

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF STATE
BUREAU OF PROFESSIONAL AND OCCUPATIONAL AFFAIRS

F I N A L M I N U T E S

MEETING OF:

STATE BOARD OF FUNERAL DIRECTORS

TIME: 10:35 A.M.

Held at

PENNSYLVANIA DEPARTMENT OF STATE

2525 North 7th Street

CoPA HUB, Eaton Conference Room

Harrisburg, Pennsylvania 17110

as well as

VIA MICROSOFT TEAMS

May 13, 2026

State Board of Funeral Directors
May 13, 2026

BOARD MEMBERS:

Kenneth C. DuPree, Chairperson, Professional Member
Arion R. Claggett, Acting Commissioner, Bureau of
Professional and Occupational Affairs
Gregory K. Furlong, Vice Chairperson, Professional
Member
Eric D. Ruggeri, Secretary, Public Member
Christopher Feryo, Professional Member
Jennifer Kirk, Esquire, Office of Attorney General,
Consumer Protection Member
Chad M. Lutz, Professional Member

BUREAU PERSONNEL:

Shawn J. Jayman, Esquire, Board Counsel
Timothy Fritsch, Esquire, Board Prosecution Liaison
J. Leslie Warner, Board Administrator
Ray J. Michalowski, Esquire, Senior Board Prosecutor
and Prosecution Liaison
Thomas Leech II, Esquire, Business Licensing Division
Chief
Jason C. Giurintano, Esquire, Deputy Chief Counsel,
Counsel Division
Marc Farrell, Esquire, Regulatory Counsel, Office of
Chief Counsel
Shana M. Walter, Esquire, Deputy Chief Counsel,
Prosecution Division
Willow Marsh, Legislative Aide, Office of Legislative
Affairs
Andrew LaFratte, MPA, Deputy Policy Director, Office
of Policy
Jessica Zukoski, Senior Legal Analyst
Richard Morrisette, Deputy Director, Bureau of
Enforcement & Investigation

ALSO PRESENT:

Adam Shaffer, Executive Director, Pennsylvania
Funeral Directors Association
Wesley Rish, Esquire, General Counsel, Pennsylvania
Funeral Directors Association
Harry Neel, President, CEO, Jefferson Memorial
Funeral Home

State Board of Funeral DirectorsMay 13, 2026ALSO PRESENT (cont.):

John Bauer, Past Owner, Funeral Director, Bauer
Funeral and Cremation Services

Jason Benion, Esquire, Saxton & Stump

Faith Pensinger, Esquire, Saxton & Stump

Call-In # 1-412-475-4381

Call-In # 1-215-284-3449

Call-In # 1-215-913-4572

Call-In # 1-215-789-5921

Call-In # 1-267-970-6441

Erin Badstuebner, Sargent's Court Reporting Service,
Inc.

1 ***

2 State Board of Funeral Directors

3 May 13, 2026

4 ***

5 [Pursuant to Section 708(a)(5) of the Sunshine Act,
6 at 9:00 a.m. the Board entered into Executive Session
7 with Shawn J. Jayman, Esquire, Board Counsel, for the
8 purpose of conducting quasi-judicial deliberations on
9 a number of matters currently pending before the
10 Board and to receive the advice of counsel. The
11 Board entered into public session at 10:30 a.m.]

12 ***

13 The regularly scheduled meeting of the State
14 Board of Funeral Directors was held on Wednesday, May
15 13, 2026. Kenneth C. DuPree, Chairperson, called the
16 meeting to order at 10:32 a.m.

17 ***

18 Roll Call/Introduction of Attendees

19 [Kenneth C. DuPree, Chairperson, requested a roll
20 call of all of Board members and introduction of
21 attendees. A quorum of Board members was present.]

22 ***

23 [Shawn J. Jayman, Esquire, Board Counsel, noted the
24 meeting was being recorded and continued
25 participation constituted consent to be recorded.

