

TENNESSEE BOARD OF FUNERAL DIRECTORS AND EMBALMERS

MINUTES OF BOARD MEETING

AUGUST 11, 2020

President Clark McKinney called the meeting to order at 10:00 a.m. The meeting was conducted via WebEx.

Board members present: Clark McKinney, President; Robert Shackelford, III, Vice President; Fred Berry, Anthony Harris, Charles Rahm and Tonya Scales Haynes.

Staff present: Robert Gribble, Executive Director; Elizabeth A. Bendell, Associate General Counsel; and Lisa Bohannon, Regulatory Board Administrative Manager.

STATEMENT OF NECESSITY (TENN. CODE ANN. § 8-44-102):

Elizabeth A. Bendell, Associate General Counsel for Regulatory Boards, read a Statement of Necessity for the record.

ADOPTION OF AGENDA:

A motion was made by Charles Rahm to approve the Agenda as printed.

Seconded by Anthony Harris

Roll Call Vote			
Board Members	Yes	No	Absent
Fred Berry	X		
Anthony Harris	X		
Tonya Scales Haynes	X		
Clark McKinney	X		
Charles Rahm	X		
Robert Shackelford, III	X		

Adopted by Roll Call Vote

APPROVAL OF MINUTES:

A motion was made by Robert Shackelford to approve the Minutes of the May 12, 2020 Board Meeting.

Seconded by Fred Berry

Roll Call Vote			
Board Members	Yes	No	Absent
Fred Berry	X		
Anthony Harris	X		
Tonya Scales Haynes	X		
Clark McKinney	X		
Charles Rahm	X		
Robert Shackelford, III	X		

Adopted by Roll Call Vote

President Clark McKinney announced that the June 9, 2020 Minutes will be presented for review/approval at a following board meeting.

LEGAL REPORT:

ELIZABETH A. BENDELL, ASSOCIATE GENERAL COUNSEL

Abbreviations:

GPL – General Price List

CPL – Casket Price List

OBCPL – Outer Burial Container Price List

SFGSS – Statement of Funeral Goods and Services Selected

1. Case No.: 202009091 – Funeral Establishment

2. Case No.: 202007961 – Funeral Director

This is a consumer complaint that alleges, in part, that the Respondent funeral director and establishment failed to treat the remains of the consumer’s mother properly and failed to deliver all services for which they received payment. Specifically, the complaint alleges the following:

- a. On August 14, 2019 the Complainant contacted the Respondent funeral establishment to get a quote regarding funeral services for her mother and to request the fee for transporting her mother from Georgia to Memphis, TN. Consumer was informed on this date that the Respondent would be sending drivers to pick up her mother’s remains.
- b. On August 15, 2019 the consumer contacted the Respondent and was informed that her mother’s remains had not made it to Memphis

- because there were issues with submitting the appropriate permits to cross state lines.
- c. On August 23, 2019 the consumer asked the Respondent if she could stop by and drop off clothes and see her mother’s body, and the consumer was informed that her mother’s body was not ready for viewing.
 - d. On August 24, 2019 the consumer and family members arrived to see the deceased, and they were shocked by her appearance. Consumer indicated that the deceased’s face was swollen, and her lips were visibly glued shut, her skin was peeling, and she was leaking embalming fluid. Consumer states that due to her mother’s appearance they had to have a closed casket at the funeral.
 - e. On August 26, 2019 consumer contacted the Respondent regarding when she would receive thank you cards that were previously purchased as well as the death certificate. Consumer states that the Respondent indicated that he would mail them. Consumer sates she has attempted to contact the Respondent numerous times and still has not received the death certificate or thank you cards.

These complaints were sent for investigation. In April, May, and June 2020, a board field investigator interviewed and obtained documents from the various parties involved in this matter. No violations were found.

Recommendation:

- Closure

A motion was made by Charles Rahm to accept Counsel’s recommendation for the Establishment.

