

Chapter Management Procedures

for WoodmenLife® Chapters

These Chapter Management Procedures and guidelines ensure transparency and professional practices for your chapter. Each chapter and its members are the foundation through which WoodmenLife's representative form of government is structured and operated. The members, through their service and outreach, communicate WoodmenLife's mission and values in the community, and individuals elected as officers lead the chapter and manage chapter funds.

Thank you for your willingness to hold an officer position with your chapter. Your dedication and hard work will help WoodmenLife have continued success in communities across the country for many years to come.

To ensure success in your position, you're encouraged to work with your Community Outreach Advisor and follow the three key steps to running a successful chapter:

1. Electing Leadership
2. Managing a Budget
3. Planning Activities

Electing Leadership

Members of a chapter generally serve as officers because they share the belief that the chapter brings value to the community. A diverse slate of officers can also bring multiple perspectives, new ideas and out-of-the-box thinking together to focus on a common goal. By August or September, talk with members to see who might have the skills and interest to serve as a chapter officer. Service as an officer or committee chairperson should be a satisfying experience for an individual who is well-matched to the position. You'll want to look for people who have a passion for volunteerism, who are computer savvy and who want to be actively involved. It's important for your chapter's success to find the right person for each position.

Members often rotate the roles of the different officer positions. It's also important that officers are on the lookout for engaged members who could possibly fill an officer role if a current officer wants to step away from their role. Look for active and engaged members who attend meetings and volunteer at events and socials. Representatives may also have members in mind who would be a good fit as an officer.

WoodmenLife's Equal Access Policy serves to provide all members with equal access to, and allows their participation in, the chapter system, including serving as an officer. For the complete guidelines regarding chapter officer roles and responsibilities, refer to the Chapter By-Laws. For additional questions, contact your Community Outreach Advisor.

Elections: Officers are to be elected Aug. 1 – Dec. 31 by a majority ballot of all members present during a regular or special meeting, and installed on or before the first meeting the following January. Most chapters have a nominating committee that proposes a slate of officers to be elected, as opposed to taking nominations from the floor. This is an effective way to ensure the proposed officers are willing to accept the responsibility of the position; however, nominations should also always be sought from the floor. Voting can be completed by open

or closed ballot. The Secretary should be sure to keep complete and accurate meeting minutes of all elections. Should the results of an election be called into question by members, the meeting minutes must accurately reflect the number of eligible members (good standing, current members of the chapter who are 16 years of age or older), who voted for each candidate.

Family members as officers – Family members, husband/wife and even close friends serving as officers and having voting rights to make decisions may hinder innovation and the exploration of new ideas. Other members could also perceive it as ownership of the chapter's funds. If family members are often serving as officers, be vigilant to make sure decisions and members' funds are transparent and always open for review. It's advisable not to have family members serving as President, Secretary, Treasurer, Vice President, and/or Auditors during the same term, as these are the positions authorized to sign/write checks, reconcile statements and audit the books. If any of the Auditors or Treasurers are related, please make sure additional non-related officers are involved when it comes to the accounting details.

Mid-year officer changes – If for some unforeseen reason, an officer position is vacated according to the Chapter By-Laws, "The President of the Chapter shall have the right to appoint an officer to fill a vacancy until such time as the chapter shall select a new officer." Changes to the Officer Roster must be made on MyFraternalWeb.org (MFW) by the Community Outreach Advisor. Should the President no longer be able to serve her/his role the Vice President shall serve as President and appoint a new Vice President, until such time as an election may be held.

Term limits – According to the Chapter By-Laws, "No elected officer other than the Secretary and Treasurer of the chapter shall serve more than two consecutive terms in the same office, unless there are special reasons for making an exception to the rule."

