

**Illinois Department of Financial and Professional Regulation**

**Illinois Cemetery Oversight Board**

**Open Minutes**

**Date:** March 3, 2010  
**Call to Order:** 2:00 p.m.  
**Location:** Illinois Department of Professional Regulation  
James R. Thompson Center  
100 W. Randolph, Room 9-375  
Chicago, Illinois; and  
  
Illinois Department of Professional Regulation  
320 W. Washington, Room 402F  
Springfield, Illinois  
**Adjournment:** 4:50 p.m.  
  
**Board Members Present:** Brent E. Adams, Chairperson  
Willie E. Carter, Member  
David B. Evans, Member  
LuAnn Johnson, Member  
Zenobia Johnson-Black, Member  
Patrick Keenan-Devlin, Member  
Roman F. Szabelski, Member  
Gregory M. Vogeles, Member  
Antoinette D. Wright, Member  
  
**Staff Members Present:** Kristine Gleason, Office of Legal Counsel  
Daniel A. Kelber, Senior Legal Counsel  
Jeff Read, Office of Legal Counsel  
Kim Scott, Board Liaison  
Matthew Stonecipher, Office of Legal Counsel  
Kristen Strawbridge, Board Liaison  
Stephanie Wolfson, Office of Legal Counsel  
  
**Guests Present:** Mike Bytner, IPLSA  
Al Cano, JCAR  
Charles S. Childs, Jr., A.A. Rayner & Sons, IFDA  
Bob Church, IPLSA  
Timothy R. Grossi, ISSORG, Inc.  
Patrick Smith, Columbia College  
Frank Troost, Peter Troost Monument Company  
Scott Troost, Troost Cemeteries, Inc.  
Michael Walsh, Evergreen Hills

<b>Topic</b>	<b>Discussion</b>	<b>Action</b>
I. CALL TO ORDER		The meeting was called to order at 2:00 p.m.
II. INTRODUCTION OF BOARD MEMBERS AND DEPARTMENT STAFF	Mr. Adams welcomed everyone to the meeting and asked for introductions.	Board and staff introduced themselves.
III. OVERVIEW OF OPEN MEETINGS ACT REQUIREMENTS	Daniel Kelber gave the Board a brief overview of the Open Meetings Act.	
IV. NEW BUSINESS  A. CTS Presentation - Dr. Ron Rodgers  B. Discussion of Proposed Administrative Rules  C. Discussion of Dates and Times of Future Board Meetings	A. CTS Presentation:  Dr. Ron Rodgers of Continental Testing Services provided data and information to the Board about the process of developing licensure examinations. He also identified issues specific to the examination requirements included in the Cemetery Oversight Act. A copy of his presentation is attached to the minutes.  B. Discussion of Proposed Administrative Rules:  Board members reviewed and discussed the first draft of the Department's proposed rules for the administration of the Cemetery Oversight Act. Mr. Adams explained the rules process, and he instructed the members to submit any written comments to the Department by March 8, 2010.	

	<p>C. Discussion of Dates and Times of Future Board Meetings:</p> <p>The Board agreed to hold another meeting on June 23, 2010 at 2:00 p.m.</p>	
V. CHAIRPERSON TIME	<p>Mr. Adams thanked all in attendance for their participation.</p> <p>Kim Scott distributed travel vouchers to the Board, and he explained the reimbursement guidelines.</p>	
VI. ADJOURN		<p>Ms. Wright made a motion to adjourn at 4:50 p.m. Mr. Vogele seconded the motion. The meeting was adjourned.</p>

# Illinois Cemetery Oversight Board

March 3, 2010

Dr. Ron Rodgers

Director of Measurement Services,  
Continental Testing Services, Inc.

Consulting Psychometrician & President,  
Employment Research & Development Institute

847-256-5240

[rrodgers@erdi-exams.com](mailto:rrodgers@erdi-exams.com)

# CTS Services

- Administer 40,000 exams per year in 57 professions for Illinois & City of Chicago
- Develop & manage 30 exams with content specific to Illinois & Chicago requirements
- Candidate registration, test scheduling & payment available online
- Maintain candidate records & reporting
- Provide technical & consulting support to most other client exams upon request

