



CHAPTER FAQs

This document is a compilation of USLCA policies and thoughtful feedback from current USLCA chapters. It is intended to be a living document that is reviewed and updated as needed. If you have suggested contributions, please email them to info@uslca.org.

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UNITED STATE LACTATION CONSULTANT ASSOCIATION

USLCA Chapter FAQs

Contents

1	BASIC CHAPTER INFORMATION	2
	What are the benefits of a USLCA chapter?	2
	What is the membership period for a chapter?	2
	What are the requirements of starting a new chapter?	2
	How many chapter members do we need?	2
	What should be our chapter’s geographical boundaries?	2
	How many chapter officers do we need?	3
	Do you have examples of chapter bylaws?	3
	Does our chapter need an EIN?	3
	Does our chapter need Liability and/or Directors and Officers Insurance?	3
	Does our chapter need its own website?	3
	Do you have examples of chapter Facebook/social media?	3
	What’s the difference between a coalition and a chapter?	3
2	SUGGESTIONS FOR CHAPTER MEETING STRUCTURE	4
	How often should our chapter meet?	4
	How should my chapter decide on a location for our meetings?	4
	Should we offer an option for members to attend meetings virtually or via phone conference?	4
	What’s an example of a standard chapter meeting agenda?	4
3	BEST PRACTICES	4
	What tips/suggestions do you have for ways our chapter can increase membership?	4
	How should we structure our chapter officers and divide responsibilities?	5
	How can we encourage chapter members to volunteer as chapter officers?	6
	Do many chapters subsidize the cost of individual chapter memberships dues for chapter members?	6
	What process do most chapters use to collect chapter and USLCA membership dues?	6
	What tips/suggestions do you have for the best way to communicate with members and engage our community (Mailchimp, Facebook...)?	6
	What advice do you have for chapters needing to establish their own banking accounts?	6
4	OTHER USLCA RESOURCES AND PROCESSES FOR CHAPTERS	7
	Quarterly Chapter Calls with USLCA	7
	USLCA’s Chapter Directory Profile	7
	USLCA Quarterly Chapter Reports	7
5	USLCA CHAPTER ACCOUNT AND DIRECTORY TROUBLESHOOTING	8
	Why isn’t my chapter showing on the chapter directory map?	8
	When I log into my USLCA account, why don’t I see my chapter information?	8
	Why can’t I submit my annual renewal dues online?	8
6	ANNUAL CHAPTER RENEWAL PROCESS	9

USLCA Chapter FAQs

1 BASIC CHAPTER INFORMATION

What are the benefits of a USLCA chapter?

- 1 print copy of USLCA's quarterly journal, *Clinical Lactation* for chapter library
- One free annual webinar (up to 2 credit hours, to be viewed during a chapter meeting/event)
- Discounted webinar pricing (\$5 per person per credit hour)
- Credit for the chapter print shop for printing USLCA materials
- USLCA Elite Member status for those who are members of both a chapter and USLCA
- Free advertising opportunities through USLCA newsletter and/or social media
- Opportunities to network and form relationships with other lactation care providers
- Information on all chapter benefits can be found [here](#).

What is the membership period for a chapter?

Chapter Memberships are on a calendar year basis, January 1st through December 31st. However, individual USLCA memberships are on a rolling 12-month basis.

What are the requirements of starting a new chapter?

Requirements and information about starting a new chapter can be found [here](#).

The two primary requirements to become a USLCA chapter are:

- The chapter president must be a USLCA member
- At least 25% of chapter members must also be USLCA members

To start a new chapter, a [Chapter Agreement Application form](#) must be submitted. To complete this application, you'll need:

- The chapter name. Chapter names and acronyms must be professionally appropriate and cannot form the acronym USLCA or ILCA
- President name
- Mission Statement
- EIN (only if you have one)
- Roster of all chapter members (name and email)

After a submitted agreement has been reviewed and approved, USLCA will reach out to the new chapter to set up the account and collect the chapter dues.

How many chapter members do we need?

There is no minimum size requirement for chapters. USLCA would welcome a chapter of any size. Not all chapter members must be USLCA members, but at least 25% must be. USLCA does not require that all chapter members be IBCLCs. The chapter is able to decide who they want to open their membership to. And, the chapter is able to decide what they want to charge for chapter membership dues.

What should be our chapter's geographical boundaries?

USLCA does not require that all members of a specific chapter live/work in the same city or state. Each individual chapter will need to determine its own geographical boundaries. USLCA chapters can be comprised of members from a certain city, state, or broad region, encompassing multiple cities/states.