Compensation – According to the Chapter By-Laws, “No compensation shall be paid officers of the chapter.” The chapter officers and members are volunteers, therefore, must not be compensated. This includes performing the duties of a chapter officer or any manual labor that is performed on the chapter property or on behalf of the chapter. This includes bonuses to officers, Christmas gifts and expense reimbursements that do not have supporting receipts. If the chapter owns a property or pays individuals to perform work on behalf of the chapter (e.g. lawn mowing, maintenance, cleaning, hall rental management), this may be considered compensation of employees/contractors by the Internal Revenue Service, state and local taxation authorities. Appropriate tax withholding, remission and reporting for employees/contractors may be required. Failure to accurately report employee/contractor earnings may result in revocation of chapter tax-exempt status, fines and other penalties.

President – The President is responsible for the flow of each chapter meeting, assigning committees, filling vacant officer roles, approving expenses, and assisting the Secretary and Treasurer in ensuring all finances and business items are recorded and reported to the chapter membership. For a complete description of the President’s role, please reference the Chapter By-Laws.

Vice President - The Vice-President is responsible for performing the role of the President in the President’s absence. The VP is also responsible for assisting the President with programs, projects, and initiatives, including community outreach initiatives that generate new members and help them get involved.

Secretary – The Secretary may hold more than two consecutive terms. The Secretary receives all correspondence from the Home Office. It is very important that the Secretary review and read all correspondence and share with the appropriate officers. The Secretary is also responsible for reconciling bank statements, keeping accurate and detailed records from chapter business meetings and reporting at each chapter meeting the business of the chapter. For a complete description of the Secretary’s role, please reference the Chapter Bylaws.

Meeting Minutes – Meeting minutes should be taken by the Secretary at each chapter meeting and at the conclusion of each meeting; the minutes should be saved by the Secretary and then read and approved at the next chapter meeting. A Minute Book is available to assist with this task. It can be requested through the Chapter Resources forms at woodmenlife.org/chapter-resources.

Meeting minutes should include notes on the discussion and approval/disapproval of chapter events and expenditures, along with other notes on other subjects addressed during the meeting, such as:

- A list of members/guests in attendance at the meeting
- Time and location of the meeting
- Number and/or names of members voting for or against proposals
- Approval of the Treasurer’s Report
- Documentation of significant chapter expenditures and projects
- Discussion notes of recent past events and thoughts on if they should be held in the future
- Signature and date of the individual preparing the minutes

Treasurer – The Treasurer may hold more than two consecutive terms. The Treasurer is responsible for verifying the deposit of any allocations into the chapter bank account with the Monthly Financial Activity Report, paying out all expenses approved by the chapter, keeping accurate and detailed records of the chapter’s financial activities, including adhering to the budget approved by the chapter, and reporting at each chapter meeting the status of the chapter’s finances. For a complete description of the Treasurer’s role, please reference the Chapter By- Laws.

Auditor – The Auditors are responsible for auditing the books to ensure proper procedures are being followed by the chapter, and reviewing the annual financial report to ensure all information is recorded, including any accounts outside of the chapter’s checking account. The chapter must have a minimum of one Auditor, and a maximum of three Auditors. The chapter shall elect one of the Auditors as the chairperson. For a complete description of the Auditor’s role, please reference the Chapter By-Laws.

Support roles – Representatives and Community Outreach Advisors should serve in a supporting role as a resource for your chapter. They can help recruit and train leadership, provide forms/materials, offer suggestions, answer questions, help plan and facilitate events and be a motivator for the chapter and elected leaders. It is not recommended that sales representatives or Community Outreach Advisors take on officer roles within the chapter, as these positions should be filled by lay members.

Managing a Budget

Everyone at WoodmenLife shares the responsibility of being good stewards of our members’ money and making certain those funds are used for the purpose they are intended:

- Community Outreach
- Chapter Operations

Membership – The Home Office transmits funds to the chapter bank account each month. Chapter funds belong to all members of each chapter. WoodmenLife’s Equal Access Policy provides all members with equal access to, and allows their participation in the chapter system, chapter events, fraternal benefits, and all other fraternal activities on a nondiscriminatory basis. This means each member has a voice in the activities of the chapter, an opportunity to lead a project, and can request funding for such projects and activities as approved by the chapter. The Treasurer and Secretary should work together to ensure the deposit was made and it is recorded in the chapter ledger.

