

*SB5523 Testimony: 17-19 Budget Request*

February 2017

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# Oregon Death Care: Mortuary & Cemetery Board

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# Mission, Goals & Historical Perspective

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As a health professional regulatory board, the Board shares the **common mission to protect public health, safety & welfare.**

It is the Board's statutory responsibility to license and regulate the practice of individuals and facilities engaged in funerary services as well as the care, preparation, processing, transportation and final disposition of human remains.

The Board's programs protect public health, safety and welfare by promoting professional behavior and enforcing compliance with civil statutes and rules established for that purpose, as well as through education and public awareness.

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# Mission, Goals & Historical Perspective

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The Board began as the board of licensed embalmers in 1921, and has grown over time to include licensing for other individual practitioners in death care, as well as the inspection and regulation of death care facilities.

The Board acquired two additional goals, during the 15-17 Biennium:

- Provision effective accounting and budget services for agency 833 (W&M).
- Billing of death filing files and management of the Indigent Disposition Program (HB3243).

# Accounting & Budget Services for Agency 833

## WHY: PROJECTED COSTS AS RESULT OF SHIFT TO FULL COST MODEL

Agency 83300	13-15 Actuals	15-17 Estimate in GBB	Legislative Action Creating Position	15-17 Final Rates in LAB	15-17 Full Cost Allocation Estimates
Oregon Mortuary and Cemetery Board	31,200	35,120		37,104	49,714
Board of Naturopathic Medicine	21,816	24,557		25,943	32,236
Occupational Therapy	19,193	21,604		22,824	29,716
Board of Medical Imaging	29,039	32,687		34,534	44,564
Board of Examiners for Speech-Language Pathology and Audiology	17,578	19,786		20,903	43,205
Veterinary Medical Examining Board	23,232	26,151		27,629	39,475
<b>Total(All Boards)</b>	<b>142,058</b>	<b>159,906</b>	<b>154,700</b>	<b>168,937</b>	<b>238,910</b>

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# Accounting & Budget Services for Agency 833

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## ALLOCATION:

- ❖ Primary Position and Related Expenses Budgeted in OMCB.
- ❖ Other Boards Pay Share of Costs Based on Volume of Transactions. Only Costs are Allocated; No Charge Per Transaction or Per Hour.

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# Accounting & Budget Services for Agency 833

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**CONTEXT: AGENCY 833 ALREADY SHARES OR COLLABORATES ON OTHER INFRASTRUCTURE SERVICES, NOTABLY INFORMATION TECHNOLOGY**

- ❖ IT Infrastructure; Servers, Email, Licensing Software
- ❖ Most of Agency 833 Shares a Common Office Suite; Conference Room; Printers, Fax; Related Expenses
- ❖ Board Directors Meet Monthly; Coordinated Planning
- ❖ Costs Allocated by Transaction Use or FTE split

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# Accounting & Budget Services for Agency 833

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## 15-17 IMPLEMENTATION:

### What Has Gone Well:

- ❖ Better Integration of end-to-end Accounting Process; More Tools and Resources for Directors; Better Visibility Into Entire Process.
- ❖ Improved Timeliness; No Delay from Shuttling Documents to Salem.
- ❖ AP & AR Processes Solid.
- ❖ Mentors from Other Agencies.

### What Still Needs Work:

- ❖ Still Learning State Software Systems and Cycles.
- ❖ Budget System Expertise Still Developing.
- ❖ Further Formalizing Other Requisite Roles; Determining Cost Allocation.

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# Death Filing & Indigent Disposition Program

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## WHY: LEGISLATIVE CHANGES TO PROGRAM; STAKEHOLDERS ARE OMCB LICENSEES

- ❖ **Death Filing Fee**—1 time fee paid by funeral home to record a death record.
- ❖ **Fee is \$20**—\$14 Funds OMCB Programming; \$6 Funds Indigent Disposition
- ❖ **Indigent Disposition Program**—Reimburse Funeral Homes part of cost for care and disposition of qualifying indigent case.



