

VIRGINIA BOARD OF FUNERAL DIRECTORS AND EMBALMERS

**Department of Health Professions
Perimeter Center
9960 Mayland Drive, Henrico VA 23233-1463
Board Room #2, Second Floor
January 14, 2014 at 10:00 a.m.**

BOARD MEETING AGENDA

CALL TO ORDER

ORDERING OF AGENDA

ACCEPTANCE OF MINUTES - Tab 1

- Surface Transportation- Adhoc Committee Meeting - October 29, 2013
- Board Meeting - October 29, 2013
- Formal Hearing - October 29, 2013

PUBLIC COMMENT PERIOD

EXECUTIVE DIRECTOR'S REPORT - Lisa R. Hahn - Tab 2

NEW BUSINESS

- Legislative/Regulatory Reports- Elaine Yeatts - Tab 3
- Report from Virtual Funeral Homes - Adhoc Committee Meeting - Chris Vincent
- Cremation Certificate Meeting Update - Chris Vincent - Tab 4
- Certified Copy of Death Certificate for Cremation Certificate - Blair Nelsen - Tab 5
- Letter to Dr. Reynolds-Cane from Senator Alexander - Lisa Hahn, Elaine Yeatts - Tab 6

Tab 1

UNAPPROVED
VIRGINIA BOARD OF FUNERAL DIRECTORS AND EMBALMERS

Adhoc Committee Meeting Minutes
Surface Transportation

The Adhoc Committee of the Virginia Board of Funeral Directors and Embalmers convened for a meeting on Tuesday, October 29, 2013 at the Department of Health Professions, Perimeter Center, 9960 Mayland Drive, 2nd Floor, Hearing Room #5, Henrico, Virginia.

COMMITTEE MEMBERS PRESENT

Robert "Bob" Oman, FSL, Committee Chair
Junius H. Williams, Jr.

BOARD MEMBERS PRESENT

Michael J. Leonard, FSL
Randolph T. Minter, FSL

DHP STAFF PRESENT

Lisa R. Hahn, Executive Director
Lynne Helmick, Deputy Executive Director
Missy Currier, Board Operations Manager
Elaine Yeatts, Senior Policy Analyst

GUESTS PRESENT

Paul Harris, Regulatory Support Services
Tyler Cox, First Choice Consulting

CALL TO ORDER

Mr. Oman called the Adhoc Committee meeting of the Virginia Board of Funeral Directors and Embalmers to order at 9:08 a.m.

PURPOSE

To look at concerns regarding Surface Transportation & Removal Services and to ensure that the Laws and Regulations are specific enough to provide a clear understanding of the scope of practice the registration holds.

RECOMMENDATIONS

- 1) Board Staff will revise the Surface Transportation Application by expanding the "AFFIDAVIT OF APPLICANT" section and include Code Section § 54.1-2819 Registration of surface transportation and removal services and require the applicant to sign that they acknowledge and understand the Law.
- 2) Committee and Staff will work on a Guidance Document to better interpret §54.1-2819.

- 3) Committee will work on promulgating more specific regulations.
- 4) Committee will consider requiring "Individuals" not just the companies to be licensed to provide more accountability.
- 5) Committee will look into adding a requirement for bonding or liability insurance.

Mr. Oman requested that the committee meet within the next couple of months to begin work on the list of recommendations. Ms. Hahn stated that she would be taking care of making the applications changes as soon as possible.

ADJOURNMENT:

With no further business before the Board, the meeting adjourned at 9:55 a.m.

Robert "Bob" Oman, Chair

Lisa R. Hahn, Executive Director

Date

Date

UNAPPROVED
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, October 29, 2013 at the Department of Health Professions, Perimeter Center, 9960 Mayland Drive, 2nd Floor, Board Room #2, Henrico, Virginia.

BOARD MEMBERS PRESENT

Junius H. Williams, Jr., Citizen Member, President
Christopher P. Vincent, FSL, Vice-President
Eric V. Wray, II, FSL, Secretary-Treasurer
Michael J. Leonard, FSL
Randolph T. Minter, FSL
Robert Oman, FSL
J. Paul Welch, FSL

BOARD MEMBERS ABSENT

Blair H. Nelsen, FSL
Walter Ball, Citizen Member

DHP STAFF PRESENT FOR THE MEETING

Lisa R. Hahn, Executive Director
Lynne Helmick, Deputy Executive Director
Dr. Reynolds-Cane, Agency Director
Arne Owens, Agency Deputy Executive Director
Elaine Yeatts, Senior Policy Analyst
Missy Currier, Board Operations Manager

BOARD COUNSEL

None were present

QUORUM

With 7 members present a quorum was established.

GUESTS PRESENT

Paul Harris, Regulatory Support Services, Inc.
Karen McPherson, Virginia Morticians Association (VMA)
Bo Keeney, Independent Funeral Homes of Virginia (IFHV)
Bruce Keeney, Independent Funeral Homes of Virginia (IFHV)
Lacy Whittaker, Virginia Funeral Directors Association (VFDA)
Josh Meyers, Virginia Funeral Directors Association (VFDA)

CALL TO ORDER

Junius Williams, President, called the meeting of the Virginia Board of Funeral Directors and Embalmers to order at 10:04 a.m. Mr. Williams gave welcome to J. Paul Welch, II as the newest member to the board.

ORDERING OF AGENDA

The agenda was accepted as written.

ACCEPTANCE OF MINUTES

Upon a motion by Bob Oman and properly seconded by Randy Minter, the Board voted to accept the following Meeting Minutes:

- Formal Hearing – July 15, 2013
- Formal Hearing – July 15, 2013
- Adhoc Committee Meeting – Virtual Funeral Homes – July 15, 2013
- Board Meeting – July 16, 2013
- Formal Hearing – July 16, 2013

The motion carried unanimously.

INFORMAL CONFERENCES HELD

Mr. Williams shared that informal conferences were held and that the minutes are located on the board's website and on regulatory Townhall.

- (1) – held on July 15, 2013
- (2) – held on September 11, 2013

PUBLIC COMMENT PERIOD

Bo Keeney shared that Independent Funeral Homes of Virginia would be holding an IFHV/ ICCFA Cremation Certification Course on November 14 & 15th at the Embassy Suites in Richmond.

Karen McPherson made the following three comments:

- 1) She stated that the Virginia Morticians Association was in support of adding a Manager of Record (MOR) to removal services and transportation to provide greater accountability.
- 2) She gave the following definition of "Embalming" which VMA supports:

“Embalming” means the preservation and disinfection of the human dead by external or internal application of chemicals to include surface treatment when necessary.

- 3) She shared that VMA is very concerned about confidentiality if the Department of Motor Vehicles (DMV) handled death certificates.

Bruce Keeney thanked everyone for their support and prayers and well wishes while he was going through having a double lung transplant earlier in the year.

