



PFLAG National and PFLAG Chapter Leaders

Our Mutual Responsibilities

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Overview & Introduction

It's been an exciting time at PFLAG these past few years, as PFLAG National took on several major initiatives to prepare for our next 50 years. In addition to our 2023 plans for updating our branding and launching a new national website (which will include a password-protected portal, exclusive to PFLAG chapter leaders), a Strategic Planning process was undertaken by the PFLAG National Board of Directors, the Regional Directors Council, and PFLAG National staff, with direct input from over 100 PFLAG chapters, including both leaders and members.

Out of this process, we have defined the following key, three-year Strategic Priorities for PFLAG:

- Creating greater clarity about the roles, responsibilities, and expectations for chapters and the national office through explicit standards, guidelines, and accountability measures;
- Creating explicit and identified pathways for individuals to participate in PFLAG National programs, services, and activities beyond joining a chapter; and
- Focusing on greater intentionality regarding creating more inclusive, diverse, and equitable spaces.

In order to grow and maintain the vitality of the PFLAG Chapter Network, (the first of our three Strategic Priorities), we want to clarify the expectations of PFLAG National staff and PFLAG chapter leaders, as well as our shared responsibilities to each other. The power of PFLAG is our unity—it started with the unity of one gay son and his mother and today is the unity of not only parents and families, allies, and LGBTQ+ people, but the unity of hundreds of chapters and our national organization. How we operate in the world together through our programming and processes, how we are perceived, and how we show up in our communities and our engagement—all of this put together will give PFLAG the strength to move forward for the next 50 years.

As PFLAG chapter leaders, we value your time, your dedication to the organization, and your ongoing engagement in and commitment to the work of PFLAG in your community. We look forward to collaborating with you and supporting you in this process.

PFLAG National: Here to Serve

As a volunteer PFLAG chapter leader, you can and should expect strong support from--and deep engagement with--PFLAG National staff. We know that we have not always been able to provide this level of support given the fluctuations in staff size, resources, and more.

We are so proud of the growth of PFLAG National in the last several years, and look forward to providing this type of meaningful service to all of our chapter leaders, at every chapter across the country.

PFLAG National staff are charged with:

- Bolstering the work of PFLAG chapter leaders and members;
- Creating, managing, and strengthening PFLAG National programs; and
- Assisting and collaborating with PFLAG supporters including PFLAG National members, coalition organizations, and philanthropic partners.

These core tasks and commitments are all in service of our organizational [mission and vision](#), especially our responsibilities to our chapter leaders who are carrying out this mission and vision in their own communities.

In all of our work, we recognize and remember the legacy of Jeanne Manford, the need or event that brought us to PFLAG, and the needs in individual communities that lead chapters to form. As chapter leaders, you are the face of PFLAG in your communities and, as such, your volunteerism with PFLAG is valuable and deserves to be supported, celebrated, and honored.

To that end, PFLAG National staff have critical responsibilities to meet the needs of PFLAG chapter leaders so that they can do the business of PFLAG in their communities.

Responsibilities of PFLAG National

The following is a list of PFLAG National staff responsibilities; they represent the minimum you should expect in your interactions with staff. (Later in this document, we will also outline responsibilities of PFLAG chapter leaders, which will ensure reciprocity of engagement.)

● **Responsive, Transparent, and Timely Communication**

Timeliness is crucial, and with so many ways to communicate, there should not be a significant delay in answering questions or providing support. It's important to know what's going on at PFLAG National, the programs we offer, and the issues we're working on. We'll strive to communicate clearly, openly, and in a timely way about our work and opportunities.