Seconded by Fred Berry

Roll Call Vote			
Board Members	Yes	No	Absent
Fred Berry	X		
Anthony Harris	X		
Tonya Scales Haynes	X		
Clark McKinney	X		
Charles Rahm	X		
Robert Shackelford, III	X		

Adopted by Roll Call Vote

3. Case No.: 2020017111 – Funeral Establishment

4. Case No.: 2020019311 – Funeral Establishment

In March 2020 a complaint was submitted by a consumer's attorney, alleging that a consumer had entered into an agreement with a funeral director working at the Respondent funeral establishment for embalming and international transportation of their deceased friend. The services and arrangements were made in October 2019. The consumer alleged that from October 2019 to March 2020 they were given excuses as to why the body had not been shipped to its destination. The consumer stated that as of the date of the complaint the deceased had still not been shipped and no answers had been given. The attorney for the consumer contacted the funeral establishment associated with the funeral director. The funeral establishment indicated that the funeral director was responsible for the transportation and storage of the body. Along with other allegations the establishment indicated that the body was currently being kept at the Respondent funeral establishment.

Due to the seriousness of the allegations an inspection of the Respondent funeral establishment was immediately requested. A field representative for the Board of Funeral Directors and Embalmers conducted an immediate inspection of the Respondent establishment, and numerous violations were discovered including the following:

1. The Respondent establishment was utilizing services of a funeral director reasonably aware that the funeral director was in violation of the Board's statutes/rules.
2. Seven (7) casketed bodies were brought to the funeral establishment by a funeral director, and the Respondent had no information as to the identity of the seven (7) remains.
3. The Respondent was unable to provide funeral files regarding four (4) of the seven (7) bodies.
4. Each of the seven (7) casketed remains did not have a permanent identification device affixed to their body.

The Respondent was asked to provide a plan of action for the seven (7) bodies within one week of the inspection. The Respondent provided a plan of action for the burial, removal, and shipping of the seven remains being kept at the establishment. As of July 2020, all bodies were properly buried, cremated, or shipped.

Recommendation:

- Authorization for a formal hearing. Authorization for a civil penalty in the amount of \$14,000.

A motion was made by Charles Rahm to accept Counsel’s recommendation.

Seconded by Anthony Harris

Roll Call Vote			
Board Members	Yes	No	Absent
Fred Berry	X		
Anthony Harris	X		
Tonya Scales Haynes	X		
Clark McKinney	X		
Charles Rahm	X		
Robert Shackelford, III	X		

Adopted by Roll Call Vote

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- 5. Case No.: 2020017091 – Funeral Establishment**
 - 6. Case No.: 2020019301 – Funeral Establishment**

In March 2020 a complaint was submitted by a consumer’s attorney, alleging that a consumer had entered into an agreement with a funeral director working at the funeral establishment for embalming and international transportation of their deceased friend. The services and arrangements were made in October 2019. The consumer alleged that from October 2019 to March 2020 they were given excuses as to why the body had not been transported to Guatemala. The consumer stated that as of the date of the complaint the deceased had still not been shipped and no answers had been given. The attorney for the consumer contacted the Respondent funeral establishment. The Respondent indicated that the funeral director responsible for the transportation/shipment had stolen from his funeral home, charged caskets and vaults to his funeral home, and had been storing bodies at the funeral home. The Respondent indicated that there were two (2) bodies currently at the funeral home and each had been there for six (6) months or longer.

Due to the seriousness of the allegations an inspection of the Respondent establishment was immediately requested. An investigator for the Board of

Funeral Directors and Embalmers conducted an inspection of the Respondent establishment, and numerous violations were discovered including the following:

1. The Respondent establishment was utilizing services of a funeral director reasonably aware that the funeral director was in violation of Board statute/rules.
2. The investigator discovered eight (8) bodies in the Respondent establishment. The Respondent indicated that four (4) of the bodies belonged to the funeral director who had been using the facilities for dressing and casketing remains.
3. The four (4) bodies belonging to the Respondent establishment did not appear to have a permanent identification device as required by law. Of the other four (4) bodies belonging to the funeral director, only one appeared to have a permanent identification device.
4. Three (3) of the four (4) bodies belonging to the funeral director were in advanced stages of decomposition and produced an extremely foul odor. One of the bodies appeared to have a date of death listed as May 21, 2019.
5. The Respondent was unable to provide funeral files regarding the four (4) bodies in the care of the outside funeral director.