7 | Approval of Minutes of the March 11, 2026 meeting
8 | CHAIR DUPREE:

12 Can I have a motion to adopt?

14 | Claggett, so moved.

16 Feryo, second.

18	Roll call.
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24 [The motion carried unanimously.]

Sargent's Court Reporting Service, Inc.
(814) 536-8908

1 Report of Prosecutorial Division

2 [Timothy Fritsch, Esquire, Board Prosecution Liaison,
3 presented the Consent Agreement for Item No. 2, Case
4 Nos. 25-48-002281 and 25-48-010229. Jason Benion,
5 Esquire, Saxton & Stump, presented a statement on
6 behalf of his client.]

7 MR. JAYMAN:

8 Based on Prosecution and Attorney
9 Benion's presentation, do any Board
10 Members have any questions?

11 Seeing none, based on Executive
12 Session deliberations, I believe the
13 Chair would entertain a motion to
14 approve the Consent Agreement at Case
15 Nos. 25-48-002281 and 25-48-010229.

16 CHAIR DUPREE:

17 I would entertain that motion.

18 ACTING COMMISSIONER CLAGGETT:

19 Claggett, so moved.

20 MR. FERYO:

21 Feryo, second.

22 CHAIR DUPREE:

23 We're ready for roll call.

24

25 Kenneth Dupree, aye; Arion Claggett,

1 aye; Gregory Furlong, recuse; Eric
2 Ruggeri, aye; Christopher Feryo, aye;
3 Jennifer Kirk, aye; Chad Lutz, abstain.

4 [The motion carried. Mr. Furlong was recused from
5 deliberations and voting on the matter. Mr. Lutz
6 abstained from deliberations and voting on the
7 matter. The Respondents for Case Nos. 25-48-002281
8 and 25-48-010229 are David Michael Yeosock and
9 Yeosock Funeral Home, Inc.]

10 ***

11 [Mr. Fritsch presented the Consent Agreement for
12 Agenda Item No. 3, Case No. 25-48-003068.]

13 MR. JAYMAN:

14 In regards to Agenda Item No. 3, based
15 on Executive Session deliberations, I
16 believe the Chair would entertain a
17 motion to approve the Consent Agreement
18 for Case No. 25-48-003068.

19 CHAIR DUPREE:

20 I would entertain that motion.

21 ACTING COMMISSIONER CLAGGETT:

22 Claggett, so moved.

23 MR. FERYO:

24 Feryo, I second.

25 CHAIR DUPREE:

1 We're ready for roll call.

2

3 Kenneth Dupree, aye; Arion Claggett,
4 aye; Gregory Furlong, aye; Eric
5 Ruggeri, aye; Christopher Feryo, aye;
6 Jennifer Kirk, aye; Chad Lutz, abstain.

7 [The motion carried. Mr. Lutz abstained from
8 deliberations and voting on the matter. The
9 Respondent at Agenda Item No. 3, Case No. 25-48-
10 003068 is Rodney B. Gressley.]

11 ***

12 Report of Board Counsel - Proposed Adjudications and
13 Orders

14 MR. JAYMAN:

15 There are three proposed Adjudications
16 and Orders on the Agenda. The first
17 one is No. 4.

18 Based on Executive Session
19 deliberations, I believe the Chair
20 would entertain a motion to adopt the
21 Proposed Adjudication and Order in the
22 matter of Raphael Hunt-Irving, Case No.
23 25-48-016203.

24 CHAIR DUPREE:

25 I would entertain a motion.

1 ACTING COMMISSIONER CLAGGETT:

2 Claggett, so moved.

3 MR. FERYO:

4 Feryo, second.

5 CHAIR DUPREE:

6 Roll call.

7

8 Kenneth Dupree, aye; Arion Claggett,

9 aye; Gregory Furlong, aye; Eric

10 Ruggeri, aye; Christopher Feryo, aye;

11 Jennifer Kirk, aye; Chad Lutz, aye.

12 [The motion carried unanimously.]

