



The Hotline

North Carolina Continuing Care Residents Association

www.norccra.org



President's Message from Joe Liegl

Fellow NorCCRA members: Here are a few things I want to bring to your attention this warm summer season.

Planning is well underway for our **Annual Meeting**. It will be held on October 13 at Searstone Retirement Community in Cary. You will see details about the meeting registration on page 3. It will be a great meeting, and I hope to see many of you there.

Nearly all of you can now see your CCRC's 2026 Disclosure Statement (DS). One of the significant changes under our new law (Article 64A) is the Financial Snapshot on page 2 of your DS. This shows **eight financial ratios** for prior and forecasted future years. My community, for example, has completed a new skilled nursing facility (SNF) to replace our old SNF. So, my Financial Snapshot shows several of the ratios changing substantially as debt service kicks in for the new SNF. Please look at these ratios for your community; they reveal things of interest and importance. Later in 2026 the Department of Insurance (DOI) will publish quartile data for the ratios for all NC CCRCs. That will let you see how your community's ratios fare against those for all NC CCRCs.

Martha Wood's Legislative Report discusses the additional **topics for legislation** in Article 64A that we have been working on. Of note, Jeff Trendel of DOI needs more time to complete other projects before he retires in October and accordingly has withdrawn from leading our working group discussions. We must now see if we can make progress working directly with CCRC providers. We will do our utmost. More on that in the periods ahead.

Finally, please welcome our newest members of your NorCCRA leadership team. **Linda Jones** of Scotia Village is our soon-to-be Membership Services Director. Linda is training to replace Susan Rhyne of Twin Lakes. Susan has given us many years of the finest service. Also, please welcome **Jan Nickerson** of Pisgah Valley Retirement Community (near Asheville) who will be our new editor of *The Hotline*. Linda and Jan will give great service to members. Please welcome them at the Annual Meeting.

This reminds me: NorCCRA can always use **volunteers** from among our members' ranks. See the Wanted posting on page 7 showing we need a new Communications Director. You need us, but we also need you.



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Legislative Update from Martha Wood, Chair



NC Department of Insurance (NCDI) Task Force:

Residents and providers continue seeking consensus on three significant issues not included in the 2025 statute revision: time limits on paying *entrance fee* refunds, limits on *distributions* by CCRCs; and *transactions between a CCRC and related parties*.



With apparent consensus on the entrance fee refunds issue, NCDI Deputy Commissioner Jeff Trendel has prepared a draft for possible consideration in the 2027 legislative session. Debate continues on the two remaining issues.

Continuing Care Advisory Committee (CCAC): These meetings are public. Remember to register with NCDI to observe via Zoom. The CCAC will meet on *Tuesday, September 15, at 1:00 pm*.

NC Legislature: NorCCRA lobbyist Cassidy Whitley reports that the Senate has closed shop for “some time”; the House will close shortly with monthly “check-in” dates for votes as needed.

Post-election dates, November 30 – December 18, should be active. Per election results, it’s the key window to override gubernatorial vetoes.

Cassidy also reports at least 18 legislative changes for the 2027 session: three senators; 15 house members. Some lost primaries; others are running for different offices, took different jobs or retired. My predecessor Cindy Barker advises that this turnover is small compared to her experience as a lobbyist.

We have provided Cassidy with a list of the districts with CCRCs. She will advise us about appropriate contacts with newcomers.

Please stay tuned, stay alert, informed, and ready to act when needed!



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NorCCRA ANNUAL MEETING

Tuesday, October 13, 2026

All NorCCRA members are invited and encouraged to attend our Annual Members Meeting. The meeting will be held on Tuesday, October 13, 2026, at the Searstone Retirement Community in Cary, NC (*for your GPS, enter 19001 Searstone Drive, Cary*). Our guest speakers will be Jeff Trendel, Department of Insurance Deputy Commissioner (responsible for the licensing and regulation of continuing care retirement communities) and Katherine C. Pearson of Penn State Dickinson Law, one of the nation's foremost authorities on elder law and the legal issues affecting senior living communities. There will also be reports from the 2025-26 officers and the election and installation of officers for 2026-2027.

