

*Prepared by the Department of Chapter Services*

# **NASW STANDARDS** FOR CHAPTER OPERATIONS

Adopted by the NASW Board of Directors, June 20, 1998  
Revised April 2004



National Association of Social Workers

Division of Chapter Services and Continuing Education  
750 First Street NE, Suite 700  
Washington, DC 20002-4241  
800-638-8799  
[www.socialworkers.org](http://www.socialworkers.org)

## **NASW Standards for Chapter Operations**

Revised 4/04

*The following document replaces previous standards unless otherwise noted. Other documents are referenced as either a source or as guidance for the implementation of these standards.*

### **Section 1. Governance**

#### **A: BYLAWS**

Reference: *NASW Bylaws; Model Chapter Bylaws, as revised 6/98*

##### **STANDARD 1.A.1 ADMINISTRATIVE UNITS**

As administrative units of NASW, chapters shall have bylaws that are consistent with the Model Chapter Bylaws. Chapter bylaws will be submitted to Chapter Services and reviewed against the Model Chapter Bylaws for approval.

##### **STANDARD 1.A.2 CHANGES TO CHAPTER BYLAWS**

Changes to chapter bylaws must be reviewed and approved by Chapter Services prior to implementation.

#### **B: NOMINATIONS AND ELECTIONS**

Reference: *NASW Bylaws; NASW Standards for Chapter Nominations and Elections 12-02.) (Refer to Election Standards and Procedures for National Leadership for procedures for national elections.)*

##### **STANDARD 1.B.1 CANDIDACY REQUIREMENTS**

An individual must be a regular, associate or student member of the association and in good standing to be a candidate for election to a chapter office.

##### **STANDARD 1.B.2 FORMER STAFF ELIGIBILITY FOR ELECTIVE OFFICE**

Regular, associate or student members in good standing who have held national or chapter staff positions are not eligible to become candidates for chapter elective positions until two years after their last day of employment with NASW.

##### **STANDARD 1.B.3 CCNLI MEMBERS BALLOT ELIGIBILITY**

CCNLI members are not eligible to become candidates for an elective position while serving on the CCNLI or for the election year immediately following the expiration of their term on the CCNLI, except in chapters electing the CCNLI chair. CCNLI members may become candidates for the elected position of CCNLI chairperson in the program year immediately following the conclusion of their term as a committee member.

##### **STANDARD 1.B.4 AFFIRMATIVE ACTION**

Chapters shall have nominating procedures in place to ensure that affirmative action goals are met each election year (Affirmative Action Program of NASW, III.2.b.).

**STANDARD 1.B.5 CCNLI MEETINGS**

The CCNLI shall meet at least once per year to conduct the selection process and to certify a preliminary slate to the secretary of the chapter board of directors.

**STANDARD 1.B.6 DIVERSITY AND BALANCED REPRESENTATION**

The CCNLI shall assemble a slate that will ensure that the elected leadership of the chapter represents all geographical areas and population concentrations covered by the chapter and provides a balanced membership group reflecting the racial and ethnic diversity, gender, sexual orientation, and student distribution and the special interests of the members of the chapter (NASW Bylaws, Article XVI, D.2.).

**STANDARD 1.B.7 SINGLE AND DOUBLE SLATING**

The CCNLI shall document reasonable efforts to select two candidates (double slate) for all statewide positions -- officers, CCNLI Chair and Delegate Assembly positions -- and may select more than two, provided that the slate is assembled in such a way as to ensure that any combination of candidates receiving the largest number of votes will enable the chapter to meet its affirmative action goals and representational mandates. Single slating for local chapter positions is allowed for individual regions, units, districts or branches for board or Chapter Committee on Nominations and Leadership Identification (CCNLI) positions. The total slate, however, must ensure that the Affirmative Action goals for your chapter will be met.

**STANDARD 1.B.8 BYLAWS COMPLIANCE**

The CCNLI shall assemble a slate of positions that adheres to the terms and conditions of office set forth in the chapter bylaws.

**STANDARD 1.B.9 NOMINEE NOTIFICATION**

Individuals selected by the CCNLI to become candidates for elective office are to be contacted by a CCNLI member who formally issues the invitation on behalf of the CCNLI.

**STANDARD 1.B.10 CONFIDENTIALITY**

CCNLI deliberations are confidential. Other than candidate notification, the preliminary slate shall be kept confidential until officially announced by the secretary of the board of directors.

**STANDARD 1.B.11 PRELIMINARY SLATE AND PETITION PROCESS ANNOUNCEMENT**

The secretary of the board of directors announces the preliminary slate and the petition process to the chapter members through publication in the chapter newsletter and website. The petition process allows members to add their name to the slate by submitting a petition to the CCNLI within 30 days of the announcement.

