

Welcome to 2014 and the 19th Edition of the Board Bulletin

This publication offers the Board's 2014 Annual Report and other information specifically designed to increase the level of licensee and public awareness relative to the responsibilities and obligations of both. The Board will make every effort possible to assure current issues that impact licensees and consumers alike are disseminated in an expeditious manner.

Legislation over the state's budget and projected deficit has once again surfaced and could affect every resident within the state. Newly elected Governor Ducey will have numerous decisions to make in order to balance the State's budget. The rainy day fund will be exhausted and monies shifted or swept will more than likely occur. A slower than projected rebound and the passing of additional education funding have created another hole for the state.

The Audit of the agency was finalized and the Board has received another eight years of oversight over the industry. Currently the board is concluding the audit with follow ups which hopefully will conclude in the near future. The agency budget appropriations for FY 2014 basically remained unchanged. The number of full time staff member's remains at three and there are no current plans to fill the fourth position. The Board Staff will make every effort maintain and provide optimal service to licensees and consumers. Thank you for all your efforts and have another great year!

Sincerely,

Rodolfo Thomas
Executive Director

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.

PHILOSOPHY

To maximize public protection through education and minimal regulation.

BOARD MISSION

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 STRATEGIC PLAN GOALS

1. To ensure that where regulation is required that consumers are only accessing licensed Businesses or Individuals and that licenses are only granted and renewed to competent Individuals with high standards of professional and ethical conduct.
2. To ensure and enforce that information is made available to both the consumer and the Licensee which educates them to the standards of practice, their rights and obligations.
3. To actively and impartially investigate and resolve allegations and complaints, and provide enforcement to protect the public from incompetent services, unprofessional, unethical and illegal conduct.

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 over 1600 licensees practicing in the state, and serves all Arizona Citizens who receive funeral goods and services.

BOARD STATUTORY FUNDING FORMULA

A.R.S. 32-1308 requires that all fees and revenues accruing to the Board be paid to the State Treasurer. Ninety percent of the fees are paid to the Board's fund to cover operational fees and one hundred percent of civil penalties are deposited in the State's general fund. For Fiscal Year 2014, ninety percent represents the Board's appropriated budget of \$354,000 however nearly \$352,000 was collected as of June 30th, 2013. With ten percent of revenue going to the State approximately \$36,000 will be transferred.

BOARDS COMPOSITION

The Board is comprised of four qualified and practicing funeral directors and three consumers, one of which must be the owner or manager of a business. Board Members are appointed by the Governor and serve four-year terms with annual elections for President and Secretary.

STAFFING

The Board maintains three full time positions. An Executive Director responsible for overall administration, a License Administrator responsible for investigation of complaints and compliance visits of establishment and a Programs and Projects Specialist I, responsible for licensing and continuing education and background investigations. The Board due to a reduction in force currently staff three positions and have not filled one position due to budgetary constraints.

LAWS AND RULES

Rule revisions for Article 6. Crematory and Cremation Regulation have been amended and approved. After the effective date and the printing of the article has been concluded by the Secretary of State's Office we will be adding the new article to our Laws and Rules pamphlet. Article 1 of the Administrative Code has a few areas of which we are now working on and we will keep you informed on the progress.

LICENSING ACTIONS

During the reporting period Fiscal Year 2014 beginning July 1st of 2013 ending July 1st of 2014 the following totals are included for the period. In addition to nearly 1600 renewals, the Board also issued:

- 5 Crematory Licenses
- 8 Establishment Permits
- 17 Pre-Need Salespersons Registrations
- 24 Interns
- 30 Embalmers
- 40 Funeral Directors Licenses
- 10 Establishment Licenses (includes new, location changes, ownership)
- 33 Cremationist Licenses
- 0 Crematory Permits
- 3 Multiple Licenses
- 4 Endorsement Permits

Current number of Funeral Establishments – 171

Current number of Crematories 53

OTHER AGENCY IMPROVEMENTS

The State Board's Office has redesigned its current web site to reflect that of the State of Arizona. Take a little time to browse this informative site. The new address is www.funeralboard.az.gov

The website will also contain agendas for upcoming meetings as well as the minutes of previous meeting once approved by the Board. Board's staff has received new email addresses and they are also listed on the site.