- PFLAG National staff will respond to PFLAG chapter leaders within two business days, maximum, through the same channel of communication that outreach first happened.
- If staff makes an attempt to reach a chapter leader and is unable to connect, whether due to inaccurate contact information or extenuating circumstances, every attempt will be made to reach out to at least one other chapter leader for continuity of communication.
- PFLAG National staff communicate through a variety of mailed and emailed newsletters and eblasts, including but not limited to:
 - Bi-weekly “Leadership Matters” emails that come from the Chapter Engagement department director.
 - Bi-weekly regional emails—on the off weeks from “Leadership Matters”—that come from the regional Chapter Engagement staffer particular to each chapter’s region (Eastern, Southern, Midwestern, or Western).
 - Weekly general emails from PFLAG National (e.g. PFLAG Connects) and monthly emails from PFLAG National (e.g. The PFLAG Voice) sent to all members of PFLAG, which may contain items of interest for chapter leaders.
 - Emails of importance (e.g. upcoming events, ways to take action in Support, Education, and Advocacy, opportunities for programming for chapters) sent in as timely a manner as possible, allowing chapter

leaders time to engage in any programming or events they believe will be of interest to their members and supporters; and

- Urgent, and sometimes unexpected, issues communicated on an ad hoc as-needed basis.
 - This is especially true of advocacy opportunities, which we will advise of both through direct communication from our Advocacy team or through timely email Action Alerts.
 - A PFLAG hard-copy and/or digital newsletter sent biannually to all PFLAG National members and chapter leaders. The content generally takes a look back at the previous six months of work from PFLAG National.
- PFLAG National holds regular meetings to which chapter leaders are always welcome. These include (but are not limited to):
 - An annual meeting at the beginning of each new fiscal year, where national leaders from the Board, the staff, and the Regional Directors Council report on the status and health of the organization.
 - A biennial PFLAG National Annual Convention, which may take place in person or virtually depending on the circumstances at the time. These take place in different geographical locations when in person, and will be announced in a timely manner so that all who want to participate have the opportunity to do so.
 - Regional chapter leader meetings hosted by the Regional Director (RD) for each of the 13 regions the RDs represent. When requested, the Chapter Engagement staffer for these regions will make themselves available to attend.
 - Additional methods of broad communication include PFLAG National social media networks such as Facebook, Instagram, Twitter, YouTube, and TikTok
 - Communications staff will regularly provide social media toolkits that can be utilized by chapter leaders in their work.
 - Additional methods of direct communication with PFLAG National staff include hard-copy mail, phone, text, or Facebook/Instagram (META) Messenger.

- **Education and Training**

PFLAG National staff are experts in their issue areas, such as Advocacy, Communications, and Inclusion. PFLAG chapter leaders are experts on their local

communities and regions, their chapter members and supporters, and the issues they face in their chapter. We commit to working collaboratively in order to mutually inform each other and our shared work.

- PFLAG National staff provide a variety of trainings to chapter leaders, including but not limited to:
 - Chapter Hub training;
 - Advocacy training;
 - Communications and Media training;
 - Diversity, Equity, and Inclusion training (including training on making meetings and resources accessible); and
 - One-on-one training, as needed, on specific issues that may arise within a chapter, a state, or a region.
- PFLAG Academy Online learning sessions are available, both live sessions and on-demand.
 - Sessions specifically for chapter leaders will be made available on the password-protected chapter leader microsite (launching in mid-January 2023)
 - General sessions of interest to all who are interested and invested in the work of PFLAG are open to PFLAG National members (which includes chapter leaders and chapter members) and are available on the PFLAG National website.
- PFLAG National staff will provide relevant and timely resources and assets to support the successful operation, growth and development of PFLAG chapters, including
 - The PFLAG Chapter Manual
 - PFLAG National publications at a discounted rate;
 - Ready-Now Resources and Toolkits;
 - Diversity, Equity, and Inclusion resources; and
 - Media talking points

● **Collaboration and Flexibility**

PFLAG chapter leaders are experts on their local communities and regions, their chapter members and supporters, and the issues they face in their chapter. PFLAG National staff will rely on this expertise to provide the best tools and resources possible.

- Chapter Engagement staffers will connect with chapter leaders on a quarterly basis, at a minimum, to ensure that they are learning directly about local challenges, opportunities, and successes.
 - These quarterly connections are critical to keep staff informed by the experts in local communities: PFLAG chapter leaders.
- Talking points, ready-now resources, and toolkits will be created by PFLAG National staff, as informed by the work on the ground of our local chapters and local, regional, state and national partners.
 - PFLAG National staff is open to constructive and kind feedback on these materials at all times, in order to ensure they are truly meeting the needs of PFLAG chapters.
 - PFLAG’s emphasis on community is crucial to supporting all of our work. We recognize that every community is different and comes with its own unique opportunities and challenges and that Chapters know their local community best.
- PFLAG National staff will rely on chapter leader feedback to better understand local needs and norms.
 - PFLAG National staff will create culturally inclusive content, while also working to adapt materials as needed in order to support the needs of different communities.

