

Statewide NorCCRA Officer/Director Position Descriptions (7 June 2021)

The officers of NorCCRA shall consist of a President, a Vice-president, a Secretary and a Treasurer. Alternatively, NorCCRA may elect two individuals to share the office of President as Co-Presidents in which case there shall be no Vice-President and all duties assigned hereafter to the Vice-President shall be assumed by the Co-Presidents.

A vacancy in the position of President shall be filled by the Vice-President if that officer is willing and able to serve. Vacancies in the positions of other officers or of the President, if the Vice-President is not willing or able to serve, shall be filled by vote of the Executive Committee.

The elected officers, and those officials appointed by the President are voting members of the Executive Committee. The appointments expire when the President is replaced.

President: The President:

- shall preside at the Annual Meeting and meetings of the Board of Directors and the Executive Committee.
- shall attend and/or participate in Executive Committee, Board of Director, Annual Regional and statewide Meetings
- shall be a member of the Board of Directors and the Executive Committee
- may appoint one or more deputy members to the Executive Committee, who shall serve at the President's pleasure
- shall perform other duties, rights and responsibilities as assigned by the Board of Directors or the Executive Committee
- shall appoint one member from each region to the Nominating Committee, in consultation with the Chairs of the regions. The Nominating Committee is chaired by the Past President
- shall accept the list of candidates from the Nominating Committee at least 30 days prior to the Annual Meeting
- may call a special meeting of the Board with twenty (20) days' notice. Notice for all meetings shall be according to provisions contained in the Standing Rules
- shall appoint the chairperson of each standing committee with the consent of the Board of Directors, which consent may be transmitted by e-mail. Members of the committee shall be appointed by the President or the Executive Committee, or when so empowered, by the chairperson of the committee.
- may establish ad hoc committees as and when needed
- shall be an ex-officio member of all committees, except the Nominating Committee
- shall be authorized to sign checks in the absence of the treasurer
- shall assign duties to other officers as necessary to carry out the NorCCRA mission
- shall acknowledge notification by the Treasurer of any financial discrepancies
- shall approve requests for reimbursement other than for direct travel to and from a scheduled meeting. The region's representative to the Executive Committee may also approve these requests, as appropriate
- shall be authorized (or an alternate selected by the Executive Committee) to represent NorCCRA and attend the annual meeting of NaCCRA (National Continuing Care Residents Association) that is held in conjunction with LeadingAge. At the option of the Executive Committee, one or more additional members of NorCCRA may be authorized

to accompany the principal representative. Reasonable expenses shall be reimbursed by the NorCCRA Treasurer.

- may appoint a Parliamentarian either for a continuing term or for specific occasions to advise and assist the President and Association members in the conduct of meetings and to serve as a consultant in the interpretation of NorCCRA Bylaws, Standing Rules and NorCCRA's Parliamentary Authority
- will write and mail an individual letter welcoming each new Life Member

Vice President: The Vice-President shall:

- preside in the absence of the President. The vice president shall assume the duties of the president in case of his or her temporary or permanent absence, disability, or vacancy in the office
- carry out other duties as assigned by the President and/or Executive Committee
- oversee and advise the appointed Communication Director
- attend Executive Committee, Board of Director, Annual Regional and statewide Meetings
- act as the eyes and ears of the Executive Committee and/or community representatives when approached to do so
- inform the President of information not afforded him/her by other means
- inform the President when the Bylaws or Standing Orders are not complied with
- effectively contribute to the operations of the organization. To do this effectively, he/she must be involved with the work and understand the policies of the organization

Secretary: The Secretary shall:

1. **Record Minutes:** Provide a written account of significant information from the Annual Meeting, Board of Directors Meeting and monthly meetings of the Executive Committee, and any other special called meetings by the President.
 - a. Submit minutes for approval by the body for which the minutes were taken.
 - b. Once minutes of the Executive Committee have been approved, email them to the Board of Directors.
 - c. Maintain a file/notebook of minutes by operating year; i.e., October – September, for historical purposes.
2. **Maintain NorCCRA Directory(s):** Serves as point of contact for changes to the directory. Provides, by email, contact information for Community Representatives/Board of Directors and Resident Council/Association Presidents to those individuals, as well as those on the Executive Committee. As a minimum, an updated directory is provided twice a year – once after the annual meeting and again, following the annual Board of Directors meeting. The directory may be provided more often if there are a significant number of changes that occur.
 - a. Individuals serving in the positions of President, Director of Membership Services, Director of Communications and Legislative Chair will be notified of

changes as they occur because of their needs for the latest contact information for Community Representatives.