Bank Accounts – Each chapter must have a checking and a savings account through the chapter banking system coordinated by the Home Office. Each chapter must have at least one bank signer, and a maximum of three.

- Each signer must provide his/her name, Driver’s License, Social Security Number, and physical address information.
- Each signer must have a unique email addresses to complete bank signature paperwork.

- Sales representatives may not be signers on chapter bank accounts, and spouses of securities-licensed sales representatives may also not be signers.
- Family members or couples are not recommended to be listed as the chapter's only signers.
- Signers should not write checks to themselves or make a check out to cash.
- Signers may not connect chapter bank accounts to online cash transfer services such as Paypal, CashApp, or Venmo.

Request updates to bank account signers through your Community Outreach Advisor.

Credit Cards – Chapters may request a credit card to use for purchases. Approval for credit card usage is required. Cards have a credit limit of \$1,500, but temporary increases in credit limit can be requested to cover the cost of larger fraternal events, not to exceed the amount of funds available in a chapter's checking account. No cash withdrawals from cards are permitted. Contact your Community Outreach Advisor to start a card approval request.

Financial Control of Chapter Funds – The Constitution and Laws describe standard financial controls to ensure that funds are managed properly. Duties relating to check writing, signing, approval, bank account reconciliation, and accounting entries should be separated to the fullest possible extent. All chapter accounts are to be reconciled monthly to bank statements. The preparer and reviewer are to initial and date the reconciliation/bank statement. Differences in balances should be investigated and resolved. This process will greatly assist preparation of the chapter Annual Financial Report. For more information, please contact your Community Outreach Advisor and ask about Form 8489 on separation of duties.

Investments – Chapters are not permitted to purchase any investment products, including, but not limited to, annuities, stock, mutual funds, bonds, and insurance products. If the chapter happens to be gifted any stock or money as a beneficiary, please ensure that it is recorded on the Annual Financial Report, and that you communicate any gifts to your Community Outreach Advisor.

Monthly Chapter Activity – The Monthly Financial Activity Report shows the debits, credits and the net allocations (not including Common Bond Reward Program) deposited into the chapter bank account. The Secretary is responsible for reviewing this report and sharing the deposit information with the Treasurer.

All reports containing confidential information must be kept in a safe place and must not be shared with members or Representatives.

Audits – Your Chapter Officers, Community Outreach Advisor, Regional Director or the Home Office may request an audit of your chapter's finances at any time. Your chapter will be expected to comply with any such request, but may also ask questions concerning an audit. Banking records, meeting minutes, invoices, and receipts must be retained for an audit, or in case of Internal Revenue Service (IRS) audits. Copies of paid bills, reimbursement receipts and other expense documentation should be kept in a manner that allows them to be traced to the disbursement and accounting records. Therefore, it is essential that your chapter follow all chapter management procedures listed in this

document. This will help make any audit that is requested as smooth a process as possible. Failure to comply with requests for records may result in freezing of chapter funds and removal of chapter officers.

Reporting on Chapter Finances – The Chapter President, Secretary, Treasurer and Auditors should work closely with the chapter finances – all with separate duties as either a signer, reconciler or auditor – to ensure accurate information is reported. Your chapter must keep seven years of financial records, according to the IRS.

- Submit an Annual Chapter Financial Report, year-end bank statement, and annual budget through the Chapter Resources forms by the deadline specified.
- Chapters that do not submit an Annual Chapter Financial Report by April 28 for the previous year will have allocations held at the Home Office.
- As small tax-exempt organizations, all chapters are required to file Form 990-N, also known as the e-Postcard, with the IRS. The Home Office files on behalf of all chapters. Chapters that have \$50,000 or more in gross receipts are required to file IRS Form 990 or 990-EZ. The chapter should consult a qualified accountant or expert with specific filing questions. Failure to file for three consecutive years will automatically result in revocation of tax-exempt status.