USLCA Chapter FAQs

How many chapter officers do we need?

Chapters are encouraged to set their own number of directors as they see fit to help run their chapter efficiently and effectively. This number can change as the chapter grows. Officer qualifications should be set to ensure board members understand the goals of the chapter and the lactation profession.

For more information about chapter officers, please see the “BEST PRACTICES” section.

Do you have examples of chapter bylaws?

[Greater Kansas City Lactation Consultants Association](#)

[Houston Area Lactation Consultants and Educators Association](#)

[Long Island Lactation Consultant Association](#)

[Michigan Association of Lactation Consultants](#)

[Southeastern Lactation Consultant Association](#)

[Wisconsin Association of Lactation Consultants](#)

Does our chapter need an EIN (Tax ID Number)?

USLCA does not require chapters to obtain an EIN. And, chapters don't need to submit bylaws and articles of incorporation to USLCA unless the chapter decides to become a legally constituted organization and obtain an EIN.

Does our chapter need Liability and/or Directors and Officers Insurance?

It is recommended that chapters if possible, find and secure Liability Insurance (Directors and Officers Insurance, D&O insurance). This is not necessary but highly recommended. Contact a local insurance company in your area that writes policies for non-profit Directors and Officers Insurance. You can also find information by searching the internet, for instance [here](#) and [here](#).

Does our chapter need its own website?

Many chapters maintain their own websites, although it is not required. Here are some examples of a few: northernillinoislca.org, www.walc.net, and www.ColoradoLCA.org.

Do you have examples of chapter Facebook/social media?

Some chapters choose to use social media platforms like Facebook to maintain a web presence in place of or as a compliment to their website. Facebook serves as a great way to share information and network without any cost associated.

- Lactation Consultants of Metro Saint Louis - [Facebook](#)
- Massachusetts Lactation Consultant Association – [Facebook](#)
- Michigan Assoc. of Lactation Consultants – [Facebook](#)
- Pro-LC-Pennsylvania Resource Organization for Lactation Consultants – [Facebook](#)

What's the difference between a coalition and a chapter?

Coalitions promote breastfeeding, but chapters promote the lactation profession. Coalitions and chapters may include both breastfeeding advocates and lactation care providers. The mission of a breastfeeding coalition might be slightly different from the mission of a USLCA chapter, but as long as there is no conflict of interest in the two missions, a breastfeeding coalition is also able to serve as a USLCA chapter.

USLCA Chapter FAQs

2 SUGGESTIONS FOR CHAPTER MEETING STRUCTURE

How often should our chapter meet?

This should be determined based on your chapter's needs. Some chapters choose to meet monthly, while other chapters meet quarterly.

How should my chapter decide on a location for our meetings?

Both the chapter board and chapter members should mutually determine the location of chapter meetings. Some chapters meet in the same location for each meeting, while others choose to rotate locations. When making this decision for your Chapter, consideration should be given to the geographic distribution of your membership to maintain accessibility to everyone involved.

Should we offer an option for members to attend meetings virtually or via phone conference?

This is a personal preference for each chapter. If your chapter has the capability to link members via technology to provide inclusion of educational opportunities and networking provided during your meetings, it could provide great outreach opportunities.

What's an example of a standard chapter meeting agenda?

- Sample chapter board meeting agenda [here](#).
- Sample general chapter meeting agenda [here](#).

3 BEST PRACTICES

What tips/suggestions do you have for ways our chapter can increase membership?

Membership is one of the biggest challenges that chapters face. Here are a few suggestions:

- Send educational flyers to local hospitals and WIC offices
- Offer CERP contact hours at every appropriate gathering
- Have a contest to see who can bring in the most members
- Provide incentives like gift certificates and free registrations to members who recruit new members
- Contact lactation care providers in your area who are not yet members
- Schedule innovative speakers and publicize your meetings
- Have a drawing for meeting attendees for a free chapter membership
- Rotate meetings at different facilities
- Stock a table at your meeting with membership applications and educational brochures
- Provide a door prize for meeting attendees
- Network and combine meetings with other chapters or coalitions
- Tell people who are not active chapter members that you still appreciate their support
- Send a personal thank you to non-members who have attended meetings
- Sponsor a social event like a holiday party to encourage networking and recruiting
- Sponsor a community action drive (food, toys, clothing)
- Make a special effort to welcome newcomers
- Evaluate your members' needs, and then fulfill them
- Get people involved, keep it fun
- Assign members to maintain a poster at their institutions
- Communicate with members through a newsletter

USLCA Chapter FAQs

- Set up your own website to facilitate communication

How should we structure our chapter officers and divide responsibilities?