3. Other Administrative Responsibilities: The Secretary works closely with the President and assists that individual with other administrative actions, as requested.

Treasurer: Per Bylaws Article V, Section 3 e, the Treasurer shall be responsible for the receipt and disbursement of all funds and recording thereof on behalf of NorCCRA as provided in the Standing Rules.

Per the Standing Rules:

1. Dues for membership in NorCCRA shall be of two classes, annual and lifetime. Dues for an annual membership shall entitle the member to all rights and privileges of membership as set forth in paragraphs (b) and (c) below. Lifetime membership dues shall entitle the member to all rights and privileges of membership for the remaining life of the member.

a. The membership year shall be the calendar year. Payment of dues shall be at the rate in effect as of the date of payment and the appropriate membership or membership credit shall commence immediately. The date of payment for checks sent through the mail is defined as the postmark date for the transmission.

b. Payment for a new annual membership received before October 1st of any calendar year shall entitle the owner to membership from the date of payment to the end of that calendar year. Payment for a new annual membership received on or after October 1st through December 31st shall entitle the owner to membership from the date of payment to the end of the following calendar year.

c. Renewal of annual dues by anyone who is a current annual member shall be credited to the next following calendar year beyond any for which the member already has credit.

d. The rate for annual memberships, whether new or renewals, is \$12.00 per individual or \$20.00 per couple. The rate for lifetime membership is \$80.00 per individual or \$135.00 per couple. These rates shall remain in effect unless or until changed by the Board of Directors.

2. The income from life memberships shall be handled separately from any privileges that result from the membership and shall be treated uniformly regardless of the life span of the member making the original payment. The funds provided by the membership payment shall be pro-rated by NorCCRA's Treasurer over a ten-year period so that 1/10th of the life membership income is made available to the NorCCRA treasury for current use for each year beginning with the year of receipt and continuing for an additional nine years until the dues balance has been exhausted.

3. Allocation to Regions. Membership dues shall be shared annually with the several regions of NorCCRA to assist each region in serving its own membership. The total amount available for this purpose shall consist of a sum of one dollar (\$1.00) for each

current and life member of NorCCRA in good standing at the start of the fiscal year. To prevent the build-up of unused reserves within the regions, the actual payment to each region shall be determined by subtracting the balance on hand in that region's treasury as of the record date, from the authorized total available for the region. Thereby, each region will start the fiscal year with its treasury replenished to the total authorized level. The date of record for accounting for membership, and allocating of dues, shall be September 30th of each year. The net allocations will be distributed to each region by November 15 of each year. As only one region has a bank account, all funds will be held by the treasurer in designated general ledger accounts.

The allocation to individual regions shall be determined in two parts. A fixed amount shall be authorized for the purpose of reimbursing expenses by the region that are relatively constant regardless of the size of the region. The amount of this fixed allocation shall be set by the Executive Committee at the start of each year. The balance of the total regional authorizations, after subtracting the fixed allocations, shall then be determined on the basis of membership. The amount of this variable allocation for each region shall be based upon the proportion of current and life members residing in that region relative to the total number of such members in NorCCRA. The total of the fixed and variable allocations shall be the amount available for payment to the region.

Although each region may operate independently, all income and spending must go through the state treasurer. Regions are not separate entities, but instead are one entity organized in the State of North Carolina under one corporate charter and one federal identification number. Therefore all tax and regulatory filings must be done through the state organization.