Assets and Debt of a Merged Chapter – Once a decision is made to merge a chapter, assets of the chapter are not to be spent prior to the merger. If funds are spent, officers of the chapter to be merged could be personally liable for any funds spent. All assets are to be turned over to the Home Office to be credited to the accepting chapter. Likewise, the accepting chapter assumes any debt of the chapter being merged.

Putting Together a Budget – An essential purpose of your chapter is to partner with your community organizations and leaders to provide support for your community needs, and for relationship building opportunities for your local Representatives. In order to be the most effective and make a bigger impact in your community, you need to plan ahead and develop a budget. Your chapter should record your annual budget on Form 8668, available from your Community Outreach Advisor. Several considerations must also be made when creating one.

- A perfect time to develop a chapter budget would be at your first or last business meeting of the year.
- Your chapter will need to review the previous years' sources of income and areas of expenses.
- If your chapter owns property, keep in mind these property expenses when creating your annual budget:
 - Chapter property utilities
 - Chapter property taxes
 - Maintenance costs
 - Landscaping costs
 - Mortgage (if applicable)
 - Insurance costs (all chapter property must be covered by insurance)

- Newly elected officers and outgoing officers should have input when creating the budget.
- Please provide a copy of your budget to your Community Outreach Advisor.

Below are the possible income and expenses your chapter could have:

Incoming funds include, but are not limited to:

- Monthly Allocations
- Interest (from a savings or CD account)
- Rentals
- Donations
- Common Bond Reward Dollars
- Other Income (money gifted to chapter from a policy/stocks/property sale profits)
- Money raised from fundraising activities:
 - Fundraising operations that generate cash transactions should be managed by at least two members of the chapter.
 - Receipts should be provided to individuals for their donations using a duplicate receipt book so the chapter has a copy.
 - Funds collected (cash, checks) must be accounted for and declared before the close of the fundraising event.
 - All collected funds should be accurately documented.

Outgoing funds include, but are not limited to:

- Chapter property/facilities expenses
- Expense to rent storage space
- Mortgage payment for chapter property (automatically deducted by Home Office from gross allocations if chapter has loan through WoodmenLife)
- Chapter Update postcard and postage cost (automatically deducted by Home Office from gross allocations when applicable)
- Community Outreach/charitable projects
 - Please reference the Five Star Common Bond Reward Program when considering community partners.
 - Be sure to obtain a receipt from the charity where any money or goods are donated. Provide these receipts to your treasurer.
- Meeting expenses
- Equipment and office supply costs for chapter use only
- Aid to needy individuals/families
 - Your chapter should follow these guidelines for aid to needy individuals/families:
 1. Individual/family should have suffered significant financial loss due to a medical issue, natural disaster or accident within the previous 12 months.
 2. Individual/family should have reached out to other organizations to assist them in their time of need.
 3. Chapters should only donate up to \$300 per needy individual or family.

4. WoodmenLife membership should not be a consideration when providing aid, and aid should be available to anyone who requests it and fits within the criteria.
5. Your chapter should only provide aid to a particular individual/ family once per calendar year.
6. Your Representative should be involved in developing and understanding the chapters' guidelines of providing aid.

- Requests for all aid should meet the guidelines above and be voted on by the general membership.

