

The WCCA Reporter

A Wisconsin Cemetery & Cremation Association Publication



The President's Point

By Bill Hoffmann

Last month's Annual Convention is now a thing of history, and we can look back and say that it was largely successful. We had some new members, some new vendors, and an all around decent turn-out. The accommodations were good, with the Hotel staff trying very hard to respond to our needs. Those of you who were there, we thank you so much for your support and participation. If you were not there, I hope we can persuade you to put it on list of things to do for 2011. I especially want to thank Ted Tingesdahl of Matthews Bronze, David Brenner of Prairie Home Cemetery and Kelly Tarczewski of

Pilgrims Rest in Pewaukee. They were instrumental in the planning and organizing.

As has been the tradition the past few years, the convention has featured a Silent Auction. This is always fun and thanks to the generosity of our vendors, people have been able to get some really great deals on some very nice stuff. This year certainly was no exception, and I again want to say thank you to all of you vendors who so generously contributed to the Auction. I can't express my appreciation enough.

If there are some of you who attended and we did not get a chance to meet and talk, please forgive me. I hope you enjoyed the conference none the less, and will forgive my ineptness.

Very soon we will get to the business of planning for next year's event. If you want to offer some suggestions or comments, I would welcome them. Of most interest to me would be any topics you would like to hear speakers talk about. We learned a lot from this convention, and hope to put some of the lessons learned to good use next year.

Thank you to all of our sponsors Of the 2010 WCCA Convention!

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Scenes from the 2010



Convention in Waukesha.

The Country Spring Resort was the scene of the 2010 WCCA convention. We greatly appreciate all of those who participated and worked to make it a good event for all. We had a very good line up of speakers that addressed topics that greatly affect us all.

Some of the topics that were covered were;

- Cemetery 102 (Best operational practices)
- Storm water management
- Cemetery software
- Handling Media When They Arrive at Your Door
- The Economy and Investments.



Brendan Hanley of **Biondan North America**, (center) with Glen Porter (right) and Tim Stanley



Lynn Illig and Ted Tingesdahl from **Matthews Bronze**.



“Hospitality Room”, David Brenner, Lynn Illig and Kelly Tarczewski.



Jim and Barb Mork of **Mork Mausoleum** (left) with Lloyd Radmer and Teresa Stricklen-Rechlicz



Silent Auction



Dinner Buffet

Dr. Darling's Darlings

"There are only two lasting bequests we can hope to give our children. One of these is roots, the other, wings." - Hodding Carter

Fond du Lac history came to life and took flight at **Rienzi Cemetery.**

Third grade students at Evans Elementary have been studying their Fond du Lac roots. An inspiring tour of Rienzi Cemetery brought this unit of study to life and a wonderful idea took flight! Last week Diane Bunger, Family Services Counselor at Rienzi, guided students on a tour that connected Fond du Lac history with real people. She shared stories of the pioneer spirit that many of Fond du Lac's forefathers and foremothers embodied.

Dr. Mason Darling is often known as the "Father of Fond du Lac". Students noticed that his headstone was quite weathered and dirty. Diane mentioned that the cost of clean-up would be \$100. A small group of students decided to raise money in order to honor Dr. Darling and clean his headstone. Not one, but two lemonade stands were set up in the neighborhood the very next day.

As one student explained, "This meant we would double our money!" Lessons from a previous social studies unit about supply and demand also came to life. Students discussed the possibility of increasing the price of a cup of lemonade to \$1.50 if temperatures reached over 80 degrees.

Excitement spread and soon the number of students who wanted to help grew. Parents provided cups, lemonade, and donations. A small delegation of Dr. Darling's Darlings volunteered at the Evans Fun Fair and earned more money. Enthusiasm spread and soon enough money was earned! Happy Memorial Day Dr. Darling! Thank you for the gifts you gave to Fond du Lac!

P.S. Students are wondering if General Edward Bragg's headstone is in need of some TLC. I think this story may be continued...

