

Oregon Mortuary & Cemetery Board-Agency Goals linked to Strategic Policy Framework

DRAFT DOCUMENT: *As reviewed and discussed by the Board in public session: July 28th, 2009*

1. Death Perception in Oregon

- The Board will focus on improving the public visibility and understanding of the death care industry, and the current and emerging trends and issues for consumers and licensees.
- The Board will provide leadership on these issues at the State level.
- The Board will establish focused services on the education of consumers and practitioners.

FY2009-2010 Agency Objectives

- **Formation of Education subcommittee to develop education priorities.**
- **Review and Redesign of agency website for readability and currency of information.**
- **Exploration of other outreach and communication services available to the Board via shared State services.**
- **Establish clear “communication groups” and identify best communication channels.**
- **Establish Death Care Advisory Team and hold first session; publish results to Legislature and interested parties.**

2. Supporting Population and Cultural Change

- The Board will address current and emerging considerations in support of demographic changes within the State.
- The Board will support efforts to ensure the availability of skilled practitioners in the death care industry who can meet the needs of a changing population.
- The board will provide sufficient regulation to ensure consumer protection and safety while honoring cultural or personal preferences or practices.

FY2009-2010 Agency Objectives

- **Understand current projections and trends throughout State with regard to population and death care services.**
- **Survey availability of death care goods and services to Oregonians; identify strengths and gaps.**
- **Establish Death Care Advisory Team and hold first session; discuss cultural and personal preferences as part of agenda.**
- **Fill open positions in order to effectively address regulatory functions and consumer protections.**

3. Economic, Technological and Environmental Considerations and Impacts

- Address the overall economic impact on social services within the State of Oregon and the resultant impacts on the care of the dead.
- Provide leadership in ensuring consumer choice and protection with regard to the pre-arrangements of death care goods and services (pre-need arrangements).
- Ensure the proper regulation and utilization of new disposition technologies and practices.
- Provide a leadership role in ensuring the environmental sustainability of death care services, technologies, practices and products.
- Provide a leadership role in the regulation and adoption of new disposition technologies.
- Provide expertise and policy relating to the disposition of indigent remains.

Handbook
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FY2009-2010 Agency Objectives

- Understand current projections and trends throughout State with regard to population and death care services.
- Survey availability of death care goods and services to Oregonians; identify strengths and gaps.
- Establish Death Care Advisory Team and hold first session; discuss economic and environmental considerations.
- Fill open positions in order to effectively address regulatory functions and consumer protections.
- Participate with stakeholder group including Insurance Division and DFCS in the interim to discuss pre-need arrangements and develop plan.
- Hold administrative rulemaking sessions to address changes in statute as a result of SB796.

4. Disaster Preparedness and Role of Death Care Practitioners

- The board will support State-wide regional planning and preparedness operations through promotion of the critical role of the participation of death care industry practitioners.

FY2009-2010 Agency Objectives

- Communicate information about disaster preparedness and emergency response to stakeholders.
- Review rules and statutes to address participation of licensees during an event.
- Review operations and business continuity procedures and implement any required changes.

5. Other Areas

- The board will participate in discussions on land use, planning and zoning with regard to cemeteries, memorials, funeral homes, and all other facilities used in the care and final location of the dead.
- The board will ensure through partnership the proper regulation of the overall transportation and logistics chain for dead human remains.

FY2009-2010 Agency Objectives

- Continue meetings and other forms of partnership with sister agencies and external organizations to establish communication channels and identify services or service gaps.

6. Board Practice Maturity

- The Board has established management practices, sufficient staff support, and regularly reviews strategic and policy questions establishing clear direction.

FY2009-2010 Agency Objectives

- The board will continue to integrate best practices for board management into our procedures.

7. Statute and Rule review; regulatory streamlining and plain language

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- The Board will review all Rules and Statutes to insure relevance; to make sure that language is outcome oriented and easy to understand; that consumer protection and professional excellence are maintained in all aspects of the death care industry.
- Agency staff will regularly review processes and forms with an eye toward regulatory streamlining and improved service to the consumer and licensees.

FY2009-2010 Agency Objectives

- **The board will initiate several clusters of administrative rulemaking to address recommendations from CIAC as well as changes in statute as a result of the 2009 session. Plain language will be one of the filters used in this review.**
- **Staff will develop plan for revision of agency forms.**

8. Operations; Meeting Statutory requirements for inspections, investigations; reporting.

- The Board will meet all statutory requirements for investigations, inspections and reporting.
- The Board will improve mechanisms to track issues and policy decisions, improve forms, and establish industry standards (such as required reporting forms) where appropriate.

FY2009-2010 Agency Objectives

- **Fill open positions in order to effectively address regulatory functions and consumer protections.**
- **Improve information technology infrastructure to meet requirements and allow for improved operations.**

9. Budget allocation and revenue source sufficiency

- The Board will focus on creating greater stability of revenue sources for long term viability of program outcomes.

FY2009-2010 Agency Objectives

- **The Board will explore options for normalizing revenue stream month to month.**

10. Staffing; standards, practices and stability

- The Board will have a sufficient staff to support the operations of the Board.
- The Board will ensure consistency of practice, and will address current issues of high staff turnover.

FY2009-2010 Agency Objectives

- **Fill open positions in order to effectively address regulatory functions and consumer protections.**
- **Focus on personnel management and documentation of standard practices.**

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11. Interagency partnership

- The Board will effectively partner with other State agencies in order to meet the mission of the Board, as well as to improve consumer protection and to streamline regulations where possible both under the board's direct oversight and when there is overlap with other agencies.

FY2009-2010 Agency Objectives

- **Continue meetings and other forms of partnership with sister agencies and external organizations to establish communication channels and identify services or service gaps.**