**PETITION PROCESS REQUIREMENTS:**

- For a statewide position, the petition must include signatures from at least 2% of the total number of chapter members with representation from each branch
- For a branch position, the petition must include signatures representing 2% of the total number of branch members.
- The CCNLI must verify that petition signers are members of the Association, the chapter, and in the case of branch positions, the appropriate branch.
- The CCNLI must verify that the petition contains the number of eligible signatures required for the specific position for which it has been submitted.

**STANDARD 1.B.12 CAMPAIGN ETHICS**

A campaign for election shall be conducted in keeping with the ethical standards of the profession as articulated in the NASW Code of Ethics. A candidate shall conduct herself/him in a manner that is professional. A candidate will in no case, speak against an opponent or disparage the opponent in any way.

**STANDARD 1.B.13 CANDIDATE ENDORSEMENTS**

Candidates may seek members to endorse their candidacy and announce endorsements as a means of providing evidence of qualifications for a position and support for their candidacy.

Candidates must obtain clear and specific written permission to use the name of any person as an endorser and must explain to the endorsing person the exact manner in which the endorser's name will be used orally or in writing. The current elected or appointed NASW position of an endorser shall not be mentioned in any endorsement statement or list of endorsers. Current members of the National and Chapter Committee on Nominations and Leadership Identification, the national and chapter board, national and chapter staff are prohibited from endorsing any candidates or giving the appearance of endorsing candidates. Units of the Association (e.g. chapters, committees or commissions, etc.) are also prohibited from endorsing candidates or giving the appearance of endorsing candidates.

**STANDARD 1.B.14 CAMPAIGN MATERIALS**

Campaign materials must be in keeping with the professional nature of the organization. Normally the content of materials will be limited to a picture

of the candidate, a statement of positions, a listing of credentials and qualifications, and names of endorsers. Materials should not include comments regarding an opposing candidate.

**STANDARD 1.B.15 USE OF NASW MATERIALS AND CHAPTER RESOURCES**

NASW resources including the NASW name, letterhead, staff time, postage, email, faxes, websites, etc. may not be expended for the purpose of supporting one candidate over another.

The use of NASW newsletters and websites to report the candidacy of chapter members and electoral area candidates is encouraged, provided that:

- (1) The report is included as a news article or an announcement in the regular association publication.
- (2) The candidacy of all chapter and electoral area candidates is reported.
- (3) The candidates' opponents are informed at least two weeks in advance of the deadline for receipt of copy so that they may insert material of their own if they wish. The names of the opposing candidates shall be included in the article or announcement whether or not the opponent submits material to be included in the article.

Mailing lists of members may be sold to candidates either by national or by chapters, at the usual and customary fees as long as the requests (for labels, etc.) meet all other mailing list request policies.

NASW resources such as telephone trees and special interest networks may be used to encourage members to vote if they are used impartially, but not to endorse candidates or give the appearance of endorsing candidates.

Listserves may be used to encourage members to vote and to dialogue with/or about candidates, but not to endorse specific candidates.

Association postal permits are not permitted to be used by candidates or on behalf of candidates.

Chapter Executive Directors, Chapter Presidents, CCNLI Chairs and candidates share responsibility for ensuring that association resources are used appropriately.

Promotion, other than the above, of any candidate should be available only at private cost *not to exceed* \$500 (including advertising space, cost of mailing, mailing lists, etc.). Every advertisement should include the statement "this is not to be construed as an endorsement by the association of an individual".

**STANDARD 1.B.16 PERSONAL APPEARANCES**

In keeping with the policy that Chapters may not endorse candidates, candidates for the same office must be offered equal access to chapter functions. If a candidate requests or is invited to appear or speak at a chapter function in the capacity of a candidate, the same access must be actively offered to opposing candidates. In the event that the opposing candidates cannot appear, they must be offered the opportunity to submit a written statement of an appropriate length to be read by a member of her/himself choice or presented in written form at the same occasion.

**STANDARD 1.B.17 CAMPAIGN MONITORING AND ACCOUNTABILITY**

The CCNLI has the responsibility of monitoring campaign activities. A request for a review of a complaint of a potential or alleged election practice violation can be made by any member or unit of the Chapter. In the event of such a request (or complaint), the Chair will immediately inform the Committee. If the Committee concludes that a violation is likely, the CCNLI Chair will notify the Chapter Board President and the Chapter Services Department. Sanctions may be applied.

**STANDARD 1.B.18 VIOLATIONS**

The CCNLI shall determine whether a violation has occurred and, if so, whether the violation is of major or lesser degree. The determination of whether a major violation has occurred will be based on the following:

- a. Degree of departure from the guidelines
- b. Degree of harm to the opposing candidacy
- c. Closeness of the election
- d. Relationship between the departure/violation and the election results.

