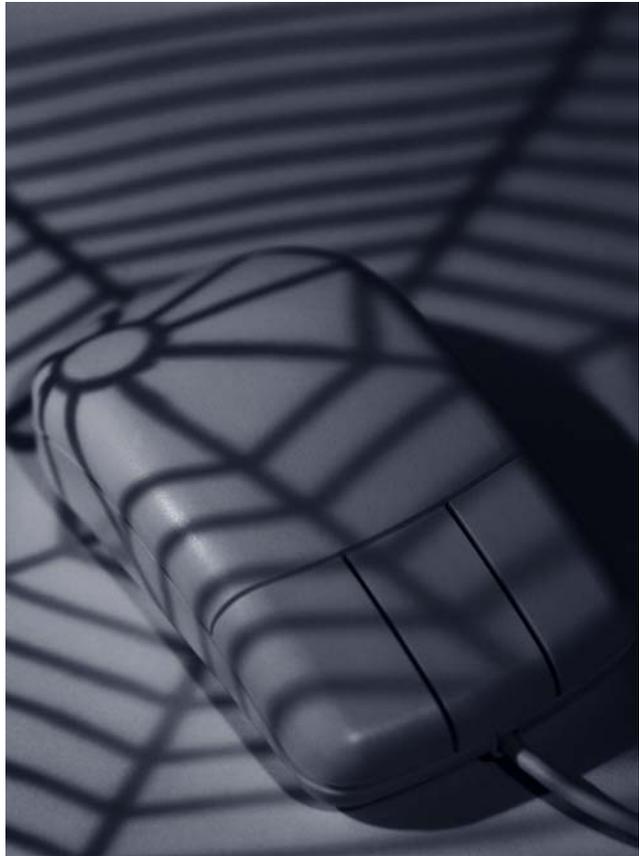


Untangling the Web

A Guide for Treatment Programs



attc addiction technology
transfer center

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Unifying Research, Education, and Practice to Transform Lives.

<http://www.online2001.org>

(877) 652-ATTC

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Untangling the Web

A Guide for Treatment Programs

Addiction Technology Transfer Center Network



Unifying Research, Education, and Practice to Transform Lives.

Addiction Technology Transfer Center National Office
Kansas City, Missouri

Published in 2000 by the Addiction Technology Transfer Center (ATTC) National Office
University of Missouri-Kansas City
5100 Rockhill Road
Kansas City, Missouri 64110

This publication was prepared by the Addiction Technology Transfer Centers (ATTC) under the cooperative agreement from the Center for Substance Abuse Treatment (CSAT) of the Substance Abuse and Mental Health Services Administration (SAMHSA). Susanne R. Rohrer, CSAT, served as the Government project officer. All material appearing in this volume is in the public domain and may be reproduced or copied without permission from CSAT or the authors. Citation of source is appreciated.

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Unifying Research, Education, and Practice to Transform Lives.

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What Can This Guide Do for You?

This publication is designed to help you - the substance abuse treatment practitioner or administrator - learn about getting your agency online. It is part of an exciting new campaign by the Addiction Technology Transfer Center's (ATTC) National Network to increase access to the Internet by treatment professionals.

Because the Internet has become an invaluable resource for counselors, administrators and clients in recovery, we are encouraging all treatment facilities to provide Internet access to frontline practitioners by 2001. We realize that sorting through the issues related to buying a computer and getting online can be a daunting task. That is why we developed this guide. We hope it will take some of the frustration out of figuring out how to get online and will provide you with ideas for finding the best Internet resources for our field.



online

This guide will help you:

- Determine the benefits of getting online
- Make good decisions when buying equipment for your agency
- Ask informed questions when choosing vendors
- Locate the best online resources for treatment professionals and clients in recovery

We will give you ideas about why your agency should be online, and will review some common barriers and solutions. We will also explore the basic equipment needed to get online, tips for buying equipment, what to consider when deciding on an Internet Service Provider, and ideas for locating computer set-up, maintenance and training. In addition, we will review the basic costs of getting online, and will provide ideas for finding financial resources if your agency doesn't have them in the budget. Finally, we will review the best sites for treatment professionals including a site the ATTC has designed specifically to help you navigate the Web.