- **Empathy**

At its core, PFLAG is an organization built on passion, strength, community, empathy, and kindness. To that end, PFLAG National staff will always set the example of leading with love, and meeting people where they are.

- If at any time a PFLAG National staffer acts in a way that makes a chapter leader feel uncomfortable or hurt, we will model the work we do when we teach allies how to engage:
 - We will acknowledge the harm;
 - We will apologize; and
 - We will work to do better next time.

The Power of PFLAG: The PFLAG Chapter Network and Its Leaders

In every state across the country, PFLAG chapters are the face of a large national organization, and they are part of the national umbrella of the PFLAG Chapter Network. We share a **mission** to create a caring, just, and affirming world for LGBTQ+ people and those who love them, in service of our shared **vision** of an equitable and inclusive world, where every LGBTQ+ person is safe, celebrated, empowered, and loved.

The power of PFLAG relies on a consistent, predictable, shared framework across PFLAG National and the PFLAG Chapter Network: from chapter names to messaging and logos; from programs, meetings, and events offered to social media presence; from chapter operations to the services PFLAG chapters and PFLAG National provides.

It's important that if, for example, a family moves across the country—and leaves one chapter for another in their new community—they are welcomed to this new chapter in a way that feels familiar, warm, inviting, and expresses PFLAG's core value of always leading with love. Despite some regional or local differences, consistency of brand, programming, services, and leadership across the entire PFLAG Chapter Network ensure this welcoming space.

Responsibilities of PFLAG Chapter Leaders

Like the responsibilities laid out for PFLAG National staff, PFLAG chapter leaders also have critical responsibilities to meet the needs of their chapters so that they can do the business of PFLAG in their communities.

You will note that many of these are existing responsibilities that chapter leaders are already engaged with (such as Annual Chapter Responsibilities, holding monthly meetings or events, using the correct PFLAG logo, referring to PFLAG by name and not acronym, etc.).

We recognize that the majority of PFLAG chapter leaders are volunteers. It takes a significant amount of time, energy, and commitment to lead a PFLAG chapter; we honor and respect our volunteers' time and talent, always.

PFLAG National commits to providing chapter leaders with caring, direct, and timely support so that they have all of the resources needed to fulfill their responsibilities in a timely way. Any modifications to these chapter leader responsibilities will be communicated directly and in a timely fashion.

- **Chapter Operations**

- **Chapter Leadership**

- Chapters must have at least three (3) officers: President, Secretary, and Treasurer. Those serving in these roles must not be married or related to—or cohabitating with—each other.
 - The IRS requires that board members in President and Treasurer positions are from separate households; PFLAG National requires that Secretaries are included in these considerations to ensure appropriate checks and balances within a chapter board.
 - This board makeup allows for safety in navigating power imbalances, disagreements, and transparency and continuity of leadership if a family needs to move away or otherwise leave the chapter.

- **Chapter Service Areas**

Chapters should serve their local communities such that maintaining a chapter is reasonable for volunteer leaders and doesn't try to be all things to everyone in their area.

- Typical chapter service areas—both geographical and constituency—vary by setting and context. Your Chapter Engagement staffer person will work with you for guidance.
 - Geographic Service Area
 - Chapters should serve a geographic area within a reasonable distance of their named chapter location.
 - These areas are based on a number of factors, including but not limited to:
 - Local setting demographics (e.g. rural, suburban, urban)
 - Chapter size
 - The location of other chapters with a state or region
 - Your Chapter Engagement staffer can provide you with more information and help you determine your chapter's geographic service area.
 - Constituencies
 - PFLAG is a unique organization in that it was founded in the strength of unity between family members and LGBTQ+ people. PFLAG chapters are intended to serve both of these constituencies, as well as non-family allies.
 - Chapter support meetings are intended to include parents, family members, non-family allies, and LGBTQ+ people.
 - Chapters may provide specialty, affinity, or ad hoc meetings only if their general one-monthly support meetings are open, strong, and thriving.