4. A reimbursement for the cost of travel in a personal vehicle incurred in the conduct of business on behalf of NorCCRA may be claimed by officers, members of the Board of Directors of NorCCRA, or designated alternates serving on behalf of a board member. A request for such reimbursement shall be submitted to the Treasurer of NorCCRA giving the name of the individual, the miles driven and the nature of the business undertaken. Requests for reimbursement other than for direct travel to and from a scheduled meeting must be approved by the president, or the region's representative to the Executive Committee as appropriate. The mileage reimbursement shall be thirty cents (30¢) per mile based on the total number of miles driven in the course of the business for which reimbursement is claimed. The treasurer shall transmit all reimbursements directly to the individuals claiming such reimbursement.

5. The Treasurer of NorCCRA will pay for reasonably priced meals for all those attending a Board of Directors meeting in an official capacity. This shall include: 1) state officers; 2) region members of the Executive Committee; 3) community representatives, co-representatives and alternates; and 4) chairpersons, or their designees, of standing committees. In addition, the Treasurer shall pay for any region officers and any guest invited to participate.

6. The Treasurer shall keep a record of all receipts and expenditures according to accepted accounting practices, preserving, for purposes of audit, all bank statements, deposit records and documentation of expenses. In the exercise of his or her duties, the Treasurer shall:

- a. Keep all cash and/ or investment funds in bank accounts approved by the Executive Committee;
- b. Apportion and amortize membership dues income in accordance with provisions detailed within the Standing Rules;
- c. Distribute NorCCRA funds to the Region Treasurers in accordance with provisions detailed elsewhere within these Standing Rules;
- d. Pay all expenses by check as authorized by the budget or the Executive Committee. At the direction of the Executive Committee the Secretary shall certify to the bank the names of the Treasurer as the primary signer and the President as an alternate signer of checks.

The State Treasurer should maintain a permanent file that includes:

- Copy of Articles of Incorporation
- Copy of IRS letter assigning our Employer Identification Number
- Copy of IRS letter approving NorCCRA's Sec 501 (C) 4 status
- Copy of each NorCCRA annual fiscal year financial report (October – September)
- Copy of each region's annual fiscal year report (October – September)
- Other financial records should be maintained for a minimum of ten years

Annually the state treasurer should update the record showing all bank accounts opened using NorCCRA's EIN (state and regional). This record should include the name of the bank, the account number, and the names and contact information for all who have signature authority on each account.

Region Chairs/ *Leaders: (see separate documents “**NorCCRA Region Planning Road Map – A Guide for NorCCRA Region Officers**” and “**NorCCRA duties of Community Representatives**”)

*** Legislative Committee Chair:**

- Per the NorCCRA Standing Rules, the Legislative Standing Committee established by the Board of Directors shall have duties and responsibilities as described below
 - a. Monitor bills and activity of the North Carolina General Assembly to identify actions or activities with the potential to affect the lifestyle or finances of NorCCRA members.
 - b. Advise the NorCCRA Board of Directors and Executive Committee of any

such activity and assist them in developing an appropriate response and action by NorCCRA.

c. Assist the NorCCRA Board of Directors and Executive Committee in the organization of the NorCCRA membership to take action in response to such activity.

- **Additionally, The Legislative Committee Chair shall perform the following with respect to:**

- **1. NC General Assembly/Congress**

- Serve as the pro bono lobbyist for NorCCRA.
- Initiate or monitor legislation that impacts CCRC residents. This might include finding a bill sponsor and co-sponsors to support a NorCCRA or LeadingAge NC initiated proposal at the state level.
 - Medical Deduction (NC and national)
 - Proposed Sales Tax imposed on residents (NC)
 - Medicare certificate home health care for CCRCs
 - Sales Tax Refunds for CCRCs
 - Observation versus Admission (national)
- As a piece of legislation is moving through the legislature, craft joint letters from NorCCRA President and Legislative Chair to chairs and members of key committees stating NorCCRA's position on the issue.
- Negotiate with committee chairs, to present testimony to various legislative committees who are taking up the legislation.
- Coordinate activities with LeadingAge North Carolina and LeadingAge National when it is to our mutual benefit.