EXECUTIVE DIRECTOR’S REPORT – Lisa R. Hahn

Expenditure and Revenue Summary

Ms. Hahn provided the following financial updates:

FY13 Year End

FY13 beginning with the cash balance as of June 30, 2012 of \$(64,321); revenue received YTD FY 13 was \$542,255; less the direct and In-Direct expenditures of \$650,055; leaving the cash balance as of June 30, 2013 of \$(172,121). Ms. Hahn reminded the board that the regulations addressing a fee increase originally submitted March 2, 2010 remain unsigned at the Secretary’s office.

FY14

FY4 beginning with the cash balance as of June 30, 2013 of \$(172,121); revenue received YTD FY 13 was \$16,655; less the direct and In-Direct expenditures of \$172,627; leaving the cash balance as of September 30, 2013 of \$(328,093).

Discipline Statistics

Ms. Hahn stated the board has 44 open cases; 37 of the cases are in the Enforcement Division at the Investigative stage with ½ of the cases relating to unlicensed activity; 5 cases are in the Probable Cause stage, 1 case at the APD level; 0 cases are in the informal stage; and 1 case was at the formal stage and would be heard in the afternoon. Ms. Hahn added that 23 funeral board Orders are being monitored for compliance by Missy Currier.

Licensee Statistics

Ms. Hahn reported that there are 1,501 Funeral Service Licensees, 168 Funeral Interns, 447 Funeral Establishments, 5 Embalmers, 58 Funeral Directors, 381 Funeral Service Supervisors, 63 Branch Establishments, 100 Crematories, 21 Continuing Education Providers, 71 Courtesy Card Holders and 51 Surface Transportation and Removal Services.

Virginia Performs

Ms. Hahn gave the following report for the 4th Quarter 2013:

- Licensing Standard less than 30 days – 100%
- Customer Satisfaction (Goal is 95%) – 100%
- Clearance Rate-38%
- Pending Caseload older than 250 days- 0% (patient care cases)
- % of cases closed within 250 days- 67%
- Caseloads Qtr4 2013:
 - Received = 8, Closed = 3
 - Pending over 250 days = 0
 - Closed within 250 days – 2

Ms. Hahn gave praise to Annie Artis, Licensing Manager and her staff for doing an excellent job with licensing and customer service.

Presentations

Ms. Hahn was pleased to report that the following presentations were held as live Webinars:

- **September 19, 2013:**
 - VFDA Traveling Caravan via Webex on Laws & Reg's – Lynne Helmick
- **October 17, 2013:**
 - VFDA Traveling Caravan via Webex on Law's & Reg's - Lynne Helmick

Ms. Hahn stated that she and Lynne Helmick worked together with Lacy Whittaker from VFDA to establish a way for the board to deliver information, yet save time and travel expenditures at the same time. Ms. Hahn added that we received tremendous cooperation from the Community Colleges who hosted the programs.

BOARD BUSINESS

Welcome

Ms. Hahn welcomed the newest board member J. Paul Welch, II and shared that she had the opportunity to meet with him the previous week to go over board procedures.

Surface Transportation – Adhoc Committee

Ms. Hahn shared that the committee had met prior to the board meeting and that Bob Oman, Chair of the committee would report later in the meeting.

Virtual Funeral Homes

Ms. Hahn shared that the Virtual Funeral Homes Committee will meet again in January 2014.

Conflict of Interest Training

Ms. Hahn reminded the members that it was that time again to complete the training and that Missy Currier would be providing the information following the meeting.

Calendar

Ms. Hahn shared the 2014 calendar and indicated that we attempted to schedule our meetings around state and national conferences.

- January 14
- April 8
- July 15
- October 7

NEW BUSINESS

Legislative/Regulatory Reports – Elaine Yeatts

Status of Regulatory Actions:

Ms. Yeatts reported on the status of the following Regulatory Actions:

Chapter	Action / Stage Information
Regulations of the Board of Funeral Directors and Embalmers [18 VAC 65 - 20]	Fee increase [Action 3236] Proposed - At Secretary's Office for 460 days. Notice of Intended Regulatory Action Submitted 3/2/2010
Regulations of the Board of Funeral Directors and Embalmers [18 VAC 65 - 20]	Identification of human remains [Action 3340] Proposed - At Secretary's Office for 130 days. Proposed regulations replace Emergency Regulations which expired on 9/30/13. Regulations mandated by the 2010 Session of the General Assembly

2014 Draft Legislation (Attachment #1)

Ms. Yeatts provided the draft legislation for 2014 Session of the General Assembly but indicated that it was not included in the Governor's package for 2014.

Surface Transportation Adhoc Committee Report – Bob Oman, Chair

Mr. Oman began that the committee held their first meeting earlier in the morning and discussed the various issues and concerns regarding surface transportation registration. Mr. Oman shared that the committee will move forward to work on regulations that will better define what a surface transportation registration is allowed and not allowed to do and to instill more accountability to those involved. Mr. Oman concluded that Ms. Hahn and her staff will schedule the next meeting when time permits within the next couple of months.

Definition of Embalming Adhoc Committee Report – Christopher Vincent, Chair

Mr. Vincent shared that after careful research into how other states define “embalming” and corresponding with the mortuary schools, the committee offered the following definition for the board’s consideration:

- Embalming is the process of chemically treating the dead human body by arterial injection and cavity treatment or when necessary hypodermic tissue injection to reduce the presence and growth of microorganisms as to temporarily retard organic decomposition as per accepted standards by the American Board of Funeral Service Education.

Discussion was made and upon a motion by Bob Oman and properly seconded by Eric Wray, the board accepted the definition by striking “as per accepted standards by the American Board of Funeral Service Education. The motion carried unanimously.

- Embalming is the process of chemically treating the dead human body by arterial injection and cavity treatment or when necessary hypodermic tissue injection to reduce the presence and growth of microorganisms as to temporarily retard organic decomposition, ~~as per accepted standards by the American Board of Funeral Service Education.~~

NFDA Crematory Operator Training Course

Upon a motion by Bob Oman and properly seconded by Mike Leonard, the board voted to approve the Crematory Operator Training Course offered by NFDA. The motion carried unanimously.

ADJOURNMENT:

With no further business before the Board, the meeting adjourned at 10:50 a.m.

Junius H. Williams, Jr., President

Lisa R. Hahn, Executive Director

Date

Date

ATTACHMENT #1

Board of Funeral Directors and Embalmers 2014 Session of the General Assembly

Draft Legislation

(Not included in the Governor's package for the 2014 Session of the General Assembly)

A bill to amend and reenact §§ 54.1-2802, 54.1-2806 and 54.1-2815 of the Code of Virginia, relating to the Board of Funeral Directors and Embalmers.

Be it enacted by the General Assembly of Virginia:

1. That §§ 54.1-2802, 54.1-2806 and 54.1-2815 of the Code of Virginia are amended and reenacted as follows:

§ 54.1-2802. Board; appointment; terms; vacancies; meetings; quorum.

The Board of Funeral Directors and Embalmers shall consist of nine members as follows: seven funeral service licensees of the Board with at least five consecutive years of funeral service practice in this Commonwealth immediately prior to appointment and two citizen members. The terms of office shall be for four years from July 1. Appointments shall be made annually on or before June 30 as the terms of the members respectively expire. Appointments to the Board should generally represent the geographical areas of the Commonwealth. The Board shall annually elect a president, a vice-president and a secretary-treasurer.

