



The Resident CONNECTION

3rd Quarter 2024



President's Message

As many of you know, FLiCRA is celebrating its 35th anniversary this year.

In its first few years of existence, FLiCRA was quite busy as we were new to the Florida Legislature and there

was much work to be done. There were many items on FLiCRA's policy agenda which were deemed important to the residents of CCRCs. In keeping with our mission to provide a safe, comfortable, and worry-free environment for people who chose the CCRC lifestyle, it was necessary to make changes (or add) to the law that governs CCRCs.

We were quite successful in our mission during our infancy. So successful, other states took notice and contacted us for information on how they could start a similar organization. As I mentioned in the last quarterly newsletter, we remain the most successful in terms of membership and accomplishments.

Having said that, even with all of the accomplishments that FLiCRA has achieved, there remains the question, "What's left to do?". The first answer is, of course, continued advocacy with the State Legislature to monitor proposed legislation that could have a positive or negative impact on residents.

Florida has term limits for its state legislators. That means there are always new policymakers that are in need of education about our organization and the desires of residents. Our team in Tallahassee does

an excellent job for us in staying apprised of all new legislation, and in educating new legislators.

The second answer is remaining fiscally sound to accomplish our agenda. I am pleased to tell you that the last several quarters of financial statements have outpaced the last several years in terms of membership revenue and expenses are at or below budget. As you know, we are a grassroots organization, and the ability to run the organization comes from membership dues which is our only significant source of income.

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2024 FLiCRA Board Of Directors

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bennett@executiveoffice.org

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In the beginning of 2023, it was decided that in order to remain viable in future years, understanding that the cost of doing business in Tallahassee has increased substantially from when we first organized in 1989, we needed to think about increasing revenue to enable us to be ready for additional advocacy.

The FLiCRA board has been active in expanding our reach. The fastest way for FLiCRA to grow is to recruit members in non-chapter CCRCs and/or build new chapters. That has been a strategic focus during the last year. We distributed materials and coordinated in-person programs to help share information on the value of FLiCRA membership. These efforts have produced results with 1) an increase in revenue over the past year including from current chapters, and 2) the recent launch of new chapters including the most recent one, Lake Seminole Square in St. Petersburg.

FLiCRA is also in the midst or going through an association website redesign. The new site should be up and running in time for our next annual meeting in October, which is being held at Bay Village in Sarasota. Our invited keynote speaker will be Florida State Senator Jim Boyd, who represents District 20 (Manatee and Hillsborough Counties). The annual meetings are always informative and fun and afford everyone the opportunity to meet other residents around the state. I know for some of our residents, travel is difficult, but if you can attend, I'm sure you will feel it worth the effort.

Patricia Burdsall FLiCRA President

2025 Florida Regular Legislative Session Dates

August 2, 2024

Deadline for filing claim bills (Senate Rule 4.81(2))

March 4, 2025

Regular Session convenes (Article III, section 3(b), State Constitution)
12:00 noon, deadline for filing bills for introduction (Senate Rule 6.4(4))

April 19, 2025

Motion to reconsider made and considered the same day (Senate Rule 6.4(4))
All bills are immediately certified (Senate Rule 6.8)

April 22, 2025

50th day-Last day for regularly scheduled committee meetings (Senate Rule 2.9(2))

May 2, 2025

60th day-Last day of Regular Session (Article III, section 3(d), State Constitution)

Ziegler CFO Hotline: Dining Contracts (Past and Present)

Over the years life plan communities have expanded amenities, especially dining venues, to include cafés, bistros, and pubs to offer residents a variety of casual dining versus a more elegant dining experience. Today, there are also dining venues utilizing the assistance of Artificial Intelligence (AI) and robots - how far we have come!

Although it does seem that there have been some changes in the types of meal plans offered, the use percentages have fluctuated somewhat.

Today residents have choices in whether to dine in a casual setting or a more elegant dining experience, and there are similarities in the payment programs and the way meals are tracked.

More than ten years ago Ziegler conducted a CFO hotline poll on the topic of dining contracts and nearly 140 organizations responded to that survey. Recently, we reissued the survey to see what has changed over the last 10+ years. Nearly 200 CFOs and finance professionals responded - the majority from not-for-profit life plan communities.

MEAL PLANS OFFERED	DECEMBER, 2013	MAY, 2024
Declining Balance	77%	43%
Voucher / Points	3%	13%
Meal Credits	53%	8%
Fixed Amount	--	23%
A la Carte	--	5%
Combination / Other	10%	9%

Note: Respondents were asked to answer all that apply.