Chapters are encouraged to set their own number of directors and divide responsibilities as they see fit to help run their chapter efficiently and effectively. Here are some examples of common officers and responsibilities:

Chapter President

- Supervises and directs chapter activities
- Is responsible for ensuring that the board functions effectively, and that board members understand and adequately execute their duties
- Schedules meetings of the board, presides at all board and general membership meetings
- Appoints standing and special committees, and appoints chairpersons

Chapter President-Elect

- Fills in for the President when absent. Succeeds to the Presidency upon completion of the term

Chapter Secretary

- Maintains all chapter records, including bylaws, financial reports, minutes of board meetings, business, and committee meetings
- Distributes notices of chapter meetings
- Maintains current committee and membership rosters

Chapter Treasurer

- Is responsible for the funds of the chapter and for keeping records of all income and expenditures
- Deposits all chapter receipts in a bank account maintained in the name of the chapter
- Prepares an annual financial budget for approval by the board and keeps the membership informed of the chapters' financial condition

Chapter Committees

Your chapter may want to create committees. Creative ideas are often developed within committees. Each committee should have a chair that directs its activities, and a budget. Here are some suggestions for committees:

Membership: Promote new membership through membership drives and by establishing contacts in hospitals, schools of nursing, and other health care agencies.

Nominating: Solicit candidates for any offices that need to be filled and collect review materials from candidates such as CV, references, etc. Submit slate of officers to the Board of Directors, prepare ballots, and compile results of balloting.

Continuing Education: Plan and develop quality educational activities that meet the needs of the membership. Apply for CERP credit. Make all logistical arrangements for educational offerings and programs.

Publicity: Publish a chapter newsletter. Publicize all chapter activities, programs, elections, etc. distribute promotional materials regarding chapter events.

USLCA Chapter FAQs

How can we encourage chapter members to volunteer as chapter officers?

- Have a clear outline of what your leaderships' responsibilities will be
- Be clear about how long a commitment is required. Make some commitments short term, and project oriented.
- Be open to innovation and creativity
- Make sure your meetings are well organized and planned ahead of time
- Appreciate volunteers' efforts. Acknowledge accomplishments and provide feedback
- Include others whenever you can to foster community and spirit
- Ask others to participate - they may be willing once asked

Do many chapters subsidize the cost of individual chapter membership dues for chapter members?

Not many chapters choose to subsidize chapter membership dues. However, some chapters offer the following to help with the cost of dues:

- Waive dues for chapter board members
- Create scholarships/grants/financial aid for members that may need help covering the cost of chapter dues
- Waive dues for chapter members who provide education at a chapter meeting
- Offer significant discounted dues for student members
- Offer staggered levels of membership for volunteers, peer counselors, etc.

What process do most chapters use to collect chapter and USLCA membership dues?

USLCA offers a group discount for members that join in groups of five or more. Your chapter can request a group discount code for all your chapter members to use when renewing their individual USLCA memberships. Chapters need 25% of their chapter membership to be USLCA members plus payment of renewal to maintain active chapter status. Joining as a group provides members with a discount and may be a convenience but it is not required. Group memberships are in no way tied to the 25% roster requirement. The roster will be evaluated separately from the group membership submission.

What tips/suggestions do you have for the best way to communicate with members and engage our community (Mailchimp, Facebook...)?

There are various communication formats a chapter can use to increase engagement:

- Social media via chapter Facebook, Instagram, etc.
- Chapter websites
- Chapter email groups for massive email distribution
- Email marketing services, such as Mailchimp or Constant Contact

What advice do you have for chapters needing to establish their own banking accounts?

Chapters should designate a trusted member as the chapter's treasurer. The treasurer will be responsible for opening and maintaining the chapter's banking account.

USLCA Chapter FAQs

4 OTHER USLCA RESOURCES AND PROCESSES FOR CHAPTERS

USLCA supports chapters by providing:

- Quarterly chapter conference calls, which provide an opportunity to network with other USLCA chapter leaders to find out how they handle chapter matters
- Chapter Directory profile, which can serve as a marketing tool to attract new chapter members
- Chapter resource table at the USLCA national conference
- [Annual chapter award](#)
- USLCA printed materials

Quarterly Chapter Calls with USLCA

Quarterly chapter conference calls keep chapters informed on USLCA-related news. The calls also provide the opportunity to share your chapter's accomplishments and concerns with other chapters in the country. Chapter officers will be notified of upcoming quarter chapter calls via email.