The Board shall hold at least two meetings each year. In addition, the Board may meet as often as its duties require. Five members shall constitute a quorum. No less than quarterly, the Board shall offer examinations for licensure. Such examinations for licensure are not required to be held in conjunction with meetings of the Board.

§ 54.1-2806. Refusal, suspension or revocation of license.

The Board may refuse to admit a candidate to any examination, refuse to issue a license to any applicant and may suspend a license for a stated period or indefinitely, or revoke any license or censure or reprimand any licensee or place him on probation for such time as it may designate for any of the following causes:

1. Conviction of any felony or any crime involving moral turpitude;
2. Unprofessional conduct which is likely to defraud or to deceive the public or clients;
3. Misrepresentation or fraud in the conduct of the funeral service profession, or in obtaining or renewing a license;

4. False or misleading advertising or solicitation;
5. Solicitation at-need or any preneed solicitation using in-person communication by the licensee, his agents, assistants or employees; however, general advertising and preneed solicitation, other than in-person communication, shall be allowed;
6. Employment by the licensee of persons known as "cappers" or "steerers," or "solicitors," or other such persons to obtain the services of a holder of a license for the practice of funeral service;
7. Employment directly or indirectly of any agent, employee or other person, on part or full time, or on a commission, for the purpose of calling upon individuals or institutions by whose influence dead human bodies may be turned over to a particular funeral establishment;
8. Direct or indirect payment or offer of payment of a commission to others by the licensee, his agents, or employees for the purpose of securing business;
9. Use of alcohol or drugs to the extent that such use renders him unsafe to practice his licensed activity;
10. Aiding or abetting an unlicensed person to practice within the funeral service profession;
11. Using profane, indecent or obscene language within the immediate hearing of the family or relatives of a deceased, whose body has not yet been interred or otherwise disposed of;
12. Solicitation or acceptance by a licensee of any commission or bonus or rebate in consideration of recommending or causing a dead human body to be disposed of in any crematory, mausoleum or cemetery;
13. Violation of any statute, ordinance or regulation affecting the handling, custody, care or transportation of dead human bodies;
14. Refusing to surrender promptly the custody of a dead human body upon the express order of the person lawfully entitled to custody;
15. Knowingly making any false statement on a certificate of death;
16. Violation of any provisions of Chapter 7 (§ 32.1-249 et seq.) of Title 32.1;
17. Failure to comply with § 54.1-2812, and to keep on file an itemized statement of funeral expenses in accordance with Board regulations;
18. Knowingly disposing of parts of human remains, including viscera, that are received with the body by the funeral establishment, in a manner different from that used for final disposition of the body, unless the persons authorizing the method of final disposition give written permission

that the body parts may be disposed of in a manner different from that used to dispose of the body;

19. Violating or failing to comply with Federal Trade Commission rules regulating funeral industry practices;

20. Violating or cooperating with others to violate any provision of Chapters 1 (§ 54.1-100 et seq.) and 24 (§ 54.1-2400 et seq.), this chapter or the regulations of the Board of Funeral Directors and Embalmers or the Board of Health;

21. Failure to comply with the reporting requirements as set forth in § 54.1-2817 for registered funeral service interns;

22. Failure to provide proper and adequate supervision and training instruction to registered funeral service interns as required by regulations of the Board;

23. Violating any statute or regulation of the Board regarding the confidentiality of information pertaining to the deceased or the family of the deceased or permitting access to the body in a manner that is contrary to the lawful instructions of the next-of-kin of the deceased;

24. Failure to include, as part of the general price list for funeral services, a disclosure statement notifying the next of kin that certain funeral services may be provided off-premises by other funeral service providers;

25. Disciplinary action against a license, certificate or registration issued by another state, the District of Columbia or territory or possession of the United States; and

26. Failure to ensure that a dead human body is maintained in refrigeration at no more than approximately 40 degrees Fahrenheit or embalmed if it is to be stored for more than 48 hours prior to disposition. A dead human body shall be maintained in refrigeration and shall not be embalmed in the absence of express permission by a next of kin of the deceased or a court order.; and

27. Incompetence to practice his profession with safety to his clients and the public.

§ 54.1-2815. Application for license; how license signed; duration.

All applications for examination for a license for the practice of funeral service shall be upon forms furnished by the Board.

All licenses shall be signed by the president and secretary of the Board and stamped with the seal of the Board.

All licenses shall be issued or renewed for a period prescribed by the Board, not exceeding two years.

UNAPPROVED
VIRGINIA BOARD OF FUNERAL DIRECTORS & EMBALMERS
FORMAL ADMINISTRATIVE HEARING
October 29, 2013 – 1:00 P.M.

The Virginia Board of Funeral Directors and Embalmers convened on October 29, 2013, at the Department of Health Professions, 9960 Mayland Drive, 2nd Floor, Board Room 2, Henrico, Virginia.

BOARD MEMBERS PRESENT: Junius Williams, President
Bob Oman, FSL
Eric Wray, FSL
Mike Leonard, FSL
Paul Welch, FSL

DHP STAFF PRESENT: Lisa R. Hahn, Executive Director
Lynne Helmick, Deputy Executive Director
Kathy Petersen, Discipline Operations Manager
Missy Currier, Board Operations Manager
Cynthia Gaines, Adjudication Specialist
Karen Schaller, Senior Inspector
Paul Dalby, Deputy Director of Enforcement

MEMBERS FROM THE OFFICE OF THE ATTORNEY GENERAL PRESENT: Erin Barrett, Assistant Attorney General, Board Counsel
Wayne Halbleib, Assistant Attorney General, Prosecution

OTHERS PRESENT: James Altmeyer, Jr., President Altmeyer Funeral Home & Crematory
Christopher Sisler, VP Altmeyer Funeral Home & Crematory
Jeffrey L. Marks, Esq.
Bill Harrison
Karie Stewart
Cindy Pelter

COURT REPORTER: Terri Pata, Certified Court Reporter
Crane Snead & Associates, Inc.

CALL TO ORDER The Formal Administrative Hearing of the Board was called to order at 1:03 p.m.

ESTABLISHMENT OF A QUORUM: With five (5) members of the Board present, a quorum was established.
MATTER SCHEDULED: Altmeyer Funeral Home
License Number: 0501-000670
Case Number: 146782

CLOSED SESSION: Upon a motion by Mike Leonard, and duly seconded by Mr. Oman, the Board voted to convene a closed meeting pursuant to 2.2-3711.A(7) of the *Code of Virginia*, for the purpose of deliberation to reach a decision in the matter of Altmeyer Funeral Home. Additionally, Mr. Leonard moved that Ms. Hahn, Ms. Currier and Ms. Barrett attend the closed meeting because their presence in the closed meeting was deemed necessary and would aid the Board in its deliberations. The Board convened into closed session at 1:06 p.m.