The Respondent indicated during the inspection that the funeral director no longer uses his establishment and that he had charged caskets, outer burial containers, and supplies to the Respondent establishment without permission. The Respondent provided a copy of the delinquent accounts.

The Respondent was asked to provide a plan of action for the (4) bodies within one week of the inspection. The Respondent provided a plan of action for the burial, removal, and shipping of the four (4) remains being kept at the establishment. As of June 2020, all bodies were properly buried, cremated, or shipped.

Recommendation:

- Authorization for a formal hearing. Authorization for a civil penalty in the amount of \$15,000.

A motion was made by Anthony Harris to accept Counsel's recommendation.

Seconded by Robert Shackelford

Roll Call Vote			
Board Members	Yes	No	Absent
Fred Berry	X		
Anthony Harris	X		
Tonya Scales Haynes	X		
Clark McKinney	X		
Charles Rahm	X		
Robert Shackelford, III	X		

Adopted by Roll Call Vote

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- 7. Case No.: 2020019321 – Funeral Director**
 - 8. Case No.: 2020017131 – Funeral Director**
 - 9. Case No.: 2020019331 – Embalmer**
 - 10. Case No.: 2020017151 – Embalmer**

In March 2020 a complaint was submitted by a consumer’s attorney, alleging that a consumer had entered into an agreement with a funeral director working at the funeral establishment for embalming and international transportation of their deceased friend. The services and arrangements were made in October 2019. The consumer alleged that from October 2019 to March 2020 they were given excuses as to why the body had not been shipped to Guatemala. The consumer stated that as of the date of the complaint the deceased had still not been transported and no answers had been given. Respondent funeral director and embalmer appeared to be using two funeral establishments for his services.

Due to the seriousness of the allegations, inspections of the Respondent establishments were immediately requested. A field representative and an investigator for the Board of Funeral Directors and Embalmers conducted immediate simultaneous inspections of the two Respondent establishments, and numerous violations were discovered including the following:

1. Eleven (11) casketed bodies were brought to the funeral establishments by the Respondent. Three (3) of the bodies belonging to the Respondent were in advanced stages of decomposition and produced an extremely foul odor.
2. Ten (10) of the casketed remains did not have a permanent identification device affixed to the body.
3. The Respondent was unable to provide funeral files regarding eight (8) bodies. The Respondent was reluctant to provide any information.
4. The Respondent did not have a fixed place of business.

5. The Respondent had been reusing caskets without changing the interior materials.

During the inspections of the associated establishments, the Respondent surrendered their funeral director and embalmer licenses. The Respondent was asked to fill out official documentation to the effect and submit that to the Board office and did so.

The establishments associated with the Respondent and the Respondent were asked to provide a plan of action for the eleven (11) bodies within one week of the inspection. The establishments provided a plan of action for the burial, removal, and shipping of the eleven (11) remains being kept at the establishment.

Recommendation:

- Closure due to the Respondent’s surrender of their licenses.

A motion was made by Charles Rahm to accept Counsel’s recommendation.

Seconded by Fred Berry

Roll Call Vote			
Board Members	Yes	No	Absent
Fred Berry	X		
Anthony Harris	X		
Tonya Scales Haynes	X		
Clark McKinney	X		
Charles Rahm	X		
Robert Shackelford, III	X		

Adopted by Roll Call Vote

11. Case No.: 2020034331 – Funeral Director

This is a complaint submitted by an establishment against the Respondent alleging unprofessional conduct. Specifically, the complainant alleged the following:

1. The Respondent had stolen from the funeral home.
2. The Respondent had charged caskets and vaults to the funeral home and not paid for the purchases.

3. The Respondent refused to provide proper paperwork to the complainant regarding bodies being improperly stored at the establishment.
4. The complainant has received numerous phone calls and threats from suppliers and families that the Respondent has worked with.

