



**STATE OF WASHINGTON  
DEPARTMENT OF LICENSING  
FUNERAL & CEMETERY BOARD  
SPECIAL BOARD MEETING MINUTES**

**DATE:** Thursday August 24, 2023  
**TIME:** 9:00 a.m.  
**LOCATION:** Olympia, WA and Virtual via Microsoft Teams

**BOARD MEMBERS:** **David Ittner**, Cemetery Member & Chair  
**Dante Gutierrez-Zamora**, Funeral/Embalmer Member & Vice Chair  
**Pete Cameron**, Funeral/Embalmer Member  
**Constance LeSourd**, Cemetery Member  
**Richard Little**, Funeral/Embalmer Member  
**Cameron Smock**, Cemetery Member  
**Angela Ward**, Public Member

**STAFF MEMBERS:** **Marcus Glasper**, Director  
**Grace Hamilton**, Investigation Supervisor  
**Pamela Griese**, Funeral Director & Embalmer Inspector  
**Debra Allen-Bâ**, Assistant Administrator  
**Sydney Muhle**, Program Specialist  
**Susan Nieves**, Program Specialist  
**Sandy Baur**, Program Specialist  
**Sandra Schaefer**, Program Specialist

**1. Call to Order**

Chair David Ittner called the meeting to order at **9:00 AM**.

**2. Roll Call**

Program Specialist Susan Nieves conducted Roll Call. All Board members were present except Board Member Pete Cameron, who was excused.

**3. Approval of Agenda**

Board Member Cameron Smock made a **MOTION** to approve the order of the agenda. Board Member Richard Little **SECONDED** the motion, and it was **APPROVED** by a vote of 6-0.

#### **4. Approval of Minutes**

##### **4.1. Minutes from May 25, 2023**

Board Member Smock made a **MOTION** to approve the minutes as presented. Vice Chair Gutierrez-Zamora **SECONDED** the motion, and it was **APPROVED** by a vote of 6-0.

#### **5. Awards/Recognition**

##### **5.1. Recognition of Connie LeSourd's service with the Board.**

*Board Member LeSourd's term on the Board expired on July 1, 2023. Board Members and staff may share appreciation for her service and departing thoughts.*

Board members and staff shared their appreciation of Board Member LeSourd and she was presented with a plaque.

##### **5.2. Introduction of Department of Licensing (DOL) Director Marcus Glasper**

*Director Glasper will introduce himself to the Board.*

Program Specialist Sydney Muhle introduced the new DOL Director, Marcus Glasper. Director Glasper shared information about himself, his strategic plan for DOL, and his appreciation for the Board members and the work they do.

Board members welcomed Director Glasper and expressed their appreciation for his focus on customer service.

#### **6. Old Business**

None.

#### **7. New Business**

##### **7.1. Consideration of Application for Funeral Director Licensure**

*Applicant Sean Riley has submitted a request for Board consideration of his application for a Funeral Director license.*

Ms. Muhle shared that a Funeral Director Intern had applied for Board acceptance of education credits from Australia toward the education requirements for a Funeral Director license. Funeral Director & Embalmer Inspector Pam Griesse said that, while the accrediting association is not included in the regulations, the Board had the authority to approve individual applicants.

Board Member Smock asked for confirmation that the request for approval was regarding the credit hours already achieved that aligned with what licensing requirements. Ms. Muhle confirmed that was the case and clarified that this request was so the requestor could continue their education without redundancy.

Board Member Smock made a **MOTION** to approve the acceptance of equivalent educational credits toward fulfillment of the Funeral Director License for applicant Sean Riley. Board Member Little **SECONDED** the motion, and it was **APPROVED** with a vote of 6-0.

**7.2. Discussion regarding attendance at the International Conference of Funeral Service Examining Boards (ICFSEB) 2024 Annual Meeting**

*Staff will discuss participation in this event with the Board.*

Ms. Muhle said the upcoming ICFSEB annual meeting would be February 28 and 29, 2024 in Myrtle Beach, South Carolina. She said that the ICFSEB was soliciting topics and speakers, and that Board Members could submit their ideas directly to the organization or through staff.

**8. Complaint Cases for Review\***

**8.1. 2023-02-0277-00CEM (Gutierrez-Zamora)**

Vice Chair Gutierrez-Zamora read the Case Manager Report to the Board as the case manager.

Board Member Smock made a **MOTION** to close the case with no further action. Board Member Little **SECONDED** the motion, and it was **APPROVED** by a vote of 5-0.

**8.2. 2023-01-0118-00CEM (LeSourd)**

Board Member LeSourd read the Case Manager Report to the Board as the case manager.

