



# MCB

**OREGON MORTUARY & CEMETERY BOARD**

*Regulating Death Care Facilities & Practitioners in Oregon.*

## FY2010 Agency Objectives

*Covers July 2009 thru June 2010*

*Status through May 15<sup>th</sup>, 2010*

Agency Specific Fiscal Year Objective and Status	Long-Range Agency Strategies Supported	Planned Timeline			
		Q1	Q2	Q3	Q4
<p>Formation of Education subcommittee to develop education priorities.</p> <p><i>Completed. The subcommittee was formed under Lyn Stanger and has developed a list of priorities as well as a high level plan that can guide the development of programming.</i></p>	Death Perception	X			
<p>Review and Redesign of agency website for readability and currency of information.</p> <p><i>In process. Key documents have been updated such as FAQs, rules, applications, etc, effective by changes in Statute. A preliminary review of capability in TeamSite (the product used by the State to manage web media) has been completed. A site review analysis and draft for new website has been completed. Staff will be trained in tools and final changes to website will be completed by end of fiscal year. Next steps will include improvements to application forms, additional FAQs and ADA accessibility to the site.</i></p>	Death Perception			X	X
<p>Exploration of other outreach and communication services available to the Board via shared State services.</p> <p><i>In process. Preliminary review completed. Some services such as surveys through the State library have been piloted; iLearn capability has been demoed for the Education subcommittee and a detailed project to determine implementation at the Board will commence in the 4<sup>th</sup> quarter. Additional next steps will be incorporated into a newly created overall communication plan.</i></p>	Death Perception		X	X	

Agency Specific Fiscal Year Objective and Status	Long-Range Agency Strategies Supported	Planned Timeline			
		Q1	Q2	Q3	Q4
<p>Establish clear "communication groups" and identify best communication channels.</p> <p><i>In process. We have identified five groups so far; "internal stakeholders" (including staff, Board members and other State agencies), "general public", "licensees", "legislators" and "interested parties". These groups may be further delineated as the Communication plan in the next FY is developed.</i></p>	Death Perception			X	X
<p>Establish Death Care Advisory Team and hold first session; publish results to Legislature and interested parties; discuss cultural and personal preferences as part of agenda; discuss economic and environmental considerations.</p> <p><i>On hold. Will likely move to next Fiscal Year and target readiness for 2011 Legislative Session.</i></p>	Death Perception Pop & Culture Economic, Tech & Environmental Impacts				X
<p>Understand current projections and trends throughout State with regard to population and death care services.</p> <p><i>In process and waiting. We have current projections on population, but no data from the industry itself aside from national workforce trends. Need to explore development of directed survey; (*See below).</i></p>	Pop & Culture Economic, Tech & Environmental Impacts	X	X	X	X
<p>Survey availability of death care goods and services to Oregonians; identify strengths and gaps.</p> <p><i>Not Started or assigned.</i></p>	Pop & Culture Economic, Tech & Environmental Impacts			X	X
<p>Fill open positions in order to effectively address regulatory functions and consumer protections.</p> <p><i>In process; behind schedule. One position filled as of 3/15. Additional positions pending HR review of position descriptions. Expect recruitment and full staffing by end of July 2010.</i></p>	Pop & Culture Economic, Tech & Environmental Impacts Optimized Ops Happy Healthy Peeps		X		