- **Financial Responsibilities**

- Bank Account
 - Chapters should maintain a bank account with options for multiple check signers and other safety considerations in service

of fiscal transparency, outlined in the Chapter Operations Manual and additional training resources.

- **Transparent Accounting Practices**
 - Chapters should use financial practices that work best for them, based on best practices provided by PFLAG National.
 - All board members should have access to financial statements and regular reports about financial transactions and the fiscal status of the chapter.
 - Financial reports or statements must be available to community members and partners, chapter members, and donors upon request.
- **501c3 Rules and Guidelines for PFLAG Chapters**

501c3 rules are critical for maintaining the health of every PFLAG chapter, as well as the PFLAG organization nationally. By following these guidelines, chapters can continue to operate with strength, and the security that their tax status will not be revoked, making the chapter unable to continue to operate.

 - Chapters must be a separate entity from any other organization.
 - Chapters can not act as fiscal sponsors for other organizations.
 - Chapters must adhere to issues-based advocacy work, including following all rules regarding endorsing political candidates, lobbying, running for office, and policy actions as reflected in PFLAG National's [501c3 Rules](#).
 - Chapters must have at least three (3) officers: President, Secretary, and Treasurer. Those serving in these roles must not be married or related to—or cohabitating with—each other. Chapters with larger boards may wish to include additional rules around personal relationships within the board.
 - Chapters must complete annual reporting and filings with the IRS, their state, and PFLAG National.
- **Annual Chapter Responsibilities**

Every chapter's fiscal year must be the same as PFLAG National's fiscal year, starting October 1st and ending on September 30th. The following are chapter responsibilities that must happen at the start of each fiscal year.

 - **Dues/Membership**
 - Annual Membership Drive

- Chapters can set chapter member dues at any level they choose. \$15 per member household of those chapter dues per member household are paid to PFLAG National, the remainder stays with the chapter.
- Annual updates of a chapter's membership roster is required in the PFLAG Chapter Hub.
- Annual IRS Filing
 - To maintain 501c3 status, chapters must file the appropriate forms as outlined in the Annual Chapter Responsibilities communications that are sent regularly to PFLAG chapter leaders at the start of every new fiscal year, beginning October 1st.
- Regular State Filings
 - Most states require registered nonprofits to report out on their operations on a semi-regular basis.
 - PFLAG National maintains an updated list of these filings, which is available from your Chapter Engagement staffer and will be available on the chapter leader microsite beginning in early 2023.
 - It is each chapter's leaders' responsibility to fulfill these requirements, which vary by state in both request content and frequency.
- Annual Reporting

Chapters must submit financial, programming, and chapter operations information to PFLAG National, including such considerations as chapter board and governance information and additional groups started or considered being started by a PFLAG chapter.

 - Chapter Contact Information
 - Chapters should update their chapter contact information page in the Chapter Hub at a minimum once annually.
 - Chapter Status
 - A chapter must notify PFLAG National if they are planning to close prior to filing the 990 for the year for which responsibilities are being completed.
 - Reporting of Additional Groups

- Chapters must report both Satellite Support Groups as well as any Youth Groups to PFLAG National. See *Consistency of Chapter Programming* below for more information.

- **Chapter Communications**

Building community takes consistent, reliable communication and engagement. To be effective in PFLAG's work—Support, Education, and Advocacy—PFLAG chapter leaders should be consistently engaged at national, regional, and local levels. The following are guidelines to ensure this connectivity externally with local communities, and internally with PFLAG National staff, Regional Directors, and other PFLAG chapter leaders.

