

APPROVED
VIRGINIA BOARD OF FUNERAL DIRECTORS AND EMBALMERS
BOARD MEETING MINUTES

The Virginia Board of Funeral Directors and Embalmers convened for a board meeting on Tuesday, January 12, 2016 at the Department of Health Professions, Perimeter Center, 9960 Mayland Drive, 2nd Floor, Board Room 4, Henrico, Virginia.

BOARD MEMBERS PRESENT

Connie B. Steele, FSL, President
R. Thomas Slusser, Jr., FSL, Vice-President
J. Paul Welch, III, FSL, Secretary-Treasurer
Louis R. Jones, FSL
Blair Nelsen, FSL
Frank Walton, FSL
Larry T. Ompps, FSL
Junius H. Williams, Jr., Citizen Member
Ibrahim A. Moiz, Esq., Citizen Member

DHP STAFF PRESENT

Lisa R. Hahn, Executive Director
Lynne Helmick, Deputy Executive Director, Discipline
Missy Currier, Deputy Executive Director, Licensing
Elaine Yeatts, Senior Policy Analyst

BOARD COUNSEL

Erin Barrett, Assistant Attorney General

QUORUM

With 9 members present a quorum was established.

GUESTS PRESENT

Paul Harris, Regulatory Support Services, Inc.
Barry D. Robinson, VMA
Lacy Whittaker, VFDA
Laura McHale, The Keeney Group/IFHV

CALL TO ORDER

Connie Steele, President called the meeting of the Virginia Board of Funeral Directors and Embalmers to order at 10:05 a.m.

ORDERING OF AGENDA

The agenda was accepted as presented.

ACCEPTANCE OF MINUTES

Upon a motion by Larry Omph and properly seconded by Blair Nelsen, the board voted to accept the following Meeting Minutes:

- Board Meeting – July 14, 2015

The motion passed unanimously.

INFORMAL CONFERENCES

The board acknowledged that one informal conference was held on July 14th and that four informal conferences were held on October 15, 2015.

PUBLIC COMMENT PERIOD

No public comment was provided.

EXECUTIVE DIRECTOR'S REPORT – Lisa R. Hahn

Ms. Hahn shared with great sadness that Jeanette Meade passed away on Monday evening and how she held a special place in all of our hearts and how we enjoyed working with her while she was on staff for the Board of Funeral Directors and Embalmers. She asked everyone to keep her family in their prayers.

Expenditure and Revenue Summary

FY16 Budget

• Cash Balance as of June 30, 2015	\$ (40,742)
• YTD FY16 Revenue	38,015
• Less direct & In-Direct expenditure	<u>233,206</u>
• Cash Balance on November 30, 2016	<u>\$(235,933)</u>

Ms. Hahn explained that the board will receive the bulk of its revenue in March during our renewal period. She concluded that the board should be back in the black by the end of the 2016 fiscal year.

Discipline Statistics (as of 01/4/2016)

- 39 total open cases
- 30 are in Investigations
- 6 in Probable Cause
- 0 in APD
- 1 Informal
- 2 Formals
- 16 Orders are being monitored for Compliance

Hearings calendar year 2015

- 2 Formal Hearings
 - 1 suspension
 - 1 approved reinstatement

- 11 IFCs
 - 1 reinstatement
 - 2 dismissed
 - 2 probation with terms
 - 3 Order with Terms
 - 2 referred for Formal hearings
 - 1 termination of probation

Historical Case Data

2013

- 71 cases received
- 77 cases closed
- 7 (9%) closed cases went to IFC

2014

- 67 cases received
- 72 cases closed
- 7 (10%) closed cases went to IFC

2015

- 66 cases received
- 65 cases closed
- 11 (17%) closed cases went to IFC
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License Statistics (as of 12/29/15)

- Funeral Service Licensee's – 1,547
- Funeral Establishment – 438
- Branch Establishments – 68
- Funeral Supervisors – 465
- Funeral Intern – 210
- Continuing Education Providers – 23

- Courtesy Card Holders -79
- Crematories – 107
- Embalmer only – 3
- Funeral Director –47
- Surface Transport and Removal Services – 47
- Total – 3,034

Virginia Performs

1st Quarter 2016:

- Licensing Standard less than 30 days – 100%
- Clearance Rate-67% (rec'd 6 – closed 4)
- Pending Caseload older than 250 days- 11% (2cases)
- % of cases closed within 250 days- 75% (3 cases)
- Customer Satisfaction – 98.3% (**FY 2015**)

Ms. Hahn pointed out that the Clearance Rate statistics reported only include patient care related cases and that the funeral board cases are typically more business related. She reported that the board had actually received 22 cases during the 1st quarter of 2016.

Board Business

Ms. Hahn shared the following with the board:

The Board of Health Professions conducted the study on Bifurcation of licensure and made the recommendation to institute a DHP HWDC survey to provide objective, independent supply side data. The survey will be conducted as part of the 2016 March renewals.

Chris Vincent, Bob Oman, Eric Wray and Walter Ball were invited to today's meeting and lunch so that we could formally thank them for their service on the board but were unable to attend because of the last minute notice.