See Glossary

If you are truly a novice to the Internet, there will be many terms used in this booklet that are new to you. We have included a Glossary of Terms on page 26 to help.

Why Should Your Agency Have Internet Access?

The Internet has revolutionized the way the world does its work and the range of powerful resources *directly* related to the treatment profession grows daily. The Internet can truly save you time and help you enhance your skills as a practitioner.

You can now interact with experts across the country, earn educational credits without leaving your office or home, and can receive understandable, concise research about the latest innovations in treatment - all over the Internet. In addition, the Internet can help your clients find support in their recovery through communicating with peers, accessing employment opportunities and finding information about their disorder.

So What is the Internet?

Simply put, the Internet (also referred to as the World Wide Web) is a way to share resources with many people at the same time - whether they are across town, on the other side of the country or even halfway across the world. The Internet is not a physical or tangible entity, but rather a giant electronic network that connects innumerable smaller computer networks. The Web allows people to communicate in a dynamic way by displaying text, graphics, photos, sounds and even video.



What Can Treatment Professionals Do on the Internet?

Receive training and education:

- By participating in online courses, tutorials and trainings, you can now earn degrees and educational credits without leaving your office or home. This is especially time saving and cost-effective for people in rural communities.

Communicate with others in the field:

- You can now interact directly with experts to ask questions about your most complex counseling situations.
- By contacting other counselors and administrators in the field, you can learn what types of policies, methods and practices other agencies find effective.
- Through online correspondence you can connect with peers to share advice, receive support and learn about opportunities in the field.

Access information about funding:

- Through online searches you can easily locate information about grant and funding opportunities from local, state and federal organizations.
- Online grant-writing tutorials are available to assist you in writing and applying for new funding opportunities.
- Government documents and information about new and current legislation is easily accessible and can often be printed directly from your computer.

Find information about new research and treatment modalities:

- You can quickly locate the latest statistics about drug and alcohol rates for your area.
- Newsletters, brochures and press releases about current research findings from experts in the field are easily accessible over the Internet.
- Many technology-based products, information and educational aids are available online to help you enhance your skills and improve your agency's treatment practices.

Support clients in their recovery:

- Recovery-oriented chatrooms are available 24-hours a day to help clients find support from peers.
- Employment listings and services are available online to help clients "get back on their feet."
- Educational opportunities are available for clients to improve their skills.
- Information about substance use disorders and related medical conditions is available to help clients understand their disease.

client support

So What Is Stopping You?

As an administrator of a substance abuse treatment center, you may feel too overwhelmed to add an expense to your budget or a new challenge to your time. As a frontline counselor you may not be sure how the Internet can help you in your work. We realize there are a number of barriers and concerns people have about connecting their agency to the Internet.

These barriers usually include:

1. A lack of money
2. A lack of computer literacy by staff
3. A lack of ongoing technical support
4. A belief that equipment will become outdated immediately
5. A general reluctance from staff to support technology due to a fear of change.
6. A concern that the Internet will be used for inappropriate activities

On the following pages we will discuss these concerns and will provide some ideas for addressing them.



Lack of Money

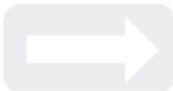
It is probably not as expensive to “get connected” as you may think. Powerful computers are now cheaper than ever, and as technology changes they continue to drop in price. There are also free Internet Service Providers (ISP’s) available making the monthly service costs of being online almost negligible. For simply the cost of a computer and monthly phone charges, your agency can have Internet access.

In addition, if your agency does not have the money to purchase a computer, there are other avenues you can pursue such as donated equipment, fundraising campaigns and technology grants. See the “If You Don’t Have the Money” section of this guide on page 18 for ideas.

Lack of Computer Literacy by Staff/ Lack of Ongoing Technical Support

It can be scary to consider tackling the Internet if you have never used a computer before, especially if you have to worry about setting it up AND maintaining it. Rest assured, there are numerous places to find training, technical support and ongoing maintenance assistance.

The computer retailer you purchase your equipment from may provide these services as part of your purchase option. If not, technology consultants abound, and are ready and waiting to help your agency get connected. Finally, low-cost or free computer training is often available through colleges, universities, community colleges, high schools and even libraries. We will discuss all of these options in more depth later in this guide.