A violation might be deemed “major” if it clearly involved a knowing, willful and deliberate disregard of the guidelines, disregard of generally accepted notions of fairness, or a violation of ethical standards. In such instances, the candidate’s behavior rather than its impact on the election would be the prime consideration. “Lesser” or “minor” violations would include technical and inadvertent breaches of the guidelines, which in the opinion of the CCNLI had little or no effect on the outcome of the election.

**STANDARD 1.B.19 CAMPAIGN SANCTIONS**

If a violation is found to have occurred, the CCNLI, in consultation with the Chapter Services Department, will report this to the Chapter Board of Directors with a report on whatever sanction(s) or other actions the CCNLI has taken. In the event of a finding of “major” violation, the CCNLI may determine that the candidate should be disqualified from assuming office or other appropriate action. Upon consultation with the Chapter Services Department and other appropriate national staff, the CCNLI shall communicate the decision to the Board President and to the candidate. If no appeal is filed within 15 days of the date of the notice of sanction(s), then sanctions, if any, should take effect

**STANDARD 1.B.20 APPEAL OF DECISION AND/OR SANCTIONS**

Any party found in violation of the standards may present an appeal to the CCNLI within 15 days of the date of the notice of sanction(s). The appeal shall be presented in writing and sent by certified mail to the Chapter President and shall state why the decision should be modified. In the event that the Chapter President was a candidate in the election that is challenged, the Chapter Vice President or another officer shall act in place of the President.

The Executive Committee shall consider the appeal at its next regularly scheduled meeting or earlier if warranted. The Executive Committee may request further information from the candidates(s), from the chapter, from the CCNLI or from any other person, but need not do so if the file information is sufficient for its purposes. The Executive Committee may hold the NCNLI action or grant the appeal in whole or in part. The decision of the Executive Committee on the matter shall be final.

**STANDARD 1.B.21 ELECTION CERTIFICATION AND BALLOT DISTRIBUTION**

To be valid, chapter elections must be certified by the CCNLI in consultation with the Chapter Services Department and approved by the chapter board of directors. The ballot must be mailed to all eligible chapter members by May 15. It must allow at least three weeks for members to vote and return ballots, and it must meet all the requirements for format, content, process and confidentiality established in the *Standards for NASW Chapter Nominations and Elections*.

**STANDARD 1.B.22 ELECTION DETERMINATION**

Election of candidates to office shall be by a plurality of the total votes cast (NASW Bylaws, Article IX.C.3.).

**STANDARD 1.B.23 ELECTION TIES**

When all votes have been tallied by the CCNLI and there is a tie, the winner shall be determined by a coin toss in the presence of the candidates (or their designees), under the supervision of the CCNLI, with the chairperson or her or his designee calling the toss.

**STANDARD 1.B.24 SPECIAL ELECTIONS**

All special elections shall adhere to the same standards as regular elections for processes, procedures, timelines (except for the May 15 deadline for receipt of ballots by members), and confidentiality.

**STANDARD 1.B.25 WAIVERS**

To be eligible for a waiver from any of the standards and requirements established in the *Standards for NASW Chapter Nominations and Elections*, a chapter must have demonstrated and documented its efforts to comply with the standards, and sought consultation and technical assistance from the

appropriate national staff. The chapter must submit a formal request for waiver in writing to the Office of Chapter Services, which has been designated by the National Board of Directors to act on these matters, before the CCNLI certifies the chapter's preliminary ballot to the secretary of the chapter board of directors.

**STANDARD 1.B.26 VACANCIES IN ELECTIVE POSITIONS**

Except for the positions of president-elect and president, all vacancies for chapter elective positions are to be filled through the board of directors' appointment of a person to serve until the term expires. The board of directors shall adopt a policy specifying that in the event of vacancy in the position of president-elect, either the position shall be offered to the candidate receiving the next largest number of votes in the election or the position shall be filled through a special election. When a vacancy occurs and the board of directors has not established a policy prior to the position becoming vacant, the chapter shall hold a special election. When a vacancy occurs in the position of president, the position shall be filled by the vice president, who shall serve until the term expires, except in the event that no election for the position of president-elect was held before July 1 (causing the vacancy in the position of president), in which case the vice president shall serve until a special election for the position of president is completed.

**STANDARD 1.B.27 DELEGATE ASSEMBLY DELEGATES'  
TERMS**

Delegates are elected to three-year terms beginning July 1, to serve two years before and the year of the Delegate Assembly. The number of delegates to which a chapter is entitled may vary from Assembly to Assembly on the basis of a formula determined by the Assembly itself.

All chapters are represented by at least one delegate and a guaranteed alternate, the first and second delegates (or guaranteed alternate) are always the president and the president-elect respectively, when those positions are filled.

Delegations from chapters entitled to three or more delegates must comprise a balanced representation of all geographic areas and population centers of the chapter (NASW Bylaws, Article V, Section E. 3.).