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# Death Filing & Indigent Disposition Program

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## 15-17 IMPLEMENTATION:

### July 1 2015-Feb 1 2016:

- ❖ OHA Managed Program for Deaths Through December 31st (Billed In January)
- ❖ Consult, Design, Hire Position; Develop OARs with Stakeholders
- ❖ Work with OHA and IT to develop billing, data transfer)

### Feb 2016-Today:

- ❖ Improve Forms, Materials and Processes Based on Feedback
- ❖ Early Focus on Internal Controls and Timely Payments
- ❖ Adjust Internal Workflows; Begin Data Analysis

# Death Filing & Indigent Disposition Program

Indigent Claims by Region Calendar Year 2016	Claims Received	% of Total Claims	Population of Region (Census estimate 2015)	Region's % of Total Oregon Population	Region's Deaths (Vital Statistics, preliminary 2015)	Region Crude Mortality Rate	Claims as % of Deaths by Region
Region 1: Portland Metro (Clackamas, Hood River, Multnomah and Washington Counties)	194	44%	1,789,272	44%	13,746.00	7.7	1.41%
Region 2: Willamette Valley, North and Mid- Coast (Clatsop, Columbia, Tillamook, Yamhill, Polk, Marion, Lincoln, Linn, Benton and Lane Counties)	147	33%	1,243,886	31%	10,986.00	8.8	1.33%
Region 3: Southern Oregon and South Coast (Douglas, Curry, Coos, Josephine and Jackson Counties)	80	18%	490,601	12%	6,215.00	12.7	1.20%
Region 4: Central Oregon (Wasco, Sherman, Gilliam, Jefferson, Wheeler, Crook, Deschutes, Lake and Klamath Counties)	13	3%	324,081	8%	3,182.00	9.8	0.04%
Region 5: Eastern Oregon (Morrow, Umatilla, Union, Wallowa, Baker, Grant, Harney and Malheur Counties)	9	2%	181,137	4%	1,546.00	8.5	0.05%
Oregon Total	443	100%	4,028,977	100%	35,675.00	8.9	1.24%

# Death Filing & Indigent Disposition Program

## PROGRAM HIGHLIGHTS:

Veteran Status	Number of Claims Received	Percentage of Total Received	Population of Oregon*	Percentage of Population*
Not a Veteran	376	85%	3,697,345	92%
Veteran	46**	10%	331,632	8%
Unknown	19	5%		
Grand Total	443	100%	4,028,977	100%

*\*Data from US Census and Oregon Department of Veteran Affairs*

\*\*Prior to January 1, 2016, funeral establishments were not required to contact the Department of Veteran Affairs in order to determine veteran status of indigent decedents. Of the 46 veterans that were identified in the course of the indigent process during 2016, at least 5 were not thought to be veterans and their veteran status was only discovered through the funeral establishment's contact with the VA. NOTE: Federal VA estimates 22% of US Homeless population is Veteran.

	Claims received between 1/1/2016 and 7/31/2016		Claims received between 8/1/2016 and 12/31/2016	
Claims Complete on receipt	141	52%	117	68%
Claims Incomplete on receipt	130	48%	55	32%
Total	271	100%	172	100%

# Death Care Licensing & Regulation

Approximately 65,000 deaths will occur in Oregon during the 2017-2019 biennium. Death care services are provided by approximately 2500 practitioners & facilities throughout the state.

LICENSES ISSUED	Actual 01-03	Actual 03-05	Actual 05-07	Actual 07-09	Actual 09-11	Actual 11-13	Actual 13-15	Projected 15-17	Projected 17-19
<b>Initial Individual Licenses: Pre-need, FSP, Embalmer, DCC, Apprentice</b>	<b>424</b>	<b>457</b>	<b>384</b>	<b>432</b>	<b>417</b>	<b>435</b>	<b>476</b>	<b>440</b>	<b>440</b>
<b>Initial Facility Licenses: Funeral Home, Cemetery, Crematorium, Immediate Disposition Company, Removal Registration, Alternative Disposition Facility</b>	<b>118</b>	<b>82</b>	<b>168</b>	<b>112</b>	<b>216</b>	<b>80</b>	<b>65</b>	<b>82</b>	<b>82</b>
<b>Individual Renewals: Pre-need, FSP, Embalmer, Combo, DCC, Apprentice</b>	<b>1426</b>	<b>1384</b>	<b>1340</b>	<b>1352</b>	<b>1264</b>	<b>1289</b>	<b>1260</b>	<b>1243</b>	<b>1243</b>
<b>Facility Renewals: Funeral Home, Cemetery, Crematorium, Immediate Disposition Company, Alternative Disposition Facility</b>	<b>637</b>	<b>677</b>	<b>675</b>	<b>707</b>	<b>717</b>	<b>711</b>	<b>726</b>	<b>747</b>	<b>747</b>
<b>TOTAL LICENSES ISSUED:</b>	<b>2605</b>	<b>2600</b>	<b>2567</b>	<b>2603</b>	<b>2614</b>	<b>2515</b>	<b>2527</b>	<b>2512</b>	<b>2512</b>