This Respondent surrendered their funeral director and embalmer licenses in March 2020.

Recommendation:

- Closure due to the Respondent’s surrender of their licenses.

A motion was made by Anthony Harris to accept Counsel’s recommendation.

Seconded by Fred Berry

Roll Call Vote			
Board Members	Yes	No	Absent
Fred Berry	X		
Anthony Harris	X		
Tonya Scales Haynes	X		
Clark McKinney	X		
Charles Rahm	X		
Robert Shackelford, III	X		

Adopted by Roll Call Vote

12. Case No.: 2020019201 – Expired Apprentice Funeral Director

This complaint was received by the Board alleging professional misconduct by the Respondent. Specifically, the complaint alleges the following:

1. The Respondent has bodies stacked upon another in the cooler for extended periods of time.
2. The Respondent has canines mixed in the cooler with humans.
3. The Respondent has misappropriated funds.
4. The Respondent has written bad checks for crematory services.
5. The Respondent has embalmed bodies without a license.
6. The Respondent has discounted merchandise to avoid paying sales tax.

The Complainant indicated in her complaint that the Respondent has filed a complaint against her. There was a complaint opened with Burial Services after an inspection, the Complainant's preneed sales agent registration had expired. That complaint was closed back in April 2020 with a Letter of Warning.

This case was sent for investigation. In July 2020 a board field investigator interviewed and obtained documents from the various parties involved in this matter. No violations were found.

Recommendation:

- Closure

A motion was made by Fred Berry to accept Counsel's recommendation.

Seconded by Charles Rahm

Roll Call Vote			
Board Members	Yes	No	Absent
Fred Berry	X		
Anthony Harris	X		
Tonya Scales Haynes	X		
Clark McKinney	X		
Charles Rahm	X		
Robert Shackelford, III	X		

Adopted by Roll Call Vote

13. Case No.: 2020025721 – Apprentice Funeral Director

This is an anonymous complaint submitted against the Respondent apprentice funeral director registration alleging that the Respondent committed forgery and fraud. The Complainant submitted a news article from 2011 indicating the Respondent was charged with theft for falsely reporting her ATM card was stolen.

Legal reached out to the local District Attorney's Office.

The allegations appear to be criminal and therefore are not within the Board's jurisdiction.

Recommendation:

- Closure

A motion was made by Charles Rahm to accept Counsel’s recommendation.

Seconded by Anthony Harris

Roll Call Vote			
Board Members	Yes	No	Absent
Fred Berry	X		
Anthony Harris	X		
Tonya Scales Haynes	X		
Clark McKinney	X		
Charles Rahm	X		
Robert Shackelford, III	X		

Adopted by Roll Call Vote

14. Case No.: 2020028031 – Funeral Establishment

This is a consumer complaint submitted alleging deceitful practices by the Respondent establishment. The Complainant provided in their complaint a link regarding a lawsuit where a law firm that was soliciting clients from funeral homes.

The Respondent’s attorney responded to the complaint and indicated the following:

1. In 2016 a family used the Respondent establishment after the tragic loss of their child.
2. During the arrangements a law group met with another consumer regarding the consumer’s legal rights regarding the tragedy. The Respondent did introduce the law group to the family and allowed the family and law group to meet at the Respondent establishment.
3. The Respondent had no financial or business relationship with the law group and simply provided services for the family.
4. The Attorney General chose to conduct an investigation and file a lawsuit only against the law group and not the Respondent establishment.
5. The family later filed a lawsuit against the Respondent and the lawsuit was dismissed several years ago.

6. The Respondent has not provided services for the Complainant and feels as though the complaint was submitted to harass the Respondent.

Recommendation:

- Closure

A motion was made by Anthony Harris to accept Counsel’s recommendation.

