

Celebrating our 25th Anniversary 1998-2023



Massachusetts Life Care Residents' Association

2023 Annual Meeting

May 3, 2023

All participants have been muted.
Please remain on mute for the
duration of the meeting. Thank you.

- ▶ Brookhaven, Lexington
- ▶ Brooksby Village, Peabody
- ▶ Edgewood, North Andover
- ▶ Lasell Village, Newton
- ▶ Loomis Lakeside at Reeds Landing,
Springfield
- ▶ NewBridge on the Charles, Dedham
- ▶ Newbury Court, Concord
- ▶ Orchard Cove, Canton
- ▶ Sophia Snow Place, West Roxbury

- ▶ Southgate at Shrewsbury
- ▶ Springhouse, Jamaica Plain
- ▶ Sweetwood of Williamstown
- ▶ The Briarwood Community, Worcester
- ▶ The Commons in Lincoln
- ▶ The Overlook, Charlton
- ▶ The Willows at Westborough
- ▶ The Willows at Worcester

Joining us today are guests from Applewood, Amherst.



Meeting Agenda

- ▶ Welcome – Jean Stringham
- ▶ Honoring 3 People
- ▶ Guest Speaker – Introduction by Joan Kerzner
- ▶ Speaker ---Paul Lanzikos
- ▶ Business Meeting



Honoring 3 People

- ▶ Senator Pat Jehlen - Dave VanArsdale
- ▶ Elissa Sherman - Caroline Jacobs
- ▶ Margaret Hoag, Esq. – Allison Dolan





Senator Patricia Jehlen

Massachusetts Life Care Residents' Association Annual Meeting, May 3, 2023





Paul Lanzikos

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Business Meeting Agenda

- ▶ Membership & Community Conversations -- Caroline Jacobs
- ▶ Advocacy & Education -- Dave VanArsdale
- ▶ Financial Report -- Allison Dolan
- ▶ MLCRA Website -- Allen Broughton
- ▶ The Patriot Newsletter -- Allison Dolan
- ▶ Election -- Liz Flaig
- ▶ Closing Remark -- Jean Stringham



Membership

Currently around 1,000 members from 17 communities

- LIFE and unexpired multi-year 382
 - 2023 renewals 354
 - New members 70
 - Not yet renewed 191
- ▶ Special thanks to all the MLCRA Representatives who work to recruit new members and follow up on renewals.





Why Should I Join?

Learn about activities and policies in other retirement communities.

...

Support advocacy efforts.

...

Participate in meaningful outreach to residents in your own community and other communities in the state.

...

Receive MLCRA's quarterly newsletter, *Massachusetts PATRIOT*, with updates on Massachusetts CCRCs and other items of interest.

Get in Touch

Visit our Website

www.mlcra.org

- A List of Member Associations and Board Members
- Information on Advocacy
- Past Issues of The Patriot Newsletter
- Links to Helpful Resources

MLCRA is a member of NaCCRA, a national organization which collaborates with residents and prospective residents in order to promote, protect and improve the quality of life in CCRCs and similarly organized Independent Living Facilities.

For more information on NaCCRA, visit their website at:

www.naccra.com



MLCRA Massachusetts Life Care Residents Association

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Serving Retirement
Communities in
Massachusetts since 1998

MLCRA



Community Conversations

Five held since October 2021

- ▶ October 2021 – Welcoming New Residents
- ▶ December 2021 – Coping with Staff Shortages
- ▶ February 2022 – Health/Wellness Services
- ▶ September 2022 – Technology
 - How used and resident support
- ▶ January 2023 – Technology – Web-based portals
 - Demonstration and discussion of specific portals already installed
- ▶ Fall 2023 – Navigating Levels of Care

Thanks to Cynthia Childs who helped with all the organizing and provided valuable input.



Advocacy and Education

The two bills MLCRA has voted to support are

- ▶ An Act Authorizing Common Sense Health Services in Assisted Living Facilities (S 374 and H 650) and
- ▶ An Act Relative to Disclosing Continuing Care Retirement Community Entrance Fees. (S417 and H 746).

Advocacy and Education

- ▶ In Massachusetts, Assisted living facilities have been certified and regulated for 27 years, as a special combination of residential and personalized support services designed to meet the needs of those who require help with activities of daily living.
- ▶ These activities include tasks related to bathing, dressing, grooming, eating, and other similar personal care needs
- ▶ The Massachusetts Assisted Living Association (Mass-ALA) first introduced a bill six years ago permitting but not mandating assisted living nurses to provide a discrete set of simple, non-invasive treatments. MLCRA supports this bill.