13 ***

14 MR. JAYMAN:

15 With regard to No. 5 on the Agenda,

16 based on Executive Session

17 deliberations, I believe the Chair

18 would entertain a motion to adopt the

19 Proposed Adjudication and Order in the

20 matter of Nix and Nix Funeral Homes

21 North, Inc., Case No. 25-48-001071.

22 CHAIR DUPREE:

23 I would entertain a motion.

24 ACTING COMMISSIONER CLAGGETT:

25 Claggett, so moved.

1 MR. FERYO:

2 Feryo, second.

3 CHAIR DUPREE:

4 Roll call.

5

6 Kenneth Dupree, aye; Arion Claggett,

7 aye; Gregory Furlong, aye; Eric

8 Ruggeri, aye; Christopher Feryo, aye;

9 Jennifer Kirk, aye; Chad Lutz, aye.

10 [The motion carried unanimously.]

11 ***

12 MR. JAYMAN:

13 Now it takes us to No. 6 on the Agenda.

14 Based on Executive Session

15 deliberations, I believe the Chair

16 would entertain a motion to adopt the

17 Proposed Adjudication and substitute

18 the Board's Order in the matter of

19 Exodus Abossouhe, Christopher Angelo

20 Hawkins, and Distinguished Memorial

21 Chapels, Inc, Case No. 22-48-000402,

22 Case No. 22-48-000399, and Case No. 23-

23 48-002924.

24 CHAIR DUPREE:

25 I'll entertain a motion.

1 ACTING COMMISSIONER CLAGGETT:

2 Claggett, so moved.

3 MR. FERYO:

4 Feryo, second.

5 CHAIR DUPREE:

6 Roll call.

7

8 Kenneth Dupree, aye; Arion Claggett,

9 aye; Gregory Furlong, aye; Eric

10 Ruggeri, aye; Christopher Feryo, aye;

11 Jennifer Kirk, aye; Chad Lutz, aye.

12 [The motion carried unanimously.]

13 ***

14 Report of Board Counsel - Final Adjudication and
15 Order

16 MR. JAYMAN:

17 Based on Executive Session
18 deliberations, I believe the Chair
19 would entertain a motion to have the
20 Board issue the Final Adjudication and
21 Order as written in the matter of
22 Michael C. White, Case No. 24-48-
23 003386.

24 CHAIR DUPREE:

25 I would entertain a motion.

1 ACTING COMMISSIONER CLAGGETT:

2 Claggett, so moved.

3 MR. FERYO:

4 Feryo, second.

5 CHAIR DUPREE:

6 Roll call.

7

8 Kenneth Dupree, aye; Arion Claggett,

9 aye; Gregory Furlong, aye; Eric

10 Ruggeri, aye; Jennifer Kirk, aye; Chad

11 Lutz, aye; Christopher Feryo, aye.

12 [The motion carried unanimously.]

13 ***

14 MR. JAYMAN:

15 This takes up to No. 8 on the Agenda.

16 Based on Executive Session

17 deliberations, I believe the Chair

18 would entertain a motion to have the

19 Board issue the Final Adjudication as

20 written in the matter of Antoine M.

21 Turay, Case No. 25-48-009565.

22 CHAIR DUPREE:

23 I'll entertain a motion.

24 ACTING COMMISSIONER CLAGGETT:

25 Claggett, so moved.

1 MR. FERYO:

2 Feryo, second.

3 CHAIR DUPREE:

4 Roll call.

5

6 Kenneth Dupree, aye; Arion Claggett,

7 aye; Gregory Furlong, aye; Eric

8 Ruggeri, aye; Christopher Feryo, aye;

9 Jennifer Kirk, aye; Chad Lutz, aye.

10 [The motion carried unanimously.]

