



## WACCRA 2023 Legislative Priorities Survey Results

In preparation for our work with the Washington State Department of Social and Health Services (DSHS), the WACCRA Legislative Committee undertook the first ever electronic survey of its membership. The focus of the survey was to assess membership's sense of importance about the legislative priorities that WACCRA has articulated with members over the past few years at a level of specificity not previously shared. The intent of the survey is to share with regulators and other stakeholders the areas of most concern to WACCRA's CCRC residents and families in anticipated upcoming sessions with DSHS, et al.

The survey was fielded on November 10<sup>th</sup> and run through November 23<sup>rd</sup> using WACCRA's Survey Monkey tool and sent to recipients from [WACCRA.survey@gmail.com](mailto:WACCRA.survey@gmail.com). Members were notified of the upcoming survey at the WACCRA Annual Meeting held in late October and in a News-Mail sent a few days prior to the survey being sent. Respondents received an automated thank you note upon completion of the survey and those who did not respond within the first 7 days received a reminder request. The on-line responses were as follows:

## Invitations ?

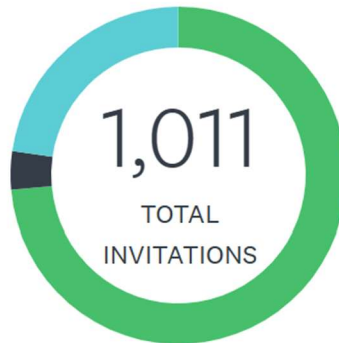
703 opened (69.5%)

217 unopened (21.5%)

35 bounced (3.5%)

343 clicked through (33.9%) ?

56 opted out (5.5%) ?



## Responses ?

276 complete (100%)

0 partial (0%)



In addition to the online survey responses, an additional seventeen responses were received via paper. Of the 1,026 surveys deliveries attempted, thirty-five bounced due to incorrect emails and fifty-six opted out or were blocked. In total, 951 surveys were delivered, and 292 responses were captured for a return rate of 30.7%. This represents a strong response rate, in particular for this population, and gives us confidence that the results are an accurate reflection of the attitudes of our membership. There were twenty questions in the survey, eighteen

questions used multiple choice responses and two were opportunities to supply ad hoc comments.

In general, respondents overwhelmingly indicated that the issues articulated in the survey were important to them. The most important issues were regarding oversight by state regulators and state requirements regarding the use of CCRC funds for the benefit of CCRC residents. Over 95.6% of respondents reported that this was of importance to them.

Questions related to oversight of CCRC finances by state regulators were viewed as important to 85+% of members. The sharing of that information in lay-person terms by the state with residents and prospective residents was rated important by 89.2% of respondents. State licensure of CCRCs was also considered important by over 88% of respondents. Likewise, the development of enforceable resident rights had similar importance to members.

The least important issue, with still over 61% of respondents rating it as important, was regarding regular and impromptu onsite visits to CCRCs by state regulators. There was also lower interest in the state undertaking direct management of CCRCs with troubled finances, still 61.7% of respondents rated such oversight as important.

The overall number of ad hoc responses to the question about what other regulatory issues members were interested in WACCRA pursuing was low with thirty-seven members sharing comments. The most frequent requests were for having:

- Residents on the board of directors and/or easier access for residents to board meetings.
- Regulations that address the timely return of buy-in deposits to former residents and/or their estates.
- State oversight of funds used for other than the direct benefit of the CCRC and its residents.

Only thirty-three responses were received to the ad hoc question about what information members would like to receive about WACCRA's regulatory goals. Most responses were for regular communications about WACCRA's success in achieving its goals with frequency ranging from monthly to every six months.

These survey results and comments have been shared with the WACCRA Communications and Legislative committees for consideration in their work.