

# **Self-Evaluation Report Instructions**



***Sunset Advisory Commission  
June 2025***



# INSTRUCTIONS

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Each agency under Sunset review is required by Texas Government Code, Section 325.007 to complete a Self-Evaluation Report (SER) on its operations. The SER provides Sunset Commission members and staff with general information and reliable data on each agency being reviewed. This foundational background and context is critical as Sunset staff seeks to understand key functions and processes in order to address issues facing the agency. The SER also gives each agency an opportunity to provide the commission with a preview of issues and suggested improvements regarding the agency and its functions.

The SER contains 12 sections. Agencies should record their responses to each question directly on this electronic document before submitting it as an accessible PDF file, as discussed below. Answers should be typed in the white space beneath each question or provided as attachments, as relevant. (Attachments with templates provided in Excel should be submitted in that format, not as PDF files.)

Use as little or as much room as needed to answer each question. Since the SER is intended to be a learning instrument and you are the instructor, Sunset is quite flexible in how various tables and sections apply to your operations. If the information requested does not apply to your agency, either provide similar information to reflect actual agency practices or enter “N/A” in the space provided. In tables, you may add or delete rows, change column widths, rename headings, and renumber exhibits as necessary to better reflect agency practices. If a table is not applicable, please indicate this and delete the blank table.

If your agency already produces information requested in the SER in a different document, you may attach that document instead. However, please note this and provide a brief summary of the document in the SER.

When your agency provides statistics, performance measures, or other data to answer the SER questions, please also provide basic information regarding the data source and/or methodology used to collect and report that data.

This document contains examples for certain sections of the SER. Please note that some examples from prior SERs may not reflect changes made in the current instructions. Links are provided to jump directly from one part of the document to another and can be accessed by clicking on the text indicating an example. Reviewing the background and issues sections of recent Sunset staff reports may be helpful in preparing certain sections of the SER. Recent Sunset staff reports are available on the Sunset website at [www.sunset.texas.gov](http://www.sunset.texas.gov).

Once your SER is complete, update the appropriate page numbers on the table of contents and delete the text regarding Instructions, Attachments, and Examples before submitting it. Agencies should not delete questions, only irrelevant tables and/or exhibits. Please leave in all questions and/or requests for information or attachments in the SER template, indicating “N/A” if there is no information to provide in response.

By September 1, 2025, please submit an accessible (according to [Web Content Accessibility Guidelines](#)) PDF file of your SER to [sunset@sunset.texas.gov](mailto:sunset@sunset.texas.gov), as well as any attachments in whatever format is specified or most appropriate. If an attached document is intended to respond to multiple requests for information, include it in one file and reference its location for all relevant attachments in the SER Attachment section. Please use this section to state if an attachment was provided or if an attachment is not applicable. You may also include information directly if it is brief (e.g., a short bulleted list). Please redact any personally identifiable information, such as social security numbers or medical information, from any documents you provide to Sunset. If available, please provide the Sunset Commission with one hard copy of the SER to verify the PDF. To the extent feasible, please provide attachments only in electronic form.

As of 2013, it is the responsibility of the agency under Sunset review, not the Sunset Commission, to submit copies of the agency's SER directly to the Texas State Library and Archives Commission. Sunset no longer maintains the agency's SER as part of its retention schedule and will not keep copies of these reports after the review is complete. Agencies should submit copies of their SERs to the Publications Depository Program to fulfill this archival requirement. If you have any questions, please contact your agency's assigned Government Information Analyst at the Texas State Library and Archives Commission.

We encourage you to contact Sadie Smeck at [sadie.smeck@sunset.texas.gov](mailto:sadie.smeck@sunset.texas.gov) of the Sunset staff at (512) 626-4382 with any questions or email them to the Sunset Commission at [sunset@sunset.texas.gov](mailto:sunset@sunset.texas.gov). We will make every effort to minimize the additional workload this report places on your agency.

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**(Agency Name)**  
**Self-Evaluation Report**

## I. Agency Contact Information

A. Please complete the following table.

**Texas Funeral Service Commission**  
**Exhibit 1: Agency Contacts**

	Name	Address	Telephone	Email Address
<b>Agency Head</b>	Maria Haynes	1801 Congress Ave, Suite 11-800, Austin, TX 78701	512-936-2474	Maria.haynes@tfsc.texas.gov
<b>Sunset Liaison</b>	Maria Haynes	1801 Congress Ave, Suite 11-800, Austin, TX 78701	512-936-2474	Maria.haynes@tfsc.texas.gov

**Table 1 Exhibit 1 Agency Contacts**

## II. Key Functions and Performance

Provide the following information about the overall operations of your agency. More detailed information about individual divisions and programs will be requested in Section VII.

A. Provide an overview of your agency's mission, objectives, and key functions.

Our mission is to protect and serve the people of Texas by regulating funeral services and whole body donation with the highest standards of respect, care, and safety. We ensure that every individual's final disposition reflects the values of our state and upholds public trust. TFSC values integrity, professionalism, accountability, excellence, and teamwork in all communications and operations, both internally and with licensees, stakeholders, families, and the public.

B. What clear and ongoing objective(s) do the agency's key functions serve? Explain why each key function is still needed.

Support Medical Education and Research: Approves and monitors institutions authorized to receive anatomical donations.

Ensure Ethical Use of Donated Human Bodies: Oversees the respectful handling of donated bodies for medical education and scientific research.

**C. Does your agency’s enabling law continue to correctly reflect your mission, objectives, and approach to performing your functions? Does statute present any barriers or gaps in authority for your agency to carry out its mission? If so, please describe.**

Can not comment due to pending litigation.

**D. Have you recommended changes to the Legislature to improve your agency’s operations in recent years? If so, briefly explain the recommended changes, whether they were adopted, and if adopted, when.**

Can not comment due to pending litigation.

**E. Do any of your agency’s functions overlap with those of another local, state, or federal agency? If so, how do you coordinate to avoid duplication of efforts? Explain if, and why, each of your key functions is most appropriately placed within your agency.**

Can not comment due to pending litigation.

**F. In general, how do other states carry out similar functions?**

Many states used their version of the Uniform Anatomical Gift Act (UAGA) to govern anatomical gifts, cadaver donation, and the legality of whole body donations.