A partnership between the Arizona Department of Health Services Office of Vital Records and Arizona State Board of Funeral Directors has provided a means of recording the actual number of dispositions for the preceding year which determines the renewal fee for establishments. Indicated on the renewal form is a warning for **fraudulently submitting incorrect numbers in the renewal process.**

The Office of Vital Records will provide the exact number of dispositions (death certificate filings) to the State Boards office for reconciliation of numbers submitted by each establishment within the state. This satisfies the Auditor General inquiry into the verification of statistics for the renewal process. Please ensure that the total number of death certificates filed by your establishment is submitted accurately.

As a reminder to licensees you must include a copy of your verification of Continuing Education credits along with your renewal forms and fees. The submitted copy will be reviewed by staff before the issuance of your renewal license. This will ensure that licensees maintain the integrity of obtaining required annual training. Licensees discovered submitting fraudulent continuing education certificates or training received will be subject to appropriate disciplinary action.

Inspections of both funeral establishments and crematories are current and scheduled inspections are in fact ahead of projected schedules. Inspections will be kept current and licensees are encouraged to maintain all facilities in accordance with statutes and rules.

The following statistics were gathered in this time frame.

Total number of deaths in Arizona	52,155
Total number of cremations	38,066
Percentage of cremations	73%
Percentage of burial/ship outs	27%

CONTINUING EDUCATION MASTER RESOURCE LIST

PROGRAMS BY NATIONAL FUNERAL SERVICE ORGANIZATIONS:

- Academy of Professional Funeral Service Practice
- American Funeral Consultants
- American Board Funeral Service Education
- National Association of Approved Morticians
- National Funeral Dir. & Morticians Association
- International Conference of Funeral Service Exam Boards
- National Funeral Directors Association
- Cremation Association of North America
- FIAT-IFTA International Federation. Of Thantologist
- Federated Funeral Directors of America
- Funeral Service Foundation
- Jewish Funeral Directors Association
- Western Cemetery Alliance
- Selected Independent Funeral Homes
- Order of Golden Rule

- Preferred Funeral Directors International
- Casket Manufacturer Association
- International Cemetery and Funeral Association

A. PROGRAMS SPONSORED BY STATE ASSOCIATIONS:

- Arizona Funeral, Cemetery & Cremation Association **formerly known as:** Arizona Cemetery Association and Arizona Funeral Directors Association.
- Any other State Association where their State requires Continuing Education

B. PROGRAMS SPONSORED BY LOCAL ASSOCIATIONS:

- Grief Outreach
- Grief Network
- New Song Center
- American Academy of Bereavement
- Lions Eye Bank
- Accord Aftercare Services

C. PROGRAMS SPONSORED BY SUPPLIERS:

- Batesville
- Dodge Chemical Company
- Elder Davis

- Forethought
- B & L Cremation Systems Inc. 1-800 622-5411
- Matthews Bronze/Matthews Cremation Division
- Wilbert & Company
- York Products
- Crematory Manufacturing & Service Inc.
- Options
- Aurora Casket Company
- Trigard University
- Matthews International
- Matthews Cremation Division (cert)

D. HOME STUDY COURSES WITH TEST:

- Thanos Institute: Phone 1-800-742-8257
- ARC Mesa Educators: Phone 1-800-597-6372
- NFDA Home Study: Phone 1-800-228-6332
- Funeral Ethics Association: Phone 1-217-525-1520
- Elite CME, Inc. Phone 1-888-857-6920 www.elitecme.com
- Practicum Strategies 1-800- 731-4714 www.info@pshomestudy.com
www.practicumstrategies.com
- Apex Continuing Education Solutions 1-800-769-8996 e-mail address:
www.apexces.com

