, OLDER
      PERSON, DISADVANTAGED
   G. LAW-RELATED PROGRAMS, COORDINATION & PLANNING, OLDER
      PERSON, DISADVANTAGED
   H. RECREATION AND CULTURAL AFFAIRS, COORDINATION &
      PLANNING, OLDER PERSON

RIVERVIEW NURSING HOME   006524
117 BEEKMAN ST, MANHATTAN 10039
M-SUN 24 HRS   964-4C30X31-34
   A. JCB TRAINING, ADULT, OLDER PERSON
   B. NURSING AND CONVALESCENT HOME, OLDER PERSON

                  *** QUEENS ***

FLUSHING DIST OFC (SOCIAL SECURITY ADMINISTRATION - US)   003509
136-59 37 AV, QUEENS 11354
M-F 8:30-5   535-E6CC
   A. GENERAL INFORMATION AND REFERRAL CENTER
   B. EMPLOYMENT BENEFITS/INSURANCE, OLDER PERSON

SENIOR HELPMATES OF CORONA & ELMHURST   006151
102-13 NORTHERN BLVD, QUEENS 11368
P-SAT 12-5   779-4008
   A. GENERAL INFORMATION AND REFERRAL CENTER, OLDER PERSON
   B. COUNSELING/CRISIS INTERVENTION, OLDER PERSON
   C. GENERAL EMPLOYMENT SERVICES, INFORMATION & REFERRAL,
      OLDER PERSON
   D. SUPPORTIVE SERVICES TO FAMILIES AND INDIVIDUALS,
      INFORMATION & REFERRAL, OLDER PERSON
   E. RECREATION AND CULTURAL AFFAIRS, INFORMATION & REFERRAL,
      OLDER PERSON
   F. ARTS AND CRAFTS, OLDER PERSON
   G. PUBLIC ASSISTANCE, SOCIAL SERVICES, OLDER PERSON

JACKSON HEIGHTS DIST OFC (SOCIAL SECURITY ADMINISTRATION -
US)   003507
74-09 37 AV, QUEENS 11372
M-F 8:30-5   899-2255
   A. GENERAL INFORMATION AND REFERRAL CENTER
   B. EMPLOYMENT BENEFITS/INSURANCE, OLDER PERSON

JAMAICA DISTRICT OFC (SOCIAL SECURITY ADMINISTRATION - US)
                                                          003518
165-15 88 AV, QUEENS 11432
M-F 8:30-5   291-3200
   A. GENERAL INFORMATION AND REFERRAL CENTER
   B. EMPLOYMENT BENEFITS/INSURANCE, OLDER PERSON

OLDER ADULT PROGRAM OF THE FIRST PRESBYTERIAN CHURCH IN
JAMAICA   006144
69-60 164 ST, QUEENS 11432
M-F 10:15-4:30   526-4775
   A. JCB TRAINING, INFORMATION & REFERRAL, OLDER PERSON
   B. EMPLOYMENT BENEFITS/INSURANCE, INFORMATION & REFERRAL,
      OLDER PERSON
   C. RECREATION AND CULTURAL AFFAIRS, OLDER PERSON
   D. PRE-SCHOCL EDUCATION, CHILDREN
   E. PUBLIC ASSISTANCE, SOCIAL SERVICES, OLDER PERSON
   F. LOW-INCOME HOUSING, COORDINATION & PLANNING, OLDER
      PERSON
   G. PUBLIC SERVICES, OLDER PERSON

FAR ROCKAWAY DISTRICT OFC (SOCIAL SECURITY ADMINISTRATION -
US)   003508
2011 MOTT AV, QUEENS 11691
M-F 8:30-5   337-5700
   A. GENERAL INFORMATION AND REFERRAL CENTER
   B. EMPLOYMENT BENEFITS/INSURANCE, OLDER PERSON

                  *** STATEN ISLAND ***

SERVE   006152
56 BAY ST, STATEN ISLAND 10301
273-7000
   A. PUBLIC SERVICES, OLDER PERSON
   B. GENERAL EMPLOYMENT SERVICES, OLDER PERSON

6/73   PROJECT IRMA

6/73   PROJECT IRMA

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APPENDIX F: Directory Examples

IRMA II

    b.   Indexes

        - Related terms

        - Facility names

RELATED TERM INDEX

Related Term		See
Beautification, Nature	6.0	Environmental Affairs
Benefits, Disability	5.1	Employment Benefits/ Insurance
Big Brother Programs	14.1	Counseling/Crisis Intervention
Bingo	13.0	Recreation and Cultural Affairs
Birth Certificate	11.5	Legal Documents
Blind, Financial Add to	14.31	Income Maintenance
Block Association	3.31	Urban Development Coordination and Planning/Community Action
Blood Bank	8.4	Medical Services
Blood Donation	8.4	Medical Services
Board of Education Programs	4.3	Elementary/Secondary/ Vocational Education
Boards, Community Planning	3.31	Urban Development Coordination and Planning Community Action
Boating Permits	13.5	Sports/Athletics
Bonding	3.1	Business and Commerce
Brain Damaged		*Mentally Handicapped*
Building Construction	3.2	Real Estate
Bulk Pick-Up	12.4	Sanitation
Bus Information	12.2	Mass Transit/Highway Maintenance

Terms in *italics* will be found generally through-
out the directory under specific classification.

CAPITALIZED related terms indicate facility classification heading

CHINATOWN PLANNING COUNCIL SCHOOL, MAN (CHINATOWN JNIA JUNC) — 26'
CHINESE DEVELOPMENT COUNCIL, MAN — 27, 83, 141, 390 615, 1418, 1935, 2114
CHINESE GOLDEN AGE CTR, MAN (SOCIAL SERVICES, DEPARTMENT OF - NYC) — 415, 1463, 1574, 1722, 1899
CHINESE YOUTH COUNCIL, MAN (COMMUNITY DEVELOPMENT AGENCY - NYC) — 1497, 1744
CHRIST LUTHERAN CHURCH, MAN — 981
CHRISTIAN HERALD ASSN, MAN — 217, 1503, 1564, 1585 1597, 1759, 1828
CHRISTOPHER COLUMBUS HS, BNX (EDUCATION, BOARD OF - NYC) — 193
CHURCH OF ALL NATIONS NEIGHBORHOOD, MAN (UNITED METHODIST CHURCH) — 712
CHURCH OF GOD DAY CARE CTR, BKLYN — 704
CHURCH OF THE COMFORTER, BNX — 187, 684, 1600
CHURCH OF THE MILL, MAN — 666
CHURCH OF THE HOLY TRINITY, MAN — 468, 493, 1015, 1685 1955
CHURCH OF THE OPEN DOOR, BKLYN — 1184
CHURCH ON THE MILL N S, QNS — 300
CITIZENS FOR A BETTER NY, BKLYN — 369, 633, 1394
CITIZENS FOR A QUIETER CITY, MAN — 636
CITIZENS FOR A QUIETER CITY, MAN — 636
CITIZENS WELFARE ACTION GROUP, MAN (COMMUNITY DEVELOPMENT AGENCY - NYC) — 52, 581
CITY COLLECTORS OFC, MAN (REAL PROPERTY ASSESSMENT DEPARTMENT - NYC) — 1409
CITY COLLEGE, MAN (HIGHER EDUCATION, BOARD OF - NYC) — 164, 592
CITY ISLAND BRANCH, BNX (NEW YORK PUBLIC LIBRARY - NYC) — 1763
CITY PLANNING COMMISSION, MAN (CITY PLANNING, DEPARTMENT OF - NYC) — 109
CITY REGISTER, MAN (REAL PROPERTY ASSESSMENT DEPARTMENT - NYC) — 66
CITY REGISTER, BNX (REAL PROPERTY ASSESSMENT DEPARTMENT - NYC) — 65
CITY REGISTER, QNS (REAL PROPERTY ASSESSMENT DEPARTMENT - NYC) — 72
CIVIL BRANCH, MAN (LEGAL AID SOCIETY, THE) — 1334
CIVIL COURT, QNS (LEGAL AID SOCIETY, THE) — 1344
CIVIL COURT, BNX COUNTY, BNX (CIVIL COURT - NYC) — 1298
CIVIL COURT, KINGS COUNTY, BKLYN (CIVIL COURT - NYC) — 1299
CIVIL COURT, NY COUNTY, MAN (CIVIL COURT - NYC) — 1302
CIVIL COURT, QUEENS COUNTY, QNS (CIVIL COURT - NYC) — 1303
CIVIL COURT, SI COUNTY, SI (CIVIL COURT - NYC) — 1305
CIVIL JAIL, MAN (SHERIFF, CITY - NYC) — 1383
CIVIL SERVICE DEPT, MAN (CIVIL SERVICE, DEPARTMENT OF - NYS) — 529
CIVILIAN COMPLAINT REVIEW BOARD, MAN (POLICE DEPARTMENT - NYC) — 17, 27

DEVELOPMENT CENTER, MAN — 270
DE PME R (LA ON ES
UNITY DEVELOPMENT CORP) — 283
DEVELOPMENT CTR-PROJECT HEADSTART, BKLYN (YM & YWHA OF GREATER NY) — 251
CHILD GUIDANCE BUR, MAN (EDUCATION, BOARD OF - NYC) — 960, 1049, 1934
CHILD GUIDANCE BUR, BNX (EDUCATION, BOARD OF - NYC) — 305, 346, 1039
CHILD GUIDANCE BUREAU, MAN (EDUCATION, BOARD OF - NYC) — 981
CHILD GUIDANCE BUREAU, MAN (EDUCATION, BOARD OF - NYC) — 1891
CHILD HEAD START PROGRAM, MAN (CHILDREN'S HOPE IN LEARNING DEVELOPMENT) — 311
CHILD HEALTH STATION, BKLYN (HEALTH, DEPARTMENT OF - NYC) — 886
CHILD HEALTH STATION, BKLYN (HEALTH, DEPARTMENT OF - NYC) — 886
CHILD HEALTH STATION, BNX (HEALTH, DEPARTMENT OF - NYC) — 777, 875, 1226, 1911
CHILD HEALTH STATION, BKLYN (HEALTH, DEPARTMENT OF - NYC) — 890
CHILD WELFARE BUR, MAN (SOCIAL SERVICES, DEPARTMENT OF - NYC) — 2118
CHILD WELFARE BUR, MAN (SOCIAL SERVICES, DEPARTMENT OF - NYC) — 2118
CHILDREN WITH RETARDED MENTAL DEVELOPMENT, BUR OF, BKLYN (EDUCATION, BOARD OF - NYC) — 195
CHILDREN WITH RETARDED MENTAL DEVELOPMENT, ASSN FOR, MAN — 339, 1051, 2013
CHILDREN'S CTR, MAN (HUDSON GUILD) — 265, 709
CHILDRENS CTR, MAN (SOCIAL SERVICES, DEPARTMENT OF - NYC) — 647, 1293 341, 1058
CHILDRENS DAY TREATMENT CTR & SCHOOL, MAN — 353
CHILDRENS DEVELOPMENTAL CTR, QNS (CATHOLIC CHARITIES, DIOCESE OF BROOKLYN) — 231
CHILDRENS DEVELOPMENTAL CTR, QNS (CATHOLIC CHARITIES, DIOCESE OF BROOKLYN) — 878
CHILDRENS EVALUATION & REHABILITATION CLINIC, BNX (HEALTH & HOSPITALS CORPORATION - NYC) — 665
CHILDRENS HEALTH SERVICE, MAN — 1999
CHILDRENS HEALTH SERVICE CTR, MAN (NY DIET KITCHEN ASSN) — 665, 855, 287
CHILDRENS HOPE IN LEARNING & DEVELOPING, MAN — 719
CHILDRENS MANSION, MAN — 155, 345
CHILDRENS VILLAGE, N/NYC (CHILDRENS VILLAGE) — 649, 1068 647, 1961
CHILDRENS VILLAGE, MAN — 1302
CHILDVILLE, MAN (JEWISH CHILD CARE ASSN OF NEW YORK) — 1061
CHINATOWN ENGLISH LANGUAGE CTR, MAN (EDUCATION, BOARD OF - NYC) — 30, 395
CHINATOWN LITTLE ITALY AREAS, MAN (POLICE DEPARTMENT - NYC) — 1382
CHINATOWN PLANNING COUNCIL, MAN (COMMUNITY DEVELOPMENT AGENCY - NYC) — 141, 178, 390