**G. Discuss any changes that could impact your agency’s key functions in the near future (e.g., changes in federal law or outstanding court cases).**

Can not comment due to pending litigation.

**H. Overall, how does the agency monitor and measure its effectiveness in carrying out its functions and objectives?**

Regular review of policies, procedures, and rules helps ensure they remain consistent with legislative intent and public need.

**In the following table, provide information regarding your agency’s performance measures, including outcome, output, efficiency, and explanatory measures. *See Exhibit 2 Example.* Please provide both key and non-key performance measures set by the Legislative Budget Board and any other performance measures or indicators the agency tracks. For any particular measures the agency has not been able to meet, please explain or provide context as needed about why.**

(Agency Name)  
**Exhibit 2: Performance Measures — Fiscal Year 2024**



Performance Measures	Calculation (if applicable)	FY 2024 Target	FY 2024 Actual Performance	FY 2024 % of Annual Target
<i>Distribution of Cadavers</i>	N/A	100%	100%	100%
Inspections of Anatomical Facilities	N/A	100%	100%	100%

Table 2 Exhibit 2 Performance Measures

I. Please list all “mission critical” data resources (e.g., spreadsheets, databases, IT systems, and cloud-hosted applications) your agency maintains to collect, track, or display agency program data. By “mission critical,” we mean the main systems necessary for the day-to-day functioning of core and/or client-facing agency functions and services. Please do *not* include any statutorily required data collection upon which agency funding is contingent but which does not impact daily program functionality. As a companion to the list below, please provide additional information on each data resource using the template provided for Attachment 21 in that section of the instructions.

(Agency Name)  
Exhibit 3: Mission Critical Data Resources

Data Resource Name	Associated Program(s) or Division(s)	Data Owner
None	None	None
None	None	None

Table 3 Exhibit 3 Mission Critical Data Resources

J. Does the agency use any analytics software or platforms to collect, store, transform, or analyze agency data?

Texas Funeral Service Commission  
Exhibit 4: Data Analytics Platforms

Analytics Platform	Associated Data Resource(s)
N/A	N/A

Table 4 Exhibit 4 Data Analytics Platforms

### III. History and Major Events

Provide a timeline of your agency’s history and key events, including:

- The date your agency was established
- The original purpose and responsibilities of your agency
- Major changes in responsibilities or statutory authority

Also consider including the following information if beneficial to understanding your agency:

- Changes to your policymaking body’s name or composition
- Significant changes in state/federal legislation, mandates, or funding

- **Significant state/federal litigation that specifically affects your agency's operations**
- **Key changes in your agency's organization (e.g., the major reorganization of the Health and Human Services Commission and the Department of State Health Services' divisions and program areas or the Legislature moving the Prescription Monitoring Program from the Department of Public Safety to the Texas State Board of Pharmacy).**

(Answer here)

***See History and Major Events Example.***

## IV. Policymaking Structure

**A. Complete the following table to provide information on members of your policymaking body.**

(Agency Name)  
**Exhibit 5: Policymaking Body**

Member Name	Current Term / Appointment Dates / Appointed By (e.g., Governor, Lt. Governor, Speaker)	Previous Terms Served (if applicable)	Qualification (e.g., public member, industry representative)	City
Kristin Tips	Governor		Industry Representative	San Antonio
Larry Allen	Governor		Public Member	
Jonathan Scepanski	Governor		Public Member	
Kevin Combest	Governor		Industry Representative	Lubbock
Eric Opiela	Governor		Public Member	Austin
Timothy Brown	Governor		Industry Representative	

**Table 5 Exhibit 5 Policymaking Body**

**B. Describe the primary role and responsibilities of your policymaking body.**

The Texas Funeral Service Commission (TFSC) is governed by a policymaking body of commissioners whose primary role is to establish and enforce rules that protect the public by ensuring the ethical and professional practice of funeral service in Texas. In addition, they oversee the Whole Body Donation Program, ensuring that the transfer and use of donated specimens are conducted in accordance with proper regulations, ethical management, and accountability.

**C. How is the chair selected?**

Appointed by the Governor.

**D. List any special circumstances or unique features about your policymaking body or its responsibilities.**

At this time, there are no special circumstances or unique features that distinguish our policymaking body or its responsibilities beyond the standard statutory requirements.

**E. In general, how often does your policymaking body meet? How many times did it meet in fiscal years 2020 through 2024? Explain if the policymaking body met in-person or virtually during this time.**

State Anatomical Committee 10.23.2023

State Anatomical Committee 11.30.23

State Anatomical Committee 12.20.2023

State Anatomical Committee 1.17.2024

State Anatomical Committee 3.7.2024

State Anatomical Committee 06.28.24

State Anatomical Committee 7.26.24

**F. Does the policymaking body broadcast and archive its meetings?**

Yes, the policymaking body broadcast and archive its meetings.

**G. Briefly describe all the training the members of the agency's policymaking body receive. How often do members receive this training or updated materials?**

Training: Each board member must complete OMA training within 90 days of taking office and file the certificate of completion with the commission.

**G. What information is regularly presented to your policymaking body to keep them informed about the agency's operations and performance?**

The following items are regularly presented to all committee members:

- Introduction of newly appointed members
- General remarks from committee members regarding committee-related activities

**H. How does your policymaking body obtain input from the public regarding issues under the agency's jurisdiction? How is this input incorporated into the operations of your agency?**

All meetings are announced, published, and open to the public. The public can provide input during the "Public Comment" agenda item.