- **2. NC Department of Insurance (DOI)**

- Establish a statutory review committee to review Chapter 58, Article 64 CCRC which is the current statute and make suggestions for changes to the statute. Members of this ad hoc committee would also represent NorCCRA at meetings with the LeadingAge Public Policy Committee.
- Work with Nancy Wise, Manager of the Special Entities Section, to let her know NorCCRA's viewpoint on rules and regulations as well as statutory changes.
- Attend meetings of the CCRC Advisory Committee.
- Represent NorCCRA at meetings with the DOI and LeadingAge on major revision of Chapter 58, Article 64 CCRC

- **3. CCRC Residents**

- Establish a Legislative Committee to focus on legislative issues at the state and national level.

- Devise and implement strategies to involve NorCCRA members in educating and influencing legislators in their region to support our point of view.
- Develop a network of NorCCRA residents who have contacts with legislators in other parts of the state to educate them on of the issues surrounding CCRCs.
- Promote an active network of members of the Legislative Committee, CCRC representatives to NorCCRA and Presidents of Resident Associations
- Speak at Resident Association meetings within the state.
- Speak at regional and statewide meetings of NorCCRA.
- Be available to respond to individual NorCCRA members on issues.

4. Political Activities/Absentee Voting in 2020

- Due to the pandemic, NorCCRA has sent letters to all the member CCRCs encouraging their residents to vote early by absentee voting. In most CCRCs this is the safest alternative rather than going into crowded voting places. Many counties are now providing satellite voting places within a CCRC which is open only to CCRC residents. - Developed a step-by-step process for allowing residents in assisted living buildings and health centers to vote by absentee ballots. This is particularly difficult because in many communities these residents may not leave their building or have visitors. By law, no staff member can assist the resident in applying for an absentee ballot or helping them mark their ballot. They are allowed to touch the ballot envelope once the ballot is inside and sealed.

5. Political Activities/Adopt a Legislator

- Only 23 counties have Continuing Care Retirement Communities (CCRCs) which leaves 77 of North Carolina's counties without a CCRC and members of the General Assembly in those counties in all likelihood do not know what CCRCs are about. In terms of numbers 28 Senators have a CCRC in their district and 34 House of Representatives have a CCRC. That leaves 108 legislators who need to have sort of educational relationship initiated by a CCRC resident.
- In an effort to reach more of these legislators, NorCCRA is working on an Adopt a Legislator Project. We believe that residents may have connections to the legislators in other areas of the state. We are asking them to think about ways in which they might have a connection with a legislator and let us know. Residents don't have to personally know the legislator, but we would like them to try to establish some connection that would resonate with the legislator. This could be a former hometown; children, grandchildren or siblings living in a distant legislative district; membership in statewide or regional committees or organizations, etc.

* **Communications Director:** The Communications Director shall:

1. Draft and prepare quarterly issues of The **Hotline** (March, June, September, and December) each year. Solicit and seek articles, prepare copy; send draft to Executive Committee for proofing and approval; send pdf copy to printer (currently Image Mark in Gastonia. Contact is Nancy Falls -- nancy.falls@imagemarkonline.com or phone 980-251-1722.)

2. Keep **address file** (currently Excel) of NorCCRA members responsible for **distribution of *The Hotline***, with number of hard copies wanted for their CCRC, and email address for electronic copy distribution. Image Mark mails black & white (or colored if ordered) hardcopies to this distribution list which is updated and provided each quarter when copy sent to printer. When printer mails hard copies, Communications Director emails color electronic copy to each CCRC contact and to webmaster for posting on NorCCRA's website.
3. Point of contact, with NorCCRA's VP, to NorCCRA's webmaster for providing **guidelines and input to website**. If someone submits something directly to webmaster, he/she seeks approval from NorCCRA's VP and the Communications Director before publishing on website. Oversee website to assure content is accurate and up-to-date.
4. Oversee account and billing for website with **ConnectNC**
5. Host NorCCRA's **Zoom** account and billing, and keeper of password. For monthly Executive Committee meetings and other designated meetings (e.g. board of directors, ad hoc committees, Annual Meeting, etc.), schedule zoom meeting and send invites to participants.
6. Host the three NorCCRA (closed) **Google Groups**: Board of Directors forum; Presidents forum; and Sustainability forum. Add/delete members of the groups as needed.
7. **Coordinate** with NorCCRA's Secretary and Communications Director information on new community reps or co-reps, and new presidents of Residents Associations/Councils to update Hotline records, and invite them to join google groups.
8. Attend Executive Committee meetings in order to stay abreast of current issues in order to suggest and/or solicit *Hotline* articles.
9. Keep inventory of printed NorCCRA brochures, and advise Executive Committee when reprinting needed. Again, currently done thru Image Mark.