APPENDIX F: Directory Examples

IRMA III

9. Body

[GR]EENE INCOME MAINTENANCE CTR (CONTINUED)

INCOME MAINTENANCE
REFERRAL FOR SOCIAL SERVICES
FEES: NONE
TO APPLY: INQUIRE AT INTAKE DESK IN PERSON OR
   TELEPHONE
CAPACITY UNLIMITED
AREA SERVED: CROWN HEIGHTS

GEORGE V BOWER SCHOOL (EDUCATION, BOARD OF)
- SEE: PUBLIC SCHOOL 289

GEORGE W WINGATE HIGH SCHOOL (EDUCATION, BOARD OF - NYC)
600 KINGSTON AV, BROOKLYN 11203
MON-FRI 9-5 SCHOOL YEAR   467-7430
AREA SERVED: NEIGHBORHOOD

ACADEMIC HIGH SCHOOL
REGULAR ACADEMIC COURSES, STENOGRAPHY
SPECIAL PROGRAMS - COLLEGE BOUND, COOPERATIVE, STEP,
TOWARD UPWARD MOTIVATION AND UPWARD BOUND

SPECIAL CLASSES
ELIGIBLE: CHILDREN WITH RETARDED MENTAL DEVELOPMENT

GRACE PRESCHOOL DAY CARE (GRACE REFORMED CHURCH)
1800 BEDFORD AV, BROOKLYN 11225
MON-FRI 8-6 YEAR ROUND   856-5099
AREA SERVED: NEIGHBORHOOD

GROUP DAY CARE
ELIGIBLE: AGE 2.9-5
FEES: SLIDING SCALE $1-25
TO APPLY: PROOF OF INCOME, MEDICAID CARD, DSS ID, RENT
   RECEIPTS
34 CHILDREN
AREA SERVED: BROOKLYN

GRACE REFORMED CHURCH
- SEE: GRACE PRESCHOOL DAY CARE

GRANVILLE T WOODS SCHOOL (EDUCATION, BOARD OF)
- SEE: PUBLIC SCHOOL 335

HAITIAN AMERICAN INDEPENDENT CRAFTSMAN (COMMUNITY
DEVELOPMENT AGENCY - NYC)
1491 BEDFORD AV, BROOKLYN 11225
MON-FRI 9-5 YEAR ROUND   772-3243/772-0244
AREA SERVED: NEIGHBORHOOD

EDUCATIONAL SERVICES
AFTER SCHOOL PROGRAM
HOMEWORK TUTORING
ENGLISH AS A SECOND LANGUAGE CLASS
MON-FRI 3-6
ELIGIBLE: AGE 6-12
FEES: NONE
AREA SERVED: CROWN HEIGHTS

GROUP DAY CARE
MON-FRI 8-6   YEAR ROUND
ELIGIBLE: AGE 3-5
FEES: SLIDING SCALE
TO APPLY: BIRTH CERTIFICATE/RENT RECEIPT/BASIC
   BILLS/SALARY STUBS/MEDICAL EXAM
AREA SERVED: CROWN HEIGHTS

LEGAL SERVICES
LEGAL ADVICE ON RUDIMENTARY MATTERS
ELIGIBLE: ALL
FEES: NONE
TO APPLY: APPLY IN PERSON/REFERRAL
AREA SERVED: CROWN HEIGHTS

MANPOWER
CLASSES IN CAREER DEVELOPMENT
ELIGIBLE: ALL
FEES: NONE
TO APPLY: IN PERSON/REFERRAL
AREA SERVED: CROWN HEIGHTS

HEALTH & HOSPITAL CORPORATION (NYC)
- SEE: BROOKLYN MORTUARY OFC

HEALTH & HOSPITALS CORPORATION (NYC)
- SEE: CUMBERLAND HOSPITAL
- SEE: KINGS COUNTY HOSPITAL CENTER

HEALTH & MENTAL HYGIENE FACILITIES IMPROVEMENT CORP (NYS)
- SEE: BROOKLYN STATE HOSPITAL-ALCOHOLISM REHABILITATION
   UNIT

HEALTH, DEPARTMENT OF (NYC)
- SEE: CROWN HEIGHTS HEALTH CTR

APPENDIX F: Directory Examples

IRMA III

10. Indexes

- KWOC

- Keyword

DAY CARE   15
        CROWN HEIGHTS STABILIZATION FOR YOUTH: TRAINS
        YOUTH TO BECOME STAFF MEMBERS AT DAY CARE CENTERS,
        DAY CAMPS PLAYGROUNDS AND OTHER SUPERVISED GROUP
        PROGRAMS
        CROWN HEIGHTS COMMUNITY CORPORATION (COMMUNITY
          DEVELOPMENT AGENCY - NYC)

DAY CARE   4
        HAITIAN AMERICAN INDEPENDENT CRAFTSMAN (COMMUNITY
          DEVELOPMENT AGENCY - NYC) -- SOCIAL SERVICES
          INCLUDING DAY CARE, VOCATIONAL AND EDUCATIONAL
          PROGRAMS

SCHOOL   32
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TUTORING   15
        CROWN HEIGHTS EDUCATION UNIT: ORGANIZE PARENTS AND
        STUDENTS AROUND EDUCATION ISSUES/LIAISON BETWEEN
        PARENTS AND SCHOOLS/ARRANGE SPECIAL TUTORING FOR
        STUDENTS/DEVELOP EDUCATIONAL PROGRAMS AT ALL
        LEVELS
        CROWN HEIGHTS COMMUNITY CORPORATION (COMMUNITY
          DEVELOPMENT AGENCY - NYC)

WORKSHOPS   8
        CHILDRENS MUSEUM: CLASSES, WORKSHOPS AND EXHIBITS
        IN SCIENCE, ARTS, CRAFTS AND ANIMAL CULTURE
        BROOKLYN CHILDRENS MUSEUM (BROOKLYN INSTITUTE OF
          ARTS & SCIENCE - NYC)

YOUTH   15
        YOUTH ADVISORY COUNCIL: INDIVIDUAL
        COUNSELING/ASSISTANCE TO YOUTH GROUPS
        CROWN HEIGHTS COMMUNITY CORPORATION (COMMUNITY
          DEVELOPMENT AGENCY - NYC)

                        4/74   PROJECT IRMA

6/74   PROJECT IRMA

APPENDIX G: System Environment

1.   Department of City Planning Hardware Configuration

2.   CMS (Conversation Monitor System)

3.   DRS (Data Retrieval System)

APPENDIX G: System Environment

1.   Department of City Planning Hardware Configuration

HARDWARE CONFIGURATION AND DESCRIPTION

(1) IBM 370/145 computer with the data address translation fea-
     ture for virtual processing and an interval timer for virtual
     machine operation.

(2) 512K of real monolitfic storage.

(3) 4 Channels: 2 block multiplexor channels, 1 selector channel
     and 1 multiplexor channel.

(4) Off the blo.k multiplexor channels are hung on a 3830 control
     unit and a ?3?3 control nit. The 3830 control unit controls
     6 3?30 disk spindles. Each with 100 million bytes of storage
     and the other 3333 control unit handles 2 3333 disk spindles
     and 4 3330 disk spindles, again totaling 600 million bytes of
     disk storage.

(5) Connected to the selector channel are 6 3420 highspeed tape
     drives and an on-line highspeed plotter. This device is the
     GEOSPACE plotter, a CRT RASTER plotter which is used to plot
     maps on film so that many copies of computer generated maps
     may be prepared. This also allows for the preparation of
     color maps through use of separation techniques.

(6) The multiplexor channel has the printer, card reader, operators
     console and low speed telecommunications control unit. Con-
     nected to the 2702 low speed telecommunications unit are mul-
     tiple dial-up and hardwire terminals, including 2741 communica-
     tion terminals, ASR teletypes and ASR 33 compatable devices (up
     to 30 of these devices can be connected simultaneously to the
     370). Connected to one teletype is the digitizer, a large 36
     x 48 inch digitizing surface which has been programmed for ac-
     curate interactive digitizing. When connected to the 2702, the
     digitizer runs at a speed of 110 baud (10 characters a second).

(7) The IBM system 7 is a small very fast computer which was de-
     veloped basically for process control. At DCP it is currently
     serving as a stand alone digitizing system host, communicating
     with the 370/145 through the selector channel. Additional
     capabilities in the area of high speed intelligent graphics
     terminal support are in the process of being implemented. Con-
     nected to the System 7 are:

     1 36 inch by 48 inch SUMMA graphic tablet (also capable of
     connection to the 2702 communications controller). When con-
     nected to the System 7, the digitizer can run at varying
     speeds up to 9600 baud (900 characters a second).

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1 611 Tektronix storage display.

2 4012 Tektronix graphic display terminal. The 4012 is a
true graphics terminal with a stable storage display, alpha-
meric keyboard, and graphic cursor. The 4012 is capable of
serving as a master display terminal for other 4012 terminals
and for 611 storage displays. On order are sever ˉ ˉˉ
Tektonix terminals, a larger version of the 401   ʹm. ₋1.

CFF-LINE HARDWARE

(1)   EAI flatbed plotter driven by a mag tape drive. This is an
analog plotter so that the output is very smooth. There are
no incremental "steps" as there are on digital plotters. At
the present time a Calcomp plotting system is on order as
replacement. This system will provide complete software com-
pability between graphics terminals and plot output.

(2)   EAM equipment: keypunches, card sorter, decollator and burster,
and IBM 3730/3715 diskette system.

APPENDIX G: System Environment

2.   CMS (Conversational Monitor System)

Each user's virtual computer is comprised of a CPU operator's console (his remote terminal), a virtual CPU with or without Dynamic Address Translation, a virtual storage size ranging from 8,192 bytes to 16 million bytes, virtual I/O channels and I/O devices. Virtual I/O devices are logically controlled by the virtual machine's operating system and not by VM/370, with the exception of virtual unit-record devices, which VM/370 simulates via disk.

The basic device support for the proper number and type of I/O devices must be generated into the operating system's supervisor or nucleus.

The control program intercepts, translates, and schedules all real I/O operations of the virtual machine. All virtual machines execute in problem state, and the control program intercepts and processes all interrupts and privileged instructions. Only the control program executes in the supervisor state.

Time Sharing.

The Conversational Monitor System (CMS) component of VM/370 provides a generalized conversational facility suitable for program development and problem solving.

The CMS command language provides each user with a wide range of capabilities at his remote terminal, such as:

. Creating source programs, data, and text files directly on disk.

. Adding, deleting, modifying, rearranging, extracting, or merging files and/or portions of files.

. Compiling, testing, and debugging some types of OS problem programs under CMS.

