



**STATE OF WASHINGTON  
DEPARTMENT OF LICENSING  
FUNERAL AND CEMETERY BOARD  
MEETING MINUTES**

**DATE:** November 20, 2024  
**TIME:** 10:00 a.m.  
**LOCATION:** Virtual via Microsoft Teams

**BOARD MEMBERS:** **David Ittner**, Cemetery Member & Chair  
**Dante Gutierrez-Zamora**, Funeral/Embalmer Member & Vice Chair  
**Angela Ward**, Public Member  
**Paul Lovgren**, Funeral Director/Embalmer Member  
**Pete Cameron**, Funeral/Embalmer Member  
**Rick Little**, Funeral/Embalmer Member

**STAFF MEMBERS:** **Julia Manley**, Assistant Administrator  
**Debra Allen-Bâ**, Program Manager  
**Tanya Hessler**, Program Manager  
**Pam Griese**, Funeral Director & Embalmer Inspector  
**Grace Hamilton**, Investigations Supervisor

**1. Call to Order**

Board Chair David Ittner called the meeting to order at **10:00 a.m.**

**2. Roll Call**

Program Specialist Alyssa Woods conducted Roll Call. All board members were present, except for Board Member Angela Ward who was excused.

**3. Approval of Agenda**

Board Member Pete Cameron made a **MOTION** to approve the order of the agenda as presented. Board Member Rick Little **SECONDED** the motion, and it was **APPROVED** by a vote of 5-0.

**4. Approval of Minutes**

**4.1. Minutes from August 21, 2024**

Board Vice Chair Dante Gutierrez-Zamora made a **MOTION** to approve the minutes as presented. Board Member Cameron **SECONDED** the motion, and it was **APPROVED** by a vote of 5-0.

## 5. Awards/Recognition

### 5.1. Recognition of Former Board Member Cameron Smock

Program Manager Debra Allen-Bâ formally recognized Mr. Smock and shared parting words on behalf of Program Specialist Sydney Muhle, who was unable to attend this meeting.

Chair Ittner and Board Member Little acknowledged Mr. Smock and his contributions to the Board.

### 5.2. Introduction of New Board Member

*Program Specialist Sydney Muhle will introduce the newly appointed board member.*

Ms. Allen-Bâ introduced Paul Lovgren to the Board. Board Member Lovgren spoke briefly on his work history and excitement at becoming a member of the board.

## 6. New Business

### 6.1. International Conference of Funeral Service Examining Boards (ICFSEB) Annual Conference

*Board staff will provide details for the upcoming annual meeting and the Board may determine a voting delegate.*

Ms. Allen-Bâ informed the Board that a voting delegate needed to be appointed to attend the ICFSEB Annual Conference on behalf of the Board.

Board Members Little and Cameron said they would be attending the conference.

Vice Chair Gutierres-Zamora made a **MOTION** to nominate Board Member Cameron as the voting delegate for the 121st Annual Meeting of the of the Conference. Board Member Little **SECONDED** the motion, and it was **APPROVED** by a vote of 5-0.

### 6.2. Adoption of 2025 Meeting Dates

*Board staff will present proposed board meeting dates for 2025 to the Board for adoption.*

Board Member Little made a **MOTION** to accept proposed dates as presented, with the exception of the May meeting, which will be moved to May 28, 2025. Board Member Cameron **SECONDED** the motion, and it was **APPROVED** by a vote of 5-0.

### 6.3. Removal of Dedication

*Okanogan County Cemetery District No. 2.*

Ms. Allen-Bâ provided an overview of the proposed changes and the notification that had been completed. She said the cemetery property was solely owned by Okanogan County.

Board Member Little commented that this type of action may become more common in the future. Chair Ittner asked what the land would be used for after the de-dedication. Ms. Allen-Bâ said that information had not been provided.

Board Member Cameron made a **MOTION** to approve the request to remove the cemetery dedication from the subject property. Vice Chair Gutierrez-Zamora **SECONDED** the motion, and it was **APPROVED** by a vote of 5-0.

#### **6.4. Rule Making Discussion**

*The Board will discuss and may take action concerning potential rule making regarding the “total return percentage” for cemetery authorities.*

Ms. Allen-Bâ provided background information on the rulemaking process and two potential pathways the Board could take to address the topic.

The Board discussed the matter and determined the Department of Licensing (DOL) would put together a recommendation and that a Board subcommittee was not needed.

The Board will review the DOL’s recommendation at the next meeting.

