

SMP Listserv Guidance

The purpose of the SMP Listserv is to provide a communication forum for the SMP Project Directors, their designees and other appropriate staff, ACL SMP program staff, and the SMP Resource Center. The listserv can be used to ask questions and seek advice from peers on program management, volunteer issues, and case anomalies. ACL and the SMP Resource Center will provide information and updates on ACL policies and procedures, as well as, program and subject matter updates through this forum.

The listserv is not to be used to report potential scams. Please use SMART FACTS to report any suspected scams and to refer to the appropriate authorities. Scams reported through SMART FACTS will be summarized and shared regularly by the SMP Resource Center, which eliminates the need to share individual potential scams through the listserv.

Additionally, specific case information (including beneficiary personal identifying information or provider names) must not be used in listserv communications.

Information shared on the listserv will not be reviewed and approved by ACL prior to posting. This is to provide members with the most timely and least restrictive access to each other as possible. The SMP Listserv is a “monitored,” but not a “moderated” forum. Messages submitted to the listserv by a subscriber are posted automatically. However, the ACL listserv managers monitor all postings for inappropriate or disallowed activities and will follow up as necessary.

If you have questions about whether something you wish to post is appropriate, feel free to forward your draft message to the SMP Program Manager (Rebecca Kinney, rebecca.kinney@aoa.hhs.gov).

ACL has the authority to unsubscribe any person who is misusing the listserv or is exhibiting inappropriate behavior.

Information sent to the listserv may be shared with others, such as partner agencies or volunteers. Therefore, members should take time to carefully consider and review their listserv posting prior to sending.

If you would like to use information that has been shared on the listserv for a purpose beyond the listserv (such as sharing with partners, volunteers, or media outlets) you must ask prior permission from the individual that posted the information unless the post included explicit permission to do so.

Please use the SMP Listserv responsibly. ACL encourages you to double check facts and to refrain from making false or accusatory statements. This listserv is to be used for information sharing and questions only.

Below are additional rules of conduct for the SMP Listserv:

- Since the listserv is sponsored by the federal government, it cannot be used to lobby for or against legislation. Please contact the listserv managers if you are unsure whether a message you wish to post could be considered lobbying.
- The listserv is not intended to be a source of training; however, questions about available training resources are appropriate for posting to the list.
- Please be clear and concise in messages, and limit messages to those which can reasonably be considered to add value to the discussion.
- If someone has sent a private message to you, and not to the entire list, please do not post the private mail to the list.
- Subscribers should refrain from sharing information or materials from outside sources, such as articles, cartoons, photographs, etc., unless permission has been granted by the source or unless the source does not require you to request permission.
- Subscribers should refrain from abusive or derogatory language that might be considered questionable.
- Because this listserv is sponsored by the federal government messages and items may be subject for release under the Freedom of Information Act.

The SMP Listserv is a private listserv and only subscribers can receive, send, and/or retrieve messages to it. Individuals will only be added and deleted at the request of the SMP Project Director or ACL staff. If you would like to add to or update your list please contact Doris Summey (doris.summey@aoa.hhs.gov).

Please feel free to send feedback and suggestions, as well as questions or concerns, to the ACL SMP Listserv managers: Doris Summey (doris.summey@aoa.hhs.gov) and Rebecca Kinney (rebecca.kinney@aoa.hhs.gov).