Equipment Will Become Outdated Immediately

While it is true that technology is continually changing - if you buy new equipment that meets the minimum requirements listed in this guide - it is unlikely that your equipment will be outdated for a number of years. As a rule of thumb, we suggest you plan on upgrading your computer system approximately every three years.

Fear of Change

Change can be stressful - especially when that change means learning new technology-related skills. Staff resistance should be expected and will require attention. Not everyone will see the value in using the Internet. It is important to thoroughly explain what the payoff can be. Let staff know how using the Internet can save time, enhance skills and benefit clients. It is also important to listen to the fears and concerns behind staff resistance. Education, communication and participation are the keys to reducing fears and building trust. (The ATTC publication, "The Change Book: A Blueprint for Technology Transfer," may be useful in designing a plan to promote use of the Internet. Call 1-877-652-ATTC to receive a copy.)

The Internet Will Be Used for Inappropriate Activities

If you are concerned about staff time being wasted on the Web, there are a number of filtering programs available to help you monitor staff time and use of the Internet. Some programs even allow you to block certain types of sites. The benefits received from using the innumerable online tools for treatment professionals greatly outweighs the possibility that the Internet will be used for inappropriate activities.



What Equipment Do You Need?

Now that you know why your agency should be online and have ways of addressing common barriers, in this section we will outline the minimum equipment needed to gain access to the Internet: a computer, a modem and a phone line. We will also give you some ideas to keep in mind when purchasing equipment.

Computers

The most common computer hardware platforms used to access the Internet are the IBM-compatible PC and the Apple Macintosh. The minimum requirements for each are outlined below.

Minimum Requirements for Personal Computers (PCs):

- Processor equal to or greater than Intel Pentium II or Celeron 400 MHz
- 64 MB RAM - expandable to 256 MB
- Capacity of 4 GB internal hard drive
- Two serial ports, one parallel port, one integrated port and/or USB
- 16-bit graphics adapter with at least 8 MB VRAM
- 3.5" 1.44 MB floppy drive
- 24X CD-ROM drive
- 56k modem
- 15" Monitor screen
- Inkjet or laser printer
- Pre-installed operating system software compatible with Windows 95/98 and/or Windows NT
- Internet browser software - commonly used browsers include Netscape Navigator and Internet Explorer
- Virus Protection Software

Approximate cost: \$700-1,500



Modems

You will also need a modem, a device that allows your computer to communicate over regular phone lines. Most likely if you buy a new computer, a modem will come already installed. (The minimum requirements for modems are listed below in the Minimum Requirements for Personal Computers and Minimum Requirements for Apple Macintosh sections.)

A modem is needed because computers and phone systems transmit information in two different and incompatible ways. Computers process information as a series of discrete numbers while phones rely on analog signals which look like a series of waves. When your computer is ready to transmit data to another computer over a phone line, your modem converts the computer numbers into these waves. In turn, when information waves come into your modem, it converts them into numbers that your computer can process.

Minimum Requirements for Apple Macintosh:

- Apple Power Macintosh G3/233
- 233 MHz PowerPC 750 processor
- 32 MB of RAM
- 9.0 GB Ultra2 SCSI hard drive
- 56k modem
- 15" Monitor screen
- Inkjet or laser printer
- Internet browser software - commonly used browsers include Netscape Navigator and Internet Explorer
- Virus Protection Software

Approximate cost: \$1,000-1,500



Phone Line

Finally, you will need to have a phone line to connect to your modem. While it is possible to use the voice or fax line you already have, remember this line will be completely unavailable while the Internet is being accessed. Therefore, we encourage you to consider installing a phone line dedicated solely to Internet usage.

Another Option - WebTV

There is another option for gaining Internet access. By purchasing a WebTV box and signing up for access to the WebTV Network, users can access the Internet through a regular television. Installation and set-up are quick and easy, and this may be an inexpensive option for those wanting basic Internet access.

Multiple users can use WebTV with separate password protected email accounts. For an additional fee, a printer adapter and a printer can be purchased allowing users to print. It is important to note, however, that some of the latest Internet technologies may not be accessible with WebTV.

WebTV Equipment and Service Requirements:

- A standard television
- WebTV internet unit or box
- WebTV Classic Service or Plus Service which connects your television to the Internet and e-mail
- A monthly subscription to the WebTV Network. If local access to the WebTV Network is not available, a subscription to an Internet Service Provider (ISP) will also be required. (See page 14 for more information on ISPs.) The monthly subscription fee for the WebTV Network will be reduced by this amount.