OPEN SESSION: Mr. Wray certified that the matters discussed in the preceding closed session met the requirements of § 2.2.-3712 of the *Code of Virginia*; Certification was made and the Board re-convened open session at 2:00 p.m.

ACTION: Upon a motion by Mr. Oman and duly seconded by Mr. Wray, the Board voted to dismiss the case. Mr. Williams stated that this decision in no way indicates that the Virginia Board of Funeral Directors and Embalmers approves of tissue harvesting, recovery and/or procurement being performed in preparation rooms in the Commonwealth of Virginia.

VOTE:
The vote was unanimous.

ADJOURNMENT: The Board adjourned at 2:05 p.m.

The decision shall be effective upon the entry by the Board of a written Order stating the findings, conclusions, and decision of this formal hearing panel.

Junius Williams, President

Lisa R. Hahn, Executive Director

Date

Date

Tab 2

Virginia Department of Health Professions
Cash Balance
As of November 30, 2013

	<u>104- Funeral Directors and Emba</u>
Board Cash Balance as of June 30, 2013	\$ (172,121)
YTD FY14 Revenue	26,125
Less: YTD FY14 Direct and In-Direct Expenditures	<u>282,639</u>
Board Cash Balance as of November 30, 2013	<u><u>(428,636)</u></u>

Virginia Dept. of Health Professions
Revenue and Expenditures Summary

July 1, 2013 through November 30, 2013

	104- Funeral Directors and Emba			
	Jul '13 - Nov 13	Budget	\$ Over Budget	% of Budget
Revenue				
2400 · Fee Revenue				
2401 · Application Fee	17,225.00	25,425.00	-8,200.00	67.75%
2402 · Examination Fee	0.00			
2406 · License & Renewal Fee	3,940.00	467,330.00	-463,390.00	0.84%
2407 · Dup. License Certificate Fee	105.00	240.00	-135.00	43.75%
2408 · Board Endorsement - In	0.00			
2409 · Board Endorsement - Out	950.00	3,850.00	-2,900.00	24.68%
2421 · Monetary Penalty & Late Fees	730.00	3,270.00	-2,540.00	22.32%
2430 · Board Changes Fee	1,575.00	3,875.00	-2,300.00	40.65%
2432 · Misc. Fee (Bad Check Fee)	0.00	35.00	-35.00	0.0%
Total 2400 · Fee Revenue	24,525.00	504,025.00	-479,500.00	4.87%
3000 · Sales of Prop. & Commodities				
3007 · Sales of Goods/Svces to State	0.00			
3020 · Misc. Sales-Dishonored Payments	0.00			
Total 3000 · Sales of Prop. & Commodities	0.00			
9000 · Other Revenue				
9060 · Miscellaneous Revenue	1,600.00	3,900.00	-2,300.00	41.03%
9084 · Refund- Prior Yr Disb	0.00			
Total 9000 · Other Revenue	1,600.00	3,900.00	-2,300.00	41.03%
Total Revenue	26,125.00	507,925.00	-481,800.00	5.14%
Expenditures				
1100 · Personal Services				
1110 · Employee Benefits				
1111 · Employer Retirement Contrib.	3,058.37	6,694.00	-3,635.63	45.69%
1112 · Fed Old-Age Ins- Sal St Emp	2,463.90	5,846.00	-3,382.10	42.15%
1113 · Fed Old-Age Ins- Wage Earners	0.00			
1114 · Group Insurance	415.44	910.00	-494.56	45.65%
1115 · Medical/Hospitalization Ins.	7,755.30	22,193.00	-14,437.70	34.95%
1116 · Retiree Medical/Hospitalizatn	349.06	765.00	-415.94	45.63%
1117 · Long term Disability Ins	158.08	360.00	-201.92	43.91%
Total 1110 · Employee Benefits	14,200.15	36,768.00	-22,567.85	38.62%
1120 · Salaries				
1123 · Salaries, Classified	34,912.35	76,407.00	-41,494.65	45.69%
1125 · Salaries, Overtime	0.00			
Total 1120 · Salaries	34,912.35	76,407.00	-41,494.65	45.69%
1130 · Special Payments				
1131 · Bonuses and Incentives	0.00	0.00	0.00	0.0%
1138 · Deferred Compnstrn Match Pmts	302.50	840.00	-537.50	36.01%
Total 1130 · Special Payments	302.50	840.00	-537.50	36.01%
1140 · Wages				
1141 · Wages, General	0.00			

Virginia Dept. of Health Professions
Revenue and Expenditures Summary
 July 1, 2013 through November 30, 2013

	104- Funeral Directors and Emba			
	<u>Jul '13 - Nov 13</u>	<u>Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>
Total 1140 · Wages	0.00			
1150 · Disability Benefits				
1153 · Short-trm Disability Benefits	0.00			
Total 1150 · Disability Benefits	0.00			
1160 · Terminatn Personal Svce Costs				
1165 · Employee Retirement Contributio	0.00	0.00	0.00	0.0%
Total 1160 · Terminatn Personal Svce Costs	0.00	0.00	0.00	0.0%
Total 1100 · Personal Services	49,415.00	114,015.00	-64,600.00	43.34%
1200 · Contractual Services				
Other Medical Services	0.00			
1210 · Communication Services				
1211 · Express Services	0.00	200.00	-200.00	0.0%
1212 · Outbound Freight Services	0.00			
1214 · Postal Services	699.28	3,500.00	-2,800.72	19.98%
1215 · Printing Services	0.00	1,500.00	-1,500.00	0.0%
1216 · Telecommunications Svcs (DIT)	117.89	600.00	-482.11	19.65%
1217 · Telecomm. Svcs (Non-State)	141.84			
1219 · Inbound Freight Services	0.54			
Total 1210 · Communication Services	959.55	5,800.00	-4,840.45	16.54%
1220 · Employee Development Services				
1221 · Organization Memberships	0.00	1,200.00	-1,200.00	0.0%
1222 · Publication Subscriptions	0.00	600.00	-600.00	0.0%
1224 · Emp Trning Courses, Wkshp & Cnf	0.00	1,000.00	-1,000.00	0.0%
1225 · Employee Tuition Reimbursement	0.00	1,000.00	-1,000.00	0.0%
1227 · Emp Trning- Trns, Ldgng & Meals	0.00	800.00	-800.00	0.0%
Total 1220 · Employee Development Services	0.00	4,600.00	-4,600.00	0.0%
1230 · Health Services				
1236 · X-ray and Laboratory Services	0.00			
Total 1230 · Health Services	0.00			
1240 · Mgmnt and Informational Svcs				
1242 · Fiscal Services	11.11	9,520.00	-9,508.89	0.12%
1244 · Management Services	11.61	120.00	-108.39	9.68%
1246 · Public Infrmtnl & Relation Svcs	0.00			
1247 · Legal Services	430.00	150.00	280.00	286.67%
1249 · Recruitment Services	0.00			
Total 1240 · Mgmnt and Informational Svcs	452.72	9,790.00	-9,337.28	4.62%
1250 · Repair and Maintenance Svcs				
1251 · Custodial Services	22.66			
1252 · Electrical Rep & Maintenance	0.00			
1253 · Equip Repair & Maintenance	0.00	40.00	-40.00	0.0%
1256 · Mechanical Rep & Maint Svcs	0.00			
1257 · Plant Rep & Maintenance Svcs	0.00			