DINING PREFERENCE	DECEMBER, 2013	MAY, 2024
Casual Dining	47%	49%
Formal Dining	53%	51%

MEAL PLANS OFFERED	DECEMBER, 2013	MAY, 2024
Dollar Amount Used	29%	49%
Meals Consumed	57%	34%
Points System	3%	10%
Combination / Other	10%	7%

Florida Telecommunications Relay

Florida Telecommunications Relay, Inc. (FTRI) is a statewide non-profit 501(c)3 organization that administers the Specialized Telecommunications Equipment Distribution Program for citizens of Florida who are Deaf, Hard of Hearing, Deaf/Blind and Speech Disabled. FTRI is also responsible for the education and promotion of the Florida Relay Service.

Frequently Asked Questions

Who is eligible to receive a phone through the FTRI program?

Permanent residents of the State Florida who are deaf, hard of hearing, deaf/blind and speech impaired.

How much does FTRI equipment cost?

FTRI loans the equipment to qualifying Florida residents for as long as the individual needs it, at no cost.

How do I qualify or get a phone?

Complete an FTRI application; have it signed by an approved certifier, and either mail it to FTRI or visit a Regional Distribution Center in your area.

How do get an application for the FTRI program?

You may download and print an FTRI application from www.ftri.org, or contact FTRI at (800) 222-3448.

How is the program funded?

Florida law (TASA F.S. 427) requires that both the FTRI Equipment Distribution Program and the Florida Relay Service be funded by a monthly surcharge that is billed to all telephone consumers (landlines) in the State of Florida. Currently the surcharge is 9 cents.

What do I do if my phone breaks?

If your phone breaks or malfunctions FTRI will replace it at no cost. Simply contact FTRI or the closest Regional Distribution Center to receive a new phone.

If I move to another city in Florida, may I take my phone with me?

Yes, as long as you stay within the State of Florida, you can take your equipment with you. However, please contact FTRI and give them your new address.

How will I know how to operate the equipment?

FTRI and the Regional Distribution centers will provide training on all of the phone equipment when you receive it.

Is FTRI a telephone company or a State agency?

No, FTRI is a non-profit organization and the administrator of TASA law (F.S. 427). If you are having trouble with your phone line or phone service, you will need to contact your local telephone company.

What happens if the power goes out during an emergency? Will I still be able use my phone?

Most of the equipment that FTRI provides comes with battery backup for emergency situations. It's recommended that you purchase batteries and replace them every 6 to 12 months to be prepared for an emergency situation. Please read your equipment manual, contact FTRI, or your closest Regional Distribution Center for information about battery size, etc.

2023 Office of Insurance Regulation CCRC Annual Report

In February 2024, the OIR released its annual market report on Florida CCRCs.

The full report is posted on FLiCRA's website. This article provides a couple of references that generate the most questions each year.

Changes in Fees

Entrance Fees	Year to Year Change		5 Year Change	
	2020 - 2021	2021 - 2022	2017 - 2021	2018 - 2022
Median	2.74%	4.0%	11.70%	13.02%
Upper Quartile	4.26%	5.0%	21.16%	26.18%
Lower Quartile	0.0%	1.0%	3.08%	3.8%

Monthly Maintenance Fees	2020 - 2021	2021 - 2022	2017 - 2021	2018 - 2022
Median	3.50%	4.50%	13.32%	14.62%
Upper Quartile	5.16%	6.50%	18.06%	25.17%
Lower Quartile	1.98%	3.25%	9.69%	10.9%

Changes in fees were calculated using the lowest first-person entrance fee and monthly maintenance fee reported by each facility in its Annual Report to describe changes in cost of entry to CCRCs.

Source: Life & Health Financial Oversight

Changes in Fees and Services

	Increased		Stayed the Same		Decreased	
	2021	2022	2021	2022	2021	2022
Fees	92.96%	91.55%	7.04%	8.45%	0%	0%
Scope of Services	0%	0%	100%	100%	0%	0%
Rates for Care of Services	78.87%	80.28%	19.72%	19.72%	1.41%	0%

• For entities that increased fees, the average fee increase was 5.5%, and the increases ranged from 2% to 10.9%, up from a 4% average increase and range of 2% to 10% last year.

• For entities that increased rates for care or services, the average increase was 3.64%, and the increase ranged 1% to 14.23%, down from an average increase of 4% and up from a range of 1% to 9% last year.

Source: Life & Health Financial Oversight

**FLiCRA Board of Directors, Delegates
and Annual Membership Meeting
Thursday, October 24, 2024 - Bay Village, Sarasota,
AGENDA**

9:00 a.m. – 9:05 a.m.