Agency Specific Fiscal Year Objective and Status	Long-Range Agency Strategies Supported	Planned Timeline			
		Q1	Q2	Q3	Q4
<p>Communicate information about disaster preparedness and emergency response to stakeholders.</p> <p><i>Not started or assigned.</i></p>	Master of Disaster			X	X
<p>Review operations and business continuity procedures and implement any required changes.</p> <p><i>In process. Preliminary Business Continuity Assessment has been performed. Archived permanent materials are being moved off site to fire-proof location in Salem.</i></p>	Master of Disaster		X	X	X
<p>Continue meetings and other forms of partnership with sister agencies and external organizations to establish communication channels and identify services or service gaps. Participate with stakeholder group including Insurance Division and DFCS in the interim to discuss pre-need arrangements and develop plan.</p> <p><i>In process. Monthly meetings continue to be held with DFCS. Currently having discussions about potential linkage or combining of services. DFCS has also initiated discussions for a legislative concept for the 2011 session that would consolidate services under the Board. Meetings also continue with the council of Health Related Regulatory Boards, participation on the Mount Hood Community College Advisory Board and with other industry stakeholders. Next steps include strengthening outreach and collaboration with other states and groups that can assist general public outreach.</i></p>	Economic, Tech & Environmental Impacts Other Areas Team State	X	X	X	X
<p>The Board will continue to integrate best practices for Board management into our procedures.</p> <p><i>In process. Examples of this can be seen in strategic framework review completed at January session; review of best practice worksheet; creation of assignment for Teri Dressler to work with the Board quarterly on this topic. Also demonstrated in approach to selection of new Board officers and development of Board member roles draft. Board member materials also being reviewed and updated into a new Board Member Manual delivered at the May meeting to provide essential reference materials. An online reference library of materials and access to training is also being established and should be fully functional by the end of the FY.</i></p>	Board Practice	X	X	X	X

Agency Specific Fiscal Year Objective and Status	Long-Range Agency Strategies Supported	Planned Timeline			
		Q1	Q2	Q3	Q4
<p>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. Review rules and statutes to address participation of licensees during a disaster. Plain language will be one of the filters used in this review.</p> <p><i>In process. The Board successfully completed the first adoption of CIAC recommendations. A cluster addressing the creation of a new license for Death Care Consultant were developed and are currently in public review stage through the end of June. Temporary rules through October have been adopted in the interim. Part II of the CIAC recommendations will be considered in May, as well the first portion of the remaining CIAC recommendations, which may continue into future meetings. Next steps will include formation of advisory teams to inform the development of additional rule clusters resulting from the 2009 or 2010 session.</i></p>	<p>Economic, Tech &amp; Environmental Impacts</p> <p>Master of Disaster</p> <p>Plain &amp; Simple</p> <p>Optimized Ops</p>	X	X	X	X
<p>Staff will develop plan for revision of agency forms.</p> <p><i>In process. Staff have surveyed other Boards for examples of effective forms. Next steps include the update of all existing Board forms and creation of new forms that will improve workflow.</i></p>	<p>Plain &amp; Simple</p> <p>Optimized Ops</p>				X
<p>Improve information technology infrastructure to meet requirements and allow for improved operations.</p> <p><i>In Process. We have replaced the Board's primary server and network infrastructure components (which were in need of repair), and have replaced outdated desktops for compliance and licensing staff. Field staff have been assigned laptops to allow for greater efficiency in the field, and to allow for secure remote access so that data is not removed from Board offices, thereby meeting information security requirements. Next steps include completion of a mandatory information classification project to insure all Board data is in compliance, and develop procedures for ongoing data management. Ways to improve access for Board members—as well as stakeholder participation in Board meetings via technology-- will also be explored.</i></p>	<p>Optimized Ops</p>		X	X	X

Agency Specific Fiscal Year Objective and Status	Long-Range Agency Strategies Supported	Planned Timeline			
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<p>The Board will explore options for normalizing revenue stream month to month.</p> <p><i>On hold. Statutory authority to implement alternate billing cycles was confirmed. But project has not been otherwise assigned.</i></p>	Financial Stability		X	X	X
<p>Focus on personnel management and documentation of standard practices.</p> <p><i>In process and a primary focus. A complete operational and staffing was completed, and reviewed and approved by DAS-HR. Existing staff have been meeting about changes in assignments, and our focusing on documenting standard operating procedures. With the completion of the review and generation of sufficient revenue, the remaining staff positions are currently being recruited and should all be in place by end of July. After a training and ramp up period, the Board staff should be back up to full performance capacity by the middle of next FY.</i></p>	Happy Healthy Peeps	X	X	X	X