The Board also performs approximately 800 facility physical inspections as well as document and records inspections, and investigates approximately 250 complaints each biennium.

# Death Care Licensing & Regulation

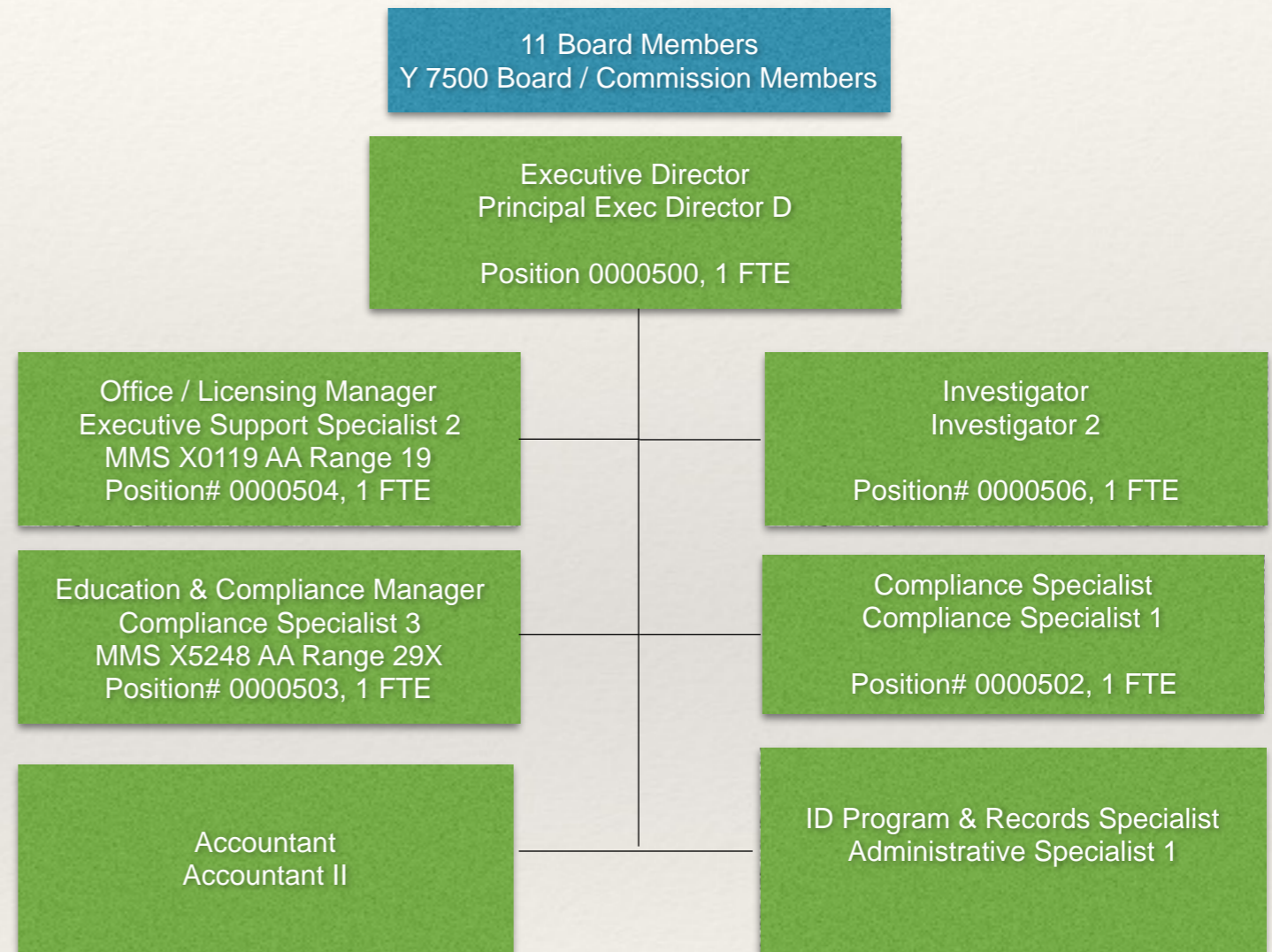
Licensing & Examination	Compliance	Administration & Policy	Education
<p>The Board licenses individual death care professionals and the facilities where they work. This includes individual funeral service practitioners, embalmers, apprentices, interns, pre-need sales people, death care consultants, as well as the funeral establishments, immediate disposition companies, cemeteries and crematories within Oregon. The Board also administers a funeral service practitioner (FSP) and death care consultant (DCC) exams at least twice each year.</p> <p><b>Measures:</b>  <i>-Time to process a license application.</i></p>	<p><b>Inspection</b>            The Board inspects all death care facilities at least once each biennium. The Board takes a preventive approach to investigations, preferring to educate licensees when in the field in order to prevent violations. With the exception of egregious or continuing violations, deficiencies noted during routine inspections rarely lead to formal disciplinary action.</p> <p><b>Measures:</b>  <i>-Number of inspections completed per biennium.</i></p> <p><b>Complaint &amp; Background Investigation</b>            ORS 676.165 requires the Board to conduct an investigation upon receipt of a complaint by any person against a licensee or applicant. The Board may also initiate an investigation upon its own motion. Though complaint investigations are mandatory, the Board's sanctioning authority is discretionary. Board conducts criminal background checks on a variety of individual license applicants and on the principals of licensed facilities. The Board may deny a license application for conviction of a crime bearing a demonstrable relationship to funeral service practice, embalming practice, or the operation of funeral establishments, immediate disposition facilities, cemeteries and crematories. The Board may also deny an application for any misrepresentation in obtaining a license.