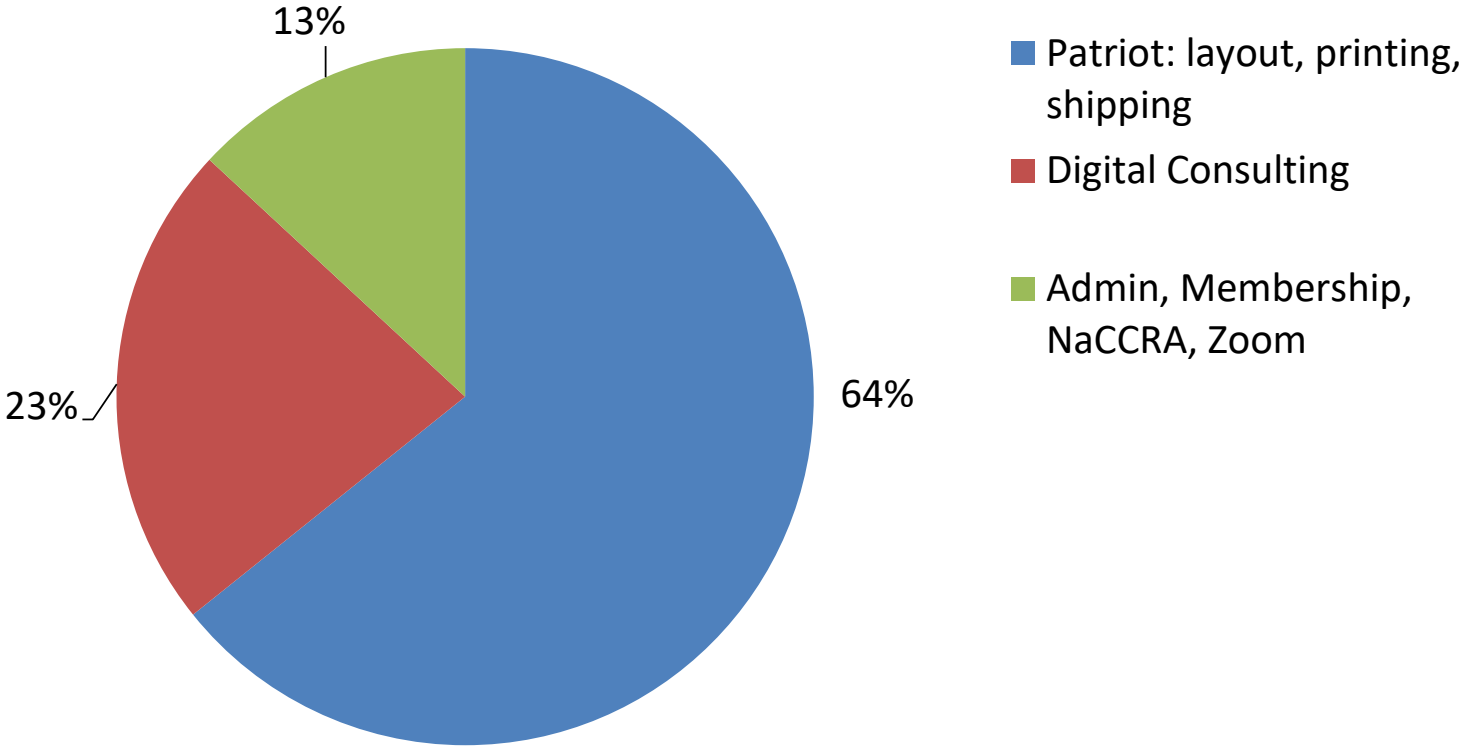
Advocacy and Education

- ▶ **The second bill we are supporting is an Act Relative to Disclosing Continuing Care Retirement Community Entrance Fees. (S417 and H 746).**
- ▶ Continuing Care Retirements Communities (CCRCs) involve an Entrance fee and some sort of return of that fee when the resident no longer resides in the community.
- ▶ The return of a portion of this fee, usually refunded to the estate of the resident when he or she passes, or to the resident him/herself should he/she decide to move out, is handled differently, and not always transparently, by the various CCRCs.
- ▶ Currently, the CCRC is not required to provide the resident with any document that spells it all out.