#### **7. Complaint Cases for Review\***

*Case managers that present their recommendations to the Board shall recuse themselves from voting on the case outcome.*

##### **7.1. 2019-10-2600-00FDE (Gutierrez-Zamora)**

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

Board Member Cameron asked whether the respondent had similar infractions in the past, which Funeral Director & Embalmer Inspector Pam Griese addressed.

Board Member Cameron 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 3-0 with Board Member Paul Lovgren abstaining, and Vice Chair Gutierrez-Zamora as the case manager.

##### **7.2. 2023-03-0408-00FDE (Cameron)**

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

Board Member Litte 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 4-0 with Board Member Cameron abstaining as the case manager.

### **7.3. 2023-03-0413-00FDE (Cameron)**

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

Chair Ittner asked for clarification on the distinction between this case and 2023-03-0408-00FDE, which Board Member Cameron addressed.

Board Member Little made a **MOTION** to close the case with no further action. Board Member Lovgren **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0 with Board Member Cameron abstaining as the case manager.

### **7.4. 2023-06-1246-00FDE (Little)**

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

Vice Chair Gutierrez-Zamora asked for clarification on who would receive the letter of education, which Board Member Little addressed. Board Member Cameron asked whether the letter of education contained instructions on the proper use of ID bands, in order to prevent future errors, which Board Member Little addressed.

Board Member Cameron made a **MOTION** to close the case with a letter of education. Board Member Lovgren **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0 with Board Member Little abstaining as the case manager.

### **7.5. 2023-08-1751-00FDE (Little)**

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

Board Member Cameron asked for clarification on the timeline of events, which Board Member Little addressed. Vice Chair Gutierrez-Zamora asked whether the letter of education clearly addressed the issue, which Board Member Little acknowledged it did.

Vice Chair Gutierrez-Zamora made a **MOTION** to close the case with a letter of education. Board Member Cameron **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0 with Board Member Little abstaining as the case manager.

Chair Ittner turned the meeting over to Vice Chair Gutierrez-Zamora.

**7.6. 2023-09-2104-00CEM (Ittner)**

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

Board Member Cameron asked whether the complainant was satisfied with the results of the engraving. Chair Ittner confirmed they were.

Board Member Cameron made a **MOTION** to close the case with a letter of education. Board Member Lovgren **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0 with Chair Ittner abstaining as the case manager.

**7.7. 2023-09-2113-00CEM (Ittner)**

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

Board Member Little asked whether the letter of education had been presented to the respondent. Chair Ittner said it had not been approved at the time of the meeting.

Board Member Cameron asked whether the families of the deceased were satisfied with the recommended response. Chair Ittner and Ms. Griese addressed the Board and said they were not satisfied. Chair Ittner said the remains were in the vault and unable to be retrieved. He also said the responsible parties, the management and ownership of the original cemetery, were no longer associated with the facility, so there was no other recourse available for the families.

Board Member Cameron 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 4-0 with Chair Ittner abstaining as the case manager.

Vice Chair Gutierrez-Zamora turned the meeting back over to Chair Ittner.

**7.8. 2023-12-2770-00CEM (Gutierrez-Zamora)**

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

Board Member Cameron asked whether the letter of education had been drafted and issued to the respondent. Vice Chair Gutierrez-Zamora said he had the letter and approved of it. He stated that letters were not provided to respondents until the Board had approved of the case manager report, which Investigations Supervisor Grace Hamilton confirmed.

Chair Ittner asked for the timeline of action, which Vice Chair Gutierrez-Zamora addressed.

Board Member Lovgren 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 4-0 with Vice Chair Guterrez-Zamora abstaining as the case manager.

**7.9. 2023-12-2780-00FDE (Gutierrez-Zamora)**

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

Board Member Cameron asked whether this was a self-report. Ms. Griese confirmed the complainant was the registrar at the Washington State Department of Health.

Board Member Cameron 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 4-0 with Vice Chair Guterrez-Zamora abstaining as the case manager.

**7.10. 2023-12-2805-00FDE (Gutierrez-Zamora)**

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

Board Member Cameron asked whether a third-party crematory was involved in the delay due to staffing issues, which Vice Chair Gutierrez-Zamora and Ms. Griese confirmed was correct.

Board Member Lovgren 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 4-0 with Vice Chair Guterrez-Zamora abstaining as the case manager.

Chair Ittner turned the meeting over to Vice Chair Gutierrez-Zamora.

**7.11. 2024-01-0258-00CEM (Ittner)**

Chair Ittner 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. Board Member Lovgren **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0 with Chair Ittner abstaining as the case manager.