Our Guest Speakers



Jeff Trendel



Katherine Pearson

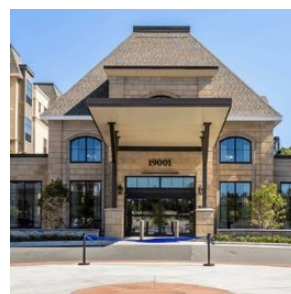
To Register for the meeting: Email the name(s) of those attending with email address, residence community and any dietary restriction to
NorCCRAAnnual@NorCCRA.org

**You must be registered to attend this meeting,
 so register early to ensure your place at the table.**

Registration ends Tuesday, September 29, 2026



Entrance to the Searstone Community



19001 Searstone Drive



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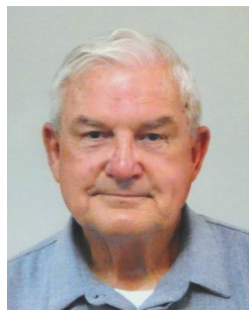
NorCCRA Officer Nominees for 2026-2027

For President: Joseph “Joe” Liegl



Joe’s undergraduate and law degrees are from the University of Wisconsin. His legal career includes time at the US Department of Justice, a major law firm and management consulting firm McKinsey. Joe is the current President and previously served as Treasurer for two years and Vice President for the two years.

For Vice President: Thomas “Tom” Burrell



Tom has a BS from the United States Military Academy and an MBA from Syracuse University. Tom served in the United States Army from 1966 until retiring in 1992. He spent his post Army years as a consultant for Booz Allen Hamilton. Tom is the current Vice President.

For Treasurer: Stuart “Stu” Rosenstein



Stu began his career as a mechanical engineer. He earned an MBA in Finance from the University of Tennessee in 1979 and received a Ph.D. in Finance from the University of Colorado in 1987. He was employed as Capital Budgeting Manager for Vetco Offshore and subsequently taught and did research until his retirement in 2008. He became a Chartered Financial Analyst in 1999. This will be Stu’s third term as Treasurer.

For Secretary: Marcia Hoffmann



Marcia and her husband Jeff moved to Piedmont Crossing from Hamden, CT in 2017. She has been the President of the Piedmont Crossing Residents Association from 2019 through 2026 and a life member of NorCCRA since 2018. This will be Marcia’s third term as secretary.



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DOI Personnel Changes Give Opportunities to Build New Relationships

As North Carolina's new Continuing Care Retirement Community (CCRC) law, Chapter 58, Article 64A, begins to take effect, the Department of Insurance (DOI) is undergoing significant internal personnel changes. Several veteran leaders in the Financial Oversight & Special Entities Division are retiring.

Three of the division's most experienced staff members — individuals who have shaped CCRC oversight for years — are departing:

- Jeff Trendel, Deputy Commissioner, retiring in October
- Nancy Wise, Manager, retired in July
- Colby Toler, Senior Financial Analyst, departed in July

These departures represent a substantial loss of institutional knowledge. Jeff and Nancy have been central points of contact for CCRC providers and residents alike, guiding communities through financial reporting, disclosure requirements, and compliance reviews.

Jeff emphasizes that these personnel changes should not be interpreted as a retreat from the Department's commitment to regulating CCRCs. He has made it clear that the DOI is not abandoning CCRC oversight and remains committed to carrying out its statutory responsibilities under the new law.

There is also encouraging news regarding the transition. Jeff's successor has now been announced: **Matt Erickson**. Matt has been a part of the NCDOI team since 2021, serving as a Senior Financial Analyst in the Financial Analysis Division. Additionally, **Jessica Price** has been named as the Senior Deputy Commissioner, and she will oversee Matt's Division.

There will be approximately three months of overlap. Joe Liegle, Martha Wood, and Tom Burrell met with Jessica, Matt, and Jeff in early August to begin building the strong relationship with the new leadership that NorCCRA has had in the past. The extended transition period should help ensure a smooth transfer of knowledge and responsibilities.

The next several months will be important as the new CCRC law is implemented and new personnel assume their responsibilities. NorCCRA will continue monitoring developments closely, working collaboratively with DOI leadership and keeping members informed as the DOI moves through this period of transition.



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NorCCRA Board of Directors Holds Annual Meeting at the Belle Meade Retirement Community – Southern Pines, NC June 2, 2026

Representatives from 26 CCRCs across North Carolina gathered at Belle Meade Retirement Community for the 2026 NorCCRA **Board of Directors Meeting**. The Belle Meade team planned and executed a tremendous meeting in a beautiful venue. Unfortunately, President Joe Liegl was out of state attending to family matters, so Vice President Tom Burrell presided over the meeting.