E. COLLEGE COURSES

F. HOSPITAL OR LABORATORY BASED INSTRUCTIONAL HOSPICE

G. GOVERNMENT AGENCIES:

- Board of Funeral Directors & Embalmers
- Arizona Department of Health Services
- Social Security Administration
- Veterans Administration
- FEMA (Federal Emergency Management Agency)

- OSHA
- Office of the Medical Examiner (Arizona)
- Public Fiduciary
- Homeland Security (TSA Arizona)
- DMORT

H. OTHER:

- Center for Loss & Life Transition
- Continental Computers
- Epsilon Nu Delta Mortuary Fraternity, Inc.
- California Transplant Services Inc.

- In-Sight Institute of In-Sight Books

- Life Appreciation Training
- Foundation National Academy Professional Embalming Skills
- Risk & Insurance Management Society
- Career Track, Inc. (Seminars only) SCI
- Howard Perlman-OSHA, Compliance & Risk Mgt.
- Duane Moore-OSHA Compliance & Risk Mgt.
- Donor Network of Arizona
- MKJ Marketing
- 360 Training, (online) www.funeralcampus.com
- Heart space Adventures, Barbara Joy PhD
- Mission for Infant Survival & Stillbirth (M.I.S.S.)
- Ford Schools Insurance and Securities
- Great Western Insurance Company
- Dr. Thomas Taggart, Director, Mortuary Science Program, and Cremationist Certifier
- Donna Backhaus, Cremationist Certifier
- Rob Drechsler, Cremationist Certifier
- Lincoln Heritage Funeral Planning
- Donor Network of Arizona
- Forensic Medical Investigations, Mary H. Dudley, MD
- Practicum Strategies

- AZ Donor Services – South West Division- RTI Donor Services
- Donor Network of Arizona
- Funeral Review.com, LLC, www.funeralreview.com
- Alderwoods Group
- Elite
- MKJ Marketing
- www.Mindleaders.com,inc. (Online)
- SCI
- Stericycle
- 100% Education by McKissock (on-line) www.mcKissock.com
- Fountain National Academy Professional Embalming Skills
- Diversified Environment Information Systems

**REQUIRED CONTINUING EDUCATION
CATEGORIES AND HOURS:**

- Mortuary Science: 3 hours
- Legal Compliance & Ethics: 3 hours
- Professional Development: 6 hours

CONTINUING EDUCATION COMMITTEE MEMBERS

- Donna Backhaus-Chair
- Ed O’Sullivan-Committee member
- Julian King-Committee member

- Patricia Keith-Board Liaison

2014 DISCIPLINARY ACTIONS

There were a total of three (8) dockets that were presented to the Board for determination of any violations of Statute or Rules. The Board either dismissed the investigation with a finding of no violations cited (2) Letters of Reprimands were issued (5) letters of concerns and (1) licensee voluntarily surrendered their license in lieu of disciplinary action.

2015 BOARD MEETING SCHEDULE

January 20, 2015	May 19, 2015	September 15, 2015
February 17, 2015	June 16, 2015	October 20, 2015
March 17, 2015	July 21, 2015	November 17, 2015
April 21, 2015	August 18, 2015, Tel-Conf.	December 15, 2015

Board Members

John Munden
Funeral Director
President

Joseph James Ahearne
Funeral Director
Secretary

Samuel Bueler
Funeral Director
Member

Monsignor O’Keeffe
Consumer Member

Harold R. Adair
Funeral Director
Member

Kristina Dyrr
Consumer Member

Rev. William O. Smith
Consumer Member

Staff

Rodolfo Thomas
Executive Director

Gary Hendrix
Licensing Administrator

Patricia Keith
Programs and Projects Specialist I