**I. If your policymaking body uses subcommittees, advisory committees, councils, or other groups to carry out its duties, fill in the following table. *See Exhibit 6 Example.* For any advisory committees established in statute, please note the date of creation for the committee as well as the abolishment date as required by Texas Government Code, Section 2110.008.**

**In addition, please attach a copy of any reports your agency filed under Texas Government Code, Section 2110.007 regarding an assessment of any statutory advisory committees as Attachment 28.**

**(Agency Name)**  
**Exhibit 6: Subcommittees and Advisory Committees**

<b>Name of Subcommittee or Advisory Committee</b>	<b>Size / Composition / How are members appointed?</b>	<b>Purpose / Duties</b>	<b>Legal Basis for Committee (statute or rule citation)</b>	<b>Creation and Abolishment Dates</b>
Aaron A. Ali, MD	Commission	Advice on the regulation and operation of WBP, NADO, and Anatomical Facilities	Texas Health and Safety Code Chapter 691	09/01/2024
Bethany Wright	Commission	Advice on the regulation and operation of WBP, NADO, and Anatomical Facilities	Texas Health and Safety Code Chapter 691	09/01/2024
Cody Lopasky	Commission	Advice on the regulation and operation of WBP, NADO, and Anatomical Facilities	Texas Health and Safety Code Chapter 691	09/01/2024
John K Hubbard, PhD	Commission	Advice on the regulation and operation of WBP, NADO, and Anatomical Facilities	Texas Health and Safety Code Chapter 691	09/01/2024
Dr. Kerry K. Gilbert, PT, ScD	Commission	Advice on the regulation and operation of WBP, NADO, and Anatomical Facilities	Texas Health and Safety Code Chapter 691	09/01/2024
Mary Mena	Commission	Advice on the regulation and operation of WBP, NADO, and Anatomical Facilities	Texas Health and Safety Code Chapter 691	09/01/2024

Table 6 Exhibit 6 Subcommittees and Advisory Committees

## V. Funding

**A. Provide a brief description of your agency’s major sources of funding.**

Whole Body Program

**B. List all riders that significantly impact your agency’s budget.**

**C. Show your agency’s expenditures, including transfers, broken down into clear and easy-to-understand categories, as shown in the examples provided. This information forms the basis of the “Agency at a Glance” section of Sunset’s reports. *See Exhibit 7 Example.* Please ensure the totals provided for Expenditures and Sources of Revenue are equal.**

(Agency Name)  
Exhibit 7: Expenditures — Fiscal Year 2024 (Actual)

Category	Amount Spent	Percentage of Total	Contract Expenditures Included in Total Amount
Salaries & Wages			
Other Personnel Costs			
Professional Fees			
Consumables & Supplies			
Utilities			
Travel			
Rent-Operating Machines			
Other Operating Expenses			
<b>GRAND TOTAL:</b>			

Table 7 Exhibit 7 Expenditures

**D. Show your agency’s sources of revenue broken down into clear and easy-to-understand categories, as shown in the examples provided. This information forms the basis of the “Agency at a Glance” section of Sunset’s reports. Include all local, state, and federal appropriations; all professional fees (for licensure and certification) and operating fees (charged to agency customers for services); and all other sources of revenue collected by the agency, including taxes and fines. *See Exhibit 8 Example.* Please ensure the totals provided for Expenditures and Sources of Revenue are equal.**

(Agency Name)  
Exhibit 8: Sources of Revenue — Fiscal Year 2024 (Actual)

Source	Amount
Willed Body Program	\$395,075.35

Source	Amount
<b>TOTAL</b>	<b>\$395,075.35</b>

Table 8 Exhibit 8 Sources of Revenue

E. If you receive funds from multiple federal programs, show the source agency and type of federal funding. *See Exhibit 9 Example.*

(Agency Name)  
Exhibit 9: Federal Funds — Fiscal Year 2024 (Actual)

Source/Type of Fund	Description of Fund	State / Federal Match Ratio	State Share	Federal Share	Total Funding
N/A	N/A	N/A	N/A	N/A	N/A
	<b>TOTAL</b>		<b>(Number)</b>	<b>(Number)</b>	<b>(Number)</b>

Table 9 Exhibit 9 Federal Funds

F. If applicable, provide detailed information on the fees your agency collects. Please explain how much fee revenue is deposited/returned to the General Revenue Fund and why, if applicable. *See Exhibit 10 Example.*

(Agency Name)  
Exhibit 10: Fee Revenue — Fiscal Year 2024

Fee Description/ Program/ Statutory Citation	Current Fee	Fees Set by Statute or Rule?	Statutory Maximum or Minimum, if applicable	Number of Persons or Entities Paying Fee	Fee Revenue	Where Fee Revenue is Deposited (e.g., <i>General Revenue Fund</i> )
Anatomical Specimen Request	\$175	Rule	N/A			General Revenue

Table 10 Exhibit 10 Fee Revenue

## VI. Organization

A. Provide an organizational chart that includes major programs and divisions and shows the number of FTEs in each program or division. Detail should include, if possible, division heads with subordinates and actual FTEs with budgeted FTEs in parentheses.

B. Complete the table below listing the agency's headquarters and number of FTEs and, if applicable, field or regional offices. *See Exhibit 11 Example.*

(Agency Name)  
Exhibit 11: FTEs by Location — Fiscal Year 2025 (as of SER submission)

Headquarters, Region, or Field Office	Location	Number of Budgeted FTEs FY 2025	Number of Actual FTEs (as of SER submission)
Austin	GHWB Building	6	1
		TOTAL:	TOTAL:

Table 11 Exhibit 11 FTEs by Location

C. What are your agency's FTE caps for fiscal years 2023-27?

Six

D. How many temporary or contract employees did your agency have in fiscal year 2024? If use of contractors is significant, please break out totals by program or department. Please provide a short summary of the purpose of each position type, amount of expenditures per position type, and procurement methods used.

(Agency Name)  
Exhibit 12: Temporary/Contract Employees — Fiscal Year 2024

Type of Temporary/Contract Employee	Purpose of Position	Number of These Employees	Amount Expended	Procurement Method
N/A	N/A	N/A	N/A	N/A
		TOTAL:	TOTAL:	

Table 12 Exhibit 12 Temporary/Contract Employees

E. List each of your agency's key programs or functions, along with expenditures and FTEs by program. *See Exhibit 13 Example.* (If you have already completed the "Agency Program Information" spreadsheet in advance, you do not need to replicate any duplicative information below.)