</p> <p><b>Measures:</b>  <i>-Time elapsed before report presented to Board.            -Time elapsed between Board action and final order.            -Time to process background verification.</i></p>	<p>The Board's administrative functions are carried out by the Executive Director with the assistance from staff. Principal functions include program and project planning, development, management and evaluation; budget preparation and presentation; performance measurement; legislative coordination; rule-making; personnel recruitment, management and retention; contracting and purchasing; receipt and expenditure control; accounting oversight; information systems and data base management; meeting planning and facilitation; public relations; and, developing and maintaining critical partnerships and collaborative relationships.</p> <p><b>Measures:</b>  <i>-Overall customer satisfaction rating based on surveys.            -Accuracy of financial and accounting transactions.            -Accuracy and timeliness of public information publishing.            -Employee satisfaction ratings.            -Board best practices assessment.</i></p>	<p>The Board serves as an information resource on death care options and resources for the public, other agencies, organizations and the media as well as for licensees. Education is also one of the principal aims of the Board's inspection process. Inspectors invite questions and provide on-site technical assistance, as well as explaining the regulatory basis for any deficiencies noted. Finally the Board administers an apprenticeship program for prospective funeral service practitioners and embalmers, and also provides the examinations for licensure for funeral service practitioners and death care consultants.</p> <p><b>Measures:</b>  <i>-Reduction in consumer complaints.            -Reduction in violations.</i></p>



# OMCB: Agency Organization

The Board is composed of eleven members appointed by the Governor: two funeral service practitioners, one embalmer, three cemetery representatives, one crematory operator and **four** public members.

There are 7 staff members supporting all functions.

