



Below are questions that were submitted during the Framing the Future office hours on 2/21/24. The answers below, in purple, reflect the best of our knowledge at the current time (2/23/24), though that information may change.

Will it be possible to have more than one contact for ChapterSpot?

Yes, we are in the process of making a second contact field available.

Where can we find these slides?

On the [ChapterSpot Resources page](#) under Tools.

What is being done to remove the "ChapterSpot Contact" pop-up in the current, old roster management system?

It's being switched to a less obtrusive reminder that goes away.

If members don't need to designate a local league, how will their voting status be determine?

If members choose to be members-at-large of their state League, they will be voting members of the state League rather than a local League.

Do you anticipate that the CE reverse connector to transfer data back to us from ChapterSpot will be operational when you go live with ChapterSpot?

Yes, we expect it to be.

Will auto-renew by opt in or opt out?

Opt in.

There was a slide with mention of Electoral College at the top. What info goes with that?

This description of the [Theory of Change](#) listed on the slide gives a brief overview. More resources on this can be found [here](#).

We are interested in the phase-in process. We normally collect dues in the fall for the coming calendar year, so assume we will need to do so in 2024. Will there still be a mechanism for us to submit the state and national portions of the funds?

Yes, a portion of dues collected between now and launch will be collected via the final PMP invoice in summer 2025.

How does the dues split work for members who join or renew membership in the state league "at large" rather than in a local League? What share does state League get of the \$75 dues for a renewing



member? We have MAL units with no mechanism for collecting dues, nor do they have bank accounts. Their expenses are covered by the state League. Does state League therefore get 47% plus 20%?

Yes, the state League gets 67% of member dues for members-at-large.

Could you provide a more detailed timeline as we get closer to the Launch date of the new system.

Yes

Has it been resolved how donations will be handled?

Yes, as discussed on previous calls, a higher amount of member dues will no longer constitute a donation, but we are working with ChapterSpot to incorporate the opportunity to donate as close as possible to the moment of joining.

Will students be able to join for free?

Leagues can choose to subsidize students or other members who are unable to pay the \$20 minimum dues.

We currently offer free membership for students enrolled in HS or college. If the \$20 min at national level is an impediment to them joining is there a way to redirect them to our local league to sign them up?

Yes, we will incorporate a way to contact the local League about subsidized membership.

Will we get regular reports of people who don't renew?

Yes

How and when will roster managers/membership leaders find out when a new member joins the LWV, and a current member renews, so that the welcome and orientation process can start in a timely way?

Email notifications

How many prompts for the auto-renewal?

This has yet to be determined.

How do you envision a national membership drive?

Good question! We don't have the details on this, but I imagine it being primarily digital since we're trying to guide members to the join portal on the website and will use our current digital channels (email, social media, etc.).



Can we get an update on how the effort to get the Local League boundaries correct is going?

ChapterSpot will not rely on zip codes to identify local Leagues, but if your League feels that the zip codes associated with it currently are not the correct area, please reach out to [governance@lww.org](mailto:governance@lww.org).

Household memberships - explain why this will be discontinued?

The benefits of having household memberships that existed under the old system (reduced dues, preventing duplicate mailings, allowing one member to maintain the membership) are not dependent on considering members part of a household and can cause messier data and a perception of unequal status.

The new bylaws template has Student is in Article III It needs to be removed if there is no Student member.

All League bylaws are required to adopt the first three articles of the LWVUS bylaws. The LWVUS bylaws include this reference to students, so until they are amended, the template will continue to have them. Critically, the reference is a definition of what qualifies as a student, but doesn't say that students are exempt from dues. Which is to say, it's irrelevant, but not technically wrong.

What is the split to US, State, Local Leagues if a member pays \$500?

The split is 33%, 47%, 20% regardless of how much a member pays in dues. If a member pays \$500 in dues, LWVUS gets \$165, the state League will get \$235, and the local League will get \$100.

How will LWVs be able to track households? Will there be a report for this?