11 ***

12 Report of Board Counsel - Motions

13 MR. JAYMAN:

14 No. 9 on the Agenda; based on Executive

15 Session deliberations, I believe the

16 Chair would entertain a motion to grant

17 the Motion to Deem Facts Admitted and

18 Enter Default and direct Board Counsel

19 to prepare an Adjudication and Order in

20 accordance with the discussion in

21 Executive Session in the matter of

22 Christopher W. Mazzino, Case No. 26-48-

23 002642.

24 CHAIR DUPREE:

25 I'll entertain a motion.

1 ACTING COMMISSIONER CLAGGETT:

2 Claggett, so moved.

3 MR. FERYO:

4 Feryo, second.

5 CHAIR DUPREE:

6 Roll call.

7

8 Kenneth Dupree, aye; Arion Claggett,

9 aye; Gregory Furlong, aye; Eric

10 Ruggeri, aye; Christopher Feryo, aye;

11 Jennifer Kirk, aye; Chad Lutz, aye.

12 [The motion carried unanimously.]

13 ***

14 Appointment - Funeral Inspector Presentation

15 [Richard Morrisette, Deputy Director, Bureau of

16 Enforcement & Investigation (BEI), provided an

17 overview of BEI which has a headquarters office; four

18 regional offices in the Harrisburg, Pittsburgh,

19 Scranton, and Philadelphia regions; and a charities

20 division. BEI has a complement of 149 employees;

21 four of which are funeral inspectors. He detailed

22 the difference between investigations and

23 inspections. Investigations happen when there needs

24 to be more in-depth questioning and evidence

25 collection. Inspections are a snapshot in time when

1 there is not a grievant or any witnesses. He noted
2 BEI gets their direction from Prosecution who sends
3 the requests for investigations or inspections.

4 Mr. Morrisette reported there are currently just
5 over 1,300 facilities that BEI can inspect with the
6 majority in the Pittsburgh region. Regarding the
7 facility license types, he noted the majority are
8 restricted business corporations. He presented the
9 different categories of investigations by complaint.

10 He stated the majority of investigations are for
11 unprofessional conduct. The rest of the top three
12 were incompetence, failure to keep adequate records,
13 and facility violations. Regarding the
14 investigations by type, the majority were priority
15 investigations. He noted the type of investigation
16 was determined by Prosecution.

17 Mr. Morrisette explained the bulk of inspections
18 are non-directed routines. Non-directed routine
19 inspections ensure everyone is keeping up with and
20 maintaining industry standards and checklist items.

21 Ms. Kirk referred to a slide showing inspections
22 in 2025 and asked what NDR, NDRR, and verification
23 inspections were.

24 Mr. Morrisette explained NDR are non-directed
25 inspections and NDRR are re-inspections. NDRR happen

1 when a facility fails a routine inspection and an
2 automatic alert is put in the inspector's box to go
3 back within 30 or 45 days. Verifications are when a
4 facility states they are closing. BEI checks to
5 ensure records have been properly transferred, no
6 remains are on the property, and all signs are
7 removed.

8 Mr. Ruggeri asked if four inspectors were
9 adequate for the workload.

10 Mr. Morrisette replied four inspectors was
11 adequate provided there are no vacancies in the
12 inspectors. He noted it was difficult to attract
13 experienced funeral directors into the position as
14 there is a significant pay decrease. Mr. Jayman
15 commented there had been a recent bill where
16 legislature was trying to increase the number of
17 inspectors. Mr. Morrisette added there was
18 currently a bill in the Senate to reduce the required
19 years of experience from ten years to seven years.

20 Mr. Ruggeri asked how BEI determines if a
21 particular violation is moved to enforcement.

22 Mr. Morrisette explained there is some
23 discretion for inspectors. If the violation is minor
24 like a first aid box needing items or a smoking sign
25 hung up, the inspector will generally fail the

1 facility and note compliance was needed for the
2 reinspection. If an inspector sees a gross
3 violation, the inspection is referred to the
4 Professional Compliance Office where an attorney
5 determines if formal action is needed.

