How to Enter Community Service Reports in MALTA

Step-by-step for Auxiliary Presidents, Treasurers, and Secretaries

Department of Washington VFW Auxiliary

Source: VFW Community Service FAQ and Best Practices guide. Go to MALTA: Membership Resources — Misc. Resources for more information.

What's new

Presidents, Treasurers, and Secretaries can now enter Community Service Reports **directly in MALTA**. MALTA sends the report to your Post. This replaces the old paper form sent to the Post — but it does **not** replace reporting to your Department Chairman (see "Don't forget" below).

Before you start — gather this for each event

- Date and name of the event
- What the Auxiliary did, and which outside organization it benefited
- Hours each volunteer spent (count every volunteer)
- Miles each volunteer drove
- Money the Auxiliary spent hosting or organizing the event
- Name of the authorized representative of the outside organization who can verify the work

Step by step

1. **Log in to MALTA.**
2. **Go to Duties.** Enter the Community Service **by event** — one entry per event, not a weekly, monthly, or quarterly summary.
3. **Enter the event details:** date, what was done, the organization served, total volunteer hours, total miles, and money spent.
4. **Enter your actual mileage.** The VFW system converts it at **$0.14 per mile** — you do not need to calculate the dollar amount yourself.
5. **Submit the report.** Once submitted, it goes directly to your Post and shows as **pending**.
6. **The Post reviews it.** The Post Commander, Senior Vice, Junior Vice, Adjutant, and Quartermaster can all see it and **approve or reject** it.
7. **After Post approval, it forwards to the Department** for approval.
8. **If it is rejected:** the Auxiliary gets an **email and a portal notification with the reason**. Correct it and re-submit.

What counts as Community Service

- Work performed **by and as a representative of the VFW**, for an **organization outside the VFW and its Auxiliary**
- Verified by an **authorized representative** of that organization
- Examples: assisting veterans in the community, scholarships to youth, sponsoring youth teams, VA hospital work on behalf of the VFW, blood drives, legislative town halls, care packages for troops and the homeless, Register to Vote campaigns, food bank support, building ramps for disabled veterans, hosting job fairs, visiting VA homes and nursing facilities, community clean-up, natural disaster relief, clothing drives, donations to civic organizations that align with our values

What does NOT count

- Anything that only benefits the Post or Auxiliary: maintenance, upkeep, or beautification of the Post home; cooking or serving a meal for a Post fundraiser; working bingo night
- Normal Post requirements: flying the US or POW flag, flag retirement programs, placing flags on graves, building memorials, Post dinners, Buddy Poppy drives, membership drives
- Paid VFW Service Officer work
- A member's personal volunteering at a church or other non-profit (generally not counted — it is service to their faith, not to the VFW, and not for the community at large)
- Charging, renting, or loaning the Post hall to the Auxiliary or Cootie Pup Tent

These lists are a frame of reference, not all-inclusive. If something is reported that is not Community Service per the guide, it will be rejected — see step 8.

Timing

- The Community Service year is **July 1 – June 30**.
- Report events **as they happen, 365 days a year** — don't save them up. Reporting right away keeps the details from being forgotten.

How your impact is figured

Money spent + Hours + Mileage = Total Impact

- Value of a volunteer hour: **$36.14** (Independent Sector / Do-Good Institute, April 2026)
- Mileage: **$0.14 per mile**

Don't forget

- **Still report to your Department Chairman.** Entering a report in MALTA does not replace your current process of reporting to your Department — you still need to report to your appropriate Department Chairman to get credit and awards on the Auxiliary side.
- **Joint projects with your Post:** talk to the Post first. Ask whether they will report for both of you or whether you will report separately in MALTA. Either way is fine — just **don't report the same project twice**.
- Reporting to your Post through MALTA is **not mandatory, but it is suggested**.

Where to find the official instructions

In MALTA: **Membership Resources — Misc. Resources (after Youth Activities), scroll to the bottom** — the Best Practices and Instructions are there.