. Creating complete job streams to be passed to batch operating systems such as DOS or OS for compilation and/or execution. The resultant output can be printed on a high-speed printer or directed back to CMS for analysis and correction by the user.

. Submitting high-resource jobs to a background CMS Batch facility for serial execution.

. Extending CMS facilities to suit his own requirements, e.g., creating additional commands or developing command procedures.

VIRTUAL MACHINE FACILITY/370 - CMS OVERVIEW

IBM Virtual Machine Facility/370 (VM/370), a multi-access time-sharing system for System/370 Models 135, 145, 158 and 168 contains two major elements:

1. A control program which provides an environment of multiple virtual machines. Each can run a different operating system such as DOS, DOS/VS, OS and OS/VS and also provides virtual storage support for operating systems that do not offer such support.

2. The Conversational Monitor System (CMS) which provides a general-purpose, conversational time sharing system.

Concurrent Virtual Machines

The control program (CP) of VM/370 manages the resources of a System/370 to provide virtual storage support through the implementation of virtual machines.

Each virtual machine user appears to have the functional capabilities of a dedicated System/370 at his disposal. His remote terminal acts as the virtual systems console for his virtual machine. Other users may be running batch, teleprocessing or time sharing jobs at the same time.

Each user can specify the configuration he requires; the number, type, and I/O addresses of all devices to be used, and from 8,192 bytes to 16 million bytes of storage, provided sufficient resources are available with the real machine's configuration.

Virtual devices must have real counterparts, but not necessarily in a one-for-one correspondence. For example, many user's virtual readers, punches, and printers can be "mapped" or redirected onto common spool disks.

VM/370 allows a physical disk pack to be logically subdivided into many separate minidisks, each with its own virtual I/O address and each encompassing a user-determined number of contiguous cylinders. The use of minidisks significantly expands the number of different users or operating systems that can have concurrent access to direct access storage devices, and may improve the utilization of available disk space without compromising the integrity of any user's data stored on the disk.

CMS allows a programmer to increase his productivity by reducing
or eliminating requirements for JCL preparation and by permitting
the user to assemble and test whenever he wants, as often as
he desires, and for as long as he needs, provided that sufficient
I/O devices are available.

CMS offers the capability of reading, but not writing or updating,
OS sequential and partitioned data sets using the CMS MOVEFILE
command and OS QSAM, BPAM and BSAM macros.

The VM/370 data privacy, security, and user-isolation features
protect other users from his errors, and likewise protect his
data, programs, and disk files from access or destruction by
others.

With the capability of directing output to his remote terminal and
selectively scanning the results, unproductive wait time can be
reduced. A programmer can concentrate his efforts on one project
at a time, completing projects, faster, and putting applications
into productive use sooner.

Language and Library Support for CMS

A BASIC language facility consisting of the CALL-OS BASIC
compiler and execution package adapted for use with CMS is
included with basic support. SCRIPT/370 is available to provide
text-processing capabilities under CMS.

Also, the following IBM programs are available for use with
the CMS facility.

OS Full American National Standard COBOL Version 4
   Computer and Library
OS Full American National Standard COBOL Version 4
   Library
   COBOL Interactive Debug
OS FORTRAN IV (G1)
OS FORTRAN IV Library (Mod 1)
OS Code and Go FORTRAN
OS FORTRAN IV (H Extended)
OS FORTRAN IV Library (Mod 11)
   FORTRAN Interactive Debug
OS PL/1 Optimizing Compiler
OS PL/1 Resident Library
OS PL/1 Transient Library
OS PL/1 Optimizing Compiler
   and Libraries
   OS PL/1 Checkout Compiler
   VS BASIC
   MATH/BASIC
   STAT/BASIC
   Business Analysis/BASIC

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List of Suggested VM/CMS User Manuals

VM 370 User Manuals

VM/370 Command Language Guide	GC20-1804
VM/370 Edit Guide	GC20-1805
VM/370 Terminal Users Guide	GC20-1810
VM/370 Users Guide	GC20-1812
VM/370 Training Manual	SR20-4438
VM/370 Facility Manual	GX20-1926
(Quick Guide for Users)	

PL/1 Language Manuals

OS PL/1 Reference Guide	SC33-0009
OS PL/1 Optimize Computer Programmers Guide	SC33-0006
OS PL/1 CMS User Guide	SC33-0037

Fortran Manuals

OS Fortran IV Language Manual	SC28-6864
OS Fortran Interactive Debug	SC28-6886
VM/370 CMS Users Guide	SC28-6891

BASIC Manuals

BASIC Language Manual	GC20-1803

COBOL Manuals

ANS-COBOL Version/4	SC2806457
COBOL Interactive Debug Manual	SC28-6465

Script Manuals

Script Language Manual	G320-1520

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APPENDIX G: System Environment

3.   DRS (Data Retrieval System)

DRS

A GENERALIZED INFORMATION RETRIEVAL SYSTEM
FOR THE IBM 1130* and 360/370 COMPUTERS

INTRODUCTION AND BACKGROUND

Data Retrieval System, better known as DRS, is a general-
ized information retrieval software system developed for use on
large and small computers and time-sharing systems. The
objective of this summary is to present the major features of
the system from a user's point of view and to describe how DRS
can be applied to typical information retrieval problems.

DRS was designed to meet three major objectives. The most
important of these was that DRS be user oriented. Specifically,
the system had to be usable by nonprogrammer personnel; it had
to be usable by those with relatively little knowledge of the
system; and it had to be easy to operate even though usage was
infrequent. A second critical goal was that the IBM 1130 version
of DRS operate on a very small core computer and yet function at
a satisfactory speed. Finally, since DRS was developed for sale
to a number of users, it was designed to handle a large variety
of applications and be hardware-independent.

SYSTEM FEATURES

DRS is designed around the following major features:

- o efficient "inverse search" capabilities
- o user-oriented command language
- o interactive or batch mode operation
- o extensive error checking
- o built-in security
- o easily extensible.

Inverse Search

DRS provides the user with a facility for performing an
"inverse search" quickly and efficiently. The term "inverse
search" is used throughout this summary to identify the process
of selecting an entity on the basis of its characteristics. In
essence, it is opposite to the direct search procedure one
performs when he uses a handbook to determine the characteristics
of a particular entity.

---

*Also operable on IBM 1130 equivalents, such as the DSC META-4
and the GA 18/30.

User-Oriented Command Language

Since the system was designed to provide the noncomputer-oriented individual with the ability to retrieve and analyze computerized information for decision-making purposes, considerable emphasis was directed towards making DRS user-oriented. The user performs an inverse search of a DRS data bank by specifying the desired characteristics in the form of a generalized selection statement. English-like commands are used so that he does not need any knowledge of FORTRAN or other programming languages. The search procedure is straightforward with each step clearly indicated by messages generated by the program. For the manager who will structure the search but not work directly with the computer, the easy to understand, user-oriented language prevents the lack of communication that often exists between user and operator. Operators appreciate the ease and rapidity with which they can respond to special report requests.

Interactive or Batch Mode Operation

DRS was designed to provide the manager or engineer with a versatile way of communicating with a data bank. Since it is not always possible to know exactly what questions to ask in order to extract the desired information, DRS functions in an interactive mode so that the user can restate his subsequent selection statements based upon the answers he receives to his initial queries. DRS operates in batch mode for those searches where the user does not require an information feedback to structure his search routine. The system also is operable via remote terminal.

Extensive Error Checking

With the ability to be used either interactively or in batch mode by noncomputer-oriented individuals, a strong likelihood exists that the user may commit some errors in procedure or use of the search language. DRS recognizes this possibility and incorporates extensive error-checking features. If the user employs any illegal procedure or unauthorized command, DRS halts the search process, presents the user with an error message which describes the nature of the mistake, and then reverts back to the operating mode so that the user can restate his request. There is no way the user can harm the data contained within the DRS data bank by improper search procedures. All mistakes in command structure are recognizable, and no improper command will cause the program to "die".

Built-In Security

At the time of database creation, data can be made secure from nonprivileged users. Only those users with knowledge of specific passwords can have access to secure data. Entire databases can be made secure, as well as specific entities or characteristics of entities within nonsecure databases. For

example, it is possible to construct a data bank of personnel
records while keeping all information pertaining to the
President secure, in addition to keeping salary data for all
employees secure. Passwords can be changed without altering
the database.

Easily Extensible

DRS can invoke user-written modules which may access and/or
update the database. This feature allows DRS to be easily
"customized" to the unique requirements of each user without
having to reprogram the DRS software. To facilitate the writing
of "link" modules, DRS supplies to the user all routines needed
to access and manipulate the contents of the database.

BASIC SYSTEM DESCRIPTION

DRS incorporates the above-noted six features in a
completely self-contained system programmed principally in
FORTRAN. Certain sections, however, were written in assembly
language in order to consume a minimum amount of core and to
assure reasonable operating speed. For the IBM 1130 version of
DRS, about 70% of the system is written in FORTRAN. The IBM
360(OS)/370 version is about 75% FORTRAN.

DRS is a modular system whose principal element is the
command processor. This module reads commands from either a
disk file, the console keyboard, or a remote terminal; scans
them for errors; translates the command string into a Polish-
form notation; decides whether the command is to be held for
later execution or is to be executed immediately; and, finally,
if immediate execution is required, transfers to the appropriate
module to perform that execution. The remainder of the system
splits into essentially five elements, each consisting of one
or more modules:

    o   an initialization plus login/logout element
    o   a functional element for processing the commands
            which most users would be expected to employ
    o   a utility element allowing users to control input/
            output devices, etc.
    o   a database creation, modification, and update element
    o   a database definition element

DRS has been designed specifically so that personnel can
utilize, with minimal typing or card punching, the appropriate
element or elements of the system. Therefore, the user does
not have to be familiar with database creation and file manage-
ment in order to access the database, and he can use DRS to
satisfy his retrieval needs and applications without specific
knowledge of programming or computer systems. The nonprocedural
language of DRS makes this particularly simple. For closed shop

operations, the user who normally would not have direct inter-
face with hardware can specify his desired search message in
writing for exact transfer to cards by a member of the computer
staff.

The preparation of databases normally is left to computer-
oriented individuals with sufficient background to feel comfortable
with that task. For identification purposes, A.R.A.P. refers to
these individuals as "System Managers" as opposed to "users."
No knowledge of programming per se is required by the System
Manager to create a DRS data bank and, once an individual is
familiar with the procedure set forth in the DRS Systems Manual,
it is possible to create new DRS files, including varied output
formats, in one day. A database generator module is available
which reduces the creation task to approximately 30 minutes and
reduces the number of system cards to approximately one per
characteristic.

The normal procedure is for the user to specify the general
structure of the database, such as what source of data will be
used, approximately how many entities will be stored, and how
many characteristics each entity will have. The database is then
prepared by the System Manager. 'Data entry and modification
formats can be either free form with field identifiers, free form
with a specific sequence and no field identifiers, or fixed
position. The source can be punched cards, console, disk file,
or magnetic tape. Entities are usually called records and
characteristics are called fields; thus a database consists of
records and fields. Both these entities can be variable length.
One- or two-character identifiers are assigned to each field.
The first character of the field identifier must be a letter, but
the second character, if present, may be either a letter or a
number. A single-disk IBM 1130 with 8K of core can accommodate
up to 100 fields, while the 1130 with 16K of core can handle 250
fields. The 1 M 3t 7/370 system can accommodate an arbitrary
number of fields. The maximum database size is 40 million bytes
for the DRS/1130 and over a billion bytes for DRS/370.