Virginia Dept. of Health Professions
Revenue and Expenditures Summary
 July 1, 2013 through November 30, 2013

	104- Funeral Directors and Emba			
	Jul '13 - Nov 13	Budget	\$ Over Budget	% of Budget
Total 1250 · Repair and Maintenance Svcs	22.66	40.00	-17.34	56.65%
1260 · Support Services				
1263 · Clerical Services	0.00	5,500.00	-5,500.00	0.0%
1264 · Food & Dietary Services	410.94	2,100.00	-1,689.06	19.57%
1266 · Manual Labor Services	154.47	1,200.00	-1,045.53	12.87%
1267 · Production Services	1,401.41	1,120.00	281.41	125.13%
1268 · Skilled Services	1.51	3,910.00	-3,908.49	0.04%
Total 1260 · Support Services	<u>1,968.33</u>	<u>13,830.00</u>	<u>-11,861.67</u>	<u>14.23%</u>
1280 · Transportation Services				
1282 · Travel, Personal Vehicle	2,010.61	5,100.00	-3,089.39	39.42%
1283 · Travel, Public Carriers	385.60	700.00	-314.40	55.09%
1284 · Travel, State Vehicles	0.00			
1285 · Travel, Subsistence & Lodging	563.99	1,600.00	-1,036.01	35.25%
1288 · Trvl, Meal Reimb- Not Rprtbl	220.00	750.00	-530.00	29.33%
Total 1280 · Transportation Services	<u>3,180.20</u>	<u>8,150.00</u>	<u>-4,969.80</u>	<u>39.02%</u>
Total 1200 · Contractual Services	6,583.46	42,210.00	-35,626.54	15.6%
1300 · Supplies And Materials				
Personal Care Supplies	0.00			
1310 · Administrative Supplies				
1311 · Apparel Supplies	0.00			
1312 · Office Supplies	174.51	1,500.00	-1,325.49	11.63%
1313 · Stationery and Forms	34.94	675.00	-640.06	5.18%
Total 1310 · Administrative Supplies	<u>209.45</u>	<u>2,175.00</u>	<u>-1,965.55</u>	<u>9.63%</u>
1320 · Energy Supplies				
1323 · Gasoline	0.00			
Total 1320 · Energy Supplies	<u>0.00</u>			
1330 · Manufctrng and Merch Supplies				
1335 · Packaging and Shipping Suppl	0.00	85.00	-85.00	0.0%
Total 1330 · Manufctrng and Merch Supplies	<u>0.00</u>	<u>85.00</u>	<u>-85.00</u>	<u>0.0%</u>
1340 · Medical and Laboratory Supp.				
1342 · Medical and Dental Supplies	0.49			
1343 · Field Supplies	0.00			
Total 1340 · Medical and Laboratory Supp.	<u>0.49</u>			
1350 · Repair and Maint. Supplies				
1352 · Custodial Rep & Maint Mat'ls	0.00			
1353 · Electrical Repair and Maint	0.00			
Total 1350 · Repair and Maint. Supplies	<u>0.00</u>			
1360 · Residential Supplies				
1362 · Food and Dietary Supplies	0.00	30.00	-30.00	0.0%
1363 · Food Service Supplies	3.31	90.00	-86.69	3.68%
1364 · Laundry and Linen Supplies	0.00			

Virginia Dept. of Health Professions
Revenue and Expenditures Summary
 July 1, 2013 through November 30, 2013

	104- Funeral Directors and Emba			
	Jul '13 - Nov 13	Budget	\$ Over Budget	% of Budget
1365 · Personal Care Supplies	0.00			
Total 1360 · Residential Supplies	3.31	120.00	-116.69	2.76%
1370 · Specific Use Supplies				
1373 · Computer Operating Supplies	2.48	15.00	-12.52	16.53%
Total 1370 · Specific Use Supplies	2.48	15.00	-12.52	16.53%
Total 1300 · Supplies And Materials	215.73	2,395.00	-2,179.27	9.01%
1400 · Transfer Payments				
1410 · Awards, Contrib., and Claims				
1413 · Premiums	120.00			
1415 · Unemployment Compsatn Reimb	0.00			
Total 1410 · Awards, Contrib., and Claims	120.00			
Total 1400 · Transfer Payments	120.00			
1500 · Continuous Charges				
S Purch Ch. Card Check Fee	0.00			
1510 · Insurance-Fixed Assets				
1512 · Automobile Liability	0.00			
1516 · Property Insurance	31.14	36.00	-4.86	86.5%
Total 1510 · Insurance-Fixed Assets	31.14	36.00	-4.86	86.5%
1530 · Operating Lease Payments				
1534 · Equipment Rentals	1.44			
1535 · Building Rentals	4.86	15.00	-10.14	32.4%
1539 · Building Rentals - Non State	3,814.82	8,912.00	-5,097.18	42.81%
Total 1530 · Operating Lease Payments	3,821.12	8,927.00	-5,105.88	42.8%
1540 · Service Charges				
1546 · S Purch Ch. Card Check Fee	0.00			
Total 1540 · Service Charges	0.00			
1550 · Insurance-Operations				
1551 · General Liability Insurance	111.77	135.00	-23.23	82.79%
1554 · Surety Bonds	6.60	8.00	-1.40	82.5%
Total 1550 · Insurance-Operations	118.37	143.00	-24.63	82.78%
Total 1500 · Continuous Charges	3,970.63	9,106.00	-5,135.37	43.61%
2200 · Equipment Expenditures				
Electronic & Photo Equip Impr	0.00			
2210 · Computer Equipment				
2218 · Computer Software Purchases	0.00			
Total 2210 · Computer Equipment	0.00			
2220 · Educational & Cultural Equip				
2224 · Reference Equipment	0.00			
Total 2220 · Educational & Cultural Equip	0.00			

Virginia Dept. of Health Professions
Revenue and Expenditures Summary
 July 1, 2013 through November 30, 2013