Seconded by Charles Rahm

Roll Call Vote			
Board Members	Yes	No	Absent
Fred Berry	X		
Anthony Harris	X		
Tonya Scales Haynes	X		
Clark McKinney	X		
Charles Rahm	X		
Robert Shackelford, III	X		

Adopted by Roll Call Vote

15. Case No.: 2020033361 – Funeral Establishment

This is a consumer complaint alleging unprofessional conduct by the Respondent. Specifically, the consumer alleges that they contacted the Respondent establishment to provide services for her sister in February 2020. During the arrangements the consumer alleges they asked the Respondent to obtain a fingerprint for the purpose of putting it in a necklace with ashes. The consumer states that the Respondent never provided her with the code regarding the necklace and never returned the consumer’s calls. When the consumer’s mother went to the Respondent establishment to pay the balance she inquired about the necklace and fingerprint and was told that the funeral director attempted to get the fingerprint on one hand but was unsuccessful and “forgot” to try the other. Additionally, the consumer states they asked for a necklace back that the deceased was wearing and were told by Respondent that they did not have it.

The Respondent responded to the complaint and indicated that when the consumer obtained the Respondent’s services, the Respondent informed them

that they had initiated a new program where they were able to capture the fingerprint and order keepsakes. The Respondent says they were unable to obtain the fingerprint and there was no charge to the family. The Respondent stated they were not aware of a necklace and provided a form from the crematory that the deceased had no jewelry.

The consumer provided a rebuttal with a picture indicating that the deceased was wearing a necklace at the time of the services.

Recommendation:

- Authorization for a formal hearing. Authorization for a civil penalty in the amount of \$250.00

A motion was made by Charles Rahm regarding Authorization for a formal hearing. Authorization for a civil penalty in the amount of \$500.00.

Seconded by Robert Shackelford

Roll Call Vote			
Board Members	Yes	No	Absent
Fred Berry	X		
Anthony Harris	X		
Tonya Scales Haynes	X		
Clark McKinney	X		
Charles Rahm	X		
Robert Shackelford, III	X		

Adopted by Roll Call Vote

16. Case No.: 2020022881 – Funeral Establishment

This is a complaint submitted by an ex-employee which alleges professional misconduct by the Respondent as well as aiding and abetting unlicensed individuals to practice within the funeral profession. Specifically, the complaint alleges the following:

- a) Respondent’s listed licensed individual is not present at the establishment.
- b) The Respondent’s owner operates from out of state and directs unlicensed employees to make arrangements.
- c) Respondent has unlicensed employees working in the embalming room and crematory.

- d) Respondent has an unlicensed employee making arrangements with families and signs the funeral director’s names.

This case was sent for an investigation. In July 2020 a board field investigator interviewed and obtained documents from the various parties involved in this matter. No violations were found.

Recommendation:

- Closure

A motion was made by Charles Rahm to accept Counsel’s recommendation.

Seconded by Fred Berry

Roll Call Vote			
Board Members	Yes	No	Absent
Fred Berry	X		
Anthony Harris	X		
Tonya Scales Haynes	X		
Clark McKinney	X		
Charles Rahm	X		
Robert Shackelford, III	X		

Adopted by Roll Call Vote

17. Case No.: 2020033471 – Funeral Establishment

This is a consumer complaint alleging unprofessional conduct by the Respondent. Specifically, the consumer alleges the following:

1. In September 2019 the consumer met with the Respondent to make funeral arrangements for their mother who had pre-paid arrangements. Consumer was provided a statement which indicated the only upgrade was announcement cards.
2. During the visitation an error on the cards was noticed and that was corrected.
3. When the flowers were moved from the funeral home to the gravesite, it was discovered a vase was broken. Additionally, it was requested that the flowers be removed from the gravesite and it took three (3) months to do so.

4. From January to present multiple calls were made regarding the engraving of the marker. Consumer states that the Respondent stated that it was not included; however, the pre-paid contract indicates otherwise.
5. There is a partially opened grave near the consumer's family graves.

Respondent's attorney responded to the complaint and indicated the following:

1. A final engraving was never purchased. While the prior establishment owners did engraving for the consumer's father, no engraving was purchased and therefore, they did not provide that service.
2. The Respondent was responsive to all phone calls.
3. The Respondent apologized for the delay in the removal of the flowers.
4. The partially open grave has been filled and sodded to promote grass growth. Pictures were provided.