Respectfully written by:
Mary Costello (She is their teacher)



Funeral industry becoming tech-savvy with online arrangements

BY ELIZABETH BASSETT

July 26, 2010

Making funeral arrangements after the death of a loved one isn't something that most would describe as easy, but a few North Texas funeral homes are incorporating a new tool to make it a bit simpler. The funeral homes, part of the network of Stewart Enterprises Inc., are using an online tool called the virtual arrangement conference to allow families to gather information about their loved one for the death certificate and funeral service on their own time and at home.

The information is the same information usually gathered at the first meeting with a funeral arranger, and the data is then sent to the funeral home, where an arranger can go over it before a family comes in for the meeting.

"We're never completely prepared for that moment, so anything that can help people to get through a time like this, I'm all for it," said Martin Thompson, manager and director of J.E. Foust Funeral Home in Grapevine.

Foust Funeral Home is part of Stewart Enterprises, based in Jefferson, La., and the second largest provider of products and services in the funeral industry in the United States and owns and operates 218 funeral homes and 140 cemeteries.

The virtual arrangement conference was developed in-house by Stewart Enterprises and debuted at local company funeral homes a few months ago.

The online tool gathers information on the deceased, including biographical background and items to create an obituary. The tool also lets a family select what kind of casket or urn is best and what kind of service is most appropriate. When a family comes in and already has used the conference, arrangers have more time to spend personalizing their services, said Jenny Barnett, manager of Laurel Land Funeral Home in Fort Worth and Burleson.

"When they come in, we don't have to spend all the time going through the vital statistics and all those things," she said.

While the funeral industry may not be thought of as particularly tech-savvy, there is an increasing reliance on technology — and particularly online tools — to create services, said Willie Meyer, funeral home manager at Bluebonnet Hills in Memorial Park.

The Colleyville funeral home offers online memorial websites for families to upload photos, videos and receive messages of sympathy from friends and family around the world. Those online tributes, as well as slideshow presentations at services accompanied by family-chosen soundtracks, are common.

Additionally, some Stewart Enterprises homes have web cameras set up in chapels and can livestream video of a service on Internet pages with protected passwords, so those who can't make it to the service can still be a part of it, Meyer said. The addition of these new services reflects a growing incorporation of technology into every facet of life.

"How many of them have their iPods with them, how many of them have their e-mail on their own cell phones?" he said.

While the tool is not intended for pre-planning, Thompson said it does let families work their way through the planning process a little more on their time. After a phone call to the funeral home to set up a meeting time, they can use the virtual arrangement conference at their own pace before the meeting and save and revisit information over several days.

Sometimes learning to plan a funeral is better done in one's own home, he said.

"It's not something anybody's ever taught in school, and everything that people know is what they see in movies," he said.

(Reprinted from the Fort Worth Business Press)

Capitol Update

WCCA government affairs - Michael Welsh, WCCA lobbyist

Key legislative races may shift power in state capitol

Just like every other November general election, all 99 seats in the Wisconsin State Assembly are “up for grabs” and half of the State Senate’s 33 seats (17 in 2010) will be on the ballot.

Past that, there’s not much else “normal” about the upcoming legislative elections. In fact, it’s fair to say political conventional wisdom can be thrown out the window during this highly-charged, if not turbulent campaign season.

Democrats currently hold the majority in both houses of the Legislature – by slim margins – and the upcoming state legislative elections have the potential to shake-up the current power structure. The campaign season has been – and will likely continue to be – defined by anti-incumbent sentiment among the electorate and a general dissatisfaction with the current direction of government.

Since Democrats currently control all of state government, voter dissatisfaction is perceived as good news for state GOP legislative candidates.

The elections are roughly three months away, and anything can happen. But as Election Day draws closer, it will become more and more difficult for Democrats to break voter trends.

With that in mind, *The WCCA Reporter* takes a quick look at how Republicans could win back the legislature on Election Day: **State Assembly**

As mentioned-above, Democrats control the Assembly – but their grasp on power is tenuous. They currently have a 51 seat majority. The GOP holds 46 seats, and the two remaining seats are occupied by Independents.

To win back control of the Assembly, which they held from 1995 to 2008, Assembly Republicans must pick -up four seats this fall.

They also have to defend all of their incumbents and retain open seats held by GOP lawmakers not seeking reelection. It may sound easy, but it's no simple task.