Chapter Property – Your chapter may or may not own a building or a piece of property. It is crucial to look at the benefits your chapter property provides your chapter, the WoodmenLife Sales Force and your community. Your chapter should be financially sound enough to cover the costs of both maintaining your chapter property in good condition and supporting outreach and fraternal activity in your community. If your chapter is unable to support your community due to the cost of maintaining the chapter property, serious consideration should be given to selling the property. Before selling your property, there are specific procedures that must be followed:

- Obtain an appraisal or market analysis to determine the value of the property so the membership can make an informed decision on whether to sell or not.
- Call a special meeting for purposes of voting on whether to sell the property and notify all chapter members via individual, first class mail of the time, place, and purpose of such meeting at least 10 days in advance. Submit this mailing request to your Community Outreach Advisor.
- If two-thirds of the chapter membership present at the special meeting vote in favor of selling the property, send a copy of the meeting minutes, a copy of the special meeting notice, secretary certification form and the resolution to sell the property to your Community Outreach Advisor.
- *(See Form 8664 - Sale of Chapter Property Procedure for additional details.)*

Use reputable independent companies for maintenance and repairs of chapter property. Due to risks associated with taxation and insurability, Chapter members should not perform maintenance or repair work for the chapter.

Third-Parties – Your chapter is not allowed to rent your property to a third-party long term. In other words, a third-party is not allowed to operate day to day from your chapter hall. You may rent out your chapter hall for short-term events, provided that your chapter and the third party utilize the Form 8612 – Chapter Rental Agreement. The third party is required to either add WoodmenLife and your chapter as additional insureds on the third-party's commercial general liability insurance policy or purchase one-time event coverage and provide proof of such coverage to the chapter.

WoodmenLife Sales Representatives – Your chapter may rent out your chapter hall to WoodmenLife Sales Representatives, provided that the chapter and the Sales Representative sign a written lease containing, at a minimum, the names of the parties, the duration of lease, and the rental amount. The Sales Representative is required to carry his/her own personal property and liability insurance and provide proof of such coverage to the chapter.

Property and Liability Insurance – Chapters that own property must maintain commercial property and liability insurance. Insurance declarations need to be sent to your Community Outreach Advisor at each renewal period. Your COA will provide the information to the Home Office.

Planning Activities

Planning Sessions are crucial to brainstorming, sharing ideas and identifying organizations and groups the chapter wants to support and partner with. The chapter can also take this time to develop a plan for assisting your Sales Representative(s) in building new relationships with community members and organizations. This should also be a time that you assign areas of responsibility, such as committees and identify volunteers willing to lead projects throughout the year. Your chapter may conduct a Quarterly Business Meeting to finalize event plans, to send your events to be added to your calendar, and to ensure your after-event reporting is up to date. Outgoing and incoming officers, the Sales Representative, Community Outreach Advisor, and members who are interested in leading projects or events should be involved in planning.

Some good places to start when your chapter is looking for projects to support or partnerships to create are local organizations that already support causes WoodmenLife actively cares about such as patriotism, education and fighting hunger. You can also ask members and your Sales Representative(s) for ideas on activities and events that interest them, and which they might volunteer to lead or participate in. For additional assistance on ideas, please contact your Community Outreach Advisor.

Chapter Calendars – All chapter events must be publicly posted through the chapter pages on woodmenlife.org. Once an event is finalized, including location, date, time, details and contact information, it should be sent to your Community Outreach Advisor to be added to your chapter calendar. Changes to pre-existing events can be made the same way. As much notice as possible is recommended for new events. Changes to existing events must be made at least 72 hours in advance, and some types of events may require more advanced notice of the change.

Five Star Common Bond Reward Program – The Five Star Common Bond Reward Program is recognition and reward money for the service work of your chapter. Rewards can be earned once a quarter for hands-on service projects and annually for financial reporting and membership growth. Find more information and application forms on the Chapter Resources page at woodmenlife.org/chapter-resources

National Community Focus (NCF) – Woodmenlife's National Community Focus is fighting hunger. Creating events on your own or partnering with organizations and individuals who are already fighting hunger in your community, are good ways to include the NCF in your events.