6 Mr. Ruggeri commented there has been chatter
7 across the state that there may be facilities
8 operating under suspended or expired licenses after a
9 Board action. He asked if there was a mechanism for
10 BEI to circle back with inspectors to investigate the
11 situation or if inspections only occur if a complaint
12 is filed.

13 Mr. Morrisette stated Board referrals happen all
14 of the time. He stated unlicensed or lapsed license
15 activity would likely prompt an immediate request for
16 an inspection from Prosecution.

17 Ms. Kirk requested additional clarification on
18 directed and non-directed inspections.

19 Mr. Morrisette explained a directed inspection
20 would be one that comes from the Prosecution office
21 as a result of a complaint. Non-directed inspections
22 are annual inspections for compliance.

23 Mr. Ruggeri extended appreciation for the
24 quarterly inspection reports the Board receives,
25 noting they give the Board great feedback as to what

1 is going on across the state.

2 Ms. Kirk asked how long the average inspection
3 takes.

4 Mr. Morrisette stated the time can vary. New
5 business inspections are an easy process which are
6 very quick to execute. Mortuary compliance
7 inspections average between 45 minutes and an hour
8 and a half. Mr. Fritsch noted one issue with funeral
9 inspections is that often the owner is unavailable.
10 Funeral homes do not have regular hours like a car
11 dealership. He explained often inspections are held
12 up because inspectors sometimes have to leave a
13 notice and schedule the inspection.

14 Ms. Kirk asked what the most complicated or
15 complex part of an investigation would be.

16 Mr. Morrisette replied for investigators, the
17 expertise is the most difficult part. Inspectors
18 have ten or more years of experience within the
19 industry. Investigators have to line up with
20 mortuary inspectors to understand the regulations
21 being violated and what elements the Prosecution
22 needs.]

23 ***

24 Report of Commissioner - No Report.

25 ***

1 Regulatory Issues

2 [Marc Farrell, Esquire, Regulatory Counsel, Office of
3 Chief Counsel reported the Board has three open
4 regulations. Regulation 16A-4832, Licensure by
5 Endorsement or Act 41 is in the final rulemaking
6 phase. He noted the Board would have the final
7 package for review at the July meeting.

8 Regulation 16A-4833, General Revisions, is in the
9 proposed rulemaking phase. The Board already
10 approved the Annex. Regulatory Counsel is preparing
11 the rest of the package which will proceed through
12 various approval steps.

13 For Regulation 16A-4829, Schedule of Civil
14 Penalties, Mr. Farrell noted he would be meeting with
15 Prosecution to review the current schedule and would
16 present recommendations for potential changes to the
17 Board.]

18 ***

19 Report of Board Chairperson - No Report.

20 ***

21 Report of Board Administrator - No Report.

22 ***

23 Matters for Discussion - No Report.

24 ***

25 Legislative Initiatives - No Report.

Continuing Education Report - No Report.

**

Applications Committee - No Report.

Correspondence - None.

Request for Review - Ratifications

MR. JAYMAN:

I believe the Chair would entertain a motion to ratify the action taken by the Continuing Education Committee with respect to courses 11 through 39, which will be provided as an attachment to the minutes.

ACTING COMMISSIONER CLAGGETT:

Sean, before we continue with that motion, I believe it's 11 through 34, right? There's been some more discussion about 35.

MR. JAYMAN:

Excuse me, yes, 11 through 34.

CHAIR DUPREE:

I would entertain a motion.

ACTING COMMISSIONER CLAGGETT:

1 Claggett, so moved.

2 MR. FERYO:

3 Feryo, second.

4 CHAIR DUPREE:

5 Roll call.

6

7 Kenneth Dupree, aye; Arion Claggett,
8 aye; Gregory Furlong, aye; Eric
9 Ruggeri, aye; Christopher Feryo, aye;
10 Jennifer Kirk, aye; Chad Lutz, aye.