While some races will be more competitive than others, there are only a handful of Assembly contests that will determine party control in the next legislative session.

State Senate

Democrats also currently control the State Senate, enjoying an 18-15 majority. Of course, Senate Republicans are looking to change their fortunes when voters head to the polls on November 2.

Due in large part to the small number of competitive Senate races in each election cycle, it's generally difficult for the minority party to recapture the majority.

However, while there are only four Senate races considered competitive this fall, the GOP believes they have a realistic shot to gain at least two seats, protect all of their incumbents, and ultimately win control of the State Senate.

The four perceived competitive seats are all currently held by Democrats. They are also held by freshman Senators who narrowly won in 2006 – making them especially vulnerable in the voting booth.

Regardless of the outcome this fall, elections do have consequences and will have an impact on you – and potentially the cemetery industry in Wisconsin.

With that in mind, the WCCA will continue to monitor Wisconsin’s legislative and statewide races and provide members with up-to-date reports – including what the final outcome will mean for the Association’s legislative agenda.

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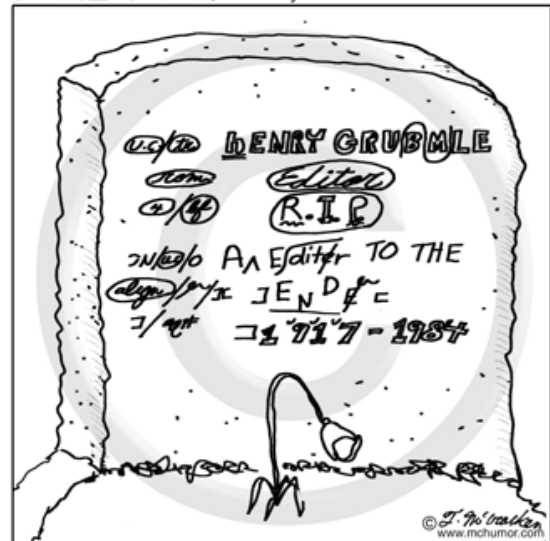


A dead lawyers grave...

A woman and her little girl were visiting the grave of the little girl's grandmother. On their way through the cemetery back to the car, the little girl asked, "Mommy, do they ever bury two people in the same grave?" "Of course not, dear." replied the mother, "Why would you think that?" "The tombstone back there said, 'Here lies a lawyer and an honest man.'"



MCHUMOR.COM by T. McCracken



Henry Grumble, an editor to the bitter end.

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Senate panel takes up Arlington woes

By Andrew Stiles - 07/24/10 08:00 PM ET

Senators will hear testimony from Army officials next week in the ongoing controversy over the troubling mismanagement allegations at Arlington National Cemetery.

The Senate Homeland Security Subcommittee on Contract Oversight will address the findings of a months-long Army investigation that revealed a “dysfunctional” management system, flawed recordkeeping and more than 200 mismarked graves at the military burial site.

Edward Harrington, Deputy Assistant Secretary of the Army (Procurement); Claudia Tornblom, Deputy Assistant Secretary of the Army (Management and Budget); and Kathryn Condon, Executive Director of the Army National Cemeteries Program are among those expected to testify.

Also requested at the hearing are John C. Metzler Jr., former superintendent at Arlington National Cemetery, and Thurman Higginbotham, the former deputy superintendent.

Metzler and Higginbotham were both implicated of wrongdoing in the Army’s report, but because both men recently announced their retirements it is unclear whether they will be compelled to testify.

Metzler was reprimanded following the report’s release, while Higginbotham was put on administrative leave pending a disciplinary review, which is ongoing.

The subcommittee wants Higginbotham to testify about his role overseeing contracts,

in particular the technology contracts to digitize the cemetery’s burial records. Investigators said mistakes related to these contracts contributed to the improperly marked graves at the cemetery.

In a letter to Higginbotham requesting his appearance at the hearing, subcommittee Chairwoman Claire McCaskill (D-Mo.) said Higginbotham should be prepared to discuss the report’s findings that he “repeatedly authorized payment to contractors for IT contracts despite ‘grossly inadequate contractor progress to justify these expenditures.’”

McCaskill spokeswoman Maria Speiser said Higginbotham had not yet indicated how he would respond to the subcommittee’s request.