Yes

If a new LWV member joins without selecting a local League, will their dues still be split to benefit the local League financially?

No, if a member joins as a member-at-large of a state League, the dues portion that would go to a local League would go to the state. If the member joined the state League in error, and the member joins a local League, the funds can then be transferred to correct the error.

Will we have to convert household members to individuals before we go live with ChapterSpot?

No, this will be done automatically.

So perhaps, instead of household amount, we might just add spouses at \$20?

Sure, like anyone, a second member of a household can pay \$20 in dues. We would hope that members understand that the pay-what-you-can model is intended to lower financial barriers for potential members, so if spouses or anyone else has the capacity to pay more, it benefits the League as a whole.



How does this affect ILOs?

Since individual members are not members of ILOs (Leagues are members of ILOs), ILOs are not part of this membership transition and can maintain their current relationships, financial and otherwise, with their member Leagues.

While you said there is no organizational chart available explaining the structure of the national membership department, can you give us an idea of how any staff members will be dedicated to handling the thousands of local members you will be absorbing—data processing, customer service, local chapter interface, strategic planning, etc.

Many of us at LWVUS will touch this work. The Operations team will handle the data processing component, ChapterSpot will support us on the customer service front and we also hope to hire additional staff for this, the Membership Manager in coordination with the Comms team will focus on local League interface, and multiple members of the Executive team, as well as the national board, are involved in the strategic planning.

Is the base year of 2025 - the count as of Jan 31, 2025?

Yes

Will Stripe be getting one transaction fee per membership payment or 3 transaction fees as that money flows through 3 accounts?

Stripe will get 3 transaction fees, although the transfers from LWVUS to state/local Leagues will be ACH transactions, for which the fee is lower.

What time period constitutes the base year?

The base year is the number of members reported at the last member count prior to launch in January 2025 paying the base dues the League was charging before launch.

How will you ensure that people select a local League to join if there is one within a reasonable distance of their location? If you cannot do that, how will we be able to reach out to new members within a set of zip codes?

This is a good question. A member will not be required to join a local League if they would prefer not to, regardless of their location, but we will work to encourage joining members to choose a local League as often as possible. We can also provide guidance to state Leagues on guiding new members to local Leagues.

When would LWV make up the shortfall? What would be required of the league to prove their shortfall? Is this a one time yearly payment?



The details around this process will be provided as we get closer. The most likely scenario is that it would be a one-time yearly payment made after the end of the year, with possible exceptions for Leagues experiencing severe cash flow problems. Outside of those exceptions, Leagues should not be required to provide documentation to prove the shortfall. The data we need to calculate this we should already have – member count as of January 2025, dues rate prior to the new system, and funds taken in through ChapterSpot. The only documentation that may be required would be if our data in these three areas differed from that of a League.

Can you provide a clear script for “socializing” our members?

Yes

Will there be any incentives for students, because it had been free for years

Leagues can choose to subsidize students. The LWVUS organizing team is working on engaging youth and may have more information on how to encourage student members to join.

ChapterSpot has been bought by Billhighway. What commitment does LWVUS have that this new membership platform will be well supported?

We have a signed contract with ChapterSpot that continues to be valid regardless of the acquisition. We do not expect this to significantly impact our relationship with them.

Is there a "grace period" on dues or is someone moved to Inactive Member immediately? How is the join date affected if one lapses in payment of dues?

Details around the length of the grace period have yet to be determined, but there will be one, members will not be immediately marked inactive. If a member pays during the grace period, their join date will not change. If they rejoin after becoming inactive, the date when this occurs will become their new join date.

What exactly is a stripe account?

Stripe is a payment processor which will collect dues payments. Each League will have an account where they will receive their portion of dues. These funds can then be set up to transfer to the League’s bank account on a regular basis.

What is estimated date for beta testing?

Beta testing will occur over time as new components of the portal are available. This will happen before the election in November 2024. Leagues that would like to be considered to participate and believe they will have the capacity to do so should email [membership@lww.org](mailto:membership@lww.org).