	104- Funeral Directors and Emba			
	Jul '13 - Nov 13	Budget	\$ Over Budget	% of Budget
2230 · Electrnc & Photographic Equip				
2238 · Electronic & Photo Equip Impr	0.00			
Total 2230 · Electrnc & Photographic Equip	0.00			
2260 · Office Equipment				
2261 · Office Appurtenances	0.00	132.00	-132.00	0.0%
2262 · Office Furniture	0.00			
2263 · Office Incidentals	3.98			
2264 · Office Machines	0.00			
2268 · Office Equipment Improvements	0.00			
Total 2260 · Office Equipment	3.98	132.00	-128.02	3.02%
2270 · Specific Use Equipment				
2271 · Household Equipment	0.00			
2274 · Non Power Rep & Maint- Equip	3.72			
Total 2270 · Specific Use Equipment	3.72			
Total 2200 · Equipment Expenditures	7.70	132.00	-124.30	5.83%
Total Expenditures	60,312.52	167,858.00	-107,545.48	35.93%
9001 · Allocated Expenditures				
9206 · FunerallTCAIPT	42,519.60	95,935.32	-53,415.72	44.32%
9301 · DP Operations & Equipment	40,436.56	155,490.96	-115,054.40	26.01%
9302 · Human Resources	5,991.24	11,933.40	-5,942.16	50.21%
9303 · Finance	10,804.90	22,608.84	-11,803.94	47.79%
9304 · Director's Office	5,146.33	13,358.40	-8,212.07	38.53%
9305 · Enforcement	70,973.89	223,963.32	-152,989.43	31.69%
9306 · Administrative Proceedings	15,586.21	44,343.60	-28,757.39	35.15%
9307 · Impaired Practitioners	0.00	0.00	0.00	0.0%
9308 · Attorney General	24,115.52	42,581.88	-18,466.36	56.63%
9309 · Board of Health Professions	3,249.10	7,442.16	-4,193.06	43.66%
9310 · SRTA	0.00			
9311 · Maintenance and Repairs	3.41	479.64	-476.23	0.71%
9313 · Emp. Recognition Program	0.00	336.12	-336.12	0.0%
9314 · Conference Center	51.18	310.56	-259.38	16.48%
9315 · Pgm Devlpmnt & Implimentn	3,448.96	7,753.68	-4,304.72	44.48%
Total 9001 · Allocated Expenditures	222,326.90	626,537.88	-404,210.98	35.49%
987900 · Cash Trsfr Out- Appr Act Pt. 3	0.00	1,416.96	-1,416.96	0.0%
Total Direct and Allocated Expenditures	282,639.42	795,812.84	-513,173.42	35.52%
Net Cash Surplus\Shortfall	-256,514.42	-287,887.84	31,373.42	89.1%

Disciplinary Case Report for Funeral Directors January 14, 2014

Investigations	26
Probable Cause	7
APD	1
Informal Stage	4
Formal Stage	1
Total	39

FDE Orders currently being monitored by Compliance Manager - **23**

Data as of 10/11/2013

License Count Report for Funeral Directors

January 14, 2014

Branch Establishment	63
Continuing Education Provider	22
Courtesy Card	74
Crematories	101
Funeral Establishments	448
Funeral Service Interns	176
Embalmer	5
Funeral Service Director	58
Funeral Service Licensee's	1,510
Funeral Service Supervisors	389
Surface Transportation & Removal Services	51
Total	2,897

Data as of 11/11/2013

Virginia Department of Health Professions

Patient Care Disciplinary Case Processing Times:

Quarterly Performance Measurement, Q1 2010 - Q1 2014

Dianne Reynolds-Cane, M.D.
Director

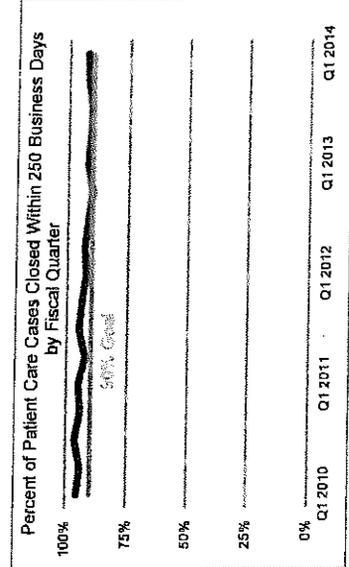
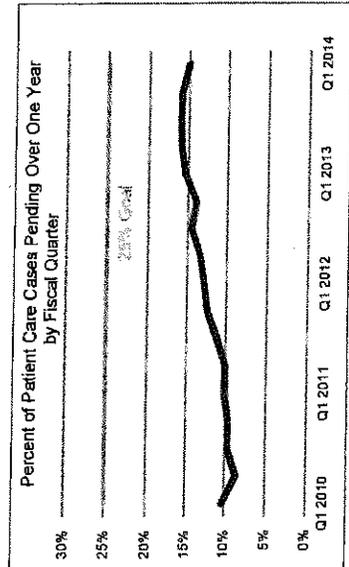
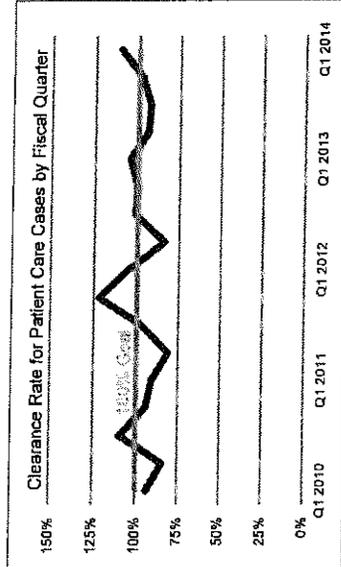
"To ensure safe and competent patient care by licensing health professionals, enforcing standards of practice, and providing information to health care practitioners and the public."
DHP Mission Statement

In order to uphold its mission relating to discipline, DHP continually assesses and reports on performance. Extensive trend information is provided on the DHP website, in biennial reports, and, most recently, on Virginia Performs through Key Performance Measures (KPMs). KPMs offer a concise, balanced, and data-based way to measure disciplinary case processing. These three measures, taken together, enable staff to identify and focus on areas of greatest importance in managing the disciplinary caseload; Clearance Rate, Age of Pending Caseload and Time to Disposition uphold the objectives of the DHP mission statement. The following pages show the KPMs by board, listed in order by caseload volume; volume is defined as the number of cases received during the previous 4 quarters. In addition, readers should be aware that vertical scales on the line charts change, in order to accommodate varying degrees of data fluctuation.

Clearance Rate - the number of closed cases as a percentage of the number of received cases. A 100% clearance rate means that the agency is closing the same number of cases as it receives each quarter. DHP's goal is to maintain a 100% clearance rate of allegations of misconduct through the end of FY 2016. The current quarter's clearance rate is 110%, with 939 patient care cases received and 1,037 closed.

Age of Pending Caseload - the percent of open patient care cases over 250 business days old. This measure tracks the backlog of patient care cases older than 250 business days to aid management in providing specific closure targets. The goal is to maintain the percentage of open patient care cases older than 250 business days at no more than 25% through the end of FY 2016. That goal continues to be achieved with the percent of cases pending over 250 business days maintaining an average of 15% for the past 4 quarters. For the last quarter shown, there were 2,013 patient care cases pending, with 301 pending over 250 business days.

Time to Disposition - the percent of patient care cases closed within 250 business days for cases received within the preceding eight quarters. This moving eight-quarter window approach captures the vast majority of cases closed in a given quarter and effectively removes any undue influence of the oldest cases on the measure. The goal is to resolve 90% of patient care cases within 250 business days through the end of FY 2016. That goal continues to be achieved with 93% percent of patient care cases being resolved within 250 business days this past quarter. During the last quarter, there were 1,017 patient care cases closed, with 941 closed within 250 business days.



