

OREGON MORTUARY & CEMETERY BOARD

2009 - 2011 AGENCY SUMMARY NARRATIVE

I. MISSION STATEMENT AND STATUTORY AUTHORITY

The mission of the Oregon Mortuary and Cemetery Board is to protect public health, safety and welfare by fairly and efficiently performing its licensing, inspection and enforcement duties; by promoting professional behavior and standards in all facets of the Oregon death care industry; and, by maintaining constructive relationships with licensees, those they serve and others with an interest in the Board's activities.

The powers and duties of the Board are set forth in ORS chapter 692, ORS 97.931 and OAR chapter 830.

II. AGENCY PLANS

A. 2007 - 2013 SIX-YEAR PLAN

The Board has no primary links to Oregon Benchmarks. As a high-level outcome, the Board looks to its mission statement. In order to advance its mission, the Board has identified three long-term strategic goals.

- GOAL 1: To fairly and efficiently perform licensing, inspection and enforcement duties.**
- GOAL 2: To promote professional behavior and standards.**
- GOAL 3: To maintain constructive relationships.**

The Legislature and the Governor have assigned the Board responsibility and granted it authority to perform certain licensing, inspection and enforcement duties designed to protect the public. Fair and efficient performance of those statutory mandates is the Board's number one goal. In addition to tracking results by number (see Results Expected in Section II, B, 4, below), the Board plans to gauge progress toward achieving goal one by keeping an eye on the frequency of inspections (Key Performance Measure #1) and the timeliness of investigations (Key Performance Measure #2).

Goals two and three are also considered essential to the Board's public protection mission. Although success in one is not necessarily dependent upon success in another, the Board's goals are intended to complement one another. For example, it is assumed that performing licensing, inspection and enforcement duties fairly and efficiently will contribute to success in maintaining constructive relationships and, similarly, that maintaining constructive relationships will tend to promote professional behavior and standards. Key Performance Measure #3 is designed to gauge customer satisfaction.