There is no position of "delegate" on a chapter board of directors, but board members may run as delegates and, if elected, serve in both positions.

**STANDARD 1.B.28 QUALIFIED PROSPECTS' ROSTER**

The CCNLI is responsible for maintaining a roster of qualified prospects for the chapter president and board of directors to consider in filling elective vacancies and appointive positions at the committee - task force - liaison level.

**C. AFFIRMATIVE ACTION**

Reference: *NASW Affirmative Action Plan, as adopted January 1990*

**STANDARD 1.C.1 DIVERSITY OF MEMBERSHIP**

Chapters shall take affirmative action to ensure that women and racial/ethnic minorities are represented and involved in all areas of chapter operations, including elected and appointed positions, personnel and fiscal/business transactions.

**STANDARD 1.C.2 AFFIRMATIVE ACTION PLAN**

Chapters shall have an affirmative action plan that includes goals and implementation procedures. In the absence of a chapter specific plan a chapter will be accountable for addressing the goal as defined by *The Affirmative Action Program of The National Association of Social Workers*.

**STANDARD 1.C.3 CHAPTER AFFIRMATIVE ACTION GOALS**

Chapters shall set affirmative action goals in elected and appointed leadership that match women and racial and ethnic minorities in at least the same percentages that they are represented in the chapter's membership. Chapters with three or fewer delegates to the Delegate Assembly need not meet affirmative action goals for the Delegate Assembly positions, but should make every effort to do so.

**STANDARD 1.C.4 CHAPTER STAFF**

In chapters with more than one staff person in a professional or support position, women and racial/ethnic minorities should be represented on the chapter staff in at least the proportion that they are represented in the labor market. The labor market for professional staff is the state chapter membership. The labor market for support staff is the general labor market where the chapter office is located. While chapters with one person on its professional or support staff do not need to set goals, every effort should be made to achieve this standard.

**STANDARD 1.C.5 REPORTING TO NATIONAL BOARD**

Chapters shall annually report to the National Board on their affirmative action goals and progress in the time frame requested.

**D. DELEGATE ASSEMBLY**

Reference: *NASW Bylaws; Standards for NASW Chapter Nominations and Elections, as revised 6/98.*

**STANDARD 1.D.1 CHAPTER PROGRAM PLANS**

Chapter program plans shall include addressing the program priority goals adopted by the Delegate Assembly, the representational body that sets the overall policy for the Association every three years.

**STANDARD 1.D.2 TERMS**

Chapter delegates are elected two years in advance of the Assembly, and serve a three-year term. Delegates are expected to seek input from chapter members before the Assembly and to inform members of Delegate Assembly decisions.

**E. CHAPTER-TO-NATIONAL RELATIONSHIP**

Reference: *NASW Bylaws*

**STANDARD 1.E.1 COMMUNICATION**

Chapter leadership and staff shall keep in routine contact with their national board regional representative.

**STANDARD 1.E.2 ANNUAL LEADERSHIP MEETING**

The chapter executive director and the president or the president-elect shall attend the Annual Leadership Meeting each year it is held.

**STANDARD 1.E.3 ANNUAL REPORTING**

The chapter shall annually report to the national office on chapter operations and program.

**STANDARD 1.E.4 SANCTIONS**

The National Board has the authority to implement sanctions when the leadership of the chapter fails or refuses to comply with NASW policies or standards. Prior to such action, the Chapter president and Executive Director and the Regional Representative will be informed in writing by the NASW Executive Director and President if it is determined that the chapter is out of compliance with a particular standard or policy and will be given specific corrective action to take within a given time period. If notification fails to result in the required corrective action in the time period allotted, the Executive Director of NASW shall make a full report to the National Executive Committee of the Board of Directors. The Executive Committee will review the matter and accept or modify the corrective action and may impose sanctions or take any other appropriate action. The chapter will be notified in writing of the action and will have a specified time period to respond to the report, or appeal it in writing to the National Board. The response or appeal will be reviewed in writing by the Board and a response provided within a specified time period which normally shall not exceed thirty days. Corrective action may be required during the interim.

The decision of the National Board of Directors is final and may include the imposition of sanctions which shall be relayed to the chapter in writing. Sanctions include, but are not limited to, reduced or withheld financial support, provisional status for a period of time, and or receivership. . In the case of receivership, the sanctions shall be imposed immediately upon receipt of notification. Sanctions shall have a designated time period for implementation and shall continue in effect until the end of the time period or completion of corrective action.

**STANDARD 1.E.5 WITHHOLDING OF CHAPTER FUNDS**

The National Executive Director has been delegated the authority by the National Board of Directors to temporarily withhold funds or take such other

action as deemed necessary to protect the interests of the Association if a chapter fails to submit required information, fails to establish a viable administrative structure and services to members, or engages in misconduct or dereliction of duty. Such actions must be reviewed with the NASW President and reported at the next meeting of the National Executive Committee or Board of Directors whichever occurs first and must receive Board approval for continued withholding of funds.