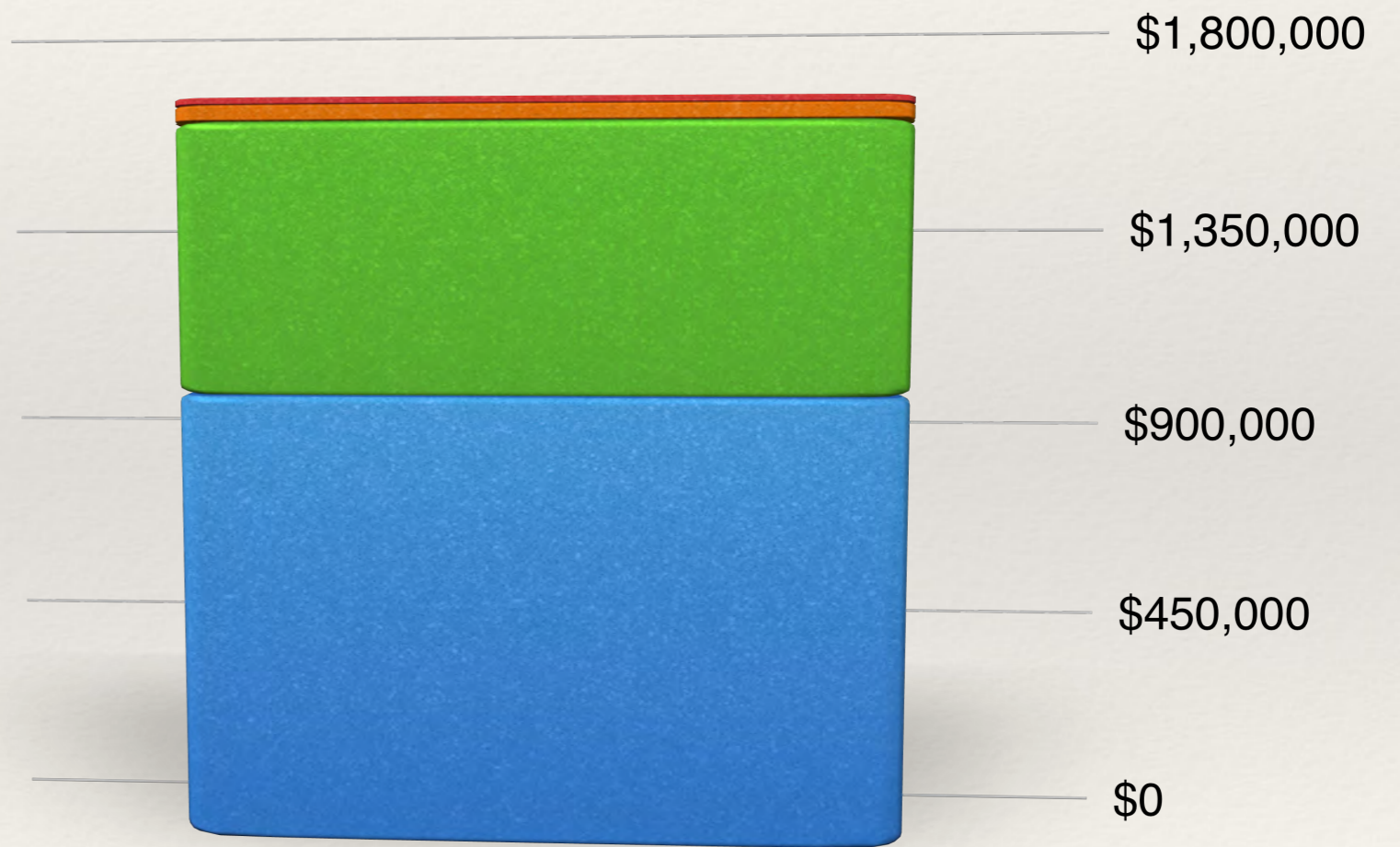


# OMCB: Revenue Sources

**\$2,655,985 - Other Funds**

Entirely Self-Funded

- Interest Income
- Fines
- Charges for Services
- Licensing Fees
- Death Certificate Filing Fee