Recommendation:

- Authorization for a formal hearing. Authorization for a civil penalty of \$250.00 via consent order.

A motion was made by Fred Berry to accept Counsel's recommendation.

Seconded by Anthony Harris

Roll Call Vote			
Board Members	Yes	No	Absent
Fred Berry	X		
Anthony Harris	X		
Tonya Scales Haynes	X		
Clark McKinney	X		
Charles Rahm	X		
Robert Shackelford, III	X		

Adopted by Roll Call Vote

18. Case No.: 2020035511 – Funeral Establishment

19. Case No.: 2020037941 – Funeral Director

This is a consumer complaint alleging that the Respondents provided copies of a funeral purchase contract regarding one individual to another individual. The consumer states that the information provided had various protected and private

information including a life insurance beneficiary and social security numbers. The consumer alleges that the information that was given to the individual was used to impersonate an attorney and get personal financial information.

The Respondent responded to the complaint and indicated the following:

1. The information was provided only after receiving an estate order.
2. All that was provided was a certified and uncertified copies of the death certificate and a customer history of the account for purposes of showing that the account balance had been paid.
3. The Respondent has no knowledge of anyone impersonating an attorney to obtain financial information.

The Respondent provided a copy of the estate order as well as all documents that were provided and emails that were exchanged.

The Complainant provided a rebuttal which disputes the statements made by the Respondent.

Funeral Establishment Recommendation:

- Closure

Funeral Director Recommendation:

- Closure

A motion was made by Charles Rahm to accept Counsel’s recommendation.

Seconded by Fred Berry

Roll Call Vote			
Board Members	Yes	No	Absent
Fred Berry	X		
Anthony Harris	X		
Tonya Scales Haynes	X		
Clark McKinney	X		
Charles Rahm	X		
Robert Shackelford, III	X		

Adopted by Roll Call Vote

REPRESENT

20. Case No.: 2019074931 – Funeral Director

This matter was previously presented to the Board at its January 14, 2020 meeting as follows: *This complaint was received against Respondent funeral director alleging Respondent has not paid their balance owed to a shipping company. Complainant alleges that they were contacted back in May regarding the shipping of human remains to Guatemala. Complainant states that the total due was \$3,169.78 and Respondent was informed of this total. Complainant informed the funeral home of this balance due but that they state that the Respondent is falsifying documents with their letterhead and collecting funds. Complainant states that they have made numerous attempts to get paid; however, as of today have not been compensated for their services.*

Respondent has not responded to this complaint. Legal reached out to the Respondent; however, as of today no response has been provided. Legal spoke to the Complainant who indicated that the Respondent has not paid for the services nor contacted the Complainant regarding this matter.

Recommendation: Authorization for formal hearing. Authorize settlement by consent order with \$750.00 civil penalty (\$500 for failure to respond to the complaint \$250 for failure to pay for services rendered).

Board Decision: Authorization for formal hearing. Authorize settlement by consent order with \$1,000.00 civil penalty (\$500 for failure to respond to the complaint \$500 for failure to pay for services rendered).

New Recommendation:

- Closure due to the Respondent's surrender of their funeral director and embalmer licenses.

A motion was made by Charles Rahm to accept Counsel's recommendation.

Seconded by Anthony Harris

Roll Call Vote			
Board Members	Yes	No	Absent
Fred Berry	X		
Anthony Harris	X		
Tonya Scales Haynes	X		
Clark McKinney	X		
Charles Rahm	X		
Robert Shackelford, III	X		

Adopted by Roll Call Vote

ADMINISTRATIVE MATTERS:
ROBERT B. GRIBBLE, EXECUTIVE DIRECTOR

LEGISLATIVE UPDATE:

HB2784/SB2538* Funeral Directors and Embalmers –
 As introduced, authorizes qualified aliens enumerated in federal law to apply for a funeral director's license or an apprentice registration; deletes an obsolete provision in the code concerning licensees from 1951. - Amends TCA Title 62, Chapter 5.