USLCA's Chapter Directory Profile

Be sure to keep your USLCA chapter account up to date with its current mailing address (for your mailed, quarterly journal) and with current officer information.

You can also use your chapter directory listing as a marketing tool to attract potential new chapter members. Your chapter's primary contact can log into the chapter account and navigate to the "Directory" tab to make sure your chapter's **website** and **social links** are appearing in your directory listing.

While you're in the "Directory" tab, you can also upload your **chapter logo** in the business card field. This image will then appear in the directory search results. And, you can upload additional images in your profile gallery, which will then appear when someone clicks to view your directory listing.

Best practice is to utilize a Chapter specific email for the primary account. If your Chapter does not have a web domain, you might consider establishing a SampleChapter@gmail.com type of account. This may help with continuity within your Chapter as well as function more seamlessly with your USLCA Chapter account.

USLCA Quarterly Chapter Reports

As a method for USLCA to stay informed of chapter activities and events, we encourage all chapters to submit quarterly reports. These reports are used to spotlight chapters in USLCA's monthly newsletter and will be the basis for selecting our annual "Outstanding Chapter Award." Reports are due April 30th, July 31st, October 31st, and January 31st. You can submit your quarterly chapter report [here](#).

USLCA Printed Materials

To help chapters in representing their national affiliation with USLCA, each chapter will receive a \$300 annual credit toward USLCA print materials. This can be accessed through the chapter print shop and allows each chapter to order the materials they feel are most effective for their chapter.

USLCA Chapter FAQs

5 USLCA CHAPTER ACCOUNT AND DIRECTORY TROUBLESHOOTING

Why isn't my chapter showing on the [CHAPTER DIRECTORY MAP](#)?

A: There are a few possible explanations:

1. It's possible your **chapter is not yet active**. Only active chapters are eligible to be listed in the chapter directory. Make sure you have submitted your annual dues and your annual chapter agreement. Lastly, reach out to USLCA to confirm that at least 25% of your chapter members are USLCA members.
2. It's possible that your **directory address field is blank**. Your USLCA account has two separate address fields: one used for your journal mailing and one used for the directory listing. Make sure you've filled out at least the city, state, and zip portion within the directory address field in your chapter account.
3. Lastly, it's possible you've selected the "**Do not list in directory**" option in your directory profile settings. If you'd like your chapter to appear in the directory and on the map, be sure to not select this option. To remain secure, you can remove the street address portion and still be listed.

When I log into my USLCA account, why don't I see my chapter information?

- A. It's possible you may have access to two separate USLCA accounts. If you have an individual USLCA membership and are also set up as an account contact for your chapter, you have access to both online accounts.

Occasionally, a member's computer or device will automatically log her into her USLCA account. If that happens to you, you may need to make sure which account (individual or chapter) you've automatically been logged into. You won't be able to see your chapter information, or have access to chapter-only webpages, if you're logged into your individual (not chapter) account.

If you are using the same email address for both your chapter profile and your individual profile, the only difference for login will be your password. Please make sure that you are using the correct password for your chapter account. If it needs to be reset, please call or email the USLCA office.

Why can't I submit my annual renewal dues online?

- A. It's possible you aren't able to pay chapter dues online because you're not set up as the chapter's primary contact.

Only one primary contact in your chapter account will have access to update the chapter profile and submit dues online. Chapters are able to add additional contacts in the chapter account. These additional contacts have access to order chapter webinars and submit quarterly chapter reports, but they do not have access to change chapter information or submit annual dues online.

Contact the USLCA office if you need to be added as the chapter's primary contact. Alternatively, you can also submit chapter dues over the phone or via a mailed check.

USLCA Chapter FAQs

6 ANNUAL CHAPTER RENEWAL PROCESS

Toward the end of every calendar year, USLCA will email all chapters with instructions and links to begin their annual renewal process.

For chapters to be in good standing the next calendar year and be eligible to receive chapter benefits, there are four requirements:

- Chapter President must be a USLCA member
- Annual dues must be submitted through online chapter account
- Annual chapter Agreement must be submitted
- At least 25% of chapter members must be USLCA members (USLCA will verify this through the roster submitted with the Annual Chapter Agreement)