(Agency Name)  
**Exhibit 13: List of Program FTEs and Expenditures — Fiscal Years 2024 and 2025**

Program	Actual FTEs FY 2024	Budgeted FTEs FY 2025	Actual Expenditures FY 2024	Budgeted Expenditures FY 2025
Anatomical Transfer	2	6	\$200,764.16	316,096.57
<b>TOTAL</b>	<b>(Number)</b>	<b>(Number)</b>	<b>(Number)</b>	<b>(Number)</b>

**Table 13 Exhibit 13 List of Program FTEs and Expenditures**

## VII. Guide to Agency Divisions and Programs

Please fill out the information below for **each** agency division, program, activity, or service as appropriate. *(If you have already completed the “Agency Program Information” spreadsheet in advance, you do not need to replicate any duplicative information below.)* Copy and paste questions A through M as many times as needed to discuss each division or program. If there is overlap in the information provided across various agency divisions or programs, please reference the relevant page/section rather than repeating the information. Contact Sunset staff with any questions about completing this section for your agency.

**A. Provide the following information at the beginning of each description.**

***Name of division or program: Transfer of Anatomical Specimens***

***Location within the agency: Statewide***

***Contact name: Maria Haynes***

***Statutory citation: Texas Administrative Code Title 25, Part 4, Chapter 477; Texas Health and Safety Code Chapter 691, Subchapter B***

**B. What is the objective of this division or program? Describe its major activities.**

The objective of the Texas Anatomical Transfer, now under the oversight of the Texas Funeral Service Commission (TFSC), is to provide ethical, accountable, and consistent regulation of anatomical donations and transfers within the State of Texas. This responsibility ensures that all donations are managed in accordance with state law, while upholding the dignity of donors and protecting the public interest. By centralizing these functions under TFSC, the Commission seeks to promote transparency, strengthen compliance, and support the appropriate use of donated human remains for education, training, and research, thereby advancing both public trust and professional standards in funeral service regulation.

**C. What information does the agency collect/use to assess the effectiveness and efficiency of this division or program? If applicable, briefly note any LBB performance measures (from Section II, Exhibit 2) but also provide any other metrics of program effectiveness and efficiency. Please provide the data source and/or methodology behind how each statistic or performance**

**measure was determined. If you do not track measures of effectiveness for a given division, department, or program, please explain why.**

In 2024, 363 specimens were approved for transfer. In 2025, 1,743 specimens were approved for transfer.

**D. Describe any important history regarding this division or program not included in the general agency history section, including how the functions or services have changed over time. If the response to Section III of this report is sufficient, please leave this section blank.**

N/A

**E. List any qualifications or eligibility requirements for persons or entities affected by this division or program (e.g., licensees, consumers, and landowners). Provide a statistical breakdown of persons or entities affected.**

N/A

**F. Describe how the division or program is administered, including a description of key processes involved. If you have existing documentation (e.g., flowcharts, timelines, and other illustrations) to describe agency policies and procedures, please include them as attachments. Indicate how field/regional services are used, if applicable.**

The process for an Anatomical Transfer Request application with the Texas Funeral Service Commission (TFSC) begins when a qualified institution or funeral establishment submits a formal application, accompanied by required documentation outlining the purpose of the transfer, the receiving entity, and compliance with statutory requirements. Upon receipt, TFSC staff review the application for completeness, verifying that all necessary forms, supporting documents, and authorizations are included. Staff then evaluate the request to ensure it aligns with Texas law, administrative rules, and ethical handling standards for anatomical material. If additional information is needed, applicants are contacted to provide clarifications or corrections. Once the review is complete and all requirements are satisfied, the application is routed for final internal approval. TFSC staff document the approval and formally notify the applicant, ensuring that the transfer is conducted under proper regulatory oversight, with accountability and respect for donors and the public trust.

**G. If key to understanding the division or program, identify funding sources and amounts, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. Please specify state funding sources (e.g., general revenue, appropriations rider, budget strategy, and fees/dues). *(If you have already submitted funding source info through the "Agency Program Information" spreadsheet, please limit your response to funding formulas or funding conventions.)***

Appropriations rider

**H. Briefly discuss any memoranda of understanding (MOU), interagency agreements, or interagency contracts the agency uses to coordinate its activities and avoid duplication or conflict with other entities that provide similar or identical services or functions to the target population.**

N/A

**I. If the division or program works with local, regional, or federal units of government, include a brief description of these entities and their relationship to the agency.**

N/A

**J. Are there any barriers or challenges that impede the division or program's performance, including any outdated or ineffective state laws? Explain.**

There are challenges that affect the program's performance, but these also emphasize the agency's growth and the need for extra support. The transfer of anatomical responsibilities to the Commission has significantly increased the demand for oversight, coordination, and compliance monitoring. Although existing state laws provide a foundation, some provisions are outdated and do not fully reflect the modern scope of anatomical transfers or the operational needs. This expansion of program responsibilities highlights the necessity for additional personnel to ensure timely processing, effective oversight, and responsive service to stakeholders. By addressing these staffing needs and reviewing statutory provisions, we can strengthen the program and enable it to continue meeting its objectives efficiently.

**K. Provide any additional information needed to gain a preliminary understanding of the division or program.**

N/A

**L. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, piece of equipment, or other entity (e.g., a facility). For each regulatory program, if applicable, describe:**

- **Why the regulation is needed**
- **The scope of, and procedures for, inspections or audits of regulated entities**
- **Follow-up activities conducted when non-compliance is identified**
- **Actions available to the agency to ensure compliance**
- **Procedures for handling consumer/public complaints against regulated entities**

The regulation is essential to ensure that the transfer, use, and final disposition of donated human remains are conducted with dignity and respect, in accordance with Texas law. It provides oversight to maintain public trust in the donation process, safeguards ethical practices in medical education and research, and ensures compliance with health and safety standards. The agency has the authority to inspect and audit willied body program, and other authorized institutions

that receive anatomical donations. These reviews may include an examination of transfer documentation, chain-of-custody procedures, storage and disposition practices, facility conditions, and adherence to reporting requirements. Inspections can be routine (scheduled) or prompted by complaints or concerning issues.

