

PROGRAM FACT SHEET

Arizona State Board of Funeral Directors and Embalmers

Services:

The Board of Funeral Directors and Embalmers is responsible for enforcing Arizona's funeral laws. The Board has the following responsibilities:

- **Licensing**—Licenses all funeral practitioners, establishments, and crematories. As of February 4, 2003, the Board had 1,401 active licenses.
- **Inspections**—Inspects all funeral establishments and crematories to ensure compliance with state requirements. The Board reports that it completed 180 establishment inspections during fiscal year 2002.
- **Complaints**—Receives and investigates complaints and can take disciplinary action against licensees. The Board received 12 complaints in fiscal year 2002 and resolved 9.
- **Public information**—Provides information to the public through telephone assistance, its Web site, and a consumer brochure distributed at funeral establishments.

Personnel:

The Board consists of seven governor-appointed members who serve 4-year terms:

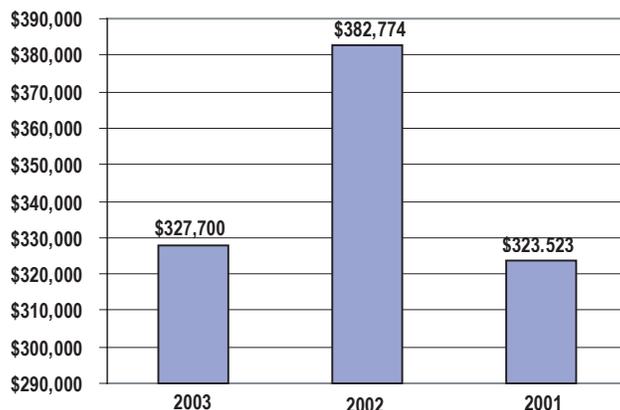
- Four of the members are licensed funeral directors or embalmers.
- Three must be members of the public. One of these three must own or manage a business that has no pecuniary or proprietary interest in a funeral establishment or crematory, or in the sale of funeral goods and services.

In fiscal year 2003, the Board is authorized to have four full-time equivalent (FTE) positions:

- Executive director, who is responsible for operations
- Deputy director, who conducts investigations
- Compliance administrator, who inspects funeral establishments and crematories
- Administrative assistant, who processes license applications and renewals

Revenue:¹

\$327,600 (fiscal year 2003 estimated)



¹ The Board remits all civil penalties and 10 percent of licenses, other fines and forfeits, service charges, and certain other revenues to the State General Fund, and deposits the remainder into the Board of Funeral Directors and Embalmers Fund.

Facilities and Equipment:

The Board leases space in the state-owned building at 1400 West Washington Avenue in Phoenix. Its equipment includes typical office equipment such as furniture, computers, and printers.

Mission:

“To maintain and enforce a set of standards that provides protection for the health, safety, and welfare of Arizona citizens by educating the consumer and by actively and impartially regulating those licensed to provide funeral goods and services.”

Board goals:

The Board has established three goals:

1. To ensure that all licenses are only granted and renewed to competent individuals with high standards of professional and ethical conduct.
2. To ensure and enforce that information is made available to both the consumer and the licensee that educates them to the standards of practice relating to providing funeral goods and services.
3. To actively and impartially investigate allegations and complaints and provide enforcement to protect the public from incompetent services and unprofessional, unethical, and illegal conduct.

Adequacy of performance measures:

While the Board's goals reasonably align with its mission, the 13 performance measures that the Board uses could better reflect the goals. For example:

- To measure its first goal's effectiveness the Board reports the number of licenses issued and denied, which are both output measures. However, an outcome measure, such as the percentage of licensees that the Board disciplines, would better address whether the Board was meeting its goal of licensing only competent individuals who act ethically and professionally.
- For the second goal, the Board uses a measure of the percentage of consumers who receive the Board's brochure. However, the Board cannot accurately measure this outcome. A more feasible outcome measure might be the percentage of funeral establishments that have violations involving consumer-disclosure requirements.
- The third goal's focus on providing fair and impartial investigations is difficult to measure. By rewording this goal to focus it on providing investigations in a timely manner, it would better reflect the efficiency measure that the Board already reports under the third goal.