Vice Chair Gutierrez-Zamora turned the meeting back over to Chair Ittner.

**7.12. 2024-02-0308-00FDE (Gutierrez-Zamora)**

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

Chair Ittner asked whether there was proof showing that the respondent told the complainant that they couldn't pick up the remains without payment. Vice Chair

Gutierrez-Zamora said there was not, however the respondent voiced during the investigation that they were still going to pursue payment from the complainant.

Board Member Lovgren made a **MOTION** to close the case with a letter of education. Board Member Cameron **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0 with Vice Chair Guterrez-Zamora abstaining as the case manager.

Chair Ittner turned the meeting over to Vice Chair Gutierrez-Zamora.

**7.13. 2024-02-0464-00CEM (Ittner)**

Chair Ittner 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. Board Member Cameron **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0 with Chair Ittner abstaining as the case manager.

Vice Chair Gutierrez-Zamora turned the meeting back over to Chair Ittner.

**7.14. 2024-03-0501-00FDE (Gutierrez-Zamora)**

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

Board Member Lovgren made a **MOTION** to close the case with no further action. Board Member Cameron **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0 with Vice Chair Guterrez-Zamora abstaining as the case manager.

**7.15. 2024-03-0700-00FDE (Gutierrez-Zamora)**

Vice Chair Guterrez-Zamora 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. Board Member Lovgren **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0 with Vice Chair Guterrez-Zamora abstaining as the case manager.

Chair Ittner turned the meeting over to Vice Chair Gutierrez-Zamora.

**7.16. 2024-03-0702-00FDE (Ittner)**

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

Vice Chair Gutierrez-Zamora asked for confirmation that the son was not the complainant, which Chair Ittner confirmed the son was not.

Board Member Cameron made a **MOTION** to close the case with no further action. Board Member Lovgren **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0 with Chair Ittner abstaining as the case manager.

Vice Chair Gutierrez-Zamora turned the meeting back over to Chair Ittner.

**7.17. 2024-04-0864-00FDE (Gutierrez-Zamora)**

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

Board Member Cameron 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 4-0 with Vice Chair Guitierrez-Zamora abstaining as the case manager.

Chair Ittner turned the meeting over to Vice Chair Gutierrez-Zamora.

**7.18. 2024-05-1069-00CEM (Ittner)**

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

Board Member Lovgren made a **MOTION** to close the case with no further action. Board Member Cameron **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0 with Chair Ittner abstaining as the case manager.

**7.19. 2024-05-1271-00CEM (Ittner)**

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

Board Member Cameron asked for clarification on how many memorials were on the space, given that the rule was that there should be only one. Chair Ittner confirmed there were two memorials, which had been placed prior to the rule being implemented.

Board Member Lovgren made a **MOTION** to close the case with no further action. Board Member Cameron **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0 with Chair Ittner abstaining as the case manager.

**7.20. 2024-06-1362-00FDE (Ittner)**

Chair Ittner 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. Board Member Cameron **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0 with Chair Ittner abstaining as the case manager.

Vice Chair Gutierrez-Zamora turned the meeting back over to Chair Ittner.

**7.21. 2024-06-1411-00FDE (Gutierrez-Zamora)**

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



Board Member Cameron said that this had happened at multiple locations and that he hoped it would help spark a relief for getting things done with the new system.

Board Member Cameron made a **MOTION** to close the case with a letter of education. Board Member Lovgren **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0 with Vice Chair Guterrez-Zamora abstaining as the case manager.

**7.22. 2024-06-1447-00FDE (Cameron)**

Board Member Cameron 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 4-0 with Board Member Cameron abstaining as the case manager.

Chair Ittner turned the meeting over to Vice Chair Gutierrez-Zamora.

**7.23. 2024-06-1492-00CEM (Ittner)**

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

Board Member Lovgren made a **MOTION** to close the case with no further action. Board Member Cameron **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0 with Chair Ittner abstaining as the case manager.

Vice Chair Gutierrez-Zamora turned the meeting back over to Chair Ittner.

**7.24. 2024-06-1572-00FDE (Gutierrez-Zamora)**

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

Board Member Cameron 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 4-0 with Vice Chair Guterrez-Zamora abstaining as the case manager.

**7.25. 2024-07-1622-00FDE (Gutierrez-Zamora)**

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

Chair Ittner asked whether there was a reason given for the delay in cremation, which Vice Chair Gutierrez-Zamora addressed.