**M. For each regulatory program, if applicable, provide detailed information on complaint and regulatory actions, including investigations and complaint resolutions. The data should cover the last five fiscal years and give a complete picture of the program's regulatory activity, including comprehensive information from initiation of a complaint to resolution of a case. The purpose of the table is to create uniformity across agencies under review to the extent possible, but you may make small adjustments to the table headings as needed to better reflect your agency's particular programs. If necessary to understand the data, please include a brief description of the data source and/or methodology supporting each measure. In addition, please briefly explain or define terms as used by your agency such as complaint, grievance, investigation, enforcement action, jurisdictional scope, etc.**

(Agency Name)  
(Regulatory Program Name)  
**Exhibit 14: Information on Regulated Population; Complaints Against Regulated Persons, Businesses, or other Entities; and Disciplinary Actions  
Fiscal Years 2020 to 2024**

*(These tables should convey the complaint resolution history of the program, encapsulating everything from the indication a violation may have occurred; the following investigation; any administrative or criminal procedures; and the final resolution of the complaint, case, or enforcement matter.)*

<b>*Number Within Total Regulated Population (Active Credentials Only)</b>	<b>Fiscal Year 2020</b>	<b>Fiscal Year 2021</b>	<b>Fiscal Year 2022</b>	<b>Fiscal Year 2023</b>	<b>Fiscal Year 2024</b>
Total Number of Registrations	N/A	N/A	N/A	N/A	94

*\*Add or remove rows as needed*

**Table 14 Exhibit 14 Information on Complaints Against Persons or Entities**

<b>Complaints Received by Source</b>	<b>Fiscal Year 2020</b>	<b>Fiscal Year 2021</b>	<b>Fiscal Year 2022</b>	<b>Fiscal Year 2023</b>	<b>Fiscal Year 2024</b>
Total Complaints Received	N/A	N/A	N/A	N/A	10
Complaints Initiated by Agency (originating from criminal history checks)*	N/A	N/A	N/A	N/A	0
Complaints Initiated by Agency (not originating from criminal history check)	N/A	N/A	N/A	N/A	8
Complaints Originating from Public (including other regulated persons or entities)	N/A	N/A	N/A	N/A	2
Complaints Originating from Other Agencies	N/A	N/A	N/A	N/A	0

*\*Only applicable if conducting fingerprint criminal history checks*

**Table 15 Exhibit 14 Information on Complaints Against Persons or Entities**

Disposition of Complaints	Fiscal Year 2020	Fiscal Year 2021	Fiscal Year 2022	Fiscal Year 2023	Fiscal Year 2024
Total Complaints Received*	N/A	N/A	N/A	N/A	10
Complaints Found Jurisdictional	N/A	N/A	N/A	N/A	10
Complaints Found Non-Jurisdictional	N/A	N/A	N/A	N/A	0
Total Complaints Dismissed (no investigation)	N/A	N/A	N/A	N/A	0
Complaints Dismissed for Lack of Evidence (no investigation)	N/A	N/A	N/A	N/A	0
Complaints Dismissed Due to No Violation Alleged (no investigation)	N/A	N/A	N/A	N/A	0
Total Complaints Sent for Investigation	N/A	N/A	N/A	N/A	10

*\*Since complaints may not be processed within a single fiscal year, rows below may not equal the total*

**Table 16 Exhibit 14 Information on Complaints Against Persons or Entities**

Complaints Resolved	Fiscal Year 2020	Fiscal Year 2021	Fiscal Year 2022	Fiscal Year 2023	Fiscal Year 2024
Total Complaints Resolved After Investigation	N/A	N/A	N/A	N/A	0
Complaints Dismissed for Lack of Evidence Found in Investigation	N/A	N/A	N/A	N/A	0
Complaints Dismissed Due to No Violation Found in Investigation	N/A	N/A	N/A	N/A	0
Total Complaints Resolved Through Informal Action	N/A	N/A	N/A	N/A	0
Total Complaints Resolved Through Formal Action	N/A	N/A	N/A	N/A	0

**Table 17 Exhibit 14 Information on Complaints Against Persons or Entities**

Disciplinary Actions Taken	Fiscal Year 2020	Fiscal Year 2021	Fiscal Year 2022	Fiscal Year 2023	Fiscal Year 2024
Total Complaints Resolved Through Final Orders (Formal and Informal)*	N/A	N/A	N/A	N/A	0
<u>Number</u> of Administrative Penalties Issued	N/A	N/A	N/A	N/A	0
<u>Total Amount</u> of Administrative Penalties Issued	N/A	N/A	N/A	N/A	0
<u>Total Amount</u> of Administrative Penalties Collected	N/A	N/A	N/A	N/A	0
<u>Average Amount</u> of Administrative Penalties Issued	N/A	N/A	N/A	N/A	0
<u>Average Amount</u> of Administrative Penalties Collected	N/A	N/A	N/A	N/A	0
Warnings	N/A	N/A	N/A	N/A	0
Reprimands	N/A	N/A	N/A	N/A	0
Suspensions	N/A	N/A	N/A	N/A	0
Probated Suspensions	N/A	N/A	N/A	N/A	0
Revocations	N/A	N/A	N/A	N/A	0
Remedial Plans (if applicable)	N/A	N/A	N/A	N/A	0
(Other Disciplinary Action – Specify)**	N/A	N/A	N/A	N/A	0

*\* Since complaints may not be processed within a single fiscal year, rows below may not equal the total*

**\*\*Add rows as needed****Table 18 Exhibit 14 Information on Complaints Against Persons or Entities**

<b>Disciplinary Actions Appealed</b>	<b>Fiscal Year 2020</b>	<b>Fiscal Year 2021</b>	<b>Fiscal Year 2022</b>	<b>Fiscal Year 2023</b>	<b>Fiscal Year 2024</b>
Total Hearings at SOAH	N/A	N/A	N/A	N/A	0
Agency Prevailed at SOAH	N/A	N/A	N/A	N/A	0
Agency Did Not Prevail at SOAH	N/A	N/A	N/A	N/A	0
Total Appeals by Respondent to District Court	N/A	N/A	N/A	N/A	0
Agency Action Affirmed by District Court	N/A	N/A	N/A	N/A	0
Agency Action Overturned or Changed by District Court	N/A	N/A	N/A	N/A	0
Total Appeals by Agency to District Court	N/A	N/A	N/A	N/A	0
Agency Action Affirmed by District Court	N/A	N/A	N/A	N/A	0
Agency Action Overturned or Changed by District Court	N/A	N/A	N/A	N/A	0

