

The Conference 117th Annual Meeting



## Texas Funeral Service Commission

Glenn Bower, CFSP  
Executive Director

1

The Conference 117th Annual Meeting

### Pandemic Struggles

- Travel restrictions
  - No physical inspections for the first three months
  - Reduced in-office staffing to 20%; now only 75% in-office
- Technology shortage
  - Agency was not prepared to telework; not enough computers, not enough training of staff on cybersecurity issues, etc.
- Confusion
  - Funeral establishments were not sure who to listen to in regards to health and safety concerns

2

The Conference 117th Annual Meeting

### Adoptions

- Virtual inspections
  - Set up virtual inspections of new facilities so the application process and businesses could continue to operate
- Technology purchases
  - Expedited technology purchases that would facilitate teleworking efficiency
- Publications of appropriate funeral protocols
  - Published a series of SOPs for the profession and public
  - <http://tfsc.texas.gov/>

3

The Conference 117th Annual Meeting

### Stakeholder Communication Efforts

- Change in office routine
  - From mostly phone calls to mostly emails
  - No public attendance in the office
  - Greater need to communicate with all stakeholders

4

The Conference 117th Annual Meeting

### Transparency of TFSC

- Virtual Commission meetings
  - Set up as a Webinar instead of a private meeting
  - More accommodating in the virtual world than in person
  - Great emphasis placed on public transparency
  - Learning curve for commissioners when participating in Executive Session

5

The Conference 117th Annual Meeting

### New Normal?

- Teleworking
  - Being accountable for working remotely
  - Virtual meetings do not always work
- Delayed processing of all paperwork
  - Renewed focus on streamlining the paperwork process
    - Applications
    - Renewals
  - Increased communication (phone/email) with guests

6

 117th Annual Meeting

## What's Next?

- Permanent Changes
  - Some state agencies want teleworking to be permanent
  - Reduced office footprint due to teleworking
  - Increased demand for health protections from germs
- Access to TFSC
  - Re-evaluation of internal processes to better serve guests
  - Defending the importance and relevance of the agency to state and profession

7

 117th Annual Meeting



## Texas Funeral Service Commission

Glenn Bower, CFSP  
Executive Director  
512-936-2472  
Glenn.Bower@fsc.texas.gov

8