



The Hotline

North Carolina Continuing Care Residents Association. www.norccra.org

The Eastern Regional Meeting. Tuesday, April 14, 2026 at Galloway Ridge

The NorCCRA Eastern Regional Meeting will be held at Galloway Ridge (3000 Galloway Ridge Road, Pittsboro, NC 27312) on Tuesday, April 14, 2026. The theme of the meeting will be healthcare. Given the uncertainty around Medicare and Medicaid programs, and healthcare in general, it is a perfect setting for our speakers

Jeanne Chamberlin is the Program Coordinator for the Seniors' Health Insurance Information Program (SHIIP) in Orange County. She leads a program sponsored by the NC Department of Insurance assisting residents with Medicare enrollment and navigation.

Arvilla Johnson, DM, MA, RN, NEA-BC, serves as the Senior Director of Healthcare at Galloway Ridge, providing strategic leadership across all campus health operations since February 2022. With a distinguished background, she previously directed clinical services and programs at UNC Health Care and directed clinical research at Duke University. A two-time decorated former U.S. Army Reserve Captain, Arvilla holds a Doctorate of Management with a sub-specialty in Information Systems Technology, a Master's in Administration, Bachelors in Nursing, and has certifications as Nurse Executive Advanced Board Certification and Project Management certificate from Cornell University.

The morning session will be followed by lunch, compliments of NorCCRA and Galloway Ridge. After lunch there will be a business meeting with reports from NorCCRA President Joe Liegl and Martha Wood, NorCCRA Legislative Committee Chairperson.

To Register for this meeting, email the name(s) of those attending, email address, residence community and any dietary restriction to ergallowayr@gmail.com

Agenda: Arrival/Registration: 9am - 9:45am
Coffee "and": 9:45 am - 10:00am
Meeting Introduction & Speakers: 10:00am-11:30am
Lunch: 11:30am
Business Meeting: 12:45pm



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President's Message from Joe Liegl

We have been busy since our last Hotline. The Department of Insurance (DOI) has taken major steps to implement disclosure rules under our new CCRC law. As we indicated in a Constant Contact posting we sent you recently (if we have your email address), DOI issued its Disclosure Statement (DS) Handbook, which sets out requirements all DS's must meet.

An all important feature of new DS's is the "Financial Snapshot", which must be right upfront. The Snapshot will set forth eight financial ratios for your CCRC. Starting late 2026 DOI will publish quartile information for these eight ratios drawn from all DS's filed this year. So you'll be able to see how your CCRC is doing relative to other CCRCs. DOI has also published other forms for financial information all CCRCs must submit; you can see these on the DOI website (<https://www.ncdoi.gov/licensees/continuing-care-retirement-communities-ccrc/continuing-care-retirement-community-licensing#Forms-LicensingNewContinuingCareRetirementCommunities-469>).

Also the first meeting of the new Continuing Care Advisory Committee (CCAC) occurred virtually on January 28. This was an organizational meeting, and over 30 registered guests sat in on it. We have made our views known that we need more meetings of the CCAC soon, to help implement our new CCRC law. In March we will start discussions with providers on statutory language for three additional topics that were not included in our new CCRC law. We did not reach agreement on those issues last year, so stay tuned to see how we do in these upcoming discussions. Residents want all three topics included in our law.

A final topic is one I have raised with DOI. It concerns the CCRC mandatory semiannual meetings for residents at which an independent board member must attend (Ch 58, Art 64A, Section 360 of the new law; this was also in our old law). This provision states the meetings are "for free discussions of subjects, including, but not limited to, income, expenditures, financial trends and problems, and proposed changes in the policies, programs, and services" of the CCRC. *continued.....*



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These meetings can thus cover a lot of ground. How many residents even know this? Thus one issue I have raised with DOI is whether whoever moderates these meetings should be required to read the above quoted language at the start of the meeting. Shouldn't the notice of the meeting also include this language?

I have also raised questions on asking about board discussions at these meetings. The language refers to "proposed changes in policies", etc. That certainly can be read to say we should be able to ask about what the board is discussing. But at many of our communities, board discussions are declared confidential and not open to discussion. Does that square with the language of the statute?

It will take some time before these issues are clarified with DOI. But we should all be aware they are pending. And we should be aware of the breadth of the statutory language in asking questions.

To conclude, please note elsewhere in these pages the announcement of the Eastern Region meeting, to be held on April 14 at Galloway Ridge. The program will be highly informative, on the always important topic of healthcare. Please plan to attend the meeting if your CCRC is in the Eastern Region (in which case you should have heard about the meeting from your NorCCRA community representative). I hope to meet many of you there!



INTERESTED IN BEING THE NORCCRA HOTLINE EDITOR to replace Sharon Everhart?

While I have loved being the Hotline Editor for the last 4 years, I am ready to pass this baton on to one of you. The Hotline is published quarterly, so there are 4 issues a year. I have gotten good support from all of NorCCRA's representatives and presidents when I ask for articles.

Serving as the Hotline Editor, I sit on the NorCCRA Executive Committee and so am generally in the know about what is going on. If you would like to be considered for this job, please call me at 252-723-0364 or email at everhartjd@gmail.com



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Legislative Update from Martha Wood, Chair

President Joe Liegl, Past President Skip Kingan, Sindy Barker, and I met with NorCCRA lobbyists Alex Miller and Cassidy Whitley in early January to prepare for the next legislative sessions (<https://www.alexmillernc.com/>). With elections looming, the *short session* begins in *late April or early May* with priority on budget adjustments and final passage, and unfinished business from the previous session, including the Medicaid budget shortfall. While new legislation is not offered routinely in the short term, *new items can be attached to an existing bill*.