* **Director of Membership Services**: The Director of Membership Services is a paid position, and shall:

- Receive membership dues, prepare the checks and cash for deposit, and make bank deposits in a timely manner in the bank account designated by the Treasurer. Except in unusual circumstances, deposits should be made on or before the last day of each month.
- Process all membership forms as promptly as possible, at least monthly after receipt, and maintain all membership records using a standard computer database management system such as Microsoft Access.
- Prepare up-to-date membership lists on a quarterly basis, mail these to community representatives for verification and/or correction/updates

- Prepare and forward to the current NorCCRA President at the end of each month information which includes the full name(s), addresses, and the community of each new Life Membership. The President will mail an individual letter to each new Life Member
- Prepare appropriate labels for mailings
- Attend monthly (phone or Zoom) Executive Committee Meetings, Board of Directors meetings and the Annual Meeting

* **Presidential Appointee:** The Presidential Appointee:

- Serves at the pleasure of the President, and normally would be expected to participate in special organization tasking and/or projects
- Is expected to inform the President about organizational or other information not made available by other means
- Is expected to attend monthly (phone or Zoom) Executive Committee Meetings, Board of Directors meetings and the Annual Meeting

* **NorCCRA Web Master:** (for Norccra.org Website)

This position requires definition at two levels of knowledge and ability. The level to be expected at any point in time will differ with the then current needs of the organization.

- A **Level 1 Webmaster** is expected to be knowledgeable about the following:

1. Knowledge of and experience in preparing webpages defined by html coding;
2. Have a basic knowledge of the fundamental features of website style sheets including the structure of stylesheet statements; the definition and application of "id" selectors and various extents of "class" selectors; the "box" concept of webpage placement; the use of "div" and "span" definitions to achieve specific page alignments; and the concept of "floating" elements.
3. Have a knowledge of the basic elements of php coding including php syntax, structural elements and punctuation.

- A **Level 1 Webmaster** is expected to be able to:

1. Add, revise, and delete textual material at any point in the website without modifying the structure of the relevant webpage.
2. Make modest changes to the structure of a webpage by adding, changing or removing structural features defined by standard sections of html and stylesheet coding.

- A **Level 2 Webmaster** is expected to have a higher degree of knowledge of style sheets and php programs.

1. An understanding of the various properties that can be included within style definitions.

2. An added degree of knowledge of php code properties including flow control; and the effects of single or double quotation within variables.

A **Level 2 Webmaster** should be able to make significant changes to the style and design of major portions of the website.. This would not be expected to include a wholesale redesign of the website.

- For normal operations of the Norccra website, a level 1 knowledge should be sufficient. Only occasionally may there be a need for a higher level of support.

* **NorCCRA Registered Agent:** (Appointed by the President) By virtue of its status as a corporation, NorCCRA must have an Agent registered with the North Carolina Department of State in accordance with the provisions of Chapter 55D, Article 4 of the North Carolina General Statutes. The Registered Agent's position has no tenure limits nor need he or she be a member of NorCCRA. When and as this is necessary the Executive Committee shall have the duty and power to appoint a new Agent. The Agent's sole corporate function is to forward to the Association any notice, process, or demand that is served on the organization. In addition, the Agent may be asked to advise and assist the Board of Directors, the Executive Committee and the Officers of the Association in matters related to its corporate status.

* = Appointed by the President