## **Section 2. ADMINISTRATION**

### **A. COMMUNICATION**

#### **STANDARD 2.A.1 COMMUNICATIONS**

Chapters shall have a central mailing address and the capacity to receive and distribute communication to leadership and membership. This includes a central telephone number, and a method to leave a message with the chapter office at all times either with an answering service or with an answering machine. The chapter shall have an efficient method of maintaining a current membership roster for mailing purposes.

#### **STANDARD 2.A.2 REGIONAL REPRESENTATIVE**

Chapters shall copy their Regional Representative to the National Board of Directors and the Office of Chapter Services on all non-routine correspondence with the national office.

### **B. FISCAL MANAGEMENT**

#### **STANDARD 2.B.1 FINANCIAL MANAGEMENT**

Chapters must adhere to the financial management guidelines approved by the National Board of Directors. The national Board of Directors shall hold chapters accountable. (NASW Bylaws, Article XVI.H).

#### **STANDARD 2.B.2 CHAPTER FUNDS**

The chapters shall use only one checkbook and savings passbook for the general fund. Restricted funds are accounted for through separate bookkeeping. A separate checking account is required for chapter PACE funds.

Absence of approval by the National Board of Directors, chapters will not establish a separate 501(c)(3) account.

Or

Chapters may establish a giving program through the NASW Foundation but may not create a separate entity or account.

Branches or other units of the chapter may not have ongoing bank accounts, although the chapter may open an account for the use of a branch or other unit. Statements on accounts opened by the chapter for the use of branches or other units of the chapter must be mailed to the chapter office.

**STANDARD 2.B.3 SIGNATURE REQUIREMENTS**

Two signatures are required on withdrawal of chapter funds over \$500, and on all payroll and expense reimbursement checks for staff, regardless of the amount. This limit may be waived on routine chapter expenses such as occupancy, as determined annually by the chapter board of directors.

**STANDARD 2.B.4 SIGNATURE AUTHORITY**

The individual who is responsible for signing chapter checks and the individual who is responsible for chapter bookkeeping shall not be the same person.

**STANDARD 2.B.5 BUDGET**

Chapters will prepare budgets before the beginning of each program year. Chapter budgets will be based upon the program priority goals adopted by the Delegate Assembly. Chapter boards will be given fiscal reports, including income and expense statements and a balance sheet, at least quarterly.

**STANDARD 2.B.6 FINANCE COMMITTEE**

Chapters shall have an active finance committee headed by the chapter treasurer that meets at least annually to review chapter fiscal policies and to approve the chapter budget.

**STANDARD 2.B.7 ANNUAL AUDIT**

Chapters shall have an annual independent audit of their financial records conducted by a certified public accountant. The chapter will send the audit out for bid at least once every five years. The chapter auditor will prepare a management letter for the board of directors' review. The political action committee (PACE) account will be included in the chapter financial audit.

The chapter board of directors shall review the audit results and the management letter, and will especially note any deficits in the management letter. The chapter audit must be forwarded to the National Office.

**STANDARD 2.B.8 FINANCIAL POLICIES**

Chapters shall develop financial policies defining budgeting and reporting requirements; the staff role in fiscal management; the reimbursement rates and allowable costs for leadership and staff expenses; policies related to reserve funds; fundraising and non-dues revenue policies; and investment policies. These policies will be submitted to the Office of Chapter Services for approval.

**STANDARD 2.B.9 AGREEMENTS, CONTRACTS, LEASES**

Any chapter agreement, contract or lease in excess of \$2,500 per year or in excess of five years must be reviewed by the national office prior to approval. This includes personnel contracts.

**STANDARD 2.B.10 TREASURER**

The chapter treasurer's name shall be sent to the national office for bonding purposes within 15 days of the treasurer's election.

**STANDARD 2.B.11 STAFF ACCRUED VACATION**

Accrued staff vacation shall be reflected as a liability on the balance sheet.

**STANDARD 2.B.12 CONTRACT AUTHORIZATION**

The chapter board shall formally adopt a resolution authorizing specific persons to sign contracts.

**STANDARD 2.B.13 RIGHT TO DO BUSINESS WITHIN STATE**

The national office assists chapters in completing forms for the license on the right to do business within the state, and then sends them to the chapter for filing. Chapters must pay the bill for the service that expedites this processing within 30 days of the receipt of the bill.

**C. PERSONNEL POLICIES AND PRACTICES**

Reference: *Personnel Standards for NASW Chapters, 1/96*

**STANDARD 2.C.1 PERSONNEL STANDARDS**

Chapters will adhere to the Personnel Standards for NASW Chapters, approved by the NASW Board of Directors January 1996.