Approximate cost: \$150-200
for equipment not including the
television and monthly subscription
costs for the WebTV Network
(approximately \$20-30 a month).



Tips on Buying Equipment

Buying a computer can be a scary task - especially if you haven't done it before. Below are some tips for getting the right equipment and good service.

- **Ask Questions**

Remember that there are many people who know about computers, the Internet and "getting connected." Don't be afraid of appearing unknowledgeable. Ask lots of questions throughout the process!

- **Buy New Equipment**

We encourage all treatment agencies to use new computer equipment that complies with the minimum standards we have listed. These minimums will prevent you from getting computers that are defunct or outdated, and will allow you to take full advantage of the latest Internet technologies and resources available.

- **Check Prices**

Keep in mind while you may find computers with the minimums for a reasonable price, you may find computers with *more power* for only a little extra. These computers may ultimately be a better deal because they will not become outdated as quickly.

- **Shop Around**

There are a number of vendors from which you can purchase computer equipment including large retail chains and smaller local vendors. Based on the minimum requirements listed, we recommend that you comparison shop before purchasing. Look through ads in your local paper and talk to friends, peers and co-workers.

- **Take the Minimum Requirements With You**

Always take the minimum requirements listed on pages 10-12 with you, so you know exactly what equipment you need. Use them when talking to sales people about your options.

- **Ask About Customer Support & Technical Assistance**

Be sure to check on the services provided by vendors. Many computer retailers provide ongoing technical assistance such as helping you set-up and maintain your computer, and will provide training on using your new computer.

How Do You Get Connected?

Once your computer equipment is purchased, you will need an Internet Service Provider (ISP) to use the Internet. Most ISPs provide the same basic services such as email, newsgroups, listservs and access to the Web. Like computer retailers, there are large national ISPs and local providers. In addition, there are free ISPs that offer free Internet access to users. Below we will explore all the factors to consider when choosing an ISP.

Local Versus Regional ISPs

There are advantages and disadvantages to both local and national ISPs. Local ISPs are sometimes cheaper and may provide more personalized service. If you are choosing a local ISP, we encourage you to find one that has been in business for a couple of years and provides a high level of user support.

Large national ISPs offer access to the Internet by providing a list of local numbers for you to “dial in” to for all regions of the country. This is helpful if you are traveling and need access to email or the Internet while you are out of town.

Free Versus Paid Internet Service Providers

There are also free ISPs that require no monthly fee from customers. Advertisers pay to advertise on the ISP’s site and customers receive free Internet access. The obvious benefit to choosing a free ISP is the cost. However, there are some factors to be considered.

Most free ISPs require customers to view advertisements at regular intervals and usually require users to fill-out extensive demographic surveys. In addition, free ISPs do not provide customer support to users.

While paid ISPs require a monthly fee, they may have faster connection speeds, do not require users to view advertising and may provide customer support.



If you choose a free ISP, you must be “online” to get the software required. We recommend that you go somewhere with Internet access (a friend’s house or your local library) and download (onto a disk) the software provided by the ISP you choose. Once you have this software, you can load it onto your new computer and will be able to gain access to the free ISP. If this seems complicated, contact a knowledgeable friend, your local computer retailer or a technology consultant for assistance.

Questions to Ask Before You Choose An ISP

- What do they charge? The price for service is generally based on the number of minutes used on the Internet in a certain time period - usually a month. Prices for monthly Internet service ranges from \$10 - \$40.
- Do they offer short-term contracts? Many ISPs offer discounts in exchange for a long-term contract, **but we do NOT recommend long-term contracts**. The market is growing quickly and prices change as competition increases.
- Do they offer a discount for non-profits?
- Do they offer a free trial? Trying an ISP before you purchase services is a good way to know what to expect.
- What is their customer support like? Some ISPs provide continuous customer support. Others don’t provide any. Learn about each ISP’s customer service policies upfront. Call their support number a few times before you decide to sign-up. Do you frequently get a busy signal? Are they willing to spend time answering your questions?