Board Member Smock said if the cemetery inurned someone in error without authorization, the cemetery authority has the right to remove that person without any additional authorizations. Investigation Supervisor Grace Hamilton said Board Member Smock's comments would be added into the letter of education.

Board Member Smock made a **MOTION** to close the case with a letter of education, including a statement that the cemetery may disinter the individual without further authorization. Board Member Little **SECONDED** the motion, and it was **APPROVED** by a vote of 5-0.

**8.3. 2023-05-0963-00FDE (Cameron)**

Ms. Muhle read the Case Manager Report to the Board on behalf of the case manager Board Member Cameron.

Board Member Little made a **MOTION** to close the case with no further action. Vice Chair Gutierrez-Zamora **SECONDED** the motion, and it was **APPROVED** by a vote of 5-0.

**8.4. 2023-06-1170-00FDE (Cameron)**

Ms. Muhle read the Case Manager Report to the Board on behalf of the case manager Board Member Cameron.

Board Member Smock made a **MOTION** to close the case with a letter of education. Board Member Little **SECONDED** the motion, and it was **APPROVED** by a vote of 5-0.

**8.5. 2017-12-2602-00FDE (Little)**

Board Member Little read the Case Manager Report to the Board as the case manager.

Board Member Smock asked Assistant Attorney General (AAG) Nick Quijas to comment on the advice provided in the case. AAG Quijas said that due to the length of time that had passed since the hearing (18 months), and that settlement discussions had broken down, it would be difficult to take further action on the case, and any action would be very likely to be overturned.

Board Member Smock made a **MOTION** to close the case with a letter of education. Vice Chair Gutierrez-Zamora **SECONDED** the motion, and it was **APPROVED** by a vote of 4-1 with Board Member Smock voting **NAY**.

**8.6. 2022-12-1792-00FDE (Gutierrez-Zamora)**

Board Member Gutierrez-Zamora read the Case Manager Report to the Board as the case manager.

Board Member Smock made a **MOTION** to close the case with no further action. Board Member Little **SECONDED** the motion, and it was **APPROVED** by a vote of 5-0.

**8.7. 2019-02-2601-00FDE (Smock)**

Board Member Smock read the Case Manager Report to the Board as the case manager.

Board Member Little made a **MOTION** to close the case with no further action. Vice Chair Gutierrez-Zamora **SECONDED** the motion, and it was **APPROVED** by a vote of 5-0.

**8.8. 2023-05-1002-00CEM (Smock)**

Board Member Smock read the Case Manager Report to the Board as the case manager.

Vice Chair Gutierrez-Zamora made a **MOTION** to close the case with no further action. Board Member LeSourd **SECONDED** the motion, and it was **APPROVED** by a vote of 5-0.

Chair Ittner asked Vice Chair Gutierrez-Zamora to act as Chair for the next four items.

**8.9. 2022-12-1749-00CEM (Ittner)**

Chair Ittner read the Case Manager Report to the Board as the case manager.

Board Member Smock asked whether the complainant provided a copy of the photo that had been indicated in the case. Chair Ittner said the complainant was satisfied with the results of the marker.

Board Member Smock made a **MOTION** to close the case with a letter of education. Board Member Little **SECONDED** the motion, and it was **APPROVED** by a vote of 5-0.

**8.10. 2019-08-2600-00FDE (Ittner)**

Chair Ittner read the Case Manager Report to the Board as the case manager.

Board Member Smock made a **MOTION** to close the case with no further action. Board Member Little **SECONDED** the motion, and it was **APPROVED** by a vote of 5-0.

**8.11. 2018-12-2401-00CEM (Ittner)**

Chair Ittner read the Case Manager Report to the Board as the case manager.

Board Member Smock asked if the respondent was in business prior to 2015, whether they had a pattern of similar behavior, and if there had been any audits since 2019. Ms. Griesse confirmed the business had been compliant until their bookkeeper retired in 2015 and a new bookkeeper was hired. The new bookkeeper was not as diligent in following through on deposits to the trust fund. Per an audit in 2022, all deficiencies had been deposited and the respondent's data was up to date.

Board Member Smock made a **MOTION** to close the case with a letter of education. Board Member Little **SECONDED** the motion, and it was **APPROVED** by a vote of 5-0.

**8.12. 2018-08-2404-00CEM (Ittner)**

Chair Ittner read the Case Manager Report to the Board as the case manager.

Board Member Smock made a **MOTION** to close the case with a letter of education. Board Member LeSourd **SECONDED** the motion, and it was **APPROVED** by a vote of 5-0.

Chair Ittner resumed control of the meeting.