11 [The motion carried unanimously.

12 **Requests for Review - Attachment - page 28.]

13 MR. JAYMAN:

14 Okay, and then the next part of the
15 Agenda is 35 through 39. These courses
16 were again reviewed by the Continuing
17 Education Committee and then were
18 brought before the full Board here
19 today.

20 With regard to No. 35 on the
21 Agenda, based on Executive Session
22 deliberations, I believe the Chair
23 would entertain a motion to
24 provisionally deny the application
25 listed at No. 35, AA0006884689,

1 Luminaria Legacy - Postmortem CT
2 (PMCT)/ Non-Invasive Autopsy. And the
3 basis for that denial is that the
4 application is not equivalent to the
5 basic funeral subjects listed in 63 PS
6 Section 479.5

7 CHAIR DUPREE:

8 I would entertain a motion.

9 ACTING COMMISSIONER CLAGGETT:

10 Claggett, so moved.

11 MR. FERYO:

12 Feryo, second.

13 CHAIR DUPREE:

14 Roll call.

15

16 Kenneth Dupree, aye; Arion Claggett,
17 aye; Gregory Furlong, aye; Eric
18 Ruggeri, aye; Christopher Feryo, aye;
19 Jennifer Kirk, aye; Chad Lutz, aye.

20 [The motion carried unanimously.]

21 ***

22 MR. JAYMAN:

23 With regard to 36 through 39, based on
24 Executive Session deliberations, I
25 believe the Chair would entertain a

1 motion to approve the applications for
2 application No. FED000012, Self-Talk
3 Use Your Inner Voice to Soar, Not
4 Sabotage; FED000012, Trust in Motion
5 How Purpose Fuels Agility, Creativity
6 and Innovation; FED000012, Survival
7 Skills Not Superpowers Real Life Tools
8 Women use to Thrive in Funeral Service;
9 and FED000012, Communicate with Clarity
10 Confidence and Impact; as the Board
11 felt these courses were equivalent to
12 the basic funeral subjects listed in 63
13 PS Section 479.5.

14 CHAIR DUPREE:

15 I would entertain a motion.

16 ACTING COMMISSIONER CLAGGETT:

17 Claggett, so moved.

18 MR. FERYO:

19 Feryo, second.

20 CHAIR DUPREE:

21 Roll call.

22

23 Kenneth Dupree, aye; Arion Claggett,
24 aye; Gregory Furlong, aye; Eric
25 Ruggeri, aye; Christopher Feryo, aye;

1 Jennifer Kirk, aye; Chad Lutz, aye.

2 [The motion carried unanimously.]

3 ***

4 Miscellaneous - None.

5 ***

6 Old Business - None.

7 ***

8 New Business - None.

9 ***

10 Public Comments

11 [Adam Shaffer, Executive Director, Pennsylvania
12 Funeral Directors Association, noted, with regard to
13 Rodney Gressley, Mr. Gressley had agreed to surrender
14 his license; however, he asked if anything would be
15 done for people who had already paid for their
16 monuments or markers.

17 Mr. Fritsch explained the agreed upon discipline
18 was a revocation of license. Regarding consumer
19 harm, the Board does not have the authority to order
20 restitution. He recommended the consumers seek other
21 means in terms of being made whole.

22 Mr. Shaffer asked if the last four courses
23 reviewed under FED000012 were approved. Mr. Jayman
24 confirmed he was correct.

25 Harry Neel, President, CEO, Jefferson Memorial

1 Funeral Home commented he noticed there were a number
2 courses listed as FED000012. He asked if having the
3 same number meant one provider presented all of the
4 courses. Acting Commissioner Claggett replied it
5 meant one provider or conference submitted the
6 courses.]