**D. LEGAL**

**STANDARD 2.D.1 NASW'S IRS TAX STATUS**

The chapter shall maintain on file a copy of the NASW's IRS tax status as a 501(c)(6) organization (a nonprofit trade association).

**STANDARD 2.D.2 EMPLOYMENT IDENTIFICATION NUMBER**

Chapters shall have an employer identification number from the Internal Revenue Service (IRS) and shall annually file an IRS form 990 no later than November 15 for the immediate preceding fiscal year ending June 30.

**STANDARD 2.D.3 UNRELATED BUSINESS INCOME**

Chapters with annual unrelated business income that is \$1,000 or more (such as advertising income) shall file a form 990-T, Unrelated Business

Income Tax Report, no later than November 15 for the immediate preceding fiscal year ending June 30.

**STANDARD 2.D.4 LEGAL ACTION**

Chapters shall refrain from initiating any legal action, including consulting with or employing an attorney, without prior review and written approval from the national office's general counsel.

**STANDARD 2.D.5 FILING OF FEDERAL FORMS**

Chapters shall file federal form 941 (Employer's Quarterly Federal Tax Return) and federal form 940 (Employer's Annual Federal Unemployment Tax Return). IRS form 5500 may be required for certain chapter pension funds.

Chapters shall file applicable quarterly state employment tax forms as required for chapter employees.

**STANDARD 2.D.6 STATE LAWS**

Chapters shall determine applicable state laws and reporting requirements and shall meet the requirements.

**STANDARD 2.D.7 WORKERS' COMPENSATION  
INSURANCE**

Chapters shall annually submit data on gross payroll amounts to the national office in order to have the national office cover the cost of workers' compensation insurance.

**STANDARD 2.D.8 SALES TAX**

Chapters shall charge sales tax on items sold to the public and report sales tax under applicable state and local tax authorities.

**STANDARD 2.D.9 FIRE AND THEFT INSURANCE**

Chapters shall carry fire and theft insurance to cover the office and its contents.

**STANDARD 2.D.10 USE OF NASW LOGO**

Chapters shall use the current NASW logo on chapter publications and letterhead. Chapters shall follow the policies on the use of NASW letterhead, the NASW name and the logo on chapter publications, letterhead in *The Power of Style Manual* which describes the graphic standards for NASW. Components of a graphic style include the consistent use of the logo, organization tagline, typeface and palette or family of coordinated colors. A unified look identifies an organization and is reflected in such items as letterhead, envelopes, business cards, signage, exhibits, promotional pieces and the Web site. Special caution must be exercised in making arrangements with outside organizations, companies or persons regarding the use of the NASW logo or name, as this may be construed as an endorsement by NASW and may carry liability.

**E. INSURANCE**

**STANDARD 2.E.1 COVERAGE OF BOARD MEMBERS**

Chapter board members shall be informed that the national office covers them when they are performing NASW business under multiperil insurance, professional liability insurance, and group business travel insurance. A commercial or fidelity bond covers chapter treasurers and employees involved with monetary transactions. Deductibles on insurance claims are the responsibility of the chapter.

**STANDARD 2.E.2 NASW INSURANCE TRUST**

The NASW Insurance Trust is the sole vehicle for offering insurance products and services (including prescription plans) to NASW members. Chapters shall promote, enhance and reasonably protect NASW Insurance Trust programs. Chapters may not promote, assist, endorse, sponsor or allow other insurance vendors to access the NASW membership through the chapter office. This is true regardless of the type of insurance being offered and whether or not the NASW Insurance Trust currently offers that particular insurance product. Chapters shall not accept print or Web advertising, conference exhibitors, nor allow mailing labels to be used for insurance products/vendors that are not sponsored by the Insurance Trust.

**STANDARD 2.E.3 REFERRALS**

Chapters shall refer all insurance marketing representatives, agents, brokers, and insurance program administrators directly to the NASW Insurance Trust Office. Other than fulfilling requests for brochures and applications forms, chapters shall refer all member inquires regarding insurance programs offered as optional NASW member benefits to the NASW Insurance Trust Office.

**F. PROFESSIONAL REVIEW AND NATIONAL AND CHAPTER COMMITTEES ON INQUIRY**

Reference: *NASW Code of Ethics, NASW Procedures for Professional Review; Professional Review Technical Aids, 2001.*

**STANDARD 2.F.1 CHAPTER COMMITTEE ON INQUIRY**

There shall be a chapter Committee on Inquiry whose members are appointed in writing by the chapter president. While there is only one committee in a chapter, ad hoc hearing panels may be used to conduct mediation hearings in different geographic areas. Chapters shall inform members of the availability of the professional review process.