Passed – SB2538 has been assigned [Public Chapter Number 625](#) by the Secretary of State.

Website for Legislative Bill Searches:
<http://wapp.capitol.tn.gov/apps/billsearch/BillSearchAdvanced.aspx>

LICENSEE REPORT:

REPORT OF LICENSES ADMINISTRATIVELY APPROVED BY EXECUTIVE DIRECTOR PURSUANT TO BOARD AUTHORITY FOR THE PERIOD OF JUNE 6, 2020 – AUGUST 7, 2020

<u>Individual(s)</u>	<u>Type of License(s)</u>
Lucie Marie Bolenbarker Cookeville, TN	Funeral Director and Embalmer
Madison Davis Carihfield Ripley, TN	Funeral Director and Embalmer
Lauren Elizabeth Griffin-Roach Gallatin, TN	Funeral Director and Embalmer

Rachel Nicole Langston Chattanooga, TN	Funeral Director and Embalmer
Alex Matthew McAnally Rutledge, TN	Funeral Director and Embalmer
Wendy Michelle Miller Clinton, TN	Funeral Director and Embalmer
Jessie Christina Stamey Unicoi, TN	Funeral Director and Embalmer
Mandi Lynn Carroll Johnson City, TN	Funeral Director and Embalmer Reciprocity - Missouri
Joseph Edward Lowery Germantown, TN	Funeral Director and Embalmer Reciprocity - Kentucky and Texas
David Todd Bowers Cleveland, TN	Funeral Director and Embalmer Reapplication
Don Jason Hopkins New Tazewell, TN	Funeral Director

DISCIPLINARY ACTION REPORT:

These are Consent Orders that have been administratively accepted / approved by the Executive Director pursuant to Board authority and as report on the June 2020 Regulatory Board’s Disciplinary Action Report:

Respondent: Earl Franklin Hilley, Hixson, TN
Violation: Making of funeral arrangements and conducting funeral services without a valid funeral director license plus failure to respond regarding a complaint
Action: \$500 Civil Penalty

OPEN COMPLAINT REPORT:

As of August 11, 2020, there were 52 open complaints.

2021 BOARD MEETING DATES:

The Executive Director proposed that board meeting dates for the Calendar Year 2021 be scheduled for the second Tuesday of each month.

A motion was made by Charles Rahm to accept the Executive Director’s Report.

Seconded by Fred Berry

Roll Call Vote			
Board Members	Yes	No	Absent
Fred Berry	X		
Anthony Harris	X		
Tonya Scales Haynes	X		
Clark McKinney	X		
Charles Rahm	X		
Robert Shackelford, III	X		

Adopted by Roll Call Vote

INDIVIDUAL APPLICATION:

Dwight Darrell Crayton
West Memphis, Arkansas

Funeral Director

Note: Board members Fred Berry and Anthony Harris recused themselves from participation of all discussions and determination regarding this application.

Based upon the reapplicaton record, a motion was made by Charles Rahm and seconded by Robert Shackelford to deny the reapplicaton of Mr. Crayton for licensure as a funeral director.

Roll Call Vote To Deny Application			
Board Members	Yes	No	Recused
Fred Berry			X
Anthony Harris			X
Tonya Scales Haynes	X		
Clark McKinney	X		
Charles Rahm	X		
Robert Shackelford, III	X		

Adopted by Roll Call Vote

ADJOURN:

A motion was made Charles Rahm to adjourn.

Seconded by Anthony Harris

Roll Call Vote			
Board Members	Yes	No	Absent
Fred Berry	X		
Anthony Harris	X		
Tonya Scales Haynes	X		
Clark McKinney	X		
Charles Rahm	X		
Robert Shackelford, III	X		

Adopted by roll call vote

The meeting was adjourned by President Clark McKinney at 11:25 a.m.

Respectfully submitted,

Robert B. Gribble

Robert B. Gribble, CFSP
Executive Director