For a listing of ISPs across the country, access the Internet (at your local library or a friend’s house) and check out these Internet sites: <http://www.ISPs.com> and <http://www.thelist.com>. Both sites will provide you with a place to start in finding the right ISP for your agency.

Computer Set-up, Maintenance & Training

Often, of primary concern to those who are new to computers are questions like: How will I get it set-up? How will I maintain it once I have it? How will I learn to use it? Rest assured, there are many places to help you and many people who can answer your questions.

Your Computer Retailer

As stated earlier, we encourage you to check with your computer retailer about providing technical assistance and training with your purchase option. Many large retailers provide these services when you purchase a computer.

Hire A Consultant

You can also hire a consultant to set-up and maintain your computer system. If you choose this option, we encourage you to get a firm, fixed price and make sure you understand the consultant's fee structure before signing a contract.

Computer Training

Check your local yellow pages or have your local computer retailer or friends recommend places to receive computer training. Often colleges, universities, community colleges, high schools and even libraries offer low cost or free computer and Internet training. Some organizations will even arrange on-site trainings at your agency.



Planning A Budget

Below are estimates of the charges and fees required to maintain Internet access through a computer with a paid Internet Service Provider (ISP). We encourage you to use these estimates for planning purposes.

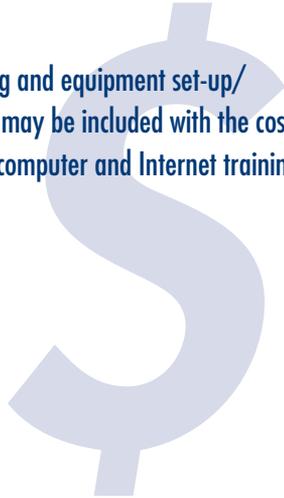
Initial equipment charges: **\$1,000-2,000**

Monthly Internet Service Provider rates: **\$10-40/month**

Monthly phone line rates not including usage charges: **\$20/month**

You may also want to consider costs for staff training and equipment set-up/maintenance. Depending on the vendor, these costs may be included with the cost of your computer. Also remember, low cost or free computer and Internet training is usually available in most communities.

budget



If You Don't Have the Money

If your agency does not have the money to purchase equipment and get online, there are other avenues you can pursue - donated equipment, fundraising campaigns and technology grants. However, because the actual cost of getting online is not excessive, be careful not to spend as much money in staff time pursuing other avenues as it would cost to buy new equipment in the first place.

Donated Equipment

Businesses, government agencies and colleges often donate surplus or slightly outdated equipment to non-profit agencies. With this approach, it may be possible to find free computers that will suit your needs.

It is important to follow the minimum standards for required equipment. Computers that are outdated will be inefficient and may not work well for Internet access. Often they do not support the latest Internet technologies and processing times will be slow. Ultimately, this will frustrate staff and they will not want to use the equipment. It may be cheaper in the long run to buy something new, rather than accepting a free item that is marginally useful.

Fundraising & Technology Grants

You might also consider a special event or fundraising effort to raise the money needed to get online. A modest \$1,500-3,000 campaign will pay for equipment and a year of Internet service. You may also look to local foundations or corporations for a technology grant specifically for this purpose.

Start Your Surfing Here

Once you get your computer “up and running,” we encourage you to begin your Internet experience by accessing the ATTC’s “Untangling the Web” website. This site has been designed specifically to help you find the best substance abuse treatment and prevention resources on the Web. The web address is <http://www.online2001.org>.

At the site, you’ll find a tutorial specifically designed to help substance abuse treatment professionals use the Internet most effectively. The site also categorizes many of the most helpful sites for treatment practitioners and clients. As this campaign progresses, the site will change and grow so we encourage you to check back frequently for new information.

surf



ATTC Network Sites:

The ATTC Network is comprised of 13 Centers and a National Office.

A comprehensive national site is maintained and each ATTC maintains a regional website. All provide great tools for practitioners.