- **Branding**

- New branding, including a new logo, new visual elements, and new messaging, are in development for launch in mid-January 2023, and a new Style Guide will be provided to all chapter leaders. This will be a great opportunity for chapters to make a full refresh of their resources and brand presence.
 - Logos and messaging
 - Chapters must use the most updated logo and messaging information based on the PFLAG National Brand Guide, to be provided to chapter leaders by PFLAG National staff in January 2023.
 - Chapter Names
 - PFLAG chapters must use the naming conventions and organization name ascribed to their chapter. As a reminder: PFLAG is our organizational name, and not an acronym. [Learn more information about the change from acronym to name in 2014.](#)
 - Any chapter considering a name change must follow the guidelines for chapter naming, and that change must be approved by your Chapter Engagement staffer before it goes into effect.
 - If you're unsure about acceptable use names, your Chapter Engagement staffer can provide you with this information.

- **Communications Technology**

Use of personal phone numbers and online accounts (e.g. email, social media accounts, etc.) for chapter communications purposes does not foster safety or security (for chapter leaders or the public), professionalism, or chapter continuity. The following are best practices to ensure cohesive and safe communication between your chapter and your community, whether that be a person looking for support, a business looking to support your chapter with funding, or another organization looking to partner with your chapter on programming or advocacy.

- Chapter Email Address

- Your chapter should have a specific email address, with the recommended syntax of “PFLAGPlaceName@Provider.com” or “info@pflagchaptername.[org/com/etc]”
- Chapter contact emails should be used for chapter purposes only and must be accessible to at least two board members.
- Appropriate board members should have access to such accounts.
 - Former board members should no longer have access to such accounts—including social media accounts—when their term is completed.

- Chapter Phone Number

- While it is not a requirement that a chapter maintain a phone line, if a chapter elects to do so, that line should be used for chapter purposes only and must be accessible to at least two board members.
- Your Chapter Engagement staffer can provide you with help discerning options that work for your chapter.

- PFLAG Connects Zoom Accounts

- PFLAG National provides PFLAG Connects Zoom accounts free of charge to all chapters in good standing.
- To retain use of the account, it must be used at minimum on a monthly basis.
- If a chapter holds only limited virtual events or meetings, they will not be provided an account and instead will

work with their Chapter Engagement staffer to create Zoom meetings on an as-needed basis.

○ **Connecting with PFLAG National Staff and Regional Directors**

The easiest way to stay aware of opportunities to connect is by ensuring chapter leaders are signed up for PFLAG National communications.

- Chapter leaders in executive board positions, including but not limited to President, Secretary, and Treasurer roles, must be subscribed to PFLAG National emails.
 - All chapter leaders are strongly encouraged to subscribe to PFLAG National communications
- Chapter leaders will have quarterly check-ins with their Chapter Engagement staffers to debrief on chapter activities, as well as receive direct support on any chapter needs.
- Chapter leaders will have at least once quarterly check-ins with their Regional Directors, which will include a request for a report out from your previous quarter of work, so that they can report this work out to the Regional Director's Council and PFLAG National staff.
- Chapter leaders are always welcome and invited to submit to Regional Directors and Chapter Engagement staff any resources or best practices their chapter has developed, in order to support chapters in the same region, and nationally across the PFLAG Chapter Network.

○ **Responsive and Timely Engagement**

Timely communication transmits professionalism, reliability, and respect. While the work of a PFLAG chapter is not always urgent, timely responses are required to foster engagement and strong relationships, both externally with your members, supporters, and local community, and internally with PFLAG National staff, regional directors, and other PFLAG chapter leaders.

- In the same way that it is PFLAG National staff responsibility to respond to all communications within two (2) business days, It is expected that chapter leaders will respond to all communications within seven (7) business days.
- When staff and chapter leaders are working together on emergent or urgent issues, it is expected that both staff and chapter leaders will remain responsive with each other in a timely and kind manner.

- **Chapter Programming**

The chapter experience should be similar across the PFLAG Chapter Network, including expectations of what happens when attending a chapter support meeting, the types of support one can receive from a chapter, the people served by PFLAG chapters, and a feeling that the chapter exists within and for their community. These programming guidelines also allow chapters flexibility to tailor their activities to local needs and situations.