**Table 19 Exhibit 14 Information on Complaints Against Persons or Entities**

<b>Timelines for Enforcement Actions</b>	<b>Fiscal Year 2020</b>	<b>Fiscal Year 2021</b>	<b>Fiscal Year 2022</b>	<b>Fiscal Year 2023</b>	<b>Fiscal Year 2024</b>
<i>Final Resolution = complaint dismissed or final order entered; does not include time in appeals to district court</i>					
Average Days from Complaint Received to Final Resolution	N/A	N/A	N/A	N/A	0
Maximum Days from Complaint Received to Final Resolution	N/A	N/A	N/A	N/A	0
Average Days from Complaint Received to Dismissed	N/A	N/A	N/A	N/A	0
Average Days from Complaint Received to Dismissed (no investigation)	N/A	N/A	N/A	N/A	0
Average Days from Complaint Received to Investigation Finished	N/A	N/A	N/A	N/A	0
Average Days from Start to Finish of Investigation	N/A	N/A	N/A	N/A	0
Number of Complaints Open for More than One Year (as of August 31 <sup>st</sup> of Fiscal Year)	N/A	N/A	N/A	N/A	0
Percentage of Complaints Resolved within Six Months	N/A	N/A	N/A	N/A	0

**Table 20 Exhibit 14 Information on Complaints Against Persons or Entities**

## VIII. Statutory Authority and Recent Legislation

A. Fill in the following tables, listing citations for all state and federal statutes that grant authority to or otherwise significantly impact your agency. Do not include general state statutes that apply to all agencies such as the Public Information Act, the Open Meetings Act, or the Administrative Procedure Act. Provide information on Attorney General opinions from fiscal years 2020-2024 or earlier significant Attorney General opinions that affect your agency's operations.

(Agency Name)  
Exhibit 15: Statutes / Attorney General Opinions

### Statutes

Citation / Title	Authority / Impact on Agency (e.g., "provides authority to license and regulate nursing home administrators")
(Text)	(Text)

Table 21 Exhibit 15 Statutes

### Attorney General Opinions

Attorney General Opinion No.	Impact on Agency
(Text)	(Text)

Table 22 Exhibit 15 Attorney General Opinions

B. Provide a summary of significant legislation regarding your agency by filling in the tables below or attaching information already available in an agency-developed format. Briefly summarize the key provisions. For bills that did not pass but were significant, briefly explain the key provisions and issues that resulted in failure of the bill to pass (e.g., opposition to a new fee or high cost of implementation). Place an asterisk next to bills that could have a major impact on the agency. *See Exhibit 16 Examples.*

(Agency Name)  
Exhibit 16: 89th Legislative Session

### Legislation Enacted

Bill Number	Author	Summary of Key Provisions
(Number)	(Text)	(Text)

Table 23 Exhibit 16 Legislation Enacted 89th Legislature

### Legislation Not Passed

Bill Number	Author	Summary of Key Provisions / Reason Bill Did Not Pass
(Number)	(Text)	(Text)

Table 24 Exhibit 16 Legislation Not Passed 89th Legislature

## IX. Major Issues

The purpose of this section is to briefly describe any potential issues raised by your agency, the Legislature, or stakeholders that Sunset could help address through changes in statute to improve your agency's operations and service delivery. Inclusion of an issue does not indicate support, or opposition, for the issue by the agency's board or staff. Instead, this section is intended to give the Sunset Commission a basic understanding of the issues so staff can collect more information during extensive research on your agency. Some questions to ask in preparing this section may include: (1) How can your agency do a better job in meeting the needs of customers or in achieving agency goals? and (2) What barriers exist that limit your agency's ability to get the job done?

Emphasis should be given to issues appropriate for resolution through changes in state law. Issues related to funding or actions by other governmental entities (federal, local, quasi-governmental, etc.) may be included, but the Sunset Commission has no authority in the appropriations process or with other units of government. If these types of issues are included, the focus should be on solutions that can be enacted in state law.

This section contains the following components: Major Issues List (Questions A-C) and Obstacles, Unnecessary Functions, and Opportunities (Questions D-F). Complete the first three questions for **each** issue. Copy and paste components A through C as many times as needed to discuss each issue. *See Major Issues Example.*

### A. Brief Description of Issue

Not enough staff to be thoroughly effective in prevention. Pay is not competitive enough to attract new talent. Vague rules and statues. No power to back-up decisions that are made. No automated program. Whole program is run on spreadsheets including payment tracking.

### B. Discussion

**Background.** Include enough information to give context for the issue. Information helpful in building context includes:

- What specific problems or concerns are involved in this issue?  
You can't get consistency in executing the program, because every vendor and facility is under the impression that there can be special rules for them, or rules do not apply to them. Staff of 1 person is not a sustainable policy.
- Who does this issue affect?  
The staff
- What is the agency's role related to the issue?  
Need in writing rules, policies and procedures
- Do any sections of state law create or contribute to the issue?  
Vague writing. No recent updates



- Is there any previous legislative action related to the issue?

### **C. Possible Solutions and Impact**

Provide potential recommendations to solve the problem. Feel free to add a more detailed discussion of each proposed solution, including:

- How will the proposed solution fix the problem or issue?  
Need an attorney and upper management to interpret current rules and laws, as well as write new policies and procedures as questions arise.  
A digitized system of application and payment.
- How will the proposed change impact any entities or interest groups? Having clear concise rules and instructions would make the whole process swifter, and less confusing with constant changes.  
A digitized system means everyone has to complete the same documentation for approval, and create less chaos from tracking emails, paper files, and spreadsheets
- How will your agency's performance be impacted by the proposed change?  
Less back and forth with the facilities, willed body programs, and NADOs
- What are the benefits of the recommended change?  
Staff are not overwhelmed by daily duties, and back-up of work for missed days
- What are the possible drawbacks of the recommended change?  
Not all facilities and suppliers will be immediately onboard
- What is the fiscal impact of the proposed change?  
Minimal compared to the projected income levels

### **D. What key obstacles impede your agency's ability to achieve its objectives?**

Staffing, consistency of leadership, Pay

### **E. What, if any, agency or program functions does your agency perform that are no longer serving a clear and ongoing purpose? Could any agency functions be eliminated so agency resources could be better directed elsewhere? If so, which?**

(Answer here)

### **F. Aside from acquiring additional staff or funding, what are your agency's biggest opportunities for improvement in the future? For example, are there other programs or duties the agency could take on to better carry out its mission?**

Digital tracking system

## X. Other Contacts

A. Fill in the following tables with updated information on people with an interest in your agency. Be sure to include their most recent email address.

