

**Written Testimony
Opposition to House Bill 424
Submitted by Karen Main
Executive Director, Homewood Living Frederick**

Before the Maryland House Health Committee

Chair Delegate Bagnall, Vice Chair Delegate Bonnie Cullison, and Members of the Committee:

Thank you for the opportunity to submit written testimony regarding House Bill 424. My name is Karen Main, and I have served the Homewood Living Frederick community for 38 years, including many years as Executive Director. During that time, I have worked closely with residents, families, staff, and board members, and I offer this testimony based on decades of firsthand experience in resident engagement, transparency, and accountability.

I respectfully oppose HB 424 because it is unnecessary and does not reflect the extensive, well-established opportunities residents already have to provide meaningful input into the operation and governance of our community.

Existing Resident Input and Engagement

Homewood Living Frederick has a long-standing culture of communication, collaboration, and resident involvement. Resident voices are not only welcomed; they are actively incorporated into decision-making through multiple formal channels.

- **Resident Association Engagement:**
Our Resident Association plays a central role in community life and governance. The Association regularly prepares and submits written reports to the governing board in advance of board meetings, ensuring resident perspectives are part of board deliberations.
- **Board Appointments and Consultation:**
The governing board confers with the Resident Association regarding the appointment of resident board members. Residents who serve on the board are required to meet the same qualifications and fiduciary standards as all other board members.
- **Resident Committees:**
Homewood Living Frederick has **more than 20 resident-led committees** that provide direct input to management on dining, wellness, facilities, safety, programming, and resident life. These committees meet regularly with staff leadership and influence operational decisions.
- **Resident Satisfaction Surveys and Accountability:**
We conduct regular resident satisfaction surveys to objectively assess quality of care, services, and resident experience. Results are shared with residents and presented to the governing board.
Most recently, Homewood Living Frederick residents rated the **overall quality of care at 94**, compared to a **national benchmark score of 82**, based on data from more than **1,000**

senior living providers nationwide. These results demonstrate both strong performance and the effectiveness of existing feedback and accountability mechanisms.

Ongoing Communication and Transparency

In addition to structured resident input, I provide **regular Executive Director updates** to residents. These updates include:

- Decisions made by the governing board
- Financial updates and organizational priorities
- Programming, staffing, and campus initiatives

Residents are encouraged to ask questions and provide feedback, reinforcing transparency and mutual trust.

Conclusion

Based on my 38 years of experience at Homewood Living Frederick, I believe HB 424 would not enhance resident voice or accountability. Instead, it would impose a statutory governance structure on organizations that already have effective, transparent, and collaborative systems in place.

Residents at Homewood Living Frederick are engaged, informed, and heard—through multiple formal channels that respect both resident participation and the fiduciary responsibilities of governing boards. For these reasons, I respectfully urge the Committee to issue an **unfavorable report on House Bill 424**.

Thank you for your time and thoughtful consideration.

Respectfully submitted,

Karen Main