## 9. Legal Issues for Deliberation

*EXECUTIVE SESSION: The Board may, at its discretion, meet in executive session to discuss certain enforcement actions with legal counsel, as allowed by RCW 42.30.110(1)(i). The chair will announce the purpose and estimated duration for the Executive Session. No formal actions will be taken during the Executive Session. Once the Executive Session concludes, the Board will take a break to announce and invite visitors to the Open Session.*

### 9.1. 2021-05-1151-00FDE

*Assistant Attorney General (AAG) Nick Quijas will be presenting a Finding of Fact, Conclusion of Law, and Default Order.*

AAG Quijas provided an overview of the Proposed Default Order, including the history and details of the violations in the order; the actions taken by DOL, including serving the respondent a Statement of Charges; and that no answer had been received from the respondent.

Board Member Smock made a **MOTION** to approve the Default Order as presented. Board Member Little **SECONDED** the motion, and it was **APPROVED** with a vote of 5-0.

## 10. Reports

### 10.1. Committee/Task Force Reports

#### 10.1.1. Review Complaint Process and Delegation Committee

*Committee Members will give a Report out from the committee meeting.*

Ms. Muhle provided a summary of the Committee's progress reviewing digital signing options for case managers and discussion on letters of education versus statements of charges. The committee will meet on an annual basis going forward.

#### 10.1.2. Licensing Future Task Force Committee

*Committee Members will give a Report out from the committee meeting.*

Board Member Smock said the committee was researching and discussing options to grow the industry as there was an increased need due to higher projected death rates and the challenges in recruiting licensed staff.

Board Member Smock said the committee looked at historical licensing trends compared with the death rates from the same timeframes to see how licensing was handled previously. They also looked at the newer generation's expectations of the profession in comparison with those of previous generations.

Industry growth options the committee was researching included a hybrid role similar to the “Funeral Arranger” position in California; increasing the functions that fall under the Funeral Establishment license, rather than the individual performing them; dropping the five-year cap on internships; substituting practical experience in lieu of education; and trade schools. The committee will provide a detailed report on the options during a future meeting once they have done further research into the options.

Chair Ittner shared additional information on alternative pathways to licensure.

## **10.2. Staff Reports**

### **10.2.1. Central Investigations and Audits Unit Reports**

#### **10.2.1.1. Complaint Status Report**

Ms. Muhle reviewed the Complaint Status Report for the Board.

#### **10.2.1.2. Review of DOL’s complaint Process**

Investigator Grace Hamilton provided an overview of the complaint process, the path a complaint takes, and the teams involved in reviewing a complaint. She also provided a review of the hearing process for cases that go to the step of needing a final order.

Chair Ittner thanked Ms. Hamilton and acknowledged that the reports he has received over the years have been very thorough.

### **10.2.2. Licensing & Customer Support Services Reports**

#### **10.2.2.1. Licensee Count Report**

Ms. Muhle reviewed the Licensee Count Reports for the Board and confirmed that alternative reduction facilities are included in the reported numbers.

### **10.2.3. Boards and Commissions Outreach Support Services Reports**

#### **10.2.3.1. Action Item List**

Ms. Nieves reviewed the Master Action Items list for the Board and provided an update on the status of each item.

#### **10.2.3.2. Board Goals**

Ms. Muhle reviewed the 2023 Board Goals and said the item would be on the next agenda for Board discussion and update for 2024.

## **11. Public Comments**

*The public may address the Board on matters within the Board’s jurisdiction, either verbally during the meeting or by submitting written comments in advance. Verbal*

*comments are limited to one three-minute comment. Written comments are limited to no more than 500 words and must be emailed to [DOLBoards@dol.wa.gov](mailto:DOLBoards@dol.wa.gov) no less than two business days prior to the meeting with the subject line "Public Comment: Funeral and Cemetery Board". In response to all public comments, the Board is limited to requesting that the matter be added to a future agenda for discussion or directing staff to study the matter further. Inflammatory comments and language will not be permitted.*

No written comments were provided prior to the meeting. There were no comments from the public, either virtually or in person.

## **12. Conclusion**

### **12.1. Announcements**

None.

### **12.2. Requests for Future Agenda Items**

None.

### **12.3. Review of Action Items and Items for Next Meeting**

Ms. Nieves listed the new action item from this meeting as:

- Ms. Nieves to schedule another Task Force Committee meeting.

Ms. Nieves and Ms. Muhle listed future agenda items from this meeting as:

- 2024 Board Goals
- ICFSEB Annual Meeting Attendance discussion

## **13. Adjournment**

Chair Ittner adjourned the meeting at 10:22 a.m.

### **Next Board Meeting:**

November 30, 2023

9:00 a.m.

Virtual via Teams

Submitted by:

  
Debra Allen-Bâ, Assistant Administrator

November 30, 2023  
Date

Approved by:

  
David W. Ittner, Board Chair

November 30, 2023  
Date