DRS/1130 operates under disk monitor version II, level 8 or
higher. The operating system environment of the IBM 360/370
version is OS/MFT, OS/MVT, VS1, VS2, or VM/CMS depending upon the
particular DRS package selected by the user.

<center>BASIC FUNCTIONS</center>

The basic function of DRS are

o   selecting a desired subset of data from the DRS data bank

o   arranging these data

o   listing these data

These functions are fundamental to obtaining and processing relevant data for use in any decision-making process. Therefore, they form the backbone of all information retrieval systems. As will become clear, however, these functions are supported by nearly fifty additional functions and utility commands which greatly expand the basic capabilities of DRS.

DRS leads the unfamiliar user through an interactive search process by printing the following message on the console typewriter:

SELECT, ARRANGE, LIST, EXECUTE, OR OTHER?

If the user wishes to select, he types in the letter S . DRS responds with the message

SELECTION STATEMENT:

The user then has the option to state his selection criteria in a most general form. The data bank can contain numerical, textual, or calendar data, but the user does not have to specify what type of data he is searching Selection criteria can contain algebraic expressions and can be lumped together. The following possibilities are available:

=	equal
¬ =	not equal
<	less than
>	greater than
< =	less than or equal
> =	greater than or equal

For textual data:

=	equal
¬ =	not equal
@	contains
#	starts with
¢	delimited contains

For calendar data:

=	equal
¬ =	not equal
<	earlier than
>	later than
< =	earlier than or equal
> =	later than or equal

The following conjunctions are available:

        &   and

        | or

      & ⌐   and not

       ⌐   or not

Once DRS has performed the search, it advises the user
how many records satisfied his selection statement.

If the user wishes to arrange the selected data in some
form other than that in which it is stored, he responds to the
DRS question (SELECT, ARRANGE, LIST, EXECUTE, OR OTHER?) with
the letter A . DRS then provides the following response:

ARRANGEMENT STATEMENT:

The user can then specify which fields he wishes to arrange
upon and in what order; i.e., from lowest to highest or highest
to lowest if the field contains numerical data; A to Z or
Z to A if the field contains textual data; and earliest to
latest or latest to earliest if the field contains calendar
data. Any number of fields can be specified in the arrangement
statement; thus groupings within groupings are possible.

If the user wishes to list the selected and arranged sub-
set, he responds to the DRS question by typing in the letter L .
DRS responds with:

FIELDS TO BE LISTED:

The user can then specify which fields he desires to be listed.
They do not have to be the same fields which were used in the
selection statement.

The user then executes the command string by typing the
letter E after the DRS question. DRS responds with

NUMBER TO BE LISTED:

The user specified how many of the selected records he wishes to
be listed, and the search is complete

ADDITIONAL COMMANDS

As previously stated, nearly fifty additional commands are
available. For example, the user can define a new field which
is some arithmetic or logical function of existing fields.
Using this command, it is quite easy to establish performance
indices which can be used in the selection and arrangement
processes just as if the newly defined index were a field in
the original data bank. The DEFINE command, as it is called,

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also allows the user to perform simple algebraic calculations
which are extremely useful in engineering applications.

Simple statistical processing is available. The user can
break down any data set according to the frequency with which
similar fields appear. The result is a count, accumulative
count, and percentage breakdown of all selected records which
contain identical values for the specific fields used in the
count. The total, mean maximum, number, standard deviation,
and minimum of any specified field or fields can be generated
with the TOTAL command. Should more sophisticated statistical
processing be desired, a customized module can access the DRS
database and perform the desired calculation.

User-generated programs can be linked to DRS data banks
directly, if desired, by means of a feature appropriately named
the LINK command. Basically, this command allows the user-
written program to access DRS records as selected by the SELECT
command and, in order as given by the ARRANGE command, access
any field of the record, modify any fixed-length field of the
record, add records to the database, and access a named FORTRAN
field. Thus, the sophisticated user has the ability to expand
the capability of DRS to suit his own needs without disturbing
the DRS software.

Several commands are available which allow the user extreme
format flexibility. Headings as well as entire formats can be
prestored and called up as required. Interactive headings also
can be specified by the user at the time of the listing. Library
cards and other user-dictated format sizes are easily generated,
as are mailing labels.

In addition to the normal lineprinter or console output
formats, DRS includes a General Purpose Output Formatter/Media
Controller which provides the interfacing for both magnetic
tape drive photocomposers and microfiche generators. For auto-
matic photocomposition, this DRS feature inserts the appropriate
controls for various type fonts and sizes, for boldface, for
italics, and various other print changes. For the direct pro-
duction of microfiche, the program controls the frames per fiche,
the banner, and the fiche index.

APPENDIX H: Data Bases

Data Elements

  1.   All Data Bases
  2.   IRMA 3
  3.   LEXIRMA
  4.   RESIRMA
  5.   XREFIRMA

Report Samples

  6.   IRMA 2
  7.   IRMA 3
  8.   LEXIRMA
  9.   RESIRMA
  10. XREFIRMA

Note: Examples of Directory Output are shown in
        APPENDIX F: Directory Examples.

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APPENDIX H: Data Bases

Data Elements

    1.   All Data Bases

DATA ELEMENTS
- ALL DATA BASES -

DATA ELEMENT	FIELD NAME	DATA BASE	FIELD TYPE
A.A. CODE	AA	IRMA3	INTEGER
A.A. CODE	AA	XREFIRMA	INTEGER
ADMINISTERING AGENCY NAME	AN	IRMA3	TEXT
ADMINISTERING AGENCY NAME	AN	XREFIRMA	TEXT
APPLICATION PROCEDURES/DOCUMENTS	GB	IRMA3	TEXT
AREA TYPE SERVED CODE	AS	IRMA3	TEXT
AREA TYPE SERVED CODE	AS	RESIRMA	TEXT
BOROUGH	BO	IRMA3	TEXT
BOROUGH	BO	XREFIRMA	TEXT
BOROUGH CODE	B3	IRMA3	INTEGER
BROADER TERM	BT	LEXIRMA	TEXT
BUILDING NAME	F2	IRMA3	TEXT
CAPACITY	GD	IRMA3	TEXT
CAPACITY/WAITING LIST	GK	IRMA3	TEXT
CENSUS TRACT	CT	IRMA3	TEXT
CENSUS TRACT SUFFIX	CS	IRMA3	TEXT
CITY	F5	IRMA3	TEXT
CITY	F5	XREFIRMA	TEXT
CLUSTER CODE	CC	LEXIRMA	TEXT
CODING INSTRUCTIONS	CI	LEXIRMA	TEXT
CONTACT INFORMATION	CI	RESIRMA	TEXT
CONTACT TELEPHONE	CT	RESIRMA	TEXT
CONTRACTING INFOMATION	GI	IRMA3	TEXT
COPY NUMBER	CN	RESIRMA	TEXT
COPY NUMBER	CN	XREFIRMA	TEXT
COST	CS	RESIRMA	TEXT
CPD CODE LOCATION	ER	IRMA3	INTEGER
DAYS & HRS	FR	IRMA3	TEXT
DESCRIPTOR CODE	DC	LEXIRMA	TEXT
EDITION DATE	DT	XREFIRMA	TEXT
EDITION DATE	ED	RESIRMA	TEXT
ELIGIBILITY	GL	IRMA3	TEXT
FACILITY AKA NAME	FK	IRMA3	TEXT
FACILITY AKA NAME	FK	XREFIRMA	TEXT
FACILITY DESCRIPTION CODE	FD	RESIRMA	TEXT
FACILITY I.D.	FI	LEXIRMA	TEXT
FACILITY I.D.	ID	IRMA3	REAL
FACILITY I.D.	ID	XREFIRMA	REAL
FACILITY NAME	FN	XREFIRMA	TEXT
FACILITY OVERVIEW DESCRIPTION	OO	IRMA3	TEXT
FACILITY PRIMARY NAME	FN	IRMA3	TEXT
FACILITY SUBUNIT NAME	FU	IRMA3	TEXT
FACILITY TELEPHONE	FT	IRMA3	TEXT
FACILITY TELEPHONE	FT	XREFIRMA	TEXT
FEES	GC	IRMA3	TEXT
FUNDING INFORMATION	GF	IRMA3	TEXT
GENERAL AFFILIATION	GA	IRMA3	TEXT

HEALTH AREA	HA	IRMA3	TEXT
HEALTH DISTRICT	HD	IRMA3	TEXT
INDEX CONTROL CODE	XC	LEXIRMA	INTEGER
INDEX SELECTION CODE	XS	LEXIRMA	TEXT
INDEX TYPE CODE	IT	RESIRMA	TEXT
INVERTED AGENCY NAME	IA	IRMA3	TEXT
INVERTED FACILITY NAME	IF	IRMA3	TEXT
INVERTED RES AUTHOR	IA	RESIRMA	TEXT
INVERTED RES NAME	IN	RESIRMA	TEXT
INVERTED RES PUBLISHER	IP	RESIRMA	TEXT
LICENSING INFORMATION	GH	IRMA3	TEXT
LOCATION CODE	LO	RESIRMA	TEXT
LOCATOR/AREA SERVED 1	L1	IRMA3	TEXT
LOCATOR/AREA SERVED 2	L2	IRMA3	TEXT
LOCATOR/AREA SERVED 3	L3	IRMA3	TEXT
LOCATOR/AREA SERVED 4	L4	IRMA3	TEXT
LOCATOR/AREA SERVED 5	L5	IRMA3	TEXT
MOD CONTROL NAME	N2	IRMA3	TEXT
NARROWER TERM	NT	LEXIRMA	TEXT
NO DIRECTORY PAGES	D1	RESIRMA	TEXT
NO FACILITIES IN DIRECTORY	F1	RESIRMA	TEXT
NO INDEX PAGES	I1	RESIRMA	TEXT
NO NAME FIELDS	C4	IRMA3	INTEGER
NO SVC RECORDS	C3	IRMA3	INTEGER
PAGE NUMBER	PN	XREFIRMA	TEXT
PROGRAM NAME 1	N5	IRMA3	TEXT
PROGRAM NAME 2	N6	IRMA3	TEXT
PROGRAM NAME 3	N7	IRMA3	TEXT
PROGRAM NAME 4	N8	IRMA3	TEXT
PROGRAM NAME 5	N9	IRMA3	TEXT
PUBLISHERS CITY	P5	RESIRMA	TEXT
PUBLISHERS ST ADDRESS	P3	RESIRMA	TEXT
PUBLISHERS STATE	P6	RESIRMA	TEXT
PUBLISHERS ZIP CODE	P7	RESIRMA	INTEGER
RECORD TYPE	RT	IRMA3	TEXT
RECORD TYPE	RT	XREFIRMA	TEXT
REGULATING INFORMATION	GJ	IRMA3	TEXT
RELATED TERMS	RT	LEXIRMA	TEXT
REMARKS	RM	XREFIRMA	TEXT
REPORT SELECTION	RS	LEXIRMA	TEXT
RESOURCE AUTHOR	RA	RESIRMA	TEXT
RESOURCE DESCRIPTION	RD	RESIRMA	TEXT
RESOURCE ID	ID	RESIRMA	INTEGER
RESOURCE NAME	RN	RESIRMA	TEXT
RESOURCE NUMBER	RN	XREFIRMA	TEXT
RESOURCE PUBLISHER	RP	RESIRMA	TEXT
RESOURCE TYPE CODE	RT	RESIRMA	TEXT
ROOM-FLOOR	F1	IRMA3	TEXT
ROOM-FLOOR-BUILDING	F1	XREFIRMA	TEXT
SCOPE NOTE	SN	LEXIRMA	TEXT
SEASON	EZ	IRMA3	TEXT
SERVICE DETAIL CODE	C2	XREFIRMA	TEXT
SERVICE RECORD NUMBER	RS	IRMA3	INTEGER
SERVICE TYPE CODE	ST	RESIRMA	TEXT
SERVICE 1	S1	IRMA3	TEXT

