

Five Year Strategic Plan

ARIZONA STATE BOARD OF FUNERAL DIRECTORS AND EMBALMERS

FY 2014 – FY 2018

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Executive Summary

The State Board of Funeral Directors and Embalmers examines and licenses individuals who provide funeral goods and services. The Board accepts complaints against licensed individuals, establishments including staff, investigate allegations, and forwards complaints of criminal/civil matters to appropriate authorities. The Board oversees nearly 1700 licensees practicing in the state, and serves all Arizona citizens who receive funeral goods and services.

Pursuant to statute the Board is required to conduct inspections of establishments and crematories at least once every five years. The Board for the previous ten to twelve years has attempted to maintain and conduct inspections of these locations at least once every year. A reduction in staff and fund sweeps did slow down the process for a short period of time however the agency has implemented its objectives of inspecting each facility annually. Annual inspections tend to reduce the amounts of complaints received by the Board and also serve as an educational tool for licensees.

The Board does not have jurisdiction over cemetery matters within the state and on occasion receive inquires and complaints. Upon receiving such information the consumer is given the telephone number of the Department of Real Estate, the agency responsible for the oversight of cemetery matters. Additionally, residents will inquire information concerning body donations which fall under the purview of the Food and Drug Administration. Body donations play an important role in the enhancement and preservation of human life. When possible the agency will direct residents to the proper authorities.

The Board's rules and statutes approximate the Federal Trade Commission (FTC) funeral Practice Act and in fact are more stringent. The FTC has given the State of Arizona the only exemption from the funeral law because of its strict standards. There have been many attempts to include cemeteries under the purview of the FTC standards for nearly three decades as it relates to funeral goods and services. If successful more consumer protection would be afforded and negative issues or concerns reduced.

MISSION

The Arizona State Board of Funeral Directors and Embalmers mission is to maintain and enforce a set of standards that provides protection for the health, safety and welfare of Arizona Citizens by educating the consumer and by actively and impartially regulating those licensed to provide funeral goods and services.

BOARD VISION

To create and maintain a balance between fair and equitable business regulation and the protection of the public's health, safety and welfare in the use and purchase of goods and services required for death.

BOARD PHILOSOPHY

To maximize public protection through education and minimal regulation.

BOARD DESCRIPTION

The State Board of Funeral Directors and Embalmers examines and licenses individuals who provide funeral goods and services. The Board accepts complaints against licensed individuals, establishments including staff, investigate allegations, and forwards complaints of criminal/civil matters to appropriate authorities. The Board oversees nearly 1700 licensees practicing in the state, and serves all Arizona citizens who receive funeral goods and services.

STRATEGIC ISSUES

Arizona State Board of Funeral Directors and Embalmers

Strategic Issue 1: Statutory Deficiencies

Description: The largest concerns are statutory deficiencies. Body donor/tissue organizations fall under the purview of the Food and Drug Administration (FDA) and the Anatomical Gift Act. Arizona like many other states is being inundated with organizations that offer free cremation. A small number of these organizations are operating without affording proper disclosures that are mandated for funeral establishments. At the time of death many consumers are not in position to make clear sound decisions, the board would desire that consumers be cognizant of the process and handling of remains donated. Only a handful of states have regulation with oversight over body/tissue organizations.

Strategies:

- 1. Develop a rapport with many donor organizations to coordinate efforts to protect residents and licensees.**
- 2. Work with donor organizations to ensure that death certificates filed by organizations reflect the funeral organization who arranges the cremation to ensure that these fees are properly obtained by the Board.**

RESOURCE ASSUMPTIONS

	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
Full Time Positions FTE	3	3	3	3	3
Funeral Directors Fund	352.0	357.2	362.6	368.0	373.5
Other Appropriated Funds					