(Agency Name)  
Exhibit 17: Other Contacts

### Interest Groups

*(groups affected by agency actions or that represent others served by or affected by agency actions)*

Group or Association Name/ Contact Person	Address	Telephone	Email Address
N/A			

Table 25 Exhibit 17 Interest Groups

### Interagency, State, or National Associations

*(that serve as an information clearinghouse or regularly interact with your agency)*

Group or Association Name/ Contact Person	Address	Telephone	Email Address
N/A			

Table 26 Exhibit 17 Interagency, State, and National Associations

### Liaisons at Other State Agencies

*(with which your agency maintains an ongoing relationship, e.g., the agency's assigned analyst at the Legislative Budget Board or attorney at the Attorney General's office)*

Agency Name / Relationship / Contact Person	Address	Telephone	Email Address
John Lipps	Assistant Attorney General Administrative Law Division P.O. Box 12548 Austin, TX 78711		

Table 27 Exhibit 17 Liaisons at Other State Agencies

## XI. Additional Information

A. Texas Government Code, Section 325.0075 requires agencies under review to submit a report about their reporting requirements to Sunset with the same due date as the SER. Include a list of each agency-specific report the agency is required by statute to prepare and an evaluation of the need for each report based on whether factors or conditions have changed since the statutory requirement was put in place. Please do not include general reporting requirements applicable to all agencies, reports that have an expiration date, routine notifications or notices, posting requirements, federally mandated reports, or reports required by G.A.A. rider. If the list is longer than one page, please include it as an attachment. *See Exhibit 18 Example.*

(Agency Name)  
Exhibit 18: Evaluation of Agency Reporting Requirements

Report Title	Legal Authority	Due Date and Frequency	Recipient	Description	Is the Report Still Needed? Why?
N/A	N/A	N/A	N/A	N/A	N/A

Table 28 Exhibit 18 Agency Reporting Requirements

*Note: If more than one page of space is needed, please provide this chart as an attachment, and feel free to convert it to landscape orientation or transfer it to an Excel file.*

B. Does the agency's statute use "person-first respectful language" as required by Texas Government Code, Section 325.0123? Please explain and include any statutory provisions that might supersede or create challenges in implementing these changes.

Yes

C. Please describe how your agency receives and investigates complaints about the agency and its operations.

The Texas Funeral Service Commission (TFSC) receives complaints about the agency and its operations via mail and email. Each complaint is reviewed to determine whether it falls within the agency's jurisdiction. If applicable, a formal investigation is conducted, which may include collecting documentation, reviewing procedures, and interviewing the parties involved. If a complaint is substantiated, the agency will take corrective measures. Once the investigation is complete, the complainant is informed of the outcome.

**Complete the following table detailing information on complaints received about your agency and its operations. Do not include complaints received about people or entities the agency regulates, if applicable.**

(Agency Name)  
**Exhibit 19: Complaints Against the Agency — Fiscal Years 2020-24**

	Fiscal Year 2020	Fiscal Year 2021	Fiscal Year 2022	Fiscal Year 2023	Fiscal Year 2024
Number of complaints received	N/A	N/A	N/A	N/A	10
Number of complaints resolved	N/A	N/A	N/A	N/A	0
Number of complaints dropped / found to be without merit	N/A	N/A	N/A	N/A	0
Number of complaints pending from prior years	N/A	N/A	N/A	N/A	0
Average time period for resolution of a complaint	N/A	N/A	N/A	N/A	0

Table 29 Exhibit 19 Complaints Against the Agency

**D. Fill in the following tables detailing your agency's historically underutilized business (HUB) purchases. Sunset is required by law to review and report this information to the Legislature. If your agency has set specific goals and not statewide goals, please provide the goal percentages and describe the method used to determine those goals. (TAC Title 34, Part 1, Chapter 20, Rule 20.284)**

(Agency Name)  
**Exhibit 20: Purchases from HUBs**

***Heavy Construction***

Year	Total \$ Spent	Total HUB \$ Spent	Percentage of Total Spent on HUB	Agency Specific Goal*	Statewide Goal
2022	N/A	N/A	N/A	N/A	11.2%
2023	N/A	N/A	N/A	N/A	11.2%
2024	N/A	N/A	N/A	N/A	11.2%

Table 30 Exhibit 20 HUB Purchases for Heavy Construction

**Building Construction**

Year	Total \$ Spent	Total HUB \$ Spent	Percentage of Total Spent on HUB	Agency Specific Goal	Statewide Goal
2022	N/A	N/A	N/A	N/A	21.1%
2023	N/A	N/A	N/A	N/A	21.1%
2024	N/A	N/A	N/A	N/A	21.1%

Table 31 Exhibit 20 HUB Purchases for Building Construction

**Special Trade**

Year	Total \$ Spent	Total HUB \$ Spent	Percentage of Total Spent on HUB	Agency Specific Goal	Statewide Goal
2022	N/A	N/A	N/A	N/A	32.9%
2023	N/A	N/A	N/A	N/A	32.9%
2024	N/A	N/A	N/A	N/A	32.9%

Table 32 Exhibit 20 HUB Purchases for Special Trade

**Professional Services**

Year	Total \$ Spent	Total HUB \$ Spent	Percentage of Total Spent on HUB	Agency Specific Goal	Statewide Goal
2022	N/A	N/A	N/A	N/A	23.7%
2023	N/A	N/A	N/A	N/A	23.7%
2024	N/A	N/A	N/A	N/A	23.7%

Table 33 Exhibit 20 HUB Purchases for Professional Services

**Other Services**

Year	Total \$ Spent	Total HUB \$ Spent	Percentage of Total Spent on HUB	Agency Specific Goal	Statewide Goal
2022	N/A	N/A	N/A	N/A	26.0%
2023	N/A	N/A	N/A	N/A	26.0%
2024	N/A	N/A	N/A	N/A	26.0%

Table 34 Exhibit 20 HUB Purchases for Other Services

**Commodities**

Year	Total \$ Spent	Total HUB \$ Spent	Percentage of Total Spent on HUB	Agency Specific Goal	Statewide Goal
2022	N/A	N/A	N/A	N/A	21.1%
2023	N/A	N/A	N/A	N/A	21.1%