- **Chapter Meetings**

- **Minimum Monthly general chapter meetings**
 - These meetings can focus on any or all of PFLAG’s pillars of support, education, and advocacy. A chapter’s annual meeting also counts as a regular monthly meeting.
 - There may be times where meetings have to be canceled or postponed. In these scenarios the expectation is that as much advance notice will be given to both regular and prospective attendees.
- **Minimum Quarterly Board/Steering Committee Meetings**
 - These meetings should focus on chapter infrastructure and business, and should be separate from general chapter meetings. There may be state requirements as to whether chapter board meetings are open to chapter members and the public at large. Regardless, we strongly recommend that chapter board meetings be at least occasionally open to chapter membership, to encourage transparency and engagement.
 - An agenda should be shared in advance with the appropriate board members.
 - Minutes must be taken and archived digitally, and made available to all board members, present and future. They should also be available to all chapter membership, as appropriate, and to PFLAG National upon request.
 - At least once annually, the chapter board meeting should focus on activity planning for the next year.
- **Additional Meetings and Groups**
 - Affinity Meetings/Events

- Affinity or directed meetings should be equitably supported by a chapter and inclusive of the general population. For example, if a chapter provides an LGBTQ+ only meeting or event, it must also provide similar meetings or events for non-LGBTQ+ chapter members/community members.
- Satellite Support Groups
 - The main purpose of a satellite support group is to offer support from a strong PFLAG chapter in service of launching a successful chapter from the satellite group in the future.
 - Satellite groups have significantly limited autonomy compared to chapters, and require additional work from a chapter board as well as more frequent check-ins with Chapter Engagement staff.
 - Unlike a PFLAG chapter or additional chapter support meeting, Satellite Support Groups:
 - Must have a formalized agreement with a local PFLAG chapter, in service of working towards starting a new PFLAG chapter
 - Can not host their own social media, websites, or other technology considerations, maintain financial assets, participate in community partnerships or formalized relationships with other organizations
 - Must be represented at the host chapter's board meetings through regular reporting, participate in/support annual chapter responsibilities including participation in membership drives
 - Work with the host chapter board and PFLAG National staff to assess readiness and goodness of fit to proceed with chapter affiliation.
- Youth Groups
 - The primary focus of PFLAG's work is with adults; chapters are not permitted to exist solely to support youth.

- Supporting youth requires a great deal of paperwork and consideration of liability, including a formalized assessment process with PFLAG National for any type of group supporting youth, even if the event or activity is hosted or sponsored by a person or organization other than the chapter.

● Chapter Development and Education

○ Chapter Work Planning

- Planning is an important aspect of chapter vitality and longevity. Once annually, every chapter board should be planning for the year ahead and documenting the work they're hoping to engage in over the coming year.
 - PFLAG National will provide a template work plan and training and support for chapter leaders in completing the plan.
- Chapter work plans will include considerations for engaging with our pillars, board development and maintenance, chapter infrastructure considerations, and a DEI component.

○ Continuing Chapter Education

- Diversity, Equity, and Inclusion Education
 - A minimum number of DEI learning sessions will be required of chapter leaders.
 - Sessions will be primarily focused on intentional and intersectional inclusion at meetings, events, and in a chapter's virtual and online presence
 - PFLAG National Learning and Inclusion staffers will provide direct support of chapter-level DEI work focused on making all chapters accessible and safe for their communities and those who may approach them seeking support.
- PFLAG Academy Online
 - Four-hour minimum of [PFLAG Academy Online](#) learning sessions specifically for PFLAG chapter leaders
 - Four-hour minimum of non-chapter leader-specific PFLAG Academy Online learning sessions annually per chapter board.

- Terminology and Language
 - PFLAG chapter leaders are expected to familiarize themselves with the [PFLAG National glossary](#), as well as maintain updated awareness of appropriate language and usage through training opportunities.
- 501c3 Guidelines Training
 - Once annually, a mandatory training will be provided by PFLAG National Policy staff on 501c3 guidelines for chapter leaders, to be attended by the executive members of the chapter board.
 - All chapter board members and chapter members are always welcome and encouraged to attend this session.
- Chapter Processes and Procedures
 - A document outlining the chapter affiliation process will be provided by PFLAG National Chapter Engagement staff to chapter leaders on an annual basis, and training will be provided on an as-needed basis.