7 ***

8 Adjournment

9 CHAIR DUPREE:

10 Without any other comments, I would
11 entertain a motion to adjourn.

12 ACTING COMMISSIONER CLAGGETT:

13 Claggett, so moved.

14 MR. FERYO:

15 Feryo, second.

16 CHAIR DUPREE:

17 Meeting is adjourned.

18 [There being no further business, the State Board of
19 Funeral Directors Meeting adjourned at 11:13 a.m.]

20 ***

21

22

23

24

25

CERTIFICATE

I hereby certify that the foregoing summary minutes of the State Board of Funeral Directors meeting, was reduced to writing by me or under my supervision, and that the minutes accurately summarize the substance of the State Board of Funeral Directors meeting.



Erin Badstuebner,

Minute Clerk

Sargent's Court Reporting
Service, Inc.

STATE BOARD OF FUNERAL DIRECTORS
REFERENCE INDEX
May 13, 2026

TIME	AGENDA
9:00	Executive Session
10:32	Return to Open Session
10:32	Official Call to Order
10:32	Roll Call/Introduction of Attendees
10:34	Approval of Minutes
10:35	Report of Prosecutorial Division
10:42	Report of Board Counsel
10:48	Appointment - Funeral Inspector Presentation
11:03	Regulatory Issues
11:05	Requests for Review - ** Attachment to Minutes
11:11	Public Comments
11:13	Adjournment

REQUESTS FOR REVIEW

Ratifications

11. FED000006 – Restoring the Familiar: The Biology & Art of Effective Mortuary Cosmetics*
12. FED000006 – Sweat the Small Stuff*
13. FED000006 – Difficult Conversations*
14. FED000006 – Everybody Chill: The Effect of Cold Temperature on Tissue*
15. FED000006 - "The New Funeral Consumer: Bridging 4 Critical Disconnects Between Families and Funeral Homes"*
16. FED000006 – Cremation - Not the Last Decision*
17. FED000006 – Funeral Industry – A Roundtable Discussion*
18. FED000006 – Understanding Grief in Children*
19. FED000012 – Marketing Funeral Homes: Balancing Sensitivity with Strategy*
20. FED000012 – Tradition and innovation in Funeral Service*
21. FED000012 – Sowing Trust: Harvesting the Benefits of Authentic Consumer Engagement*
22. FED000012 – Embalming and Restorative Arts Seminar*
23. FED000012 – How are you? (No Really)*
24. FED000012 – The Story Lab Hands On Tools for Personalizing Services*
25. FED000012 – When Word's Matter Using Consumer Language Insights to Strengthen Arrangements, Build Trust and Create More Meaningful Services*
26. FED000012 – Held in Love Honoring Pregnancy & Infant Loss*
27. FED000012 – Leadership Sucks but you don't have to. Using a Vacuum to Lead Through Emotional Pressure*
28. FED000012 – Embalming Isn't Dead Why Our Skills Still Matter in the Rapidly Evolving Death Care Landscape*
29. FED000013 – Married to the Mortuary*
30. FED000036 – CANA'S Crematory Operations Certification Program*
31. FED000051 – Perception Matters: Resilience in Funeral Care Professionals*
32. FED000051 – First Call, Telephone Etiquette, Lost Telephone Opportunity*
33. FED000051 – Respect in Every Detail: Hair & Cosmetic Traditions in Communities of Color*
34. FED000051 – Unclaimed Cremated Remains*

Denied Course

35. AA0006884689 – Luminaria Legacy – Postmortem CT (PMCT) /Non-Invasive Autopsy*
36. FED000012 - Self Talk Use Your Inner Voice to Soar, Not Sabotage*
37. FED000012 - Trust in Motion How Purpose Fuels Agility, Creativity and Innovation*
38. FED000012 - Survival Skills Not Superpowers Real Life Tools Women use to Thrive in Funeral Service*
39. FED000012 - Communicate with Clarity Confidence and Impact*

**Requests for Review - Attachment