SERVICE 1 DESCRIPTION	D1	IRMA3	TEXT
SERVICE 10	SO	IRMA3	TEXT
SERVICE 11	SP	IRMA3	TEXT
SERVICE 12	SQ	IRMA3	TEXT
SERVICE 13	SR	IRMA3	TEXT
SERVICE 14	SS	IRMA3	TEXT
SERVICE 15	ST	IRMA3	TEXT
SERVICE 16	SU	IRMA3	TEXT
SERVICE 17	SV	IRMA3	TEXT
SERVICE 18	SW	IRMA3	TEXT
SERVICE 19	SX	IRMA3	TEXT
SERVICE 2	S2	IRMA3	TEXT
SERVICE 2 DESCRIPTION	D2	IRMA3	TEXT
SERVICE 20	SY	IRMA3	TEXT
SERVICE 21	SZ	IRMA3	TEXT
SERVICE 22	SA	IRMA3	TEXT
SERVICE 23	SB	IRMA3	TEXT
SERVICE 24	SD	IRMA3	TEXT
SERVICE 25	SE	IRMA3	TEXT
SERVICE 26	SF	IRMA3	TEXT
SERVICE 27	SG	IRMA3	TEXT
SERVICE 28	SH	IRMA3	TEXT
SERVICE 29	SI	IRMA3	TEXT
SERVICE 3	S3	IRMA3	TEXT
SERVICE 3 DESCRIPTION	D3	IRMA3	TEXT
SERVICE 30	SJ	IRMA3	TEXT
SERVICE 4	S4	IRMA3	TEXT
SERVICE 4 DESCRIPTION	D4	IRMA3	TEXT
SERVICE 5	S5	IRMA3	TEXT
SERVICE 5 DESCRIPTION	D5	IRMA3	TEXT
SERVICE 6	S6	IRMA3	TEXT
SERVICE 7	S7	IRMA3	TEXT
SERVICE 8	S8	IRMA3	TEXT
SERVICE 9	S9	IRMA3	TEXT
SPECIAL TELEPHONE	ED	IRMA3	TEXT
SPONSOR INFORMATION	GG	IRMA3	TEXT
STATE	F6	IRMA3	TEXT
STATE	F6	XREFIRMA	TEXT
STORAGE CODE	SG	RESIRMA	TEXT
STREET ADDRESS	F3	IRMA3	TEXT
STREET ADDRESS	F3	XREFIRMA	TEXT
TAX BLOCK SUFFIX	TS	IRMA3	TEXT
TAX/BLOCK	TB	IRMA3	TEXT
TERM	TR	LEXIRMA	TEXT
TERM ID NUMBER	ID	LEXIRMA	INTEGER
TYPE CODE	TC	IRMA3	INTEGER
TYPE OF UPDATE	UD	RESIRMA	TEXT
USE	US	LEXIRMA	TEXT
USED FOR	UF	LEXIRMA	TEXT
VOLUME NO	VN	RESIRMA	TEXT
VOLUME NUMBER	VN	XREFIRMA	TEXT
WAITING LIST	GE	IRMA3	TEXT
X COORDINATE	X	IRMA3	TEXT
XTRA AGENCY NAME 5	NO	IRMA3	TEXT
XTRA FACILITY NAME 1	N1	IRMA3	TEXT

XTRA FACILITY NAME 3	N3	IRMA3	TEXT
XTRA FACILITY NAME 4	N4	IRMA3	TEXT
Y COORDINATE	Y	IRMA3	TEXT
ZIP CODE	F7	IRMA3	REAL
ZIP CODE	F7	XREFIRMA	REAL

H: 2

APPENDIX H: Data Bases

Data Elements

2.   IRMA 3

DATA ELEMENTS
- IRMA3 -

FIELD NAME	DATA ELEMENT	FIELD TYPE
AA	A.A. CODE	INTEGER
AN	ADMINISTERING AGENCY NAME	TEXT
GB	APPLICATION PROCEDURES/DOCUMENTS	TEXT
AS	AREA TYPE SERVED CODE	TEXT
BO	BOROUGH	TEXT
B3	BOROUGH CODE	INTEGER
F2	BUILDING NAME	TEXT
GD	CAPACITY	TEXT
GK	CAPACITY/WAITING LIST	TEXT
CT	CENSUS TRACT	TEXT
CS	CENSUS TRACT SUFFIX	TEXT
F5	CITY	TEXT
GI	CONTRACTING INFOMATION	TEXT
ER	CPD CODE LOCATION	INTEGER
FR	DAYS & HRS	TEXT
GL	ELIGIBILITY	TEXT
FK	FACILITY AKA NAME	TEXT
ID	FACILITY I.D.	REAL
DO	FACILITY OVERVIEW DESCRIPTION	TEXT
FN	FACILITY PRIMARY NAME	TEXT
FU	FACILITY SUBUNIT NAME	TEXT
FT	FACILITY TELEPHONE	TEXT
GC	FEES	TEXT
GF	FUNDING INFORMATION	TEXT
GA	GENERAL AFFILIATION	TEXT
HA	HEALTH AREA	TEXT
HD	HEALTH DISTRICT	TEXT
IA	INVERTED AGENCY NAME	TEXT
IF	INVERTED FACILITY NAME	TEXT
GH	LICENSING INFORMATION	TEXT
L1	LOCATOR/AREA SERVED 1	TEXT
L2	LOCATOR/AREA SERVED 2	TEXT
L3	LOCATOR/AREA SERVED 3	TEXT
L4	LOCATOR/AREA SERVED 4	TEXT
L5	LOCATOR/AREA SERVED 5	TEXT
N2	MOD CONTROL NAME	TEXT
C4	NO NAME FIELDS	INTEGER
C3	NO SVC RECORDS	INTEGER
N5	PROGRAM NAME 1	TEXT
N6	PROGRAM NAME 2	TEXT
N7	PROGRAM NAME 3	TEXT
N8	PROGRAM NAME 4	TEXT
N9	PROGRAM NAME 5	TEXT
RT	RECORD TYPE	TEXT
GJ	REGULATING INFORMATION	TEXT
F1	ROOM-FLOOR	TEXT
EZ	SEASON	TEXT

RS	SERVICE RECORD NUMBER	INTEGER
S1	SERVICE 1	TEXT
D1	SERVICE 1 DESCRIPTION	TEXT
SO	SERVICE 10	TEXT
SP	SERVICE 11	TEXT
SQ	SERVICE 12	TEXT
SR	SERVICE 13	TEXT
SS	SERVICE 14	TEXT
ST	SERVICE 15	TEXT
SU	SERVICE 16	TEXT
SV	SERVICE 17	TEXT
SW	SERVICE 18	TEXT
SX	SERVICE 19	TEXT
S2	SERVICE 2	TEXT
D2	SERVICE 2 DESCRIPTION	TEXT
SY	SERVICE 20	TEXT
SZ	SERVICE 21	TEXT
SA	SERVICE 22	TEXT
SB	SERVICE 23	TEXT
SD	SERVICE 24	TEXT
SE	SERVICE 25	TEXT
SF	SERVICE 26	TEXT
SG	SERVICE 27	TEXT
SH	SERVICE 28	TEXT
SI	SERVICE 29	TEXT
S3	SERVICE 3	TEXT
D3	SERVICE 3 DESCRIPTION	TEXT
SJ	SERVICE 30	TEXT
S4	SERVICE 4	TEXT
D4	SERVICE 4 DESCRIPTION	TEXT
S5	SERVICE 5	TEXT
D5	SERVICE 5 DESCRIPTION	TEXT
S6	SERVICE 6	TEXT
S7	SERVICE 7	TEXT
S8	SERVICE 8	TEXT
S9	SERVICE 9	TEXT
ED	SPECIAL TELEPHONE	TEXT
GG	SPONSOR INFORMATION	TEXT
F6	STATE	TEXT
F3	STREET ADDRESS	TEXT
TS	TAX BLOCK SUFFIX	TEXT
TB	TAX/BLOCK	TEXT
TC	TYPE CODE	INTEGER
GE	WAITING LIST	TEXT
X	X COORDINATE	TEXT
NO	XTRA AGENCY NAME 5	TEXT
N1	XTRA FACILITY NAME 1	TEXT
N3	XTRA FACILITY NAME 3	TEXT
N4	XTRA FACILITY NAME 4	TEXT
Y	Y COORDINATE	TEXT
F7	ZIP CODE	REAL

APPENDIX H: Data Bases

Data Elements

3.   LEXIRMA

DATA ELEMENTS
- LEXIRMA -

FIELD NAME	DATA ELEMENT	FIELD TYPE
BT	BROADER TERM	TEXT
CC	CLUSTER CODE	TEXT
CI	CODING INSTRUCTIONS	TEXT
DC	DESCRIPTOR CODE	TEXT
FI	FACILITY I.D.	TEXT
XC	INDEX CONTROL CODE	INTEGER
XS	INDEX SELECTION CODE	TEXT
NT	NARROWER TERM	TEXT
RT	RELATED TERMS	TEXT
RS	REPORT SELECTION	TEXT
SN	SCOPE NOTE	TEXT
TR	TERM	TEXT
ID	TERM ID NUMBER	INTEGER
US	USE	TEXT
UF	USED FOR	TEXT

APPENDIX H: Data Bases

Data Elements

4.   RESIRMA

DATA ELEMENTS
- RESIRMA -

FIELD NAME	DATA ELEMENT	FIELD TYPE
AS	AREA TYPE SERVED CODE	TEXT
CI	CONTACT INFORMATION	TEXT
CT	CONTACT TELEPHONE	TEXT
CN	COPY NUMBER	TEXT
CS	COST	TEXT
EQ	EDITION DATE	TEXT
FD	FACILITY DESCRIPTION CODE	TEXT
IT	INDEX TYPE CODE	TEXT
IA	INVERTED RES AUTHOR	TEXT
IN	INVERTED RES NAME	TEXT
IP	INVERTED RES PUBLISHER	TEXT
LO	LOCATION CODE	TEXT
D1	NO DIRECTORY PAGES	TEXT
F1	NO FACILITIES IN DIRECTORY	TEXT
I1	NO INDEX PAGES	TEXT
P5	PUBLISHERS CITY	TEXT
P3	PUBLISHERS ST ADDRESS	TEXT
P6	PUBLISHERS STATE	TEXT
P7	PUBLISHERS ZIP CODE	INTEGER
RA	RESOURCE AUTHOR	TEXT
RD	RESOURCE DESCRIPTION	TEXT
ID	RESOURCE ID	INTEGER
RN	RESOURCE NAME	TEXT
RP	RESOURCE PUBLISHER	TEXT
RT	RESOURCE TYPE CODE	TEXT
ST	SERVICE TYPE CODE	TEXT
SG	STORAGE CODE	TEXT
UD	TYPE OF UPDATE	TEXT
VN	VOLUME NO	TEXT