Invocation	
Pledge of Allegiance	Bennett Napier, CAE
Call to Order and Introductions	Pat Burdsall
Welcome	Management of Bay Village

9:05 a.m. – 10:00 a.m.

Florida's Continued Focus on the Insurance Market and Citizen Engagement in the Legislative Process
Invited Speaker, Senator Jim Boyd, 2024 Senate Banking and Insurance Committee Chair

10:15 a.m. – 11:30 a.m.

President's Report	Pat Burdsall
Approval of 2023 Meeting Minutes	Charlotte Cummings
Treasurer's Year to Date Report	Hugh Strachan
2025 Legislative Session	Bennett Napier, CAE
<u>ITEMS FOR DELEGATE ACTION</u>	
2025 State Operating Budget Proposal	Hugh Strachan
Board Nominations Report	
Presentation by At-Large Candidate(s) and Elections	
<u>Regional Reports</u>	
Region 1	Charlotte Cummings
Region 2	C. Gary Hughes
Region 3	Richard Greatwood
Region 4	George Dann
Region 5	David Bayer
Region 6	Cindy Barber
Region 7	Raymond Neff
Region 8	Thomas Gire

11:40 a.m. – 11:55 a.m.

Open Forum

11:55 a.m. - 12:00 p.m.

Recognize Outgoing Directors	Bennett Napier, CAE
Installation of 2024-2025 State Board	Bennett Napier, CAE

12:00 p.m. – 1:15 p.m.

Membership Luncheon

FLiCRA 2024 Annual Conference & Chapter Delegates Meeting October 24 • Bay Village, Sarasota

Thursday, October 24

8:15 a.m. - 9:00 a.m.

Registration & Continental Breakfast

9:00 a.m. - 9:05 a.m.

Invocation, Pledge of Allegiance, Call to Order
and Introductions, Welcome

9:05 a.m. - 10:00 a.m.

Florida's Continued Focus on the Insurance
Market and Citizen Engagement in the
Legislative Process

*Invited Speaker, Senator Jim Boyd, 2024 Senate
Banking and Insurance Committee Chair*

10:15 a.m. - 12:00 p.m.

Board, Membership & Chapter Delegates
Meeting

12:10 p.m. - 1:15 p.m.

Membership Luncheon

Please call the FLiCRA Office at (850) 906-9314
if you require any special needs due to a
disability.

Location

Bay Village

8400 Vamo Rd
Sarasota, FL 34231
(941) 966-5611

**All meetings will be held at
Bay Village**

Suggested Hotel Information for Lodging

There is no formal FLiCRA room block at a hotel.

Holiday Inn Express Sarasota East I-75

5730 Gantt Rd, Sarasota, FL 34233
(888) 465-4329

Rates starting at \$106.00*

Hampton Inn Sarasota I-75 Bee Ridge

5995 Cattleridge Blvd, Sarasota, FL 34232
(941) 371-1900

Rates starting at \$124.00*

**Room rates are subject to change and based
on availability.*

**Please mail/email all registration forms
by October 11, 2024 to:**

FLiCRA
325 John Knox Road, Ste L103
Tallahassee, FL 32303
Email: lauren@executiveoffice.org

FLiCRA 2024 Annual Conference & Chapter Delegates Meeting Registration Form

Please Duplicate for Multiple Registrants

\$36.00 per person (includes AM refreshments and lunch on Thursday)

\$18.00 per person (includes AM refreshments ONLY on Thursday - Does not include lunch)

Name: _____

Community Name: _____

Address: _____

City/State/Zip: _____

Phone: _____ Email: _____

Total Amount Enclosed (Please make checks payable to FLiCRA): _____



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CCRC Performance 1Q 2024: Occupancy Trends vs. Rent Growth Patterns

The data analysis outlines the distribution of occupancy rates across entrance fee and rental CCRC care segments and shows a greater prevalence of entrance fee and rental CCRC care segments within the higher occupancy rate ranges.

Entrance Fee CCRCs

The data showed that 90% of entrance fee independent living segments reported an occupancy rate above 80% in the first quarter of 2024. This represents the largest share across all care segments and payment types. Assisted living follows closely at 87%, while memory care stands at 83%, and nursing care stands at 73%.

Rental CCRCs

81% of assisted living segments reported an occupancy rate above 80%, followed by independent living and memory care segments both at 77%, and nursing care segments at 76%.

Regions with higher occupancy rates, such as the Northeast and Mid-Atlantic, reported relatively smaller rent growth. In contrast, regions like the Southeast showed the highest rent growth but the lowest occupancy rate.

Published by the National Investment Center

Source: <https://www.nic.org/blog/ccrc-performance-1q-2024-occupancy-trends-vs-rent-growth-patterns>