The ATTC National Network site (<http://www.nattc.org>) includes:

- Links to every regional ATTC site
- An ATTC product database with more than 300 products such as curriculum, facilitator guides, manuals and videos searchable by topic
- A credentialing database with basic information about becoming a certified or licensed substance abuse counselor in all 50 states and territories
- Access to online educational courses across the country
- A comprehensive list of substance abuse treatment, prevention, recovery and mental health links
- Newsletters, brochures and press releases about the latest research findings in the field
- “Addiction Science Made Easy” articles - scientific abstracts “translated” into easy-to-read, concise articles
- Treatment & help resources with information about treatment programs in each state and helplines across the country
- A national calendar of events which includes conferences and courses on current treatment methods and research findings

The ATTC regional web sites are great resources for local and national research and training events held in the United States, Puerto Rico and the U.S. Virgin Islands. Online tutorials, online courses, e-zines, news services, regional and national training opportunities, a grant-writing tutorial, chatrooms and bulletin boards are all available from these ATTC sites.

DC/Delaware ATTC - <http://www.dcde-attc.net>

Great Lakes ATTC - <http://www.glatc.org>

Mid-America ATTC - <http://www.mattc.org>

Mid-Atlantic ATTC - <http://www.mid-attc.org>

Mountain West ATTC - <http://www.unr.edu/mwattc>

ATTC National Office - <http://www.nattc.org>

ATTC of New England - <http://www.caas.brown.edu/ATTC-NE>

Northeastern States ATTC - <http://www.pdp.albany.edu/nsattc>

Northwest Frontier ATTC - <http://www.open.org/nfatc>

Pacific Southwest ATTC - <http://www.attc.ucsd.edu>

Prairielands ATTC - <http://www.uiowa.edu/~attc>

Puerto Rico & U.S. Virgin Islands ATTC - <http://www.uccaribe.edu/prattc>

Southeast ATTC - <http://www.mattc-cork.org>

Texas ATTC - <http://www.utattc.net>



Other Substance Abuse Web Resources

The following list of web sites is not comprehensive. These are only a few of the powerful resources available for treatment professionals. At these sites you can access research, funding information, demographics/statistics and many other valuable tools. Always be sure to check the dates and source of information listed for reliability and accuracy.

- **Substance Abuse and Mental Health Services Administration** (<http://www.samhsa.gov>) - SAMHSA is the federal agency charged with improving the quality and availability of prevention, treatment and rehabilitation services. Includes SAMHSA publications, funding opportunities, statistics and news from the field.

Criminal Justice Sites

- **National Drug Court Institute** (<http://www.drugcourtinstitute.org/>) - Information about a comprehensive drug court training series for practitioners, drug court specific research and evaluations.
- **Office of National Drug Control Policy** (<http://www.whitehousedrugpolicy.gov>) - Information about federal drug control policies, state drug profiles, drug facts and statistics.

Grant Writing Sites

- **Grant Writing Tutorial** (<http://www.theresearchassistant.com>) - Information about writing and applying for federal grants.

Mental Health Sites

- **Center for Mental Health Services** (<http://www.mentalhealth.org/cmhs>) - Links to and information about the many projects, resources and publications funded by CMHS.
- **National Institute of Mental Health** (<http://www.nimh.nih.gov>) - Information about clinical trials, national news and events, funding opportunities and publications.



Medical Sites

- **American Society of Addiction Medicine** (<http://www.asam.org>) - Information about the medicp society dedicated to educating physicians and improving treatment for individual's suffering from alcoholism or other addictions. Includes addiction medicine news, discussion groups, information about public policy issues and publications.
- **MEDLINEplus** (<http://www.nlm.nih.gov/medlineplus>) - Up-to-date, quality health care information from the world's largest medical library. Information about specific diseases, links to consumer health information, dictionaries, lists of hospitals and physicians and information in Spanish.
- **National Institutes of Health** (<http://www.nih.gov>) - Information about biomedical research in the U.S., funding opportunities, scientific resources, public health information and national news and events.

Research & News Sites

news

- **Addiction Research Foundation** (<http://www.arf.org>) - Information on various substances, statistics on alcohol and other drugs and training materials.
- **DrugText USA** (<http://www.drugtext.org>) - Information on substances and pharmacology.
- **EurekAlert!** (<http://www.eurekalert.org>) - The latest research advances in science, medicine, health and technology written in easy-to-understand terms.
- **Join Together** (<http://www.jointogether.org/sa/>) - An online news service about national and regional activities and issues relating to substance abuse and gun violence.
- **National Clearinghouse for Alcohol and Drug Information** (<http://www.health.org>) - The world's largest resource for current information and materials relating to substance abuse. Includes searchable databases, research briefs and alcohol and drug facts.