APPENDIX H: Data Bases

Data Elements

    5.   XREFIRMA

DATA ELEMENTS
- XREFIRMA -

FIELD NAME	DATA ELEMENT	FIELD TYPE
AA	A.A. CODE	INTEGER
AN	ADMINISTERING AGENCY NAME	TEXT
BO	BOROUGH	TEXT
F5	CITY	TEXT
CN	COPY NUMBER	TEXT
DT	EDITION DATE	TEXT
FK	FACILITY AKA NAME	TEXT
ID	FACILITY I.D.	REAL
FN	FACILITY NAME	TEXT
FT	FACILITY TELEPHONE	TEXT
PN	PAGE NUMBER	TEXT
RT	RECORD TYPE	TEXT
RM	REMARKS	TEXT
RN	RESOURCE NUMBER	TEXT
F1	ROOM-FLOOR-BUILDING	TEXT
C2	SERVICE DETAIL CODE	TEXT
F6	STATE	TEXT
F3	STREET ADDRESS	TEXT
VN	VOLUME NUMBER	TEXT
F7	ZIP CODE	REAL

APPENDIX H: Data Bases

Report Samples

    6.   IRMA 2

         - Proof Listing by ID

         - Facility Name Index to ID

         - Facilities Selected for a Directory
           Chapter and Selection Statements Used

         - Count of Service Modifiers within CPD

PRELIMINARY MASTER LISTING

AGENCY CODE-1310

    FACILITY-260
        HARLEM YOUTH FEDERATION
        2110 MADISON AV
        ZIP 10037
        TEL.-690-1451

                                                      GEN. AFFIL.-F3

        TIME-M-F 9-5

        1. 140000:B/I/N

AGENCY CODE-1310

    FACILITY-261
        HARLEM YOUTH UNLIMITED
        105444 7 AV
        ZIP 10030
        TEL.-281-9202/281-9206

                                                      GEN. AFFIL.-F1

        TIME-M-F 9-5

        1. 050000:B
        2. 020000:A
        3. 030200:E
        4. 060000:A/B/C/D

AGENCY CODE-1310

    FACILITY-262
        ECONONIC DEVELOPMENT PROGRAM
        2444 7 AV
        ZIP 10030

        AKA NAME-HARLEM YOUTH UNLIMITED

        1. 020100:A/B

SELECTION: 8

FACILITY I.D.	FACILITY PRIMARY NAME	AGENCY NAME	FACILITY STREET ADDRESS	FACILITY ZIP-CODE
005370	GREENPOINT-WILLIAMSBURG DIST CTR	(VISITING NURSE ASSOCIATION OF BROOKLYN)	151 MAUJER ST	11206
C053C8	GREENWICH HOUSE CAMP	(COOPERATIVE SOCIAL SETTLEMENT SOCIETY OF THE CITY OF NY)	27 BARROW ST	1CC14
013C79	GREENWICH HOUSE CHILD CARE CTR	(COOPERATIVE SOCIAL SETTLEMENT SOCIETY OF THE CITY OF NY)	27 BARROW ST	1CC14
005307	GREENWICH HOUSE COUNSELING CTR	(COOPERATIVE SOCIAL SETTLEMENT SOCIETY OF THE CITY OF NY)	116 W 14 ST	10011
005310	GREENWICH HOUSE MUSIC SCHOOL	(COOPERATIVE SOCIAL SETTLEMENT SOCIETY OF THE CITY OF NY)	46 BARROW ST	10014
005339	GREENWICH HOUSE POTTERY SCHOOL	(COOPERATIVE SOCIAL SETTLEMENT SOCIETY OF THE CITY OF NY)	16 JONES ST	10014
000791	GREENWICH HOUSE SENIOR CTR	(SOCIAL SERVICES, DEPARTMENT OF)	27 BARROW ST	1CC14
006528	GREENWICH VILLAGE BRANCH	(NATIONAL ASSOCIATION FOR THE ADVANCEMENT OF COLORED PEOPLE)	42 GROVE ST	1C014
005741	GREENWICH VILLAGE MINISTRY	(SALVATION ARMY)	105 MACDOUGAL ST	10012
007161	GREENWICH VILLAGE MONTESSORI SCHOOL		224 WAVERLY PL	1CC14
000793	GREENWOOD CTR	(SOCIAL SERVICES, DEPARTMENT OF)	100 LAWRENCE ST	11201
005306	GREER-A CHILDRENS COMMUNITY		104 E 35 ST	1CC16
C1C275	GROSVENOR NEIGHBORHOOD HOUSE	(HUDSON GUILD)	176 W 105 ST	1CC25
C05303	GROSVENOR FAMILY SERVICES AND CAMP PLACEMENT OFC	(HUDSON GUILD)	830 AMSTERDAM AV	1CC25
C06980	GROSVENOR NEIGHBORHOOD HOUSE	(GROSVENOR NEIGHBORHOOD HOUSE)	176 W 105 ST	1CC25
001014	GROUP DAY CARE	(CHILD DEVELOPMENT, AGENCY FOR)	LAFAYETTE ST	10C13
0C2156	GROVER CLEVELAND HS	(EDUCATION, BOARD OF)	2127 HIMROD ST	11237
003566	GUARANTEED STUDENT LOAN PROGRAM - CIV OF INSURED LOANS, BHE	(HEALTH, EDUCATION AND WELFARE, DEPARTMENT OF)	WASHINGTON DC	20202
005385	GUIDANCE INSTITUTES	(CATHOLIC CHARITIES OF ARCH. DIOCESE OF N.Y.)	122 E 22 ST	10010
C06029	GUIDE SERVICE FOR THE BLIND		35 LEWIS AV	1C3C5
001913	GUNHILL HOUSES CHILD HEALTH STATION	(HEALTH, DEPARTMENT OF)	3450 WHITE PLAINS RD	10467
00C799	GUNHILL SENIOR CTR	(SOCIAL SERVICES, DEPARTMENT OF)	3445 HOLLAND AV	1C467
C05606	GUSTAVE HARTMAN BRANCH	(YM & YWHA OF GREATER NY)	710 HARTMAN LANE	11691
0024C9	GYMNASIUM & POOL	(PARKS, RECREATION & CULTURAL AFFAIRS ADMINISTRATION)	CLARKSON ST & 7 AV	10014
010166	H S EQUIVALENCY TESTING PROGRAM	(EDUCATION DEPARTMENT)		12224

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NF=66
NS=69/237

PROJECT IRMA
7.0   FAMILY SUBSTITUTE SERVICES
7.2   DAY CARE

PAGE   2
04/09/73

FACILITY I.D.	FACILITY PRIMARY NAME	AGENCY NAME	A.A. CODE
005444	WASHINGTON HOUSES COMMUNITY CTR	(UNION SETTLEMENT ASSN)	4252
005450	DAY CARE CTR		
005526	GIRL SCOUT COUNCIL OF GREATER NY	(WILLOUGHBY HOUSE SETTLEMENT)	4296
005534	E SIDE HOUSE		4000
005556	HAWTHORNE CEDAR KNOLLS- LINDEN HILL TREATMENT	(JEWISH BOARD OF GUARDIANS)	4000
005563	CLAREMONT NEIGHBORHOOD CTR	(CLAREMONT NEIGHBORHOOD CENTERS)	4375
005564	LAGUARDIA MEMORIAL HOUSE	(LAGUARDIA MEMORIAL HOUSE)	4494
005569	JAMES WELDON JOHNSON COMM CTR	(JAMES WELDON JOHNSON COMMUNITY CENTER)	4514
005571	BENSONHURST JEWISH COMMUNITY HOUSE	(JEWISH COMMUNITY HOUSE OF BENSONHURST)	4329
005686	HENRY ITTLESON CTR FOR CHILDRESEARCH	(JEWISH BOARD OF GUARDIANS)	4371
005714	COMMUNITY THING		4375
006007	STAGG ST CTR FOR CHILDREN		4000
006766	WILLIAMSBRIDGE BNX BRANCH		4998
006908	WOODSIDE CHILDREN'S CENTER	(NATIONAL ASSOCIATION FOR THE ADVANCEMENT OF COLORED PEOPLE)	4490
006910	UNITED JEWISH ACTION DAY CARE CTR		4000
007522	E RIVER CHILDREN'S CTR	(MILLS COLLEGE OF EDUCATION)	4000
007559	BKLYN BRANCH	(NATIONAL ASSOCIATION FOR THE ADVANCEMENT OF COLORED PEOPLE)	4513
007643	EMANUEL DAY CARE KINDERGARTEN		4490
007858	BAISLEY S OZONE PARK DAY CARE CTR		4000
007859	UNITED YOUTH ACTION 2		4000
007861	JOHN EDWARD BRUCE DAY CARE CTR		4000
007863	BUSHWICK IMPROVEMENT SOCIETY DAY CARE CTR		4000
007864	BETHEL CHRUCH DAY CARE CTR		4998
007866	COMMUNITY ACTION MINDED DAY CARE CTR		4000
007867	FIRST SPANISH UNITED METHODIST CHURCH DAY CARE CTR		4000
007961	RIVERSIDE CHILD DEVELOPMENT DAY CARE		4000