# CTS/ERDI Programs

## IDFPR Licensure Examinations

- Alarm Contractors
- Certified Shorthand Reporters (written and transcription exams)
- Chiropractors (facilitated transfer to national board)
- Cosmetologists
- Detection of Deception (Polygraph) Examiners
- Land Surveyors (Illinois law & practices)
- Nail Technicians
- Naprapaths
- Nursing Home Administrators (Illinois Public Health Code)
- Pharmacists (facilitated transfer to national board)
- Private Detectives
- Private Security Contractors
- Residential & Commercial Roofing Contractors

## IDPH (Public Health) Examinations

- EMT-Basic, EMT-Intermediate, Paramedic Licensure
- Food Service Sanitation Manager certification
- Trauma Nurse certification

# CTS/ERDI Programs

## City of Chicago Licensure Exams

- Brick Masons
- Concrete Masons
- Crane Operators
- Plumbers (written & practical exams)
- Stationary Engineers
- Supervising Electricians
- Supervising Elevator Mechanics

## State & National Certification Exams

- Firefighter Fitness Trainers (IAFF)
- Funeral Service Preneed Consultants (NFDA)
- Illinois Certified Domestic Violence Professionals
  - Victim Services
  - Partner Abuse Intervention
- Industrial Refrigeration Operators & Technicians (RETA)
- Residential Construction Academy Building Trades (HBI)
- Residential Remodelers & Builders (NAHB)

# ***APA Standards***<sup>1, 2</sup> (1954-1999)

- A. ***APA Standards*** used by US Supreme Court to validate fair, defensible examinations
- B. Panels of experts must help specify credentialing performance standards & exam content
- C. Test specifications must reflect job qualifications & importance of different areas of practice
- D. Each question must be supported by references that are available to all eligible candidates

1 American Psychological Association, American Educational Research Association, National Council on Measurement in Education

2 Joint committees currently working to update *Standards*

# ***APA Standards*** (1954-1999)

- E. All candidates must have access to information to help them prepare before each exam
- F. Credentialing must depend on the knowledge and skills needed for acceptable professional performance at appropriate levels
- G. Candidates who fail should receive report identifying their own weak areas
- H. Exam content should be revalidated based on candidate performance over time
- I. Criteria must not be adjusted to control number or proportion of persons who pass any test

# Test Development Process

- A. Create test development panel of experienced professionals in field
- B. Select appropriate test references
- C. Link to Illinois legislation & rules
- D. Draft & approve test specifications
- E. Draft questions supported by selected test references
- F. Conduct item bias & editing reviews

# Test Development Process

- G. Conduct item validation workshops with item review panels
- H. Assemble test forms & candidate materials (study guide, etc.)
- I. Set/document/validate passing scores
- J. Review item performance data
- K. Revalidate non-performing items
- L. Expand item pool as needed

# Questions asked about each item

1. Is the keyed response the best answer?
  2. Is each distracter an incorrect answer?
  3. **Is the item supported by reference materials available & known to every candidate?**
  4. Should a qualified candidate know the answer to this question?
- **IF YES:** Item is classified as **Active** in pool
  - **IF NO:** Classify as **Hold for Rewrite** or **Drop**

# Setting Performance Standards

How many of 100 **newly-qualified candidates** should answer this item correctly?

25-45% ***Only well-qualified*** candidates should answer this Q correctly

50-75% ***Many qualified*** candidates should answer this question correctly

80-95% ***Most qualified*** candidates should answer this question correctly

# Key Issues to Begin

## How many independent examinations?

- Cemetery Manager
  - Proposed draft of Illinois rules incorporate Customer Service content into Cemetery Manager exam
  - Industry practices may favor separate exams
- Customer Service Employee
  - Cemetery employees
  - Funeral Service (exemptions for licensed funeral directors)
  - Do industry practices support a single exam?

## Inventory possible sources of support?

- Publications available as possible test references
- Existing training & certification programs
- Seminars & conferences

# Related Programs

## Cemetery Manager

- California appears to have only examination
- Certified Cemetery Executive programs rely on self-reports of training & experience (no examinations)
  - Catholic Cemeteries Conference
  - International Cemetery & Funeral Association

## Pre-Need/Customer Service Requirements

- 20 states require Pre-Need Insurance License
- Some states require Pre-Need registration
- National Funeral Directors Assn (NFDA) Certified Preplanning Consultant (CPC) offers only exam

# Proposed Illinois Rules

## Customer Service Employee Exam(s)

- Basics of the Act: terms, mandatory reporting, whistleblower protection
- Burial regulations
- Family authorizations, contract requirements, disclosures
- Customer relations, including grief
- Ethics/Code of Professional Conduct
- Consumer rights