2022 MLCRA Treasurer's Report

Total Revenue = \$17,250

Total Expenses = \$13,100



Submitted by Allison F. Dolan, Treasurer



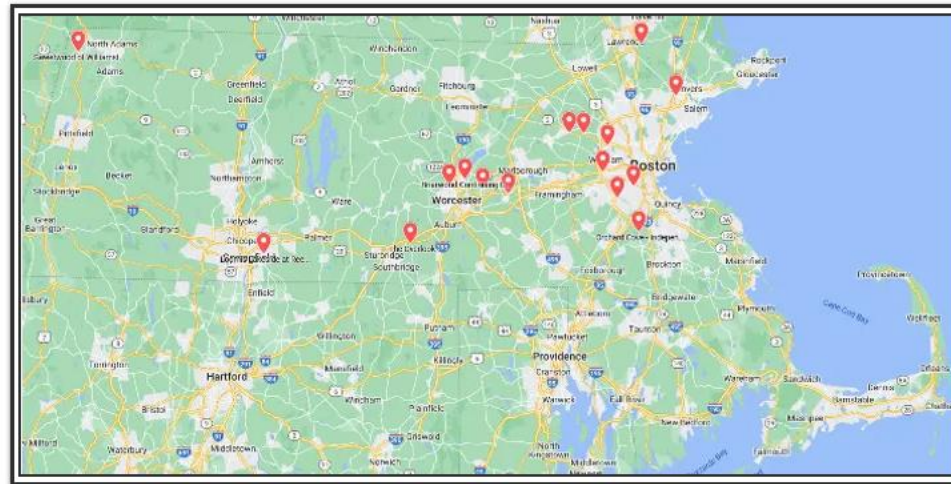


Massachusetts Life Care Residents' Association

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- Resources and Links
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MLCRA Communities

MLCRA: OVERVIEW AND PURPOSE

Overview of MLCRA and its National Partner
MLCRA is the acronym for *Massachusetts Life Care Residents' Association*. Founded in 1998, MLCRA is a state-wide, non-profit volunteer organization established to represent individual members

How much does the website get visited?

- ▶ Web visit counter says 14,450 since inception
- ▶ From Google analytics, past three months
 - monthly average of unique visitors - 86
 - monthly average of site sessions - 692
 - 59% of visits are new visitors
 - 41% of visits are returning visitors

How do we collaborate digitally?

- ▶ Website -MLCRA information, photos, forum (in the future)
- ▶ Digital Office -records, collaboration platform
- ▶ Patriot - sharing materials, Patriot production distribution lists
- ▶ Membership - recording, information retrieval, membership analysis
- ▶ CC emails - designing and editing Constant Contact emails
- ▶ Zoom - board meetings, training, community conversations



 MLCRA

MASSACHUSETTS PATRIOT

December 2005 -The Newsletter of the Massachusetts Life Care Residents' Association -Vol. 6, Issue 3

The Residents' Guardian - The Industry's Friend

A VISION FOR MLCRA, P. 3.

President Robert Naka, ScD, PE
100 Newbury Court, # 302
Concord, MA 01742

PRESIDENT'S MESSAGE

Tel. 978-369-0443
Fax: 978-369-0443
robert_naka@yahoo.com

THEN and NOW



Massachusetts PATRIOT

Massachusetts Life Care Residents Association (MLCRA) JANUARY – MARCH 2023

The Residents' Advocate – Management's Friend • *Serving our community for 25 years* • www.mlcr.org

President's Message

By Jean Stringham, Lasell Village



Thank you,
Charlie
Sokoloff.



Election Slate

President	Jean Stringham, Lasell Village
Vice President for Membership	Caroline Jacobs, The Commons in Lincoln
Vice President, Advocacy & Education	David VanArsdale, Edgewood
Treasurer	Allison Dolan, Brooksby Village
Recording Secretary	Eunice White, Orchard Cove
Corresponding Secretary	Mary-Louise Eggiman, Southgate at Shrewsbury
At Large Members	Cynthia Childs, The Overlook Steve Straus, Orchard Cove (new) Marguerite Horn, Loomis Lakeside at Reeds Landing (new)

Congratulations to the new board!

Thank you for joining the
2023 MLCRA Annual Meeting.