- **National Institute on Alcohol Abuse and Alcoholism** (<http://www.niaaa.nih.gov>) - Publications and databases with full text versions of *Alcohol Alerts*, research-based pamphlets and brochures, the Ninth Special Report to the U.S. Congress on Alcohol and Health, research monographs and other publications.
- **National Institute on Drug Abuse** (<http://www.nida.nih.gov>) - Concise fact sheets on drug profiles, special population issues, statistics on drug abuse and current and back copies of *NIDA Notes*.
- **Substance Abuse and Mental Health Data Archive** (<http://www.icpsr.umich.edu/SAMHDA>) - Substance abuse and mental health research data including data files, documentation and reports which are downloadable.
- **Substance Abuse Librarians & Information Specialists** (<http://salis.org>) - An international association of individuals and organizations with special interests in the exchange and dissemination of alcohol, tobacco and other drug information. For a fee you can access and share information such as press releases, journal articles and other research publications.

Resource Sites for Clients

- **Al-Anon/Alateen** (<http://www.al-anon.alateen.org/>) - Meeting information, publications, calendar of events and information about these 12-step programs.
- **Alcoholics Anonymous** (<http://www.alcoholics-anonymous.org/>) - Information about AA, newsletters, and resources for people in recovery.
- **Cocaine Anonymous** (<http://www.ca.org>) - Information about CA, a self-test for cocaine addiction, information about 12-step programs and access to publications and recovery resources.
- **Narcotics Anonymous** (<http://www.na.org>) - Information about the organization, frequently asked questions, information about finding treatment and chatrooms.
- **Online Recovery** (<http://www.onlinerecovery.org/>) - A comprehensive listing of online recovery groups and resources including message boards, e-mail lists and chatrooms.

Substance Abuse Prevention Sites

- **Center for Substance Abuse Prevention** (<http://www.samhsa.gov/csap>) - Links to and information about the many projects, resources and publications funded by CSAP.
- **Mothers Against Drunk Driving** (<http://www.madd.org/>) - Information about the organization's activities, links to local chapters, victims assistance information, public policy issues and publications relating to drunk driving.
- **Prevline** (<http://www.health.org>) - Searchable databases and substance abuse prevention materials that pertain to alcohol, tobacco and drugs. PREVline is a product of the Center for Substance Abuse Prevention (CSAP).

Substance Abuse Treatment Sites

- **Addiction Technology Transfer Centers** (<http://www.nattc.org>) - Information about activities and training around the country, a searchable product database, credentialing database, research-based articles and national calendar of events.
- **Center for Substance Abuse Treatment** (<http://www.samhsa.gov/csati>) - Links to and information about the many projects, resources and publications funded by CSAT.
- **DrugNet** (<http://www.drugnet.net>) - Internet resources around substance abuse treatment issues including community coalitions, information on HIV/AIDS, gay, lesbian, bisexual, transgendered issues, research and statistics.
- **National Association of Alcoholism and Drug Abuse Counselors** (<http://www.naadac.org>) - Information on becoming a nationally certified addictions counselor or master addictions counselor.
- **National Association of State Alcohol/Drug Abuse Directors** (<http://www.nasadad.org/>) - Information on the organization's meetings, public policy issues, research and program applications and publications.
- **National Council on Alcoholism and Drug Dependence** (<http://www.ncadd.org>) - Links to local affiliates, information about Alcohol Awareness Month activities, an online communications center and publications.

Glossary of Terms

As you learn about the Internet, it may be helpful to understand some common computer and web-related terms. The following are basic terms used by everyday users of the Internet.

- **Browser** - An application that allows users to download web pages and view them on their own computer. The type of browser used affects the way the Internet looks on someone's computer. Some browsers support graphics and some only support text.
- **Chatroom** - Areas on web sites that support "live" or real time communication over the Internet. Unlike e-mail with each person sending mail and waiting for a reply, chatting involves two or more people typing comments back and forth in a conversational style. As one person enters text it appears on the other person's screen in real time.
- **Download** - Downloading is the retrieval of a file from somewhere on the Internet to a computer. In general, things in cyberspace go "up" to the Internet and come "down" to you.
- **E-mail** - Short for electronic mail, this is a method of sending and receiving messages through an online service or network. Messages can be stored, deleted, replied to or forwarded to recipients. E-mail can also be used to send files and graphics.
- **E-zine** - Short for electronic magazine, e-zines are often sent through e-mail or can be accessed through a web site. Users sign up for "subscriptions."