Board Member Lovgren made a **MOTION** to close the case with a letter of education. Board Member Cameron **SECONDED** the motion, and it was

**APPROVED** by a vote of 4-0 with Vice Chair Guterrez-Zamora abstaining as the case manager.

**7.26. 2024-08-2110-00FDE (Gutierrez-Zamora)**

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

Board Member Cameron asked whether the letter had been drafted and met the Case Manager's satisfaction. Vice Chair Gutierrez-Zamora confirmed it had been.

Board Member Cameron 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 4-0 with Vice Chair Guterrez-Zamora abstaining as the case manager.

Chair Ittner turned the meeting over to Vice Chair Gutierrez-Zamora.

**7.27. 2023-06-1160-00CEM; 2023-06-1206-00CEM; 2023-07-1624-00CEM; 2023-07-1642-00CEM; 2023-08-1866-00CEM; 2023-09-1965-00CEM; 2023-09-1667-00CEM; 2023-09-2100-00CEM; 2023-09-2120-00CEM; 2023-09-2122-00CEM; 2023-05-0903-00CEM; 2023-05-1016-00CEM; 2023-05-1017-00CEM; 2023-05-1022-00CEM; 2023-06-1053-00CEM; 2023-06-1187-00CEM; 2023-06-1189-00CEM; 2023-06-1190-00CEM; 2023-06-1248-00CEM; 2023-06-1267-00CEM; 2023-07-1384-00CEM; 2023-07-1626-00CEM; 2023-07-1629-00CEM; 2023-07-1630-00CEM; 2023-07-1638-00CEM; 2023-08-1653-00CEM; 2023-08-1696-00CEM; 2023-08-1736-00CEM (Ittner)**

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

Board member Cameron commented that a lot of the complaints could be taken care of via grounds maintenance and asked whether this had been addressed. Chair Ittner said that progress had been made and reiterated that the complaints stemmed from one employee, who was no longer with the business.

Board Member Lovgren made a **MOTION** to close the case with a letter of education. Board Member Cameron **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0 with Chair Ittner abstaining as the case manager.

Vice Chair Gutierrez-Zamora turned the meeting back over to Chair Ittner.

## **8. Reports**

### **8.1. Committee/Task Force Reports**

#### **8.1.1. Licensing Future Task Force Report**

Ms. Allen-Bâ said the subcommittee had not met, and that a report would be provided at the next meeting.

## **8.2. Staff Reports**

### **8.2.1. Centralized Investigations and Audits Unit Reports**

#### **8.2.1.1. Complaint Status Reports**

Ms. Hamilton reviewed the report with the Board.

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

#### **8.2.2.1. Licensee Count Report**

Assistant Administrator Julia Manley reviewed the reports with the Board.

### **8.2.3. Boards, Commissions and Outreach Services Reports**

#### **8.2.3.1. Legislative Update**

Ms. Allen-Bâ informed the Board that the budget consolidation with to the 06L account was moving forward and would be proposed in the 2025 Legislative Session.

#### **8.2.3.2. Action Item List**

Ms. Allen-Bâ provided an update on the action items.

Chair Ittner said there had been progress for both the Licensing Future Task force and Pet Cemetery Review Committee. Ms. Allen-Bâ said both committees would have a report during the next Board meeting in February 2025.

## **9. 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. 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.*

There were no written or verbal public comments.

## **10. Conclusion**

### **10.1. Announcements**

None.

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

None.

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

Ms. Woods shared the new actions items from this meeting:

Action Items

- Work with Board Member Cameron for travel as a Board voting delegate at the ICFSEB Annual Conference.
- Board staff will update 2025 meeting date from May 21 to May 28.
- Provide draft language for potential rule making regarding the “total return percentage” for cemetery authorities.
- Staff will schedule a meeting for the recently formed Disposition of Crematory Equipment Subcommittee.
- Staff will schedule a Licensing Future Task Force meeting to finalize the committee’s report.

Agenda Items

- Licensing Future Task force report
- Pet Cemetery Review Committee report

**11. Adjournment**

Chair Ittner adjourned the meeting at **12:16 p.m.**

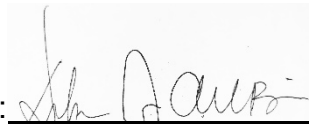
**Next Board Meeting:**

February 19, 2025

10:00 a.m.

Virtual via Microsoft Teams

Submitted by:



Debra Allen-Bâ, Assistant Administrator

2/19/2025

Date

Approved by:



David Ittner, Board Chair

2/19/2025

Date