

Chapter, Satellite, and Virtual Operational Matrix

Activity	Geographic Chapter	Satellite	Virtual
Affiliation	Yes – national MOAA board of directors	No – affiliated under a host chapter	Yes – submit an affiliation request to the Council and Chapter Affairs Committee
National MOAA membership	Yes	Yes	Yes
Multiple chapter-level memberships	Yes	Yes	Yes
Chartering	Yes – receives a charter	No – recognized by MOAA president through a certificate or letter	No – recognized by MOAA president through a certificate or letter
Bylaws	Yes – must have written bylaws	No – satellite must comply with chapter guidelines	Yes – must comply with national MOAA community standards
Memorandum of understanding/standard operation procedures (MOU/SOP)	No – only if acting as a host chapter to a satellite	Yes – MOU/SOP with host chapter recommended. Dictates administrative matters, access to newsletter, dues collection, and finances.	Yes – must comply with national MOAA-generated MOU/SOP and accept community standards.
Minimum members for new start	20	10 – a minimum of two satellite members must serve in satellite leadership positions.	10 – a minimum of two virtual chapter members must serve in liaison with national MOAA.
Rosters	Yes – submits annual roster	No – the host chapter will submit satellite membership rosters.	Yes – provides a modified roster with name, rank, national MOAA member number, and valid email.
ZIP code areas	Yes	Yes – reported by host chapter	N/A
Recruiting lists	Yes	Yes – the host chapter will receive the annual recruiting list/updates.	No
Officer updates	Yes	Yes – the host chapter submits officer updates. At a minimum, two satellite members must be reported as points of contact.	Yes - at a minimum, two satellite members must be reported as points of contact.
Personify tracking	Yes	Yes	Yes – would need to be created.
Levels of Excellence	Yes	No – only the host chapter. Satellite achievements/accomplishments are reportable by host chapter.	No

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Communications awards	Yes	No – only host chapter. Satellite achievements/accomplishments are reportable by host chapter.	No
National MOAA visits	Yes	No – When a national MOAA rep visits the host chapter (3-year cycle), consideration is given to visiting the satellite, if desired by the host chapter.	No
Reporting new chapter/satellite members	Yes – report new membership gains through the online reporting form or via email to national MOAA.	No – only host chapter reports new membership gains through the online reporting form or via email to national MOAA.	Yes – via email or spreadsheet to national MOAA
Incentive awards	Yes	No – all recruiting and retention incentive credits go to the host chapter. Payouts awarded to host.	No
USAA sponsorship	Yes	No	No
Congressional district coverage	Yes – all legislative chairs/liaisons must be reported to national MOAA through the council (if applicable).	Yes – all legislative chairs/liaisons must be reported to national MOAA through the host chapter via the council (if applicable).	Yes – all legislative chairs/liaisons must be reported to national MOAA through the council (if applicable).
Electronic funds transfer (EFT)	Yes	No – only the host chapter may establish an online chapter membership dues account.	No – monetary incentives will not be offered to virtual chapters.
Online chapter membership dues	Yes	No – only the host chapter may establish an online chapter membership dues account.	Yes – if the virtual chapter collects dues, then an online chapter membership dues account may be established.
National MOAA signature events (symposiums and workshops only)	Yes	Yes – All invitations will be sent to the host chapter. For those chapters with a designated satellite, one additional invitation will be extended for one satellite representative to attend the regional symposium and workshop event only.	No

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Chapter locator	Yes	Yes – both host chapter and satellite information may be presented on MOAA’s chapter locator, as desired by the host chapter.	Yes – as desired by the virtual chapter.
MOAA connect	Yes	Yes – MOAA Connect will capture the totality of the chapter. The host chapter may allow and encourage the satellite to fully participate on their MOAA Connect microsite.	Yes – MOAA Connect will capture the totality of the chapter. The virtual chapter is encouraged to fully participate on MOAA Connect.
Awards certificate and pins	Yes	No – all requests for awards certificates are generated by the host chapter.	No