We have members who paid for 2024 in August of 2023. Do we just allow their memberships to lapse until January when the new system is up?



No, you should continue to renew members on the regular schedule. Members will not be asked to renew and pay again until a year after their most recent renewal.

What does a league do in no person wants to use their personal SSN and other information to set up a stripe account?

Those Leagues will need to work with their state League to try to determine a workaround for receiving funds.

Can we use FEIN instead of SS#?

The EIN will be required to set up the account, but an SSN is also required:

<https://support.stripe.com/questions/signing-up-for-a-us-stripe-account-without-a-tax-id-or-employer-id-number#:~:text=Stripe%20requires%20a%20verifiable%20Employer,in%20order%20to%20use%20Stripe>  
. This is due to federal law.

Does split of dues to US, state and local start immediately?

Yes, immediately after launch in January 2025.

Can you explain how the amount local leagues have experienced a shortfall will be measured? Will it include the problem in 2024-2025 where we will be paying PMPs after the new dues division goes into effect?

This will be measured based on the base year (previous dues amount times previous number of members). This will not be impacted by the overlap time because it's not a question of how much money Leagues have overall or how much they're spending, just the difference of what they've taken in.

How does this new payment method effect the local league filing of federal taxes.

The process of filing should be the same. The amount of money taken in by the local League will be less now that it's only taking in the 20% and not the total dues.

Does the website available thru Chapter include the ability to add a button for donations directly to the local league?

Yes

What time of schedule will be used for renewal reminders to members? Via email and usps?

The schedule has yet to be determined. It will be via email, but not physical mail. Members who do not use email will still need to be contacted by the local League.



Hope will websites using Square be affected

Websites hosted on platforms other than ChapterSpot can continue to use Square. Stripe will only be required for payments coming through ChapterSpot.

So chapterspot and club express won't communicate. So do chapter using ClubExpress need to switch to something else

ClubExpress plans to develop a reverse data connector where data can move from ChapterSpot to ClubExpress. It will also be possible to export data from ChapterSpot manually to upload to ClubExpress or other software. Leagues are welcome to continue to use ClubExpress.

How will LWV US manage members who do not have email - our league has multiple?

Those members will still need to be contacted by the local League to renew.

So expire is a hard date 30 days after first email by default? Many Leagues send multiple notices over 30 day intervals before making a member inactive.

No, the timeline around communicating about renewals and the grace period for remaining a member after expiration has not been determined.

Can you add dates to the heading when you update a section on the Chapter Spot Resource Page so we can quickly identify sections that have changed.

On the FAQs page I've added a section that says "this is what has been changed recently" and links to those areas. I can do that on the ChapterSpot Resources page too.

What is a MAL unit?

Member-at-large unit. This is a group of members-at-large of the state League who are not a separately incorporated organization like a local League.

Do Bylaws changes need to be done this FY?

Ideally, yes, but this will not be enforced by LWVUS.

Kevin showed a slide showing how the money will move from the member to each level of the League. How will the information about the member move? What will the timing be?

The information will also be shared in real-time with local and state Leagues.

I've been id'd as the point of contact, but have not received any emails. Have any communications been sent?



Nope, not yet. A large percentage of Leagues still haven't added a point of contact, so we're working on getting that list more complete.

If a member wants to make a donation to a specific League when they sign up, can they do so?

Yes

So how does the household membership actually going to work?

There won't be a designation of "household membership" anymore. More details about the ability to sign up on behalf of another member will be provided as we get closer.

MAL = bad or ill in Spanish. Many states are changing to MAS = more or better in Spanish and changing nomenclature to Member at State

Because the LWVUS bylaws call them "member-at-large units" we are constrained by that terminology unless the bylaws are amended, but to that end, we're going to start calling them MALUs as a response to that feedback.

If you join a local league, your address is geographically within another league, will the system automatically place you in a league based upon that or by your personal choice?

Personal choice

Will current members auto-migrate into new system?