Submitted: 10/3/2013

Prepared by: VisualResearch, Inc.

Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

Physical Therapy - In Q1 2014, the clearance rate was 71%, the Pending Caseload older than 250 business days was 0% and the percent closed within 250 business days was 100%.

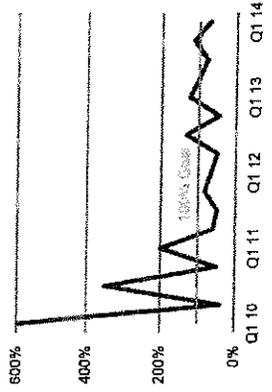
Q1 2014 Caseloads:

Received=7, Closed=5

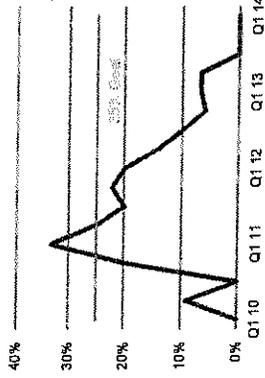
Pending over 250 days=0

Closed within 250 days=5

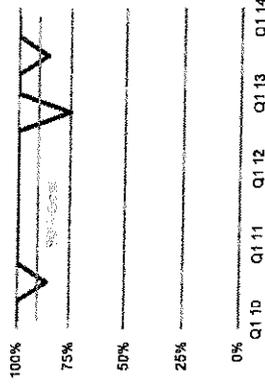
Clearance Rate



Age of Pending Caseload (percent of cases pending over one year)



Percent Closed in 250 Business Days



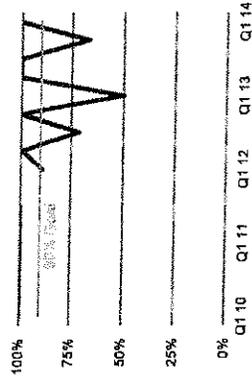
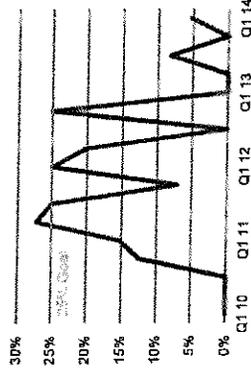
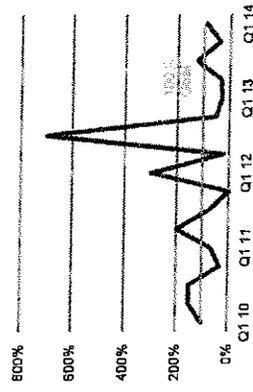
Funeral - In Q1 2014, the clearance rate was 90%, the Pending Caseload older than 250 business days was 5% and the percent closed within 250 business days was 100%.

Q1 2014 Caseloads:

Received=10, Closed=9

Pending over 250 days=1

Closed within 250 days=9



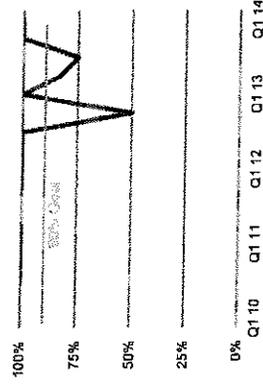
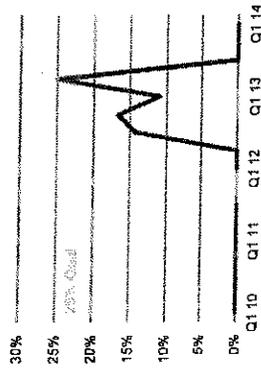
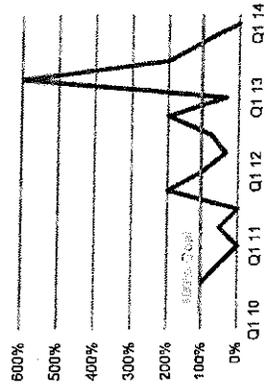
Audiology - In Q1 2014, the clearance rate was N/A, the Pending Caseload older than 250 business days was N/A and the percent closed within 250 business days was 100%.

Q1 2014 Caseloads:

Received=0, Closed=2

Pending over 250 days=0

Closed within 250 days=2



Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

Submitted: 10/3/2013

Prepared by: VisualResearch, Inc.

FISCAL YEAR 2013, QUARTER ENDING 6/30/13

APPLICANT SATISFACTION SURVEY RESULTS: APPROVAL RATE*

Board	Quarter Ending 6/30/13	Quarter Ending 6/30/12	Fiscal Year 2013	Fiscal Year 2012	Percent Change	Biennial 7/1/012 - 6/30/13	Prior Biennial 7/1/10 - 6/30/11	Percent Change
	Percent Approval	Percent Approval	Percent Approval	Percent Approval		Percent Approval	Percent Approval	
Audiology/Speech Pathology	100.0%	86.7%	98.7%	90.5%	15.3%	98.7%	91.8%	7.5%
Counseling	76.3%	74.5%	72.5%	74.3%	2.4%	72.5%	75.7%	-4.2%
Dentistry	94.7%	93.7%	94.8%	92.9%	1.1%	94.8%	95.7%	-0.9%
Funeral Directing	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	95.2%	5.0%
Long Term Care Administrator	n/a	81.0%	n/a	96.3%	-100.0%	n/a	94.4%	-100.0%
Medicine	87.5%	95.4%	90.3%	96.5%	-8.3%	90.3%	94.1%	-4.0%
Nurse Aide	99.1%	97.5%	97.8%	97.9%	1.6%	97.8%	97.5%	0.3%
Nursing	96.5%	94.7%	95.2%	96.3%	1.9%	95.2%	94.8%	0.4%
Optometry	100.0%	100.0%	92.9%	100.0%	0.0%	92.9%	100.0%	-7.1%
Pharmacy	97.3%	98.1%	97.9%	96.8%	-0.8%	97.9%	97.7%	0.2%
Physical Therapy	98.6%	98.2%	96.8%	97.6%	n/a	96.8%	95.3%	1.6%
Psychology	99.1%	90.2%	91.3%	84.6%	9.9%	91.3%	88.1%	3.6%
Social Work	94.9%	86.9%	88.2%	85.5%	9.2%	88.2%	90.6%	-2.6%
Veterinary Medicine	93.3%	98.7%	95.8%	97.6%	-5.5%	95.8%	97.7%	-1.9%
Agency Total	93.5%	94.5%	93.6%	95.3%	-1.1%	93.6%	94.6%	-1.1%

*Applicant Satisfaction Surveys are sent to all initial applicants. The survey includes six categories for which applicants rate their satisfaction on a scale from one to four, one and two being degrees of satisfaction, three and four being degrees of dissatisfaction. This report calculates the percentage of total responses falling into the approval range.