In anticipation of the 2027 session, our lobbyists advise us to begin laying groundwork for the three issues remaining from the CCRC statute revision last July. Those issues include *dividends and distributions, related-party transactions, and entrance fee refunds*. Alex and Cassidy will apprise us of proposals that may affect CCRCs.

On January 28, NCDOT Deputy Secretary Jeff Trendel opened the organizational meeting of the Continuing Care Advisory Committee (CCAC "Cack") by noting that **30 members of the public joined the public meeting** -- the *largest public audience ever for a CCAC meeting!*

The Senate President Pro Tem has not appointed a CPA to fill the 12th CCAC position, so we began with 10 of 11 members present. Jay Matthews, Executive Director, The Oaks at Whitaker Glen, later joined the meeting.

Jeff emphasized that the recently revised **Article 64A** establishes a *clear, strong, active and independent role for the CCAC. The DOI will depend on the CCAC for advice and guidance and provide ongoing support for the committee.*

The group elected Perry Aycock III, president of the Cedars of Chapel Hill, as committee chair, <https://www.cedarsofchapelhill.com/>, and **Skip Kingan, immediate past president of NorCCRA, as vice chair**. The chair and vice chair will **set agendas and direct the meetings** governed by bylaws amended in September 2025 to reflect changes required by **Article 64A**. *continued*



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Jeff reported on implementation of the new legislation, beginning with disclosure statements (DS) with the goal of a consistent, clearer, more digitally accessible, smaller presentation meant for **consumer protection** rather than marketing. <https://www.ncdoi.gov/licensees/continuing-care-retirement-communities-ccrc>

The committee discussed ways to manage its work to address CCRC issues, including the three left on the table, as identified earlier. Jeff affirmed that *a sounding board helps the DOI interpret the law fairly and accurately.*



Building Forward, Giving Back: Porters Neck Village Finds Purpose in Progress

By Lisa Polanski - Marketing Director, Porters Neck Village

At Porters Neck Village in Wilmington NC, growth isn't just about adding new residences — it's about strengthening the connections we share with our broader community. Porters Neck Village is presently re-investing in our community with the addition of 67 new homes. Phase II of our expansion includes replacing some of our original buildings and adding new flats and apartments and we saw a unique opportunity to make a difference. Over the years, many of our existing villas and apartment homes have been thoughtfully updated with new cabinetry, appliances, and other modern finishes. With plans to tear down and rebuild these areas, we found ourselves with a collection of high-quality home essentials still in excellent condition — and a chance to give them new life. Rather than letting these items go to waste, we chose to turn our progress into a way to give back.

It's been seven months since Hurricane Helene devastated parts of western North Carolina, yet for many families, full recovery still feels a long way off. Homes are still being rebuilt; lives are still being pieced back together — and every bit of support matters.

Porters Neck Village decided to team up with Priceless Missions, a trusted partner, to donate all of these items to families in need. Thanks to this collaboration, stoves, refrigerators, washers, countertops, and more are now helping families restore their homes and their lives. *continued..*



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For Susanne Delgrosso, our Director of Administrative Services, the effort hit close to home. "Having experienced damage to my own home during Hurricane Florence, I understand just how meaningful it is when someone steps in to offer help," she shared. "This was our chance to do that for others."

At Porters Neck Village, giving back is woven into who we are. Whether it's through walk-a-thons, blood drives or everyday acts of kindness, we believe community isn't just where you live — it's how you live. As we grow into the next chapter of our story, we're proud to bring others along with us.

NorCCRA Central Region Representative Allen Ridenhauer recently visited with a group of about 40 residents from the newly opened Stockton Addition of the Twin Lakes CCRC in Burlington, N.C. After being introduced by Doug Graham, the new NorCCRA representative for Twin Lakes, Allen shared some of the reasons why NorCCRA CCRC is so important to all Twin Lakes residents. Among the observations were the successful efforts by NorCCRA to lobby the state legislature and prevent the taxing of our monthly community fees. This effort literally saves thousands of dollars for community members and is something that NorCCRA will continue to monitor in the future. He also fielded questions regarding financial condition of our communities. Residents were aware that there have been examples of financial mismanagement in some CCRC communities and some ensuing bankruptcies. At this stage of our lives such problems could be devastating. Allen passed out the new simplified financial reporting forms which quickly can identify issues or reassure members of good financial management.





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Your Officers & Staff for 2025-2026



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The Hotline is published quarterly: March, June, September and December by the North Carolina Continuing Care Residents Association (NorCCRA). Submissions and other Hotline related communications should be addressed to our Communications Director: Sharon Everhart - email: everhartjd@gmail.com, phone: 252-723-0364. If you have articles for publication, please contact her.



Skip Kingan maintains the list of NorCCRA Presidents and of NorCCRA representatives plus their access to our Forums. So when you elect your new President or NorCCRA representative please contact Skip (email: skingan47@gmail.com, phone 919-384-2234) with the name, email address, phone number and when the term of your new President or representative expires.

Application Form for membership in North Carolina Continuing Care Residents Association

Name: _____

Community: _____

Spouse's name (if applicable): _____

Address(s): _____

Email address(s): _____

Phone number(s): _____

Annual Fee: \$12 for individual; \$20 for couple.

Lifetime Fee: \$80 individual life membership, \$135 life membership for a couple. Please make your check payable to NorCCRA.

Give your check and application to your local NorCCRA representative, or mail to Susan Rhyne, 3913 Muhlenberg Court, Burlington, NC 27215

Thank You.