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```
GE:
H:H2='5.4      JOB COUNSELING';
GS:
LINK:PISEL:SC=050100&(SMa('ACDEFGHJPRSTUV')|¬SMa('BIKLMNOQ'));
GE:
H:H2='5.5      JOB PLACEMENT AND REFERRAL';
GS:
LINK:PISEL:SC=050300&(SMa('ACDEFGHJPRSTUV')|¬SMa('BIKLMNOQ'));
CE:
H:H2='5.6      JOB TRAINING',H3=      ;
GS:
LINK:PISEL:SC=050200&(SMa('ACDEFGHJPRSTUV')|¬SMa('BIKLMNOQ'));
GE:
H:H1='6.0      ENVIRONMENTAL AFFAIRS',H2=      ,H3=      ;
GS:
LINK:PISEL:SC=(060000,060200,060300);
GE:
H:H1='7.0      FAMILY SUBSTITUTE SERVICES';
H:H2='7.1      ADOPTION/FOSTER CARE';
GS:
LINK:PISEL:SC=070100;
GE:
H:H2='7.2      DAY CARE';
GS:
LINK:PISEL:SC=070200&(SMa('IJLMNOPQRSTUV')|¬SMa('GHK'));
GE:
H:H3='7.21     FAMILY DAY CARE';
GS:
LINK:PISEL:SC=070201&¬SMa('GK');
GE:
H:H3='7.22     GROUP DAY CARE';
GS:
LINK:PISEL:SC=070202&((SMa('ABCDEF')|¬SMa('GHK'))|(SMa('IJ')|¬SMa('GHK')));
GE:
H:H4='7.221    GROUP DAY CARE FOR CHILDREN';
GS:
LINK:PISEL:SC=(070200,070202)&SMa('H');
GE:
H:H3='7.23     TRAINING IN DAY CARE',H4=      ;
GS:
LINK:PISEL:SC=(070200,070201,070202)&SMa('G');
GE:
H:H1='8.0      HEALTH',H2=      ,H3=      ;
GS:
LINK:PISEL:SC=080000&(SMa('CDEFG')|¬SMa('AB'));
D:I1:=1;
LINK:PISEL:SC=(080100,080101,080102,080103,080200,080201,080202,080300,080301,08
0302,080303);
D:I2:=1;
S :I1=1&¬I2=1;
GE:
H:H2='8.1      FAMILY PLANNING';
GS:
LINK:PISEL:SC=140300;
GE:
```

SELECTICN: ;

	COUNT	ACCUMULATIVE COUNT	PERCENT		GENERAL AFFIL
I	7	2318	C.2	15	
J	3	2321	C.1	15	
K	7	2328	C.2	15	
L	3	2331	C.1	15	
M	3	2334	C.1	15	
N	2	2336	C.C	15	
X	1	2337	C.C	15	
A	42	2379	1.5	16	
B	77	2456	2.8	16	
C	6	2462	C.2	16	
D	2	2464	C.C	16	
E	6	247C	C.2	16	
G	25	2455	C.9	16	
H	52	2547	1.9	16	
I	27	2574	1.C	16	
J	5	2579	C.1	16	

APPENDIX H: Data Bases

Report Samples

    7.   IRMA 3

        - Proof Listing by Record Key

        - Word Sort

        - Word Sort with Thesaurus

        - Word Sort with Noise Word (Count)

PROJECT IRMA - CITY OF NEW YORK
IRMA3 - PROOF 3

ID: 002289   RT: F   6K: 34   SERVICE NUMBER: 0
NUMBER OF SERVICE RECORDS: 1   NUMBER OF SERVICE FIELDS: 2   NUMBER OF PROGRAM NAME FIELDS: 1
FACILITY NAME (FN): KINGSBOROUGH HOUSES
OTHER NAME (N2): KING HO
AA NAME (IA): HOUSING AUTHORITY NYC   1078
   AS: CITYWIDE   ER: 08
   FT: 772-6410
   EZ: YEAR ROUND   FR: MON-FRI 9-5
   F3: 1880 PACIFIC ST   BO: BROOKLYN
   F7: 11233
   S1: 080102:I0/J0/W3/Z1"
   S2: 080103:I0/J0/Z1"MIDDLE-INCOME HOUSING

ID: 002289   RT: S   6K: 473   SERVICE NUMBER: 1
PROGRAM NAME (N5): HOUSING
   AS: CITYWIDE
   ELIGIBLE (GL): LOW AND MODERATE INCOME FAMILIES
   APPL/DOC (GB): NYC HOUSING AUTHORITY APPLICATION
   FEES (GC): SLIDING SCALE
   CAP/WTNG (GK): 1200 DWELLING UNITS/WAITING LIST

ID: 002322   RT: F   6K: 35   SERVICE NUMBER: 0
NUMBER OF SERVICE RECORDS: 1   NUMBER OF SERVICE FIELDS: 2   NUMBER OF PROGRAM NAME FIELDS: 1
FACILITY NAME (FN): REID APARTMENTS
OTHER NAME (N2): REID
AA NAME (IA): HOUSING AUTHORITY NYC   1078
   AS: CITYWIDE   ER: 08
   FT: 467-2212
   EZ: YEAR ROUND
   F3: 728 E NEW YORK AV   BO: BROOKLYN
   F7: 11205
   S1: 080102:I5/J0/Z1"
   S2: 080103:I5/J0/Z1"

ID: 002322   RT: S   6K: 475   SERVICE NUMBER: 1
OTHER NAME (N2): REID
PROGRAM NAME (N5): HOUSING
   AS: CITYWIDE
   ELIGIBLE (GL): AGE 50 AND OVER WITH LOW AND MODERATE INCOME
   APPL/DOC (GB): NYC HOUSING AUTHORITY APPLICATION
   FEES (GC): SLIDING SCALE
   CAP/WTNG (GK): 250 DWELLING UNITS/WAITING LIST

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SFLECTION: ID='010470';

		RECORD KEY	RFCORD TYPE	SERVICE RECCRD NUMBER
ANC	PHYSCIAL, OCCUPATIONAL, AND SPEECH THERAPY/ PSYCHOLCGICAL SOCIAL AND VOCATIONAL SERVICES	391	S	10
ANC	CONVULSIVE DISORDERS AND SEIZURES CLINIC/NEUROLOGY CLINIC	394	S	5
CANCER,	CHRONIC DISEASE CARE: LONG TERM AND ACTIVE TREATMENT (RENAL DIALYSIS & CARDIOVASCULAR, ORTHOPEDIC, NEUROLOGICAL,	342	S	1
CARDIAC	CARDIAC CLINIC	393	S	4
CARDICVASCULAR,	CHRONIC DISEASE CARE: LONG TERM AND ACTIVE TREATMENT (RENAL DIALYSIS & CARDIOVASCULAR, CRTHOPEDIC, NEUROLOGICAL,	342	S	1
CARE	COMPREHENSIVE PROGRAM OF MEDICINE, SURGERY, DENTISTRY, REHABILITATIVE MEDICINE INCLUDING PSYCHOLOGICAL SOCIAL	342	S	1
CARE	ACUTE AND LONG TERM FACILITIES, OUTPATIENT DEPT, EMERGENCYDEPT, HOME CARE DEPT	350	F	0
CARE:	CHRONIC DISEASE CARE: LONG TERM AND ACTIVE TREATMENT (RENAL DIALYSIS & CARDIOVASCULAR, CRTHOPEDIC, NEUROLOGICAL,	342	S	1
CHRCNIC	CHRONIC DISEASE CARE: LONG TERM AND ACTIVE TREATMENT (RENAL DIALYSIS & CARDIOVASCULAR, CRTHOPEDIC, NFUROLOGICAL,	342	S	1
CLINIC	DENTAL CLINIC	375	S	6
CLINIC	TUMOR CLINIC	389	S	8
CLINIC	VASCULAR CLINIC (PERIPHERAL)	390	S	9
CLINIC	ORTHOPEDICALLY HANDICAPPED MEDICAL SERVICES/ CRTHOPEDIC CLINIC	392	S	3
CLINIC	CARDIAC CLINIC	393	S	4
CLINIC	CONVULSIVE DISORDERS AND SEIZURES CLINIC/NEUROLOGY CLINIC	394	S	5

SELECTION :

	FACILITY PRIMARY NAME	INVERTED AGENCY NAME	RECORD KEY
COMMUNITY			
(COMMUNITY DEVELOPMENT AGENCY)	OPERATION RELERY	(COMMUNITY DEVELOPMENT AGENCY)	1
(COMMUNITY DEVELOPMENT AGENCY)	CROWN HEIGHTS COMMUNITY CORPORATION	(COMMUNITY DEVELOPMENT AGENCY)	2
COMMUNITY DEVELOPMENT AGENCY	CROWN HEIGHTS NORTH MULTI-SERVICE CTR	COMMUNITY DEVELOPMENT AGENCY	3
(COMMUNITY DEVELOPMENT AGENCY)	HAITIAN AMERICAN INDEPENDENT CRAFTSMAN	(COMMUNITY DEVELOPMENT AGENCY)	4
(COMMUNITY DEVELOPMENT AGENCY)	STUYFORD ACTION COUNCIL	(COMMUNITY DEVELOPMENT AGENCY)	5
(COMMUNITY DEVELOPMENT AGENCY)	STARILIZATION COMMITEE SERVICE TRAINING	(COMMUNITY DEVELOPMENT AGENCY)	6
(COMMUNITY DEVELOPMENT AGENCY)	HURRICANE CADET CORPS ECONOMICS ENTERPRISE	(COMMUNITY DEVELOPMENT AGENCY)	7
(COMMUNITY DEVELOPMENT AGENCY)	NY BICYCLE RACING ASSN	(COMMUNITY DEVELOPMENT AGENCY)	8
(COMMUNITY DEVELOPMENT AGENCY)	VIA BASIC SKILLS	(COMMUNITY DEVELOPMENT AGENCY)	9
COMMUNITY DRUG ABUSE PREVENTIVE CTR	COMMUNITY DRUG ABUSE PREVENTIVE CTR	(NARCOTIC ADDICTION CONTROL COMMISSION)	40
ANN'S COMMUNITY PLAY CTR	ANN'S COMMUNITY PLAY CTR		64
COMMUNITY DRUG ABUSE PREVENTION CTR	COMMUNITY DRUG ABUSE PREVENTION CTR		66
COMMUNITY YOUTH TREATMENT CTR			134
DRUG FREE COMMUNITY DAY CARE CENTER			139
24 HOUR EMERGENCY ROOM/ MERVAN - EMERGENCY ROOM ON WHEELS FOR EXPERIMENTAL COMMUNITY USE/EMERGENCY WARD (606 WINTHROP)			142
24 HOUR EMERGENCY ROOM/ MERVAN - EMERGENCY ROOM ON WHEELS FOR EXPERIMENTAL COMMUNITY USE/EMERGENCY WARD (606 WINTHROP)			147
COMMUNITY SERVICES TECHNICAL HOUSING ASSISTANCE TO COMMUNITY CORPORATIONS ANDCOMMUNITY RESIDENTS			284
COMMUNITY CENTER			287
COMMUNITY EDUCATION, CONSULTATION AND OUTREACH			316
			415

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	COUNT	FACILITY I.D.	RECORD KEY
CHILDREN'S	2	005455	51
CHILDRENS	2	001307	20
CHORAL	1	000753	286
✓ CHRISTIAN	1	006489	292
CHRONIC	2	010470	342
CHURCH	5	005035	44
CLASS	3	000082	269
CLASSES	11	001307	263
CLEANUP	-1	000469	275
✓ CLOSED+WARD	2	002698	135
COLLEGE	6	001045	19
COMMERCIAL	1	002173	278
COMMUNICATION+DISORDERS	1	010459	157
COMPLAINTS	4	000080	298
CONCERTS	1	001307	264
CONSUMER	4	000080	298
✓ CONTAGIOUS	1	010477	387
CONTAGIOUS+DISEASES	1	010464	205
CONTRACEPTION	1	003215	255
CONTRACEPTIVE	2	010464	208
CONVULSIVE+DISORDERS	1	010470	394
COOP	1	010485	502
CORPORATION	6	000079	2
CORPORATIONS	1	005290	287
CORPS	4	000086	7
COUNSELING	29	002698	134
COUNSELLING	1	001906	443
COURSES	3	002173	278
CRAFTS	7	001307	263
CREATIVE	1	002698	134
CRIME	2	000581	462
CRIPPLE	1	005076	45
CROCHET	1	010395	452
CULTURAL	1	002483	427
CULTURE	1	001307	263
CYCLOZINE	1	002698	144
✓ CYNECOLOGICAL	1	002675	366
DAB	2	010486	517
DANCING	2	000753	286
DAY+CAMP	1	005155	331
DAY+CAMPS	1	000079	438