The report’s release in June prompted severe public outcry, extensive media coverage and the immediate scheduling of congressional hearings to address the issue.

Members of the House Armed Service Committee openly expressed their outrage at a hearing earlier this month to address the report’s findings.

“I’m just downright angry,” Rep. Ike Skelton (D-Mo.), the committee chairman, said in his opening remarks.

Rep. Buck McKeon (R-Calif.), ranking member on the committee, called the report’s findings “profoundly shocking and heartbreaking.”

In spite of the initial outcry over the Arlington report, sources indicate that lawmakers are in no rush to take legislative action.

Instead, members of Congress seem to have adopted a “wait and see” approach to allow the Army to confront the problems on its own.

"Arlington Woes" cont'd

"At this point, legislative action would be premature," Skelton spokeswoman Jennifer Kohl said.

She said the committee continued to exercise "full oversight" of the Army's efforts to correct the problems identified in the report

But would not hesitate to conduct further hearings if needed. "This is an ongoing effort that will continue for a number of years," Kohl said.

Brian Lawrence, a spokesman for Rep. Steve Buyer (R-Ind.), ranking member of the House Veteran's Affairs Committee, said that while lawmakers have met with Army officials to discuss the situation at Arlington, these discussions are still in the preliminary stages.

"I don't want to say it's out of the spotlight," Lawrence said. "We're waiting to see if legislation is necessary."

He said given the relatively full legislative agenda facing Congress, members are unlikely to address the Arlington situation before the August recess. "I don't see that happening," Lawrence said. "We're still in the assessment period right now."

Speiser said the Senate subcommittee would wait until after Thursday's hearing before deciding how best to proceed. "we're hopeful that the hearing will shed new light on how these contracting problems occurred and what factors led to the situation and then we will go from there," Speiser said.

Though legislation to address the problems at Arlington is unlikely to materialize any time soon, some lawmakers have been working on the sidelines to address what is widely considered to be the cemetery's most pressing issue shortfall—its woefully outdated record system.

Sen. Mark Warner (D- Va.) posted a YouTube video on his website last month following a briefing with Army officials. He said it was "appalling" that while the Army has spent \$5.5million since 2003 on a number of separate contracts to update and digitize Arlington's gravesite records, cemetery officials are still relying on "hand-written 3x5 index cards." "That means we are one fire, flood or coffee spill away from damaging or losing these irreplaceable records," Warner said.

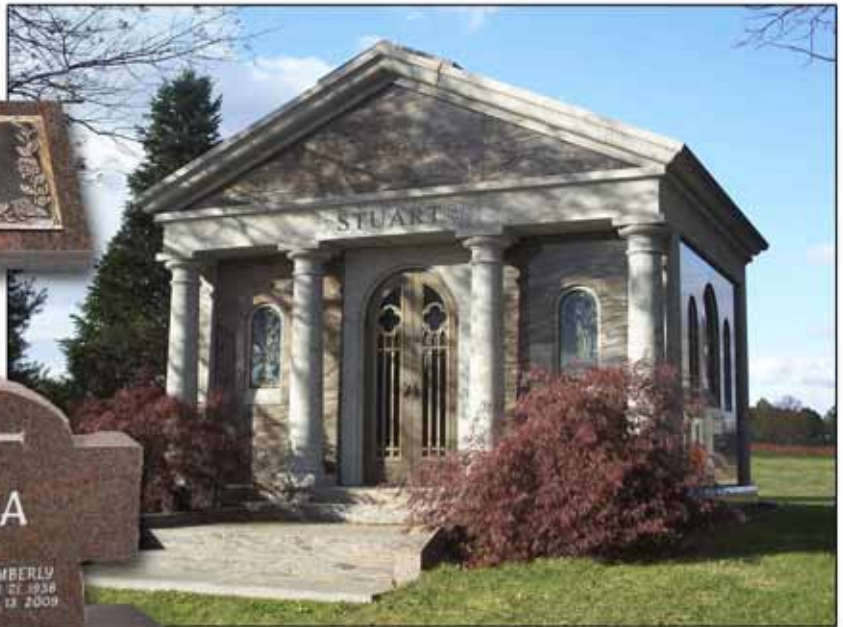
Warner said he has been working with members of the Northern Virginia Technology Council to provide a "short term patch," free of charge, that could immediately improve the cemetery's record system while a more permanent solution is negotiated.