Publicizing Volunteer, Business Meetings, and Social Events – The chapter has several types of media for getting the word out about the events the chapter is participating in or planning. In order to make the biggest impact in your community and to pique interest in your chapter and WoodmenLife, it's important to take advantage of as many of these available avenues as possible:

- Chapter calendar – All chapters have an information page on woodmenlife.org and are required to add their events here. This should be the main source of information for your members about ways to get involved in their chapter.
- Chapter update mailings – The chapter update mailings must be used to notify members of special meetings that will require a membership vote, such as mergers and the sale of chapter property. A chapter may also use an update mailing as an additional way to get the word out to all members of a chapter about a local activity being planned. Your Community Outreach Advisor can guide you on the proper use of update mailings and how to submit them.
- Chapter Facebook page – Your chapter Facebook page can serve as a platform to upload pre-event notices and post-event photos to promote and highlight your chapter's activities and events. Please ensure that everyone featured in photos is aware that the photos will be used on the chapter Facebook page, and that parents or guardians of minor children have authorized their child to be featured. Before you publish a photo of a minor, a parent or guardian will need to fill out and sign a Personal Release (Form 7810). Your chapter Facebook page does not replace your actual Chapter Calendar. Only posting events on Facebook is not in compliance with WoodmenLife's Equal Access Policy. We encourage you to allow your Community Outreach Advisor to be an administrator on your chapter social pages.
- Local promotion efforts – There are a variety of ways to spread the word about your events and activities. One is by sending out a pre- and post-event press release to area media outlets. A positive relationship with local media can help get your message out to a larger audience, and increase awareness of your chapter and WoodmenLife. This awareness could then possibly lead to additional partnerships, support for future events and new members. Sample press releases can be requested from your Community Outreach Advisor. Another way to promote events is by encouraging chapter members to help spread the word at their churches, work place, community center, etc. to increase awareness and participation.

Special circumstances – Notwithstanding the preceding options, in the event a published meeting cannot be held at the scheduled time and/or location due to exigent circumstances that arise on the day of such meeting, the chapter may conduct the meeting at an alternate location and time on that same day provided that a chapter officer remains at the original location for no less than 30 minutes after the originally published meeting time to inform members of the new meeting location and time.

Member participation – Participation in your chapter’s volunteer projects and appreciation activities is necessary to maintain the chapter as an organizational unit. Not every member will be available for every event, but all should strive to support the chapter and its community partners when available.

Sales Representatives – Your chapter’s Sales Representative(s) is/are responsible for writing new members into your chapter. New members mean more volunteers. The chapter should communicate regularly and openly with your Sales Representative(s) regarding the events you want to plan or participate in, and he or she should have a role in every event in order to meet members of the community and share the WoodmenLife story. It’s important that your chapter and your Sales Representative(s) have an open and supportive relationship with each other in order for both parties to achieve their goals. Each chapter should have a Sales Representative assigned to them by the Regional Director. If your chapter does not have a Sales Representative(s) assigned to you, please contact your Community Outreach Advisor.

Community Outreach Advisor – Your chapter’s Community Outreach Advisor is your first line of communication. Part of their responsibility is guiding you in electing officers, developing your budget, event planning, creating and developing partnerships with organizations in your community, and fostering your relationship with your Sales Representative. Your Community Outreach Advisor can answer any questions that you may have, and can also provide you with any of the available resources that have been created to ensure you are as successful as possible. It is important that your chapter and your Community Outreach Advisor communicate regularly and openly. You may reach your Community Outreach Advisor by contacting your local Regional Office.

Thank you once again for agreeing to take on the responsibility of being an officer with your WoodmenLife chapter. The hard work, dedication and guidance you provide to your chapter and your local Sales Representatives will continue to help make your chapter a source of pride for your members and WoodmenLife in your community.



Woodmen of the World Life Insurance Society
Home Office: Omaha, Nebraska
800-225-3108
woodmenlife.org
An Equal Opportunity Organization