

## Overview

The WSSCSW listserv is a valuable membership privilege; a robust source of referrals, useful or vital professional information & dialogue. It is a researchable database, especially for local social work practice. These Guidelines seek to preserve and enhance these values. As of 2015, it has operated for 17 years.

## Listserv Purpose

The listserv is for professional WSSCSW member dialogue. All content must be of benefit to WSSCSW members and/or clinical social work. It can serve as an official channel for the Board to contact the membership. It is not an 'official' channel for creating a Board agenda item. Members wanting Board contact or action should go to [wsscsw.org](http://wsscsw.org) for direct addresses.

## Moderator Role

The Moderator supervises by addressing questions about individual message content, and limited technical support (including virus/hacking.) The Moderator may privately contact members regarding Guideline compliance. Members who prompt repeat moderator warnings, or who egregiously violate the Guidelines, will be referred to the Board for response. Only a majority Board vote can limit, suspend or terminate any member's listserv privileges.

## Sign Up

The listserv is a service of Yahoo! New members join by Moderator invitation. The invite sets up a Yahoo ID & password, which WSSCSW recommends. This enables useful features, including topical research.

## Posting

[wsscsw@yahoogroups.com](mailto:wsscsw@yahoogroups.com) is the address for posting messages.

Content: Contact the Moderator with any questions about posting. Posts include:

- Seeking and providing referrals
- Professional resources, issues and inquiries
- Bona fide social work job offers, from sources known to poster
- Books and articles of clinical interest
- Office space availabilities
- Ethical practices and dilemmas (incl. requests for review by WSSCSW Ethics Committee)
- Dealing with health insurance (see exception in 'What Not To Post' below)
- New Post - Subject Line: A subject line is required for all posts. Consider words that help readers decide whether or not to read it through: (Ex: "Seeking referral for Renton client"). Make sure subject lines are accurate so that researching posts is more effective.
- Seeking Referrals: Be *mindful* with referral requests. Post brief case descriptions, maximum 4-5 sentences. Cite specific client needs, preferred office location, insurance, and backchannel contact information (phone or e-mail.)

Determining which clinicians are a good fit should come *exclusively* from backchannel e-mail or phone dialogue, **not** from the use of detailed post language. Why?:

- Possible loss of client anonymity: Detail increases chances of exposing client identity. Members may use devices that other family members can access.
- Longer requests often contain *assessments* which impose on the objectivity of the clinician receiving the case.

## Replies

Be *mindful* about who receives a reply. Who must or should receive it? Replying means building constructive dialogue on the original post subject. Examples include: inquiries; related data; dissent; commitments to active support, etc.

“Reply”: The listserv’s technical settings have replies going only to the “OP” (original poster.)

- “Reply All”: A “Reply All” goes to the listserv, OP and any cc’s. “Reply To All” is good if you think it would benefit the listserv (including info about your practice.) You can delete other addresses, otherwise those members get duplicate messages.
- Subjects Of Interest: Interested in a post’s subject and want to see all replies? Send a request to the OP - *not the whole listserv*. The OP can comply with individual requests, or decide to send all replies to the listserv, keeping the same subject line.

## What Not To Post

- Messages that are only person-to-person. Use private/individual messaging for that content.
- Simple acknowledgement or gratitude: Please don’t post with only a “thank you”. Some content that adds value to the topic discussion must be included.
- Ending referral responses: Don’t ask the listserv to stop responding to your referral requests. Take the extra time to send private messages to ‘late’ responders.
- Content from other organizations: Members may post information once about non-WSSCSW education events, *only if the OP is registered for that event*.
- Insurance fees or termination: Messages about terminating network contracts and fee bargaining may be seen as contract interference, exposing WSSCSW to legal liability.
- Clinical consultation: The listserv is not currently a forum for clinical case consultation.
- Correcting others: Do not correct members who post incorrectly. Contact the Moderator.
- “Flaming”: No SOLID CAPITAL letters. Keep posts non-judgmental and non-derogatory.
- Other banned content: No emergency messages, jokes/pranks, product ads, virus warnings, chain e-mails, or other content unrelated to the listserv’s stated purpose

## Research

Listsrv posts are researchable by members. Go to the homepage <https://groups.yahoo.com/>, enter your Yahoo ID, then your keywords in the top search window.

## Security

Adequate security is the joint responsibility of Yahoo and WSSCSW listsrv members.

- Anti-Virus/SecuritySoftware: Members must keep their computers’ anti-virus/internet security software updated and “on” at all times. Kaspersky, McAfee, Symantec (Norton), Sophos, Intego etc., sell good software (Sophos is *free*). Run a complete virus scan of your computer at least once.
- Hacking: The most common security problem is an unfamiliar e-mail from another member. *The message usually leads with a web link, a marketing/spam message, etc.* The sender’s e-mail account has been breached - “hacked”- by a malicious program (“malware”).

## What To Do If Your Personal e-Mail Account Is Hacked

- Never click any link contained in the message! Never reply to it!
- Jot down the sender’s address (it’s likely someone you know). Then delete the message.
  - Contact the Moderator - using a *different* e-mail address - with the sender’s address.
  - The Moderator will alert the listsrv, advise re a new address, & re-enroll you