He said the issue of Arlington's record keeping should be addressed as soon as possible, even as Congress determines whether further corrective action is needed. Buyer has also been pushing Arlington to adopt a new electronic database. "Our concern is whether the IT system has the backbone to support what it needs," Buyer's spokesman said. Warner said a reliable record system was a necessary first step to restoring Arlington to its "hallowed ground status for all Americans."

(reprinted from The Hill)

Cont'd Page 8

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Cemetery, Veteran's Father find compromise.

The father of an Illinois soldier who died in Iraq has made a deal with a cemetery for the right to keep the 10-foot flag poles that bookend his son's [memorial](#), MyFoxChicago.com reports.

Army Cpl. Albert Bitton was killed by a roadside bomb in 2008. For the past two and a half years the poles have displayed an American flag and an MIA/POW flag, one on each side of the headstone. It's a monument that his father, Elie Bitton, visits three times a day.

But last week, Ron Graeff, the cemetery's new [manager](#), ordered Bitton to take down the flags and flowers around the grave site because they violate the cemetery's rules.

Though the rules permit American, Israeli and Army Airborne flags, they don't allow memorials taller than 4 feet.

The situation is a shame, a Veterans of Foreign Wars spokesman told MyFoxChicago.com, and the Illinois Department of Veterans Affairs is investigating the dispute.

The cemetery told Bitton that he had until the end of day Monday to remove the flags, but the city of Skokie arranged a meeting between Bitton and cemetery [management](#), so Graeff said no action will be taken prior to that meeting.

Bitton told MyFoxChicago.com that he is willing to give his life for his son's honor and is ready to put up a fight with the cemetery, which is owned by Dignity Memorial, a Houston-based firm.



Vendor Profile– Mork Mausoleum Construction Company.

On April 2, 1994, the Milwaukee Business Journal ran a story about Mork Mausoleum Construction, Inc. This year the company is celebrating their 30th year in existence, although the first four years were under a different management structure. Looking back on that article, not too much has changed . . .

“. . . Ron Mork had a comfortable, secure job in the local construction industry but decided to give it up to start his own contracting firm. His specialty, he decided, would be building mausoleums. "I just thought that (building) mausoleums was a neat thing. It's kind of unique and I thought that I could make some money at it."

“. . . Mork Mausoleum has stayed successful by staying small, mastering the unique standards of mausoleum construction and serving a market few other contractors serve. "If we have to, we'll hire to grow, but we don't want to get monstrously big," said Jim Mork . . . "We want to have control over our work...because we take a lot of pride in what we do. Taking pride in mausoleum work involves using high-quality materials and exacting building standards . . ."

"Keeping the company small helps maintain the quality control and reduces overhead . . . The firm keeps its overhead low . . . by keeping operations in the family. Mork Mausoleum limits its use of subcontractors and handles all the cost estimating, bidding, and other administrative duties out of its small office."

Since this article was written, the patriarch has retired and the company is in their second generation. With more than 30 years of field experience, Jim Mork is extremely knowledgeable of construction methods and has tremendous insight. Beyond estimating and trouble-shooting, he is called upon as a consultant to work with various architects and owners as projects are in their earliest stages.

The field crew, headed by partner, Mike Schwinghammer, has very low turnover and is highly skilled and specialized. When asked for references, there is not the typical list of two or three happy customers whose names are provided. Instead, the person making the request is given contact information for any previous project completed within their vicinity, or any project of similar size and style so the information is relevant to them. "Our project catalog is an open book and we are happy to provide the name of any previous client to be called as a reference for our company," said Jim Mork.

Mork Mausoleum is strictly a builder; as such, they are willing to work with any owner and any architect to create whatever is envisioned. Not being tied to any particular method, they are aware of the pros and cons of different materials, types and styles of construction. Whether pouring a mausoleum in place, setting a precast building or merely putting in a foundation for a pre-constructed columbarium unit, the company is ready and willing to work along side with an owner from idea conception through completion.