A major focus of the meeting was the continued implementation of North Carolina's **updated CCRC law**, Chapter 58, Article 64A, which became effective December 1, 2025. Legislative Committee Chair Martha Wood reported on the work of the newly re-established Continuing Care Advisory Committee (CCAC), which now includes resident representatives, providers and industry professionals. Five CCRC residents currently serve on the committee, ensuring that resident interests are represented in discussions regarding regulation and oversight of CCRCs.

The CCAC is currently reviewing thirteen **policy interpretations** being developed by the North Carolina Department of Insurance to guide implementation of the new law. In addition, a separate Department of Insurance Legislative Task Force is addressing three important issues that were not resolved during the legislative process: entrance fee refunds, dividends and distributions, and related-party transactions.

Membership and **technology modernization** were also discussed. NorCCRA is replacing its long-standing Microsoft Access membership database with Airtable, a cloud-based system that will improve membership tracking, communications, reporting capabilities and overall efficiency. The new system is expected to reduce administrative costs while providing additional functionality.

The **Multi-State Leadership Group** report highlighted ongoing collaboration among resident organizations from nine states. These regular exchanges allow organizations to share best practices and legislative developments affecting CCRCs nationwide. North Carolina continues to be viewed as a leader in resident protections and CCRC oversight.

Treasurer Stu Rosenstein reported that NorCCRA remains in a **strong financial position**. Through April, the organization reported positive operating results and approximately \$270,000 in available funds, including over \$113,000 in unrestricted reserves. The largest ongoing expenses continue to be legislative advocacy and member communications.



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Susan Rhyne reported the following for membership:

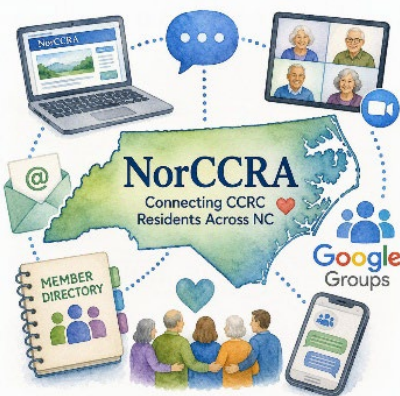
	Annual	Lifetime	Total
Eastern	1,134	2,406	3,540
Central	359	1,210	1,569
Western	186	923	1,109
Total	1,679	4,539	6,218

Discussion also focused on future meeting **locations and formats**. As NorCCRA events continue to attract large attendance, finding venues with adequate meeting, parking and dining capacity has become increasingly challenging. While members expressed interest in

hybrid meeting options, technology limitations currently make fully effective hybrid meetings difficult.

Throughout the meeting, speakers emphasized **NorCCRA's continuing mission**: protecting residents, improving transparency, strengthening state oversight of CCRCs and ensuring that residents have a strong voice in decisions affecting their communities. The organization's leadership remains actively engaged with legislators, regulators, providers and resident groups to advance these goals on behalf of North Carolina's CCRC residents.

Wanted: NorCCRA Communications Director



Help keep NorCCRA connected and informed! Join the Executive Committee and lead our communications efforts by overseeing the website, Zoom meetings, Google Groups, member directories, and outreach tools. If you're organized, collaborative and enjoy supporting resident leaders, this is a rewarding way to make a difference.

Interested? Contact Skip Kingan, skingan47@gmail.com



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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” communications may be sent to NorCCRAHotline@NorCCRA.org.

Skip Kingan maintains the list of current presidents and NorCCRA representatives of NorCCRA-member community resident associations. When this information changes, please contact Skip in a timely manner at: SKingan47@gmail.com or by phone at 919-384-2234.



To become a NorCCRA Member, complete all the information in the Application Form below and give it (with your check or money order made out to NorCCRA) to your Community Representative or mail it directly to the **Susan Rhyne, Membership Director, 3913 Muhlenberg Court, Burlington, NC 27215.**

NorCCRA Membership Form

First Name (1): _____ Last Name (1): _____

First Name (2): _____ Last Name (2): _____

Community Name: _____

Residence Address: _____

Apt #: _____

City: _____ State: _____ Zip: _____

Name (1) Email Address: _____

Name (2) Email Address: _____

Name (1) Phone #: _____

Name (2) Phone #: _____

Check the appropriate membership type:

- | | | |
|---|----------|----------------------------------|
| ☐ Individual Annual Membership | \$12.00 | ☐ Renewal |
| ☐ Couple Annual Membership | \$20.00 | ☐ Renewal |
| ☐ Life Membership – Individual | \$80.00 | |
| ☐ Life Membership – Couple | \$135.00 | |

THANK YOU!