# Proposed Illinois Rules

## Cemetery Manager Exam

- Customer service topics
- Database entry & mapping
- Cemetery worker statements
- Contractor reporting requirements
- Timely care deposits & fund requirements
- Annual report requirements
- Maintenance

# California Cemetery Manager Exam

- Sales 25%
  - Legal requirements 8%
  - Selection & contracts 11%
  - Interment rights 6%
- Disposition/interment 38%
  - Identification 15%
  - Permits & records 11%
  - Interments/dispositions 12%
- Administration & operation 37%
  - Legal 10%
  - Recordkeeping 12%
  - Maintenance 9%
  - Notices & records 6%

# Illinois Cemetery Professional & Master Professional Training

IL Cemetery & Funeral Home Association (ICFHA)

- 16 courses on CD for \$595/895 + \$40 shipping
- Relevant legislation 8 courses
- Operations 3 courses
- Marketing 2 courses
- Rules and Regulations 1 course
- History 1 course
- Ethics 1 course

# Catholic Cemeteries Conference

## Smaller Cemetery Seminar (March 2010)

- Rites, Rituals & Burial Guidelines
- Options when a cemetery is "full"
- Optimizing customer service
- Affordable recordkeeping & computerization
- Forms & recordkeeping
- Legal issues facing smaller cemeteries
- Big ideas for small cemeteries
- Cemetery renovations

# Catholic Cemeteries Conference

## Publications (potential references?)

- Administrative and Office Procedures for Smaller Cemeteries
- Christian Burial Guidelines
- Elements of Rules and Regulations for Catholic Cemeteries
- Emergency Preparedness Manual
- Field Operations Manual
- Mausoleum Maintenance Manual

# NFDA Pre-Need Manual Topics

1. Funeral Preplanning Principles
2. Creating Meaningful Ceremonies
3. Ethics and the Preplanning Consultant
4. Customer Service
5. The FTC Funeral Rule
6. Prepayment Principles: Contract Standards
7. Listening Skills for Success
8. Preplanning Marketing Principles
9. Targeting Your Primary Markets
10. Funding Options for Preplanned Funerals

# NFDA CPC Exam Content

(created 1995, updated 2005)

- Preplanning principles 11% of exam
- Marketing principles 24% of exam
- Communication skills 21% of exam
- Ethics 15% of exam
- Regulations & standards 29% of exam

# Additional Sources?

Alliance of Illinois Cemeterians

“Cemetery 101” training program & materials

LuAnn Johnson & Gregory Vogele, presenters

American Board of Funeral Service Education

2009 President: Tim Krause, Carl Sandburg College, Galesburg

Catholic Cemeteries Conference (CCC)

Roman Szabelski, CCC 2009 Cemeterian of the Year

Smaller Cemetery Seminar (March 2010)

School of Leadership & Management Excellence (July 2010)

Annual conference, Omaha (September 2010)

Publications (test references?)

# Additional Sources?

Funeral Ethics Association

*Expanding Funeral Ethics* (includes 75 case studies)

Illinois Cemetery & Funeral Home Assn (ICFHA)

Officers & Directors include Willie Carter & David Evans

ICFHA Cemetery Professional/Master Cemetery Professional

Training

Illinois Funeral Directors Association (IFDA)

2010 IFDA Convention: Peoria June 22-24

Provides online links to other sources & organizations

Funeral Directors Services Association of Greater Chicago (FDSA)

Potential source of review panel members?

# Additional Sources?

International Cemetery, Cremation & Funeral Association (ICCFA)  
*A Cemetery Should Be Forever*, John Llewellyn, Forest Lawn

International Conference of Funeral Service Examining Boards  
National exam (Pearson Vue) accepted by most states

Mortuary Science programs in Illinois

Carl Sandburg College (Galesburg)

Malcolm X College (Chicago)

Southern Illinois University-Carbondale

Worsham College of Mortuary Science (Wheeling)

National Funeral Directors Association (NFDA)

Certified Preneed Consultants (CPC) Manual & Exam

# *Test Security*

*All test development is confidential; no disclosure of any aspects of test information, questions, materials and data is permitted. Copying or reproducing test materials in any form during or following item review is strictly prohibited. Reviewers must adhere to all test security procedures and requirements specified by CTS/ERDI to protect the fairness, validity and integrity of these examinations.*