A new sponsor and friend, **The DJ Design Studio**. (They have designed the website for Grace-land Cemetery in Milwaukee)



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Report From The State Cemetery Board,

By Glenn Porter

Since our last report the Board met once on June 15th, 2010. The most interesting aspect of this meeting is that it was held using a video technology called "Live Meeting". The Cemetery Board is one of a handful of Boards that is testing out this new method of conducting meetings. "Live Meeting" allows a board member to attend the meeting via their home/office computer. The "remote" members can see all of the participants that choose to attend the meeting in Madison. The attendees in Madison can see the remote users via a webcam. This technology will be most useful for board members that live a long distance from Madison or other where situations such as bad weather, etc... would otherwise prevent them from attending in person

I thought I would take this opportunity to give a quick review of the Statutes as they relate to Licensed, Registered and Exempt Cemetery Authorities. There is often confusion as to which category a particular cemetery falls. Please note that all Cemetery Authorities in Wisconsin, regardless of category, must notify the Cemetery Board of their category.

Licensed Cemetery Authorities

Any cemetery authority that operates a cemetery that is 5 acres or more in size that sells 20 or more cemetery lots or mausoleum spaces at a cemetery during a calendar year, or that has \$100,000 or more in trust fund accounts for a cemetery shall apply to the board for a license for that cemetery. A cemetery authority that operates more than one cemetery shall apply for a separate license for each cemetery that is 5 acres or more in size and for each cemetery at which it sells 20 or more burial spaces or at which it has \$100,000 or more in trust fund accounts.

Registered Cemetery Authorities

Any cemetery authority that operates a cemetery that is less than 5 acres in size, that sells fewer than 20 cemetery lots or mausoleum spaces at a cemetery during a calendar year, or that has less than \$100,000 in trust fund accounts for a cemetery shall register with the board. A cemetery authority that operates more than one cemetery shall submit a separate registration to the board for each cemetery that is less than 5 acres in size, that sells fewer than 20 cemetery lots or mausoleum spaces at a cemetery during a calendar year, or that has less than \$100,000 in trust fund accounts.

Exempt Cemetery Authorities

A cemetery authority of a cemetery organized, maintained and operated by a town, village, city, church, synagogue or mosque, religious, fraternal or benevolent society or incorporated college of a religious order is not required to be licensed or registered.

Here is a list of the links for Applications / Reports for the various categories of Cemetery Authorities.

Licensed Cemetery Authorities: http://drl.wi.gov/prof_docs_list.asp?profid=82&locid=0

Registered Cemetery Authorities: http://drl.wi.gov/prof_docs_list.asp?profid=83&locid=0

Exempt Cemetery Authorities: http://drl.wi.gov/prof_docs_list.asp?profid=82&locid=0 (look in the middle of the page)

Here are a set of links to the main pages for each of the following categories:

[Cemetery Authority - Licensed](#)
[Cemetery Authority - Registered](#)
[Cemetery Preneed Seller](#)
[Cemetery Salesperson](#)
[Crematory Authority](#)
[Warehouse for Cemetery Merchandise](#)



Reprinted from the blog, "Your Funeral Guy"

Bereaved Consumers Rights goes to Full House

21 Jul

The Bereaved Consumers Bill of Rights Act has been Marked Up To the Floor of the House of Representatives for a Full House Vote. This is good news for the Funeral and Cemetery Consumer. There soon may be a level playing field in the Funeral and Cemetery Industry.

HR 3655 was moved out of the house Energy and Commerce Committee by a 15 to 12 vote.

The Bill would provide for full disclosure from cemetery providers but exclude religious cemeteries and not for profit ones as well. This legislation is known as the Rush Bill or Funeral Rule 2.

The funeral industry and the e Funeral Consumer still need to take this legislation past the House Of Representatives and the United States Senate.

We will report more on the recent amendments later.

This is true Cemetery Reform.

via <http://energycommerce.house.gov/>

Funeral Industry| Funeral News| Funeral Blog By Your Funeral Guy

Recommended Suppliers

Wisconsin Cemetery and Cremation Association supplier members meet the highest standard of quality and professionalism and come highly recommended by the WCCA:



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