**STANDARD 2.F.2 CONFIDENTIALITY OF PROCEEDINGS**

Adjudication proceedings and records are confidential. Sanctions against respondents including publication of findings or notification of external entities require approval by the National Executive Committee. After verifying that case documents are archived at the national office, chapter case files may be destroyed three years after the case is completed.

**STANDARD 2.F.3 AWARDS**

Prior to giving awards to members, the chapter president shall check with the appropriate chapter and national staff to determine that the awardee is not involved in any adjudication action.

**STANDARD 2.F.4 PROCEDURES AND TIMELINES**

Chapters shall follow the procedures and timelines identified in the *NASW Procedures for Professional Review*. Chapters requiring consultation on case matters should contact the national Office of Ethics and Professional Review.

**G. OFFICE MANAGEMENT**

**STANDARD 2.G.1 AGREEMENTS**

Chapters shall have a written lease-of-space agreement that specifies cost, duration, services, utilities, and special amenities, plus any applicable liabilities that may be the responsibility of the chapter as a tenant. The national office shall review this agreement.

**STANDARD 2.G.2 RECORD OF JOB APPLICANTS**

Chapters shall keep records on job applicants and active and former employees for one year.

**STANDARD 2.G.3 RETENTION OF DOCUMENTS**

Chapters shall retain the following documents indefinitely: audit reports; bankbook, checks and statements; Board of Directors meeting minutes; financial reports and records; federal and state tax reports; tax exemption certificates; Form W-2 employee tax records; and personnel records.

Chapters shall retain the following records as required: US Postal Service forms regarding mailings done under permits; annual reports to NASW; committee reports and records; contracts; correspondence; insurance policies; invoices; leases; membership records; and program activity reports.

**STANDARD 2.G.4 OFFICE HOURS**

Chapters shall provide for regular office hours of at least 20 hours per week spread over no less than three days. Members should be informed of regular office hours.

**STANDARD 2.G.5 NASW DOCUMENTS**

Chapters shall keep on hand and/or on their websites NASW documents, including membership applications, publications listings, Insurance Trust brochures and application forms, NASW Codes of Ethics, NASW professional and public policies and NASW practice standards, for distribution to individuals. Requests for bulk orders of these documents should be referred to the national office.

## **H. CHAPTER DEVELOPMENT FUND**

Reference: *NASW Bylaws; Chapter Development Fund Chapter Infrastructure Standards*

### **STANDARD 2.H.1 ELIGIBILITY**

Chapters with 1000 or few regular members are eligible for Chapter Development Fund benefits and services. Chapter staffing grants, payable in quarterly installments, are the difference between the base amount, set by the Chapter Development Fund subcommittee, and the chapter rebate for the fiscal year. The fourth payment is adjusted based on the actual rebates received. Competitive grants, in varying amounts, are used to support the association's overall mission, goals and major objectives. CDF funds may also be used to support CDF chapter participation in association wide activities such as the Annual Leadership Meeting and Delegate Assembly.

### **STANDARD 2.H.2 CHAPTER PLAN**

Chapters eligible for CDF funds and services shall develop a plan to meet the Chapter Development Fund Infrastructure Standards approved by the Board in 1993.

## **I. MEMBERSHIP**

### **STANDARD 2.I.1 DUES**

Chapters may not use NASW dues income to pay for NASW memberships.

### **STANDARD 2.I.2 MAILING LABELS**

Mailing labels are a source of non-dues income. Mailing labels or the membership list are restricted to the following groups: sister organizations with which the association maintains a close working relationship; schools of social work; individuals and organizations involved in legitimate research; and continuing education programs consistent with NASW standards. Requests for rental of mailing labels must be made and approved in writing. Specific materials for mailing shall be reviewed to make certain they meet policy requirements, and there shall be a written agreement that states the labels will be used once.

### **STANDARD 2.I.3 REQUEST FOR MAILING LABELS**

Chapters shall refer all requests for mailing labels from national groups to the national office.

### **STANDARD 2.I.4 MEMBERSHIP RECRUITMENT AND RETENTION PLAN**

Chapters will work with the National Office in the recruitment and retention plan in order to strengthen NASW's united voice, bring in new members, and increase revenue, and will share that plan with the national office.

**STANDARD 2.I.5 BENEFITS**

Chapters shall consult with Chapter Services prior to offering new membership benefits and/or services.

**Section 3. PROGRAM**

**A. MEETINGS AND CONTINUING EDUCATION**

**STANDARD 3.A.1 FEES**

Fees set for chapter continuing education programs should differentiate between members and non-members, and between students and retired members and regular members.

**STANDARD 3.A.2 ANNUAL MEETING**

Chapters shall hold an annual meeting of the chapter membership. Each branch or unit shall hold at least one meeting a year.