Tab 3

Information to Follow

Tab 4

1. Cadavers need appropriate cremation authorization.
 - a. If the cadaver is a Virginia Donor, they will have cremation authorization from the State Anatomic Program.
 - b. If the person died in Virginia and has donated their body to an out-of-state anatomic material vendor, they need Virginia cremation authorization.
 - c. If the cadaver comes from out of state the cremation procedures for the state in which they died must be followed.
 - i. Importation of cadavers must be authorized by the Commissioner and that authorization includes attestation that appropriate cremation procedures for the state of origin are followed.
 - ii. Some out-of-state vendors retrieve cadavers after use for cremation in their own state.
 - iii. Those vendors that request cremation by the user in Virginia must provide appropriate documentation that cremation has been properly authorized in the state of origin.
2. Detached body parts may be cremated without further authorization.
 - a. Surgical specimens do not require authorization for cremation.
 - b. Detached body parts used for education or scientific study do not require additional authorization for cremation..
 - i. If the parts are from Virginia donors, cremation of the cadaver has already been authorized.
 - ii. If the parts are from out-of-state vendors and the Commissioner has authorized importation, no additional authorization is required since the vendor has attested that proper cremation procedures are followed for the state or origin.

Tab 5

Cremation Certificate Policy

- I. Any Virginia death certificate (red or green) following a live birth requires a cremation authorization.
 - A. Local Medical Examiner completes death certificate review, external examination, and any other necessary investigation before signing authorization.
 - B. Administrative details.
 1. Signature and printed medical examiner name on signature line
 2. Copy of death certificate submitted to District Office with copy of cremation authorization.
 3. Review and quality assurance by District staff. Errors referred to medical examiner for clarification, further investigation, and/or correction.
 4. District maintains Quality assurance documentation of referrals and resolution.
 - C. Appropriate fee (currently \$50.00) paid to medical examiner authorizing cremation.
- II. Multijurisdictional Disposition.
 - A. Death in Virginia with Virginia Death Certificate requires cremation authorization regardless of jurisdiction (state or nation) in which cremation occurs.
 - B. Death in another state with cremation in Virginia.
 1. Cremation authorization must be obtained from the state which issued the death certificate.
 2. Virginia medical examiners cannot authorize cremation even with an out of state death certificate because they have no authority to investigate the circumstances surrounding the death.
- III. Cremation authorization for fetal deaths.
 - A. Do not require cremation certificate unless there has been a live birth or the fetal death is under specific circumstances that make it a medical examiner's case.
 - B. Medical examiners may authorize fetal cremations on specific request.
 - a. Administrative details are the same as described above (I.B.)
 - b. Fee will be paid to medical examiner authorizing cremation.

Tab 6

SENATE OF VIRGINIA

KENNETH COOPER ALEXANDER

5TH SENATORIAL DISTRICT
PART OF THE CITIES OF CHESAPEAKE
AND NORFOLK
120 WEST BERKLEY AVENUE
NORFOLK, VIRGINIA 23523



COMMITTEE ASSIGNMENTS:
COMMERCE AND LABOR
PRIVILEGES AND ELECTIONS
REHABILITATION AND SOCIAL SERVICES
TRANSPORTATION

November 15, 2013

Diane Reynolds-Cane, M.D.
Director, Department of Health Professions
Perimeter Center
9960 Mayland Drive, Suite 300
Henrico, Virginia 23233-1463

Dear Dr. Reynolds-Cane:

Last week, I met with a group of stakeholders representing a range of funeral service providers, funeral directors, embalmers, and others in the mortuary profession to discuss the Commonwealth's approach to licensing funeral directors and embalmers. Much of the discussion focused on the possibility of amending Virginia's approach to licensing funeral directors and embalmers to create a new, limited funeral director-only license that would allow the licensee to provide funeral directing services without engaging in embalming. Some stakeholders recommended implementation of such a licensing scheme in Virginia, suggesting that it would address a shortage of funeral directors. Other stakeholders maintained that there is no shortage of qualified funeral directors and embalmers in the Commonwealth, suggesting that such a licensure scheme was unnecessary and might potentially be harmful.

After receiving information about other states that may have multilevel licensing schemes that allow for separate funeral directing and embalming licenses and hearing the perspectives of the various stakeholders who participated in the meeting, I believe additional information about the options for separate licensing schemes and the potential benefits and costs of such schemes would be helpful. Therefore, I am writing to request that the Department of Health Professions study options for establishing a separate funeral director-only license and provide recommendations related to those options. Specifically, I request that the Department (i) identify other states that have implemented multilevel licensing schemes for funeral directing, embalming, and funeral services generally and describe those licensing schemes in detail; (ii) identify laws providing protection to consumers of funeral services and embalming in those states; (iii) determine whether complaints of fraud or abuse by funeral directors and embalmers are more prevalent in those states than in the Commonwealth; (iv) identify potential costs and benefits to the

Commonwealth of implementing a multilevel licensing scheme that includes a funeral director and embalmer license, as is currently available, and a funeral director-only license; and (v) make recommendations as to whether the Commonwealth should implement a multilevel licensing scheme that includes a funeral director and embalmer license and a funeral director-only license. If the Department concludes that a multilevel licensing scheme would benefit the Commonwealth, I request that you provide recommendations related to the educational requirements for each type of license, including theoretical and experiential requirements, as well as requirements related to hands-on experience gained during an internship and requirements related to passage of both the national and state examinations.

Sincerely,

A handwritten signature in black ink, appearing to read 'K. Alexander', with a long horizontal flourish extending to the right.

Kenneth Cooper Alexander
Member, Senate of Virginia



COMMONWEALTH of VIRGINIA

Dianne L. Reynolds-Cane, M.D.
Director

Department of Health Professions

Perimeter Center
9960 Mayland Drive, Suite 300
Henrico, Virginia 23233-1463

www.dhp.virginia.gov
TEL (804) 367- 4400
FAX (804) 527- 4475

December 2, 2013

The Honorable Kenneth C. Alexander
120 West Berkley Avenue
Norfolk, VA 23523

Dear Senator Alexander,

Thank you for the opportunity to provide information about the question of issuing multilevel licenses by the Board of Funeral Directors and Embalmers.

We are willing to assist in studying the options for a separate funeral director (and embalmer) license by surveying some other states with such a licensing scheme. In order to capture accurate information, we will need to distinguish between those states that have three separate licenses and those states that currently issue *new* licenses for funeral directors, embalmers and funeral service providers. Virginia would be counted among those states that have three separate licenses, but would not be included among those that issue new multi-level licenses. Framing the inquiry will be very important in order to make comparisons.

To accomplish the full extent of your study request, we recommend that it be forwarded to the Board of Health Professions. Staff members of that board are researchers with the expertise to develop the cost/benefit analysis and the complaint analysis you have requested. That Board meets in February and could add this study to its Workplan for 2014 with an anticipated delivery date of November 1, 2014.

Since your letter did not indicate a proposed timetable for this study, we hope that a due date in 2014 will be acceptable. Please let us know if that is the case and let us know if there is anything further we can do to assist you or your office either between or during the upcoming Session of the General Assembly.

Sincerely,

A handwritten signature in black ink that reads 'D. Reynolds-Cane MD'.

Dianne Reynolds-Cane, M.D.