DAY+CARE	38	000082	4
DAY+SCHOOL	2	007812	82
✓ DEALS	3	007640	481
DEATH	1	001401	455
✓ DEATHS	1	001401	455
DECORATIVE	1	001306	376

APPENDIX H: Data Bases

Report Samples

    8.   LEXIRMA

        - Word Sort on Term

        - Sort on ID

SELECTICN: ID>999;

	TERM	TERM IC NUMBER	CESCRIPTCR CCCE
ASSISTANCE	TECHNICAL ASSISTANCE FCR GRCLPS STARTING YOLTH PRCCRAMS	C1C11	12C500:E4/I3/ JC/YO/Z3
ASSISTANCE	PUI ICE/PCLICE PROTECTICN/ EMERCENCY ASSISTANCE/CRIME INVESTIGATICN/ *	C1C27	110202:B1/B2/ IO/JO/Z1
ASSISTANCE	EMERCENCY ASSISTANCE IN CHTAINING SUCIAL SERVICES	C1C28	1300CC:B1/IO/ JC/Z1
ASSISTANCE	PCLICE/PCLICE PROTECTICN/ EMERCENCY ASSISTANCE/CRIME INVESTIGATICN/ *	C1C29	110202:B1/B2/ IC/JO/Z1
ASSISTANCE	EMERGENCY ASSISTANCE IN ORTAINING SOCIAL SERVICES	C1C3C	13CCCC:B1/IC/ JO/Z1
BLIND	SHELTEREC WCRKSHCP FCR PLINC	C11C9	C706C2:D2/IO/ JC/P1/Z1
BLCCK	PLCCK BULK CLEAN-UP	01C25	C501CC:IO/JO/ YO/Z1
BLCCK	PLOCK SWEEP-LP	C1C26	05C103:IO/JC/ YO/Z1
BCTANICAL	PCTANICAL CARDEN	C1C4C	1203C3:IO/JO/Z1
BCTANY	CLASSES IN BCTANY AND HORTICLLTLRE FCR CHILCREN AND ACULTS	C1C41	120100:A3/I2/ I4/JO/Z1
BRAIN	CAY CAMP FCR EMOTICNALLY DISTLRHEC, SCHIZOPHRENIC AND BRAIN CAMAGED *	C1C83	120201:I2/I3/ JO/MO/Z1
BULK	BLOCK BULK CLEAN-LP	C1C25	C501CC:IO/JO/ YC/Z1
BUSINESSES	ASSISTANCE TC BLSINESSES	C1CC5	C201CC:E4/IO/ JO/Z3
RUYING	RESEARCH CISCRIMINATCRY BLYING & LENDING	C1C14	1CC2OC:H3/IO/ JO/Z2
CAMP	CAY CAMP FCR EMCTICNALLY CISTLRBEC, SCHIZCPHRENIC ANC BRAIN CAMAGEO *	C1C83	120201:I2/I3/ JO/MO/Z1

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TERM ID NUMBER	TERM	DESCRIPTOR CODE	SCOPE NOTE
00062	TECHNICAL/FUNDING ASSISTANCE	:E4	
00063	INVESTIGATION		
00064	OUTPATIENT	:D2	
00065	COMPLAINT	:B2	ANY COMPLAINT HANDLING SERVICE. FOR A COMPLAINT ABOUT A PRODUCT-SEE CONSUMER COMPLAINT. FOR A COMPLAINT ABOUT A
00067	CONSUMER AFFAIRS	C10000	ALL MATERS RELATING TO THE PERSON AS A CONSUMER OF GOODS ORSERVICES
00068	CONSUMER PROTECTION	010100	
00070	CONSUMER EDUCATION	010200	
00071	HOME MANAGEMENT SERVICES	010300	INSTRUCTION IN MANAGING THE HOME. DOES NOT INCLUDE THE ACTUAL MAINTENANCE OF THE HOME - SEE HOMEMAKER/HOUSE
00072	HOME ECONOMICS SERVICES	C10301	
00073	CONSUMER CO-OPERATIVES	010400	ANY ORGANIZATION WHICH PURCHASES CONSUMER GOODS & DISTRIBUTES THEM TO ITS MEMBERS FOR THEIR CONSUMPTION
00075	ECONOMIC AFFAIRS	C20000	COMMERCIAL AFFAIRS (WHOLESAL, RETAIL TRADE)/ INDUSTRIAL AFFAIRS/ CMTY ECONOMIC AFFAIRS
00076	BUSINESS & COMMERCE	020100	ANYTHING RELATED TO BUYING & SELLING BY COMMERCIAL INSTITUTIONS. DOES NOT INCLUDE CONSUMER PURCHASING -
00077	SMALL BUSINESS LOANS	020101	
00078	REAL ESTATE/ CONSTRUCTION	C20200	
00079	URBAN DEVELOPMENT/ COMMUNITY ACTION	C20300	PHYSICAL PLANNING/ZONING/ CMTY INVOLVEMENT IN PLANNING/CM TY ORGANIZING
00080	BLOCK ASSOCIATIONS	020301	
00081	EDUCATION	030000	
00082	PRE-SCHOOL EDUCATION	030100	ANY TYPE OF EDUCATIONAL PROGRAM FOR PRE-SCHOOL AGE CHILDREN.

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APPENDIX H: Data Bases

Report Samples

    9.   RESIRMA

PROJECT IRMA/RESOURCES DATA
RESRMA/LISTING BY RESOURCE NUMBER AND DATE

SELECTION: :

STORAGE CODE	RESOURCE ID	EDITION DATE	RESOURCE NAME	RESOURCE AUTHOR	RESOURCE PUBLISHER	SERVICE TYPE CODE
B	00188	61	ADVISING THE CITIZEN	NATIONAL CITIZENS ADVICE BUREAU COUNCIL	NATIONAL COUNCIL OF SOCIAL SVC	CC
B	00190	70	CCC BLUE BOOK	CITIZENS COMMITTEE FOR CHILDREN OF NY INC	CITIZENS COMMITTEE FOR CHILDREN OF NY	CC/12
B	00205	71	COMMUNITY RESOURCE INVENTORY EAST NY HRC 5	COMMUNITY SOCIAL SVCS RESEARCH AND EVALUATION DEPT	COMMUNITY SOCIAL SVCS RESEARCH AND EVALUATION DEPT	CC
B	00206	65	CATALOG OF FEDERAL DOMESTIC ASSISTANCE	OFFICE OF ECONOMIC OPPORTUNITY	INFORMATION CTR OFFICE OF ECONOMIC OPPORTUNITY	CC
B	00207	66	PROPOSED BLDG CODE REFERENCE STANDARDS FOR CITY OF NY	POLYTECH-NIC INSTITUTE OF BROOKLYN	NEW YORK CITY DEPT OF BUILDINGS	C8
B	00213	72	URBAN DEVELOPMENT CORPORATION IN 1972	URBAN DEVELOPMENT CORPORATION	URBAN DEVELOPMENT CORPORATION	CC
B	00217	71	DIRECTORY OF HEALTH SERVICES FOR LOWER EAST SIDE	ASSOCIATION OF COMMUNITY SERVICE CENTERS	ASSOCIATION OF COMMUNITY SERVICE CENTERS	Q7
B	00219		DIRECTORY FOR THE DRUG ABUSER AND ADDICT IN NEW YORK*	IRVING WEISMAN ED.D. /FLORENCE S. SCHWARTZ ED.D.	HUNTER COLLEGE SCHOOL OF SOCIAL WORK/NEW YORK CITY*	CC
B	00222	63	FEDERATION OF PROTESTANT WELFARE AGENCIES DIRECTORY	FEDERATION OF PROTESTANT WELFARE AGENCIES INC	FEDERATION OF PROTESTANT WELFARE AGENCIES	00
B	00224		INFORMATION AND REFERRAL SERVICES	NICHOLAS LONG/STEVEN REINER/SHIRLEY ZIPPERMAN	DEPT H.E. OFFICE OF HUMAN DEVELOPMENT	CC
B	00226	72	URBAN CABLE SYSTEMS	THE MITRE CORP	THE MITRE CORP	99
B	00227	74	DIRECTORY OF SOCIAL AND HEALTH AGENCIES OF NEW YORK CITY	COMMUNITY COUNCIL OF GREATER NEW YORK	COLUMBIA UNIVERSITY PRESS	CC
B	00228		DIRECTORY OF BKLYN CPD # 8	COMMUNITY PLANNING COMMISSION	COMMUNITY PLANNING COMMISSION	CC
B	00232	71	WHAT SOCIAL SECURITY OWES YOU AND HOW TO GET IT	THOMAS C ROGERS	HAWTHORN BOOKS, INC. PUBLISHERS NEW YORK	CC/10
B	00233	72	DIRECTORY OF BRONX CPD # 2	COMMUNITY PLANNING COMMISSION	COMMUNITY PLANNING COMMISSION	CC
B	00234	73	DIRECTORY OF MANHATTAN CPD # 7	COMMUNITY PLANNING COMMISSION	COMMUNITY PLANNING COMMISSION	CC
B	00235	73	DIRECTORY OF QUEENS CPD # 7	COMMUNITY PLANNING COMMISSION	COMMUNITY PLANNING COMMISSION	CC
B	00236	73	DIRECTORY OF BROOKLYN CPD # 4	COMMUNITY PLANNING COMMISSION	COMMUNITY PLANNING COMMISSION	CC
B	00237	73	DIRECTORY OF BROOKLYN CPD # 10	COMMUNITY PLANNING COMMISSION	COMMUNITY PLANNING COMMISSION	CC

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APPENDIX H: Data Bases

Report Samples

   10.   XREFIRMA

SELECTION: EX(IC):

FACILITY RECORD IDENTIFICATION NUMBER	FACILITY AKA NAME	RESOURCE NUMBER	EDITION MONTH AND YEAR	PAGE NUMBER
CCC683	WELFARE BRONX	BOCC28	73	C265
CCC689	BUSHWICK CTR	B00027	73	2
CCC689	WELFARE BUSH CT	BOCC28	73	C269
CCC69C	MEDICAID -BUSH	AOCC28	73	C2C3
CCC690	MEDICAID -BUSH	B0CC28	73	C203
CCC695	CLINTON CTR	B00027	73	1
CCC695	WELFARE CLINTON	ACCC28	73	C269
COC7C2	PINK HOUSES	B0CC27	73	55
COC7C4	SATELLITF CTR	B0CC27	73	2
CCC7C5	PROSPECT CTR	B0CC27	73	2
CCC7C5	WELFARE PROSPCT	BCCC28	73	C27C
CCC711	DEKALB CTR	B00027	73	1
CCC711	WELFARE DEKALB	B0CC28	73	C265
CCC716	CYPRESS HILLS	B0CC27	73	54
CCC716	RED HOOK	B0CC27	73	55
CCC725	RIDGEWOOD-BUSHW	B0CC27	73	55
CCC725	RIDGEWOOD-BUSH-W	B0CC27	73	55
CCC721	ROSETTA GASTON	B0CC27	73	55
CCC726	SHORE FOOD STAM	B0CC27	73	5
COC747	SURF AV	B0CC27	72	55
COC74E	TILDEN	B0CC27	73	55
COC74E	TILDEN	B0CC27	72	55
CCC76C	VANDERVEER	B0CC27	73	55
CCC76C	VANDERVEER	B0CC27	73	55
CCC768	FORT GREENE CTR	B0CC27	73	2
CCC768	WELFARE FORTGRN	B0CC28	73	C265
CCC771	WILLOUGHBYBY	B0CC27	72	55
CCC774	WYCKOF CMTY CTR	BCCC35	73	37
CCC774	WYCKOFF CTR	B0CC27	72	1
CCC774	WELFARE WYCKOFF	B0CC28	73	027C
CCC774	WYCKOF CMTY CTR	ROCC35	73	37
CCC775	WYKC GAS SR CTR	B0CC35	73	37
CCC78C	WN REIC SR CTR	B0CC27	73	55
CCC78C	WN REIC	R0CC35	73	6
CCC78C	WN REIC	B0CC27	73	55
CCC78C	WILLIAM REIC	B0CC27	73	55
CCC78C	WN REIC SR CTR	B0CC35	73	6
CCC781	WILLIAMSBURG	B0CC27	73	2
CCC781	WMBURG CTR	B0CC63	72	3
CCC782	SATELLITE CTR	B00027	73	2
CCC784	FULTON CTR	R0CC27	73	1
COC784	WELFARE FULTON	B0CC28	73	C265
COC785	GLENWOOD	B00027	73	54
CCC79C	MEDICAID JAY ST	B0CC28	73	C203
CCC79C	MEDICAID JAY ST	B0CC28	73	C2C3
CCC792	JENNINGS HALL	B00027	72	27
CCC793	WELFARE GRENCCD	B00028	73	C265
OCC793	GREENWOOD CTR	B0CC27	73	1
OCC793	WELFARE GRENCCD	B0C028	73	026S

APPENDIX I: Bibliography

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