**B. NEWSLETTERS**

**STANDARD 3.B.1 NEWSLETTER**

Chapter newsletters are publications and should follow accepted publications guidelines. Chapters must pay strict attention to copyright protection and must obtain written permission to reprint materials, including cartoons, from any published source. The newsletter must contain a disclaimer; for example, “the views expressed do not necessarily represent positions of NASW.”

**STANDARD 3.B.2 NASW NATIONAL OR STATE CANDIDATES**

Chapters must avoid giving space to or endorsing an NASW national or state candidate unless it gives other candidates an equal opportunity to be published. (See *Election Standards for National Leadership* and *Standards for NASW Chapter Nominations and Elections*.)

**STANDARD 3.B.3 NEWSLETTER DISTRIBUTION**

Chapters shall send 10 copies of every newsletter to Chapter Services for distribution to the national office.

**STANDARD 3.B.4 NEWSLETTER ADVERTISING POLICY**

Chapters shall have a written policy on newsletter advertising. The NASW News advertising policy may be used as a model for the development of a chapter policy.

**C. WEBSITES**

**STANDARD 3.C.1 POLICIES**

Chapters must follow all existing Association policies that are applicable to publications in the establishment of chapter websites. These include the

policies that require proper protection of copyrighted material, protection of members and others, privacy, misuse of Association resources, information and data security, and confidentiality.

## **D. LIST SERVS**

### **STANDARD 3.D.1 PURPOSE**

NASW may make available listservs as a service to chapters, leadership and members that wish to establish a forum for discussion to promote exchange on identified issues and concerns to the Association. Caution should be utilized when discussing products for comments may be subject to libel, slander, and antitrust laws.

### **STANDARD 3.D.2 POSTINGS**

The lists are provided as a service for members of the National Association of Social Workers, and NASW accepts no responsibility for the opinions and information posted on the sites by others.

### **STANDARD 3.D.3 MESSAGES**

Messages should be sent to the entire list when it contains information that everyone can benefit from.

### **STANDARD 3.D.4 COMPLIANCE**

Anyone participating on the listserv must comply with the Listserv Guidelines.

## **E. COMMITTEES**

### **STANDARD 3.E.1 MANDATED COMMITTEES**

All chapters shall have an Executive Committee, a Chapter Committee on Nominations and Leadership Identification and a Committee on Inquiry. Chapters may mandate other committees in their bylaws. The chapter board of directors may establish and dissolve standing chapter committees and task forces based on the chapter's program and administrative needs.

### **STANDARD 3.E.2 CHAIRS**

Chapter committee chairs shall be appointed by the president in consultation with the chapter board of directors and in accordance with the chapter's affirmative action plan.

### **STANDARD 3.E.3 CHARGE**

Chapter committees shall have a clear written charge from the board of directors, and should understand the chapter's procedures for the budgeting and use of funds for committee operations. Committees shall clearly understand that they are delegated authority from the chapter board of directors and that regular reporting to the board is required. Committees may not take a stand directly contrary to the policies of the chapter board or National NASW .

**STANDARD 3.E.4 MEMBERS**

All committee members must be members in good standing of NASW.

**F. GOVERNMENT RELATIONS AND PACE**

**STANDARD 3.F.1 PRIORITIES AND POSITIONS**

Chapter legislative and regulatory advocacy priorities and positions must be consistent with NASW policies and positions.

**STANDARD 3.F.2 LOBBYIST**

The chapter's lobbyist shall be administratively accountable to the chapter executive director. The lobbyist must register as a lobbyist if state law requires it.

**STANDARD 3.F.3 PACE**

The chapter board of directors, through a resolution recorded in their minutes, shall sanction the establishment of PACE. PACE Committee members and staff shall be informed about state election laws and regulations so that PACE operates within the requirements.

**STANDARD 3. F.4 COMMITTEE**

Chapter PACE committees do not have the authority to endorse or make financial contributions to federal candidates, as these functions are the responsibility of the national PACE.

**STANDARD 3.F.5 MEMBERSHIP**

Chapter PACE membership shall represent a geographic and partisan variety and meet affirmative action goals.

**STANDARD 3.F.6 RECORDS OF CONTRIBUTIONS**

Chapter PACE shall maintain records of contributions of \$10 or more for use in building a donor list and for accuracy when filing state reports. Donors must be informed when funds are solicited for partisan political purposes.

**STANDARD 3. F.7 BANK ACCOUNT**

PACE shall have a separate bank account for contributions and candidate expenditures. This account shall meet the NASW fiscal standards.

**G. REFERRAL SERVICES**

**STANDARD 3.G.1 REFERRALS**

Chapters that develop referral services must require that those participating in the referral service be listed in *the NASW Register of Clinical Social Workers*. Chapters that publish directories of listings must include only those social workers listed in the *NASW Register of Clinical Social Workers*.