Former Board member Eric Wray just opened E. Vaughn Wray Funeral Establishment in Norfolk and we wish him well.

As a safety precaution, we will begin hiring security guards to attend formal hearings. If it is deemed necessary, we will hire security for informal hearings.

The Conference

Lynne Helmick & Blair Nelsen will be attending The International Conference of Funeral Service Examining Boards (ICFSEB) Annual Meeting this February in Newport Beach, CA.

Lynne will be a participant on the discussion panel for "System Automation: Capabilities, Implementation, and Maintenance" and also serves on the Conference's Model Application Committee.

Staff News

Ms. Hahn shared with the board the following staff news:

Lynne Helmick serves as Chair of the DHP Safety Committee. Lynne is also working with the Compliance & Discipline Work Groups for the new MLO Licensing Software.

Kathy Petersen serves as Chair of the DHP Social Planning Committee. She is serving on the Discipline Work Group for the new MLO Software. Kathy has done a tremendous job over the past few years organizing the Salvation Army Angel Tree project for the agency. Kathy also won the holiday decorating contest for the category of DHP.

Kathy Petersen and Lisa Hahn have been instrumental in creating a "Naming Convention" Policy & Guidelines for storing Disciplinary cases electronically for archival and storage purposes and look forward to the official implementation for the Agency.

Missy Currier attended the Commonwealth Management Institute last spring. Missy serves as Secretary/Treasurer of the DHP Bonus Committee, the MLO Licensing Work Group and the Digital Signature Committees. Missy was recently appointed to the Education Committee on the Federation of State Boards of Physical Therapy (FSBPT).

Vicki Saxby just returned from extended leave due to back surgery and she is doing well. Vicki serves on the CVC Campaign.

Laura Mueller has been busy with our IT Department assisting with testing and development of the new MLO Software. She also serves on the Onboarding Committee.

Heather Wright won the "Tackiest" holiday decorated cubicle in the agency! We wish we had a picture to share with you today! Heather also serves on the DHP Safety Committee as well as the CVC Committee who have raised over \$10,000 this past year in employee sponsored events!

Congratulations & Accolades

Board President Connie Steele asked Ms. Hahn to share her good news with the board and to let them know what she has been working on. Ms. Hahn shared that she had been appointed by the Governor to serve as Chief Deputy under Dr. Brown in the agency. Ms. Hahn will also continue to serve as the Executive Director for the boards of Funeral Directors and Embalmers, Physical Therapy, and Long Term Care Administrators until a new Executive Director for the boards is hired sometime in late spring. In the meantime, she will be busy at the General Assembly, overseeing the HPMP program, the HDWC, and being the HR Liaison between DHP and DHRM.

The Board and staff stood and gave applause to Ms. Hahn for her achievement and for doing such a great job!

Notes

If you have a change of address, email address, cell phone number, please remember to contact us so that we have the most current information.

Please try to respond to email requests within a timely manner especially when the email requests a reply for availability or a response to a licensure or disciplinary question.

Thank you for all your hard work & dedication!

2016 Calendar

- April 19th
- July 12th
- October 18th or 19th?

Ms. Hahn requested that the members and staff to check their calendars to see if October 19th would work as an alternate date for the October meeting.

NEW BUSINESS

Regulatory Report – Elaine Yeatts – Ms. Yeatts stated there were no outstanding regulations at this time.

Legislative Report – Elaine Yeatts – Ms. Yeatts stated that the agency would have a busy 2016 General Assembly session with 40 bills assigned to DHP and that there were no bills at the time related to the funeral board.

Revisions – Lynne Helmick

Ms. Helmick recommended the following disclosure changes in order to reduce confusion among licensees:

- **Appendix II (Casket Price List)**
http://www.dhp.virginia.gov/funeral/fun_laws_regs.htm
- **Funeral Inspection Report 76.21.3.1**
http://www.dhp.virginia.gov/Enforcement/enf_guidelines.htm

Upon a motion by Connie Steele and properly seconded by Blair Nelsen, the board approved the changes to Appendix II and the Funeral Inspection Report. The motion carried unanimously.

Virginia Mortuary Schools – Frank Walton

Mr. Walton first thanked the board and staff for their flowers and condolences on behalf of his father who recently passed away.

He then wanted to address a rumor that John Tyler Community College was going to close the mortuary science program. Mr. Walton stated that the school is fully accredited, that they just admitted 80 students for January and that they had 60 students currently enrolled in the program. He added that the school will be meeting with the American Board of Funeral Service Examiners (ABFSE) in April and that they expect to be fully re-accredited at that time.

Paul Welch requested that the schools have open communications with companies to seek out potential students as interns.

Maryland Board of Morticians

Blair Nelsen reported that according to the Maryland Board of Morticians and Funeral Directors, only a registered mortuary transport service may remove or transport human remains in Maryland and to hold such a permit, you must agree to use a vehicle that has been inspected by an inspector designated by the Maryland Board.

ADJOURNMENT:

The board concluded the meeting at 11:08 am



Connie B. Steele, President

4/19/16

Date



Lisa R. Hahn, Executive Director

4/19/16

Date