Timeline of Responsibilities

Following is a helpful timeline of the Chapter Leader Responsibilities above. Some of these responsibilities are one-time events, others occur throughout a chapter's fiscal year, and many of them are part of the Annual Chapter Responsibilities requirements to maintain a chapter in good standing, with which most chapter leaders already engage each year.

If at any time you are having trouble meeting these timelines, please contact your Chapter Engagement staffer, who is there to assist you in tailoring your planning and to provide you clear, concrete deadlines and resources to meet these responsibilities, all of which serve to keep PFLAG chapters strong and healthy.

As a reminder, PFLAG chapter fiscal years align with the PFLAG National fiscal year, which starts on October 1st and ends on September 30th.

Timeline: FY23-FY24

Given the strategic priority specifically focused on the PFLAG Chapter Network, the following is the timeline **specific to this and the following fiscal year (FY23, running October 1, 2022-September 30, 2023; and FY24, running October 1, 2023-September 30, 2024).**

October 1st 2022 through February 14th 2023

- Annual Chapter Responsibilities
- Expected response to all communications within 7 days
- Plan and schedule at least monthly general chapter meetings
- Plan and schedule at least quarterly chapter board/steering committee meetings

March 2023 through September 2023

- Chapters will receive templates and support from PFLAG National in time to complete FY24 Annual Chapter Responsibilities, due February 15, 2024
 - Resources and templates, including
 - Chapter Governance Template
 - Chapter Bylaws Template
 - Annual Chapter Workplan Template
 - Training opportunities, including
 - Use of the PFLAG Chapter Hub

- Technology tutorials, including but not limited to
 - Setting up Google accounts
 - Setting up Google voice
 - Setting up templates for use with Google drive
 - How to digitize chapter files and develop a virtual archive of all chapter documents
- Finalize any transitions of chapter resource and account information from personal to chapter-only accounts, including
 - Communications Accounts
 - Website/Virtual Presence
 - Social Media Accounts
 - Banking and Fundraising Accounts

October 2023 through February 2024

- Begin FY24 Annual Chapter Responsibilities, inclusive of all listed expectations and considerations and due no later than February 15th 2024.
 - If chapters need more time, resources, or support in completing these expectations, they should have a concrete plan in place with their Chapter Engagement staffer no later than November 1st, 2023.

Ongoing, the timeline for Annual Chapter Responsibilities as noted above will continue to run October 1-February 15 of each fiscal year.

Adherence to Responsibilities

Just as PFLAG National staff are expected to meet their responsibilities, chapter leaders are expected to meet their responsibilities; together, this adherence will ensure the health of the PFLAG Chapter Network, each individual PFLAG chapter, and the PFLAG organization as a whole.

We cannot say this enough: As PFLAG chapter leaders, we value your time, your dedication to the organization, and your ongoing engagement in and commitment to the work of PFLAG in your community. We have every confidence that we can provide the support that every chapter leader needs to meet this moment in a way that feels achievable and will leave chapter leaders feeling good about their work and the work that their chapter is doing in their community. Together, we will ensure that chapter leaders have every opportunity and resource to meet the responsibilities laid out in this document.

That said, we also recognize that this framework of mutual responsibilities might not be a good or right fit for every chapter leader, and sometimes chapters close or chapter leaders move on from their roles. All of this is a completely normal part of the life cycle of a PFLAG chapter, and we absolutely respect each chapter leader's decisions as they move through this process, wherever they land.

If a chapter leader is unable to meet their responsibilities, their Chapter Engagement staffer will work with them to develop a concrete, timely plan to do so, as well as assist in connecting chapter leaders with already-existing resources to support this work.

If a chapter leader is unresponsive to communication, outreach, or plans to help support their fulfillment of these responsibilities, there are options, from working with their fellow chapter leaders and members to identify new leadership, to putting the chapter work on pause to work through a plan that feels manageable.

If you have questions or concerns, we encourage you to connect with your Chapter Engagement staffer to ask questions and address any and all concerns.

The staff at PFLAG National, in every department, is here to serve and support our chapter leaders, as are Regional Directors. Together we will ensure that PFLAG is able to continue leading with love in every community across the country.