Yes

Just note that distances in Alaska are quite far from a distance perspective please let us know if they are using zip codes or number of miles or something else?

We will work to ensure that the relevant League(s) are clear to joining members.

I think I heard you mentioning an updated bylaws template. Could you clarify when will we get that? We are on a deadline with pending annual meetings that vote on bylaws.

Bylaws guidance is currently available on the ChapterSpot Resources page under Tools.

Please provide more clarification information on the transition period- end of 2024 to beginning of 2025. How will local and state leagues receive funds during this period.

Leagues will continue to receive dues as they currently do until launch of the new system in January 2025. States will receive PMP from dues taken in prior to launch through a final PMP cycle after launch.

Will there be a session on these changes during the upcoming US Convention?





Hopefully! The schedule isn't out yet, but we'd love to be able to share whatever we know now and have learned between now and then with Leagues at Convention.

What will be the mechanism for tracking at the National level who at each local League level needs to be notified for various issues you've mentioned. It can't be just one person.

I apologize, I don't understand this question. Which "issues" does this refer to? If you'd like to continue this conversation, please reach out to [membership@lww.org](mailto:membership@lww.org), but in the meantime, a general answer is that we will create a process around each issue type that notifies the relevant people.

In Illinois, we are part of the local league and the Cook County chapter and the Upper Mississippi chapter and the Late Michigan chapter. How are those chapters getting money from dues?

This will continue to happen outside of ChapterSpot

There is only one time members will need to log into LWVUS/Chapter Spot - when they join/rejoin, correct?

Yes

How would using e-mail functionalities in CE work once National switched to CS as the two databases don't automatically synch anymore? It seems that it is NOT JUST the membership piece on CS that needs to be up and running by launch. Other components need to be as well??

Membership data will still be able to be exported and uploaded into ClubExpress prior to an automatic connector being in place.

Is LWVUS working with different staff now that ChapterSpot has been acquired by BillHighway?

Nope, we're still working with the same (great) team.

So no more discount for household members?

Under the pay-what-you-can system, members joining from the same household can still choose to pay what they are currently paying.

Will LWVUS provide guidance on changes of household memberships? Right now primary member is the one who includes all household members. Now each member have to join on their own.

Yes, guidance around the join process will be provided.

What if person joins at state level meaning to join local league? Will they be transferred along with their dues ?



Yes, if a member lets us know they meant to join a different League, either the state League instead of a local League or a different local League, there will be a way to transfer them.

Instead of stripe, can you send our money to our PayPal account instead?

No, ChapterSpot uses Stripe.

Suggestion - could LWV staff write something up that leagues could put in their VOTER? I have link to Chapter Spot page but that is about it.

This is an excellent idea, thank you! I'll put something like this on the ChapterSpot Resources page soon.

Where will you post the transcript of this meeting so that we can go back and review pertinent ( to us) points?

We don't record the meetings, but the slides and the questions with answers are both on the ChapterSpot Resources page.

Instead of strip, can we set it up to directly deposit into our bank account using routing and account number?

You will be able to set it up so Stripe will directly deposit into your bank account on a regular basis.

Money can go to an actual bank checking account? We don't use paypal, etc. Transaction fees breakdown?

3.9% + \$0.80 for credit card transactions, and 1.8% + \$0.50 for ACH

Will members be able to use Paypal?

I'm not sure, I can ask ChapterSpot

Local leagues will not know about potential student members until they have joined, so how can they subsidize them?

A link can be added to the join page

How to address members not computer savvy?

Members will not be required to join online.

Budget planning for next fy? Ours is 7/1-6/30, members pay by join date. A nightmare.

Budgeting guidance for the upcoming fiscal year is available on the ChapterSpot Resources page under Tools



Does stripe give a non profit discount?

No

So our local Leagues are going to have to pay Stripe fees out of our 20%?

The fees will be split at the same percentage as the dues – i.e. local Leagues receive 20% of the dues and bear 20% of the fees.