- **Home page** - The main page in a web site where users can find links to other pages in the site. It is the first page a user sees when coming to a site.

- **Internet** - Also referred to as the World Wide Web or Web, the Internet is a global network linking millions of computers for communication purposes. It was originally developed in 1969 for the U.S. Military, and has evolved into a global electronic publishing medium and increasingly, a medium for conducting electronic commerce.

- **Internet Service Provider (ISP)** - An organization that lets users pay a fee to dial into its computers and connect to the Internet. ISPs usually provide Internet access, e-mail and perhaps web browsing software.

- **Link** - Short for hypertext link or hyperlink, a web link is a connection that takes a user to another page, document or file. Text links are usually underlined and a different color than the surrounding text. A sure way to tell if something is a link is to place the cursor over the graphic icon or text. If it changes into a hand, then it is a live link.

- **Modem** - The device that allows your computer to access the Internet over a phone line.

- **Listservs** - Listservs use e-mail as a medium for discussion. A message sent to a listserv goes to everyone on the list. Listservs are often topic oriented.

- **Newsgroup** - A virtual area on the Internet reserved for the discussion of a certain topic. Some newsgroups offer mailing lists that send via e-mail all the messages posted to the newsgroup each day to every newsgroup member.

- **Search engine** - A program that allows users to locate specified information from a mass of data. They allow users to quickly sift through millions of documents on the Internet. Once you are at the home page of a search engine, you simply enter the key word(s) for the topic you are interested in searching. You will instantaneously receive a list of links to sites related to the topic. Some of the most popular search engines are Yahoo, Infoseek, Lycos, Alta Vista and Excite.
- **Upload** - Uploading is the process of sending a file from your computer to a system on the Internet so others can access it. In general, things in cyberspace go "up" to the Internet and come "down" to you.
- **URL (Universal Resource Locator)** - A standardized naming or "addressing" system for documents and media accessible over the Internet. The URL is the web address at which web sites can be found. Most browsers need you to include http:// at the beginning of a URL so the program knows that you want to visit a web page.
- **Web page** - A document written in the computer language Hypertext Markup Language (HTML) that can be accessed on the Internet. Web pages can contain information, graphics and links to other web pages and files.
- **Web site** - A location managed by a single entity that provides information such as text, graphics and audio files to users as well as connections or links to other web sites on the Internet. Every web site has a home page, the initial page seen by users, which acts as a table of contents to other available offerings at the site.
- **World Wide Web (The Web)** - Also referred to as the Internet, the Web is system of servers that support specially formatted documents. The documents are formatted in a language called HTML (Hypertext Markup Language) that supports links to other documents, as well as graphics, audio and video files. This means you can jump from one document to another simply by clicking on links. The Web has evolved into a global electronic publishing medium and increasingly, a medium for conducting electronic commerce.



The Addiction Technology Transfer Centers (ATTC) are a nationwide, multi-disciplinary resource that draws upon the knowledge, experience and latest work of recognized experts in the field of addictions. Launched in 1993 by the Center for Substance Abuse Treatment (CSAT) of the Substance Abuse and Mental Health Services Administration (SAMHSA), the Network today is comprised of 13 independent regional centers and a National Office. Although the size and areas of emphasis of the individual Centers may vary, each is charged – as is the Network collectively – with three key objectives:

- to increase the knowledge and skills of addiction treatment practitioners from multiple disciplines by facilitating access to state-of-the-art research and education;
- to heighten the awareness, knowledge, and skills of all professionals who have the opportunity to intervene in the lives of people with substance use disorders;
- to foster regional and national alliances among practitioners, policy makers, researchers, funders and consumers to support and implement best treatment practices.

In 1998, members of the ATTC Network came together to define their collective vision - “Unifying research, education, and practice to transform lives.” More than a tagline - this vision statement encompasses the underlying goals and principles of the entire ATTC Network. Ultimately, the purpose of our work is to improve substance abuse treatment for all people suffering from addiction.

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