Year	Total \$ Spent	Total HUB \$ Spent	Percentage of Total Spent on HUB	Agency Specific Goal	Statewide Goal
2024	N/A	N/A	N/A	N/A	21.1%

Table 35 Exhibit 20 HUB Purchases for Commodities

**F. Does your agency have a HUB policy? How does your agency address performance shortfalls related to the policy? (Texas Government Code, Section 2161.003; TAC Title 34, Part 1, Rule 20.286c)**

N/A

**G. For agencies with contracts valued at \$100,000 or more: Does your agency follow a HUB subcontracting plan to solicit bids, proposals, offers, or other applicable expressions of interest for subcontracting opportunities available for contracts of \$100,000 or more? (Texas Government Code, Section 2161.252; TAC Title 34, Part 1, Rule 20.285)**

N/A

**H. For agencies with biennial appropriations exceeding \$10 million, answer the following HUB questions:**

- 1. Do you have a HUB coordinator? If yes, provide name and contact information. (Texas Government Code, Section 2161.062; TAC Title 34, Part 1, Rule 20.296)**

N/A

- 2. Has your agency designed a program of HUB forums in which businesses are invited to deliver presentations that demonstrate their capability to do business with your agency? (Texas Government Code, Section 2161.066; TAC Title 34, Part 1, Rule 20.297)**

N/A

- 3. Has your agency developed a mentor-protégé program to foster long-term relationships between prime contractors and HUBs and to increase the ability of HUBs to contract with the state or to receive subcontracts under a state contract? (Texas Government Code, Section 2161.065; TAC Title 34, Part 1, Rule 20.298)**

N/A

**I. Fill in the tables below detailing your agency's Equal Employment Opportunity (EEO) statistics. Sunset is required by law to review and report this information to the Legislature. Please use only the categories provided below. For example, some agencies use the classification "paraprofessionals," which is not tracked by the state civilian workforce. Please reclassify all employees within the appropriate categories below.**

(Agency Name)  
**Exhibit 21: Equal Employment Opportunity Statistics**

**1. Officials / Administration**

Year	Total Number of Positions	Percent African-American	Statewide Civilian Workforce Percent	Percent Hispanic	Statewide Civilian Workforce Percent	Percent Female	Statewide Civilian Workforce Percent
2022	N/A	N/A	9.1%	N/A	26.5%	N/A	41.3%
2023	N/A	N/A	9.1%	N/A	26.5%	N/A	41.3%
2024	7	0	9.1%	1	26.5%	42%	41.3%

**Table 36 Exhibit 21 EEO Statistics for Officials/Administration**
**2. Professional**

Year	Total Number of Positions	Percent African-American	Statewide Civilian Workforce Percent	Percent Hispanic	Statewide Civilian Workforce Percent	Percent Female	Statewide Civilian Workforce Percent
2022	N/A	N/A	11.7%	N/A	23.3%	N/A	53.8%
2023	N/A	N/A	11.7%	N/A	23.3%	N/A	53.8%
2024	1	0	11.7%	0	23.3%	100%	53.8%

**Table 37 Exhibit 21 EEO Statistics for Professionals**
**3. Technical**

Year	Total Number of Positions	Percent African-American	Statewide Civilian Workforce Percent	Percent Hispanic	Statewide Civilian Workforce Percent	Percent Female	Statewide Civilian Workforce Percent
2022	N/A	N/A	15.3%	N/A	36.7%	N/A	62.8%
2023	N/A	N/A	15.3%	N/A	36.7%	N/A	62.8%
2024	N/A	N/A	15.3%	N/A	36.7%	N/A	62.8%

**Table 38 Exhibit 21 EEO Statistics for Technical**
**4. Administrative Support**

Year	Total Number of Positions	Percent African-American	Statewide Civilian Workforce Percent	Percent Hispanic	Statewide Civilian Workforce Percent	Percent Female	Statewide Civilian Workforce Percent
2022	N/A	N/A	15.2%	N/A	39.3%	N/A	73.7%
2023	N/A	N/A	15.2%	N/A	39.3%	N/A	73.7%
2024	1	0	15.2%	0	39.3%	100%	73.7%

**Table 39 Exhibit 21 EEO Statistics for Administrative Support**

**5. Service / Maintenance**

Year	Total Number of Positions	Percent African-American	Statewide Civilian Workforce Percent	Percent Hispanic	Statewide Civilian Workforce Percent	Percent Female	Statewide Civilian Workforce Percent
2022	N/A	N/A	12.6%	N/A	55.10%	N/A	51.7%
2023	N/A	N/A	12.6%	N/A	55.1%	N/A	51.7%
2024	N/A	N/A	12.6%	N/A	55.1%	N/A	51.7%

Table 40 Exhibit 21 EEO Statistics for Service and Maintenance

**6. Skilled Craft**

Year	Total Number of Positions	Percent African-American	Statewide Civilian Workforce Percent	Percent Hispanic	Statewide Civilian Workforce Percent	Percent Female	Statewide Civilian Workforce Percent
2022	N/A	N/A	10.8%	N/A	53.0%	N/A	12.4%
2023	N/A	N/A	10.8%	N/A	53.0%	N/A	12.4%
2024	N/A	N/A	10.8%	N/A	53.0%	N/A	12.4%

Table 41 Exhibit 21 EEO Statistics for Skilled Craft

**7. Protective Service (if applicable)**

Year	Total Number of Positions	Percent African-American	Statewide Civilian Workforce Percent	Percent Hispanic	Statewide Civilian Workforce Percent	Percent Female	Statewide Civilian Workforce Percent
2022	N/A	N/A	24.0%	N/A	33.6%	N/A	25.4%
2023	N/A	N/A	24.0%	N/A	33.6%	N/A	25.4%
2024	N/A	N/A	24.0%	N/A	33.6%	N/A	25.4%

Table 42 Exhibit 21 EEO Statistics for Protective Service

**J. Does your agency have an equal employment opportunity policy? If yes, please provide an attachment. How does your agency address performance shortfalls related to the policy?**

(Answer here)



## **XII. Agency Comments**

Provide any additional information needed to gain a preliminary understanding of your agency.