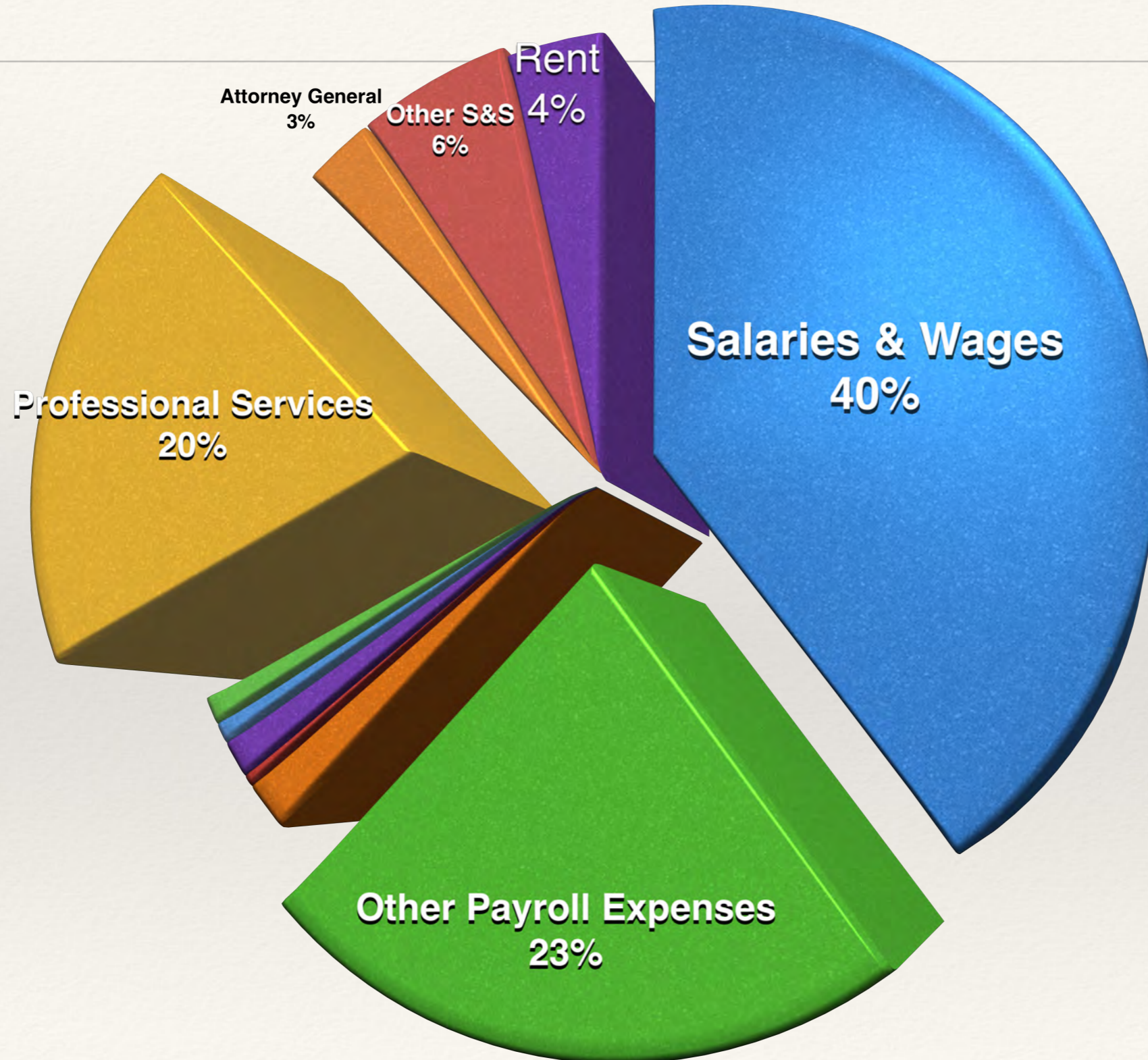


Licensing Fees: Annual  
Death Filings: Monthly



# OMCB:

2017 - 2019 Governor's Budget  
Expenditures: \$2,076.329 Other Funds  
Cash Balance: \$579,656 (7 months)



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# OMCB: Other Legislation

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## **HB2317: BOARD MEMBER QUALIFICATION AND TERM LENGTH**

- ❖ Developed as Result of Community Stakeholder Strategic Planning
- ❖ Allows All License Types To Serve; Maintains Current Size and Licensee / Public Member Ratio (7 to 4)
- ❖ Non-Profit Cemeteries Largest Licensee Class—Didn't Have Seat at Table
- ❖ Similar Bills 2x Before; But Made Other Changes to Board Size; Failed
- ❖ No Known Opposition

“Do not go gentle into that good night.  
Rage, rage against the dying of the light.”

*–Dylan Thomas*