

May 2018

# Texas Director

Volume 67, Issue 5

The Official Publication of the Texas Funeral Directors Association

www.tfda.com

*Get to  
Galveston!*

**TFDA Convention & Expo  
June 10-13**

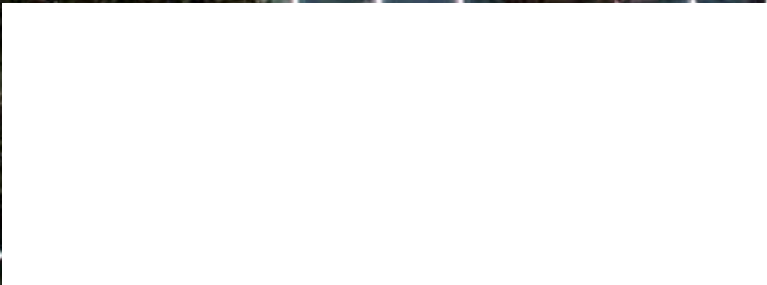


*Plus*

**How a Dallas Funeral Director Worked with a Journalist on Decades-Old Murder Case**

**How High is Your Emotional Intelligence?**

**Are Funeral Favors a Thing?**



# TEXAS SERVICE LIFE

132<sup>nd</sup> Annual TFDA  
Convention

**Stop by and learn about  
our aftercare program**

See you at booth  
# 411, 407 & 409  
on June 10 - 13  
at Moody Gardens  
Galveston, Texas

Free  
Pop  
Corn!

Family1<sup>®</sup>  
PLAN AHEAD FOR THOSE YOU LOVE

TEXAS OWNED & OPERATED

800.756.7306 ♦ [www.tslic.com](http://www.tslic.com)

INSURANCE PLANS UNDERWRITTEN BY TEXAS SERVICE LIFE INSURANCE COMPANY.  
FOR MORE INFORMATION: [WWW.PREPAIDFUNERALS.TEXAS.GOV](http://WWW.PREPAIDFUNERALS.TEXAS.GOV) [WWW.DOB.TEXAS.GOV](http://WWW.DOB.TEXAS.GOV)



**TEXAS FUNERAL DIRECTORS ASSOCIATION**

1513 South Interstate 35  
Austin, Texas 78741  
512/442-2304  
Fax: 512/443-3559  
www.tfda.com

**STAFF  
EXECUTIVE DIRECTOR**

**Ann Singer**  
ann@tfda.com

**MEMBER AND REGIONAL SERVICES**

**Joyce Dawson**  
joyce@tfda.com

**MARKETING AND COMMUNICATION**

**Mary Yanes**  
mary@tfda.com

**FINANCE**

**Debbie Russ**  
debbie@tfda.com

**LOBBYIST**

**Bill Haley**  
bhaley1@gmail.com

**PUBLISHER**

**Sail House Publishing**

3510 Crowncrest Dr.,  
Austin, TX 78759  
512-346-0892  
kscheberle@austin.rr.com

**PUBLISHER**

**Kim Scheberle**

**EDITOR**

**Alice Adams**  
rtadams2@aol.com

**ART DIRECTOR/DESIGNER**

**Kiki Pantaze**

**ADVERTISING SALES**

**Patty Huber**  
512-310-9795  
512-519-7888 - Fax  
phuber2@austin.rr.com

# CONTENTS

May 2018  
Volume 67, Issue 5



## HIGHLIGHTS

- 8** Longtime TFDA Member, Leader Larry Payne to Retire
- 10** John Cathey Memorial Golf Tournament: Sign Up Today
- 12** TFDA Convention & Expo Highlights
- 13** TFDA 2018 Convention Pre-Registration Form
- 14** TFDA Convention Sponsors
- 16** TFDA Convention Schedule at a Glance
- 18** Educating the Public
- 22** Seeking Answers in Murder Case  
How Funeral Director Lucas Worked with Dallas Journalist on Decades-Old Murder Case
- 26** How High is Your Emotional Intelligence?
- 38** Funeral Favors: A Continuing Trend

## DEPARTMENTS

- 4** President's Message | **6** TFDA Leadership | **8** TFDA News
- 28** Community News | **34** Endorsed Providers | **36** Member Services
- 37** Calendar of Events | **37** Advertiser Index





Lee Castro

# More Than a Century of Service

Let's get right down to business.

Over the last month or two, your officers have either flown for an hour or so or driven in their heated or air-conditioned cars to regional meetings around this sprawling, great state of ours. The hospitality that greeted us was warm and welcoming. The food and fellowship – some of the best, thanks to all of you.

So, I'd like to share the names of some Texas directors. Do you know any of them... or do these names sound familiar? I.T. Martin of Waco, J.R. Williams of Weatherford, A. Flenner of Fort Worth, R.R. Doclan or A. Harrington?

These men – all funeral directors – are the names of TFDA board members, led by President Ed C. Smith of Dallas, named in a clipping from the May 1, 1893, in the *Fort Worth Daily Gazette*. Mr. Smith, it was noted, would represent Texas “as a delegate to the National Association, which will meet in Cleveland in September.”

These, our founders, made it a priority, albeit a difficult trek, to attend the state convention. Here's a clip from *The Gazette*, dated 02 April 1893 and headlined: “Excursion Rates.” It reads:

*“The Santa Fe announces a special rate of one lowest first-class fare for the round trip for the events named below:*

*For Knights Templar Conclave at Galveston,*

*April 12.*

*For the meeting of the Lumberman's Association of Texas at Galveston, April 11.*

*For the meeting of the Texas Funeral Directors Association at Galveston, April 12.*

*Tickets will be on sale on April 10 and 11, limited returning until April 17.”*

In 1897, the directors again met in Galveston on May 4 for the 11th Annual convention with 40 delegates present. As the clipping from the *Austin American–Statesman* noted:

*“Mayor Fly delivered an address of welcome in the morning and a committee on credentials was appointed and the transaction of routine business was taken up. That afternoon, Vice-president Norwood delivered a lecture on embalming, with demonstration of his subject, at the medical college.”*

This year, June 10–13, Texas directors will, once again, meet in Galveston for the 132nd Annual Convention & Expo. Galveston has changed over the years since those 19th and 20th century conventions. Our headquarters hotel, Moody Gardens, did not exist, when those early TFDA members rode the Santa Fe to Galveston. Neither did the seawall, the condos overlooking the Gulf or the exciting shopping on The Strand, but our pride in our profession, our work to carry on this proud tradition of Texas funeral directors and our efforts to support the ethics and to honorably serve the families of our state will surely meet

with the approval of those men who founded and built TFDA.

Dr. Alan Wolfelt, our keynote speaker, is an absolutely don't-miss if you're looking for new ways to serve your families. An expert in the area of grief after loss and complicated grief, Dr. Wolfelt is much in demand around North America, and we are fortunate to be able to fit our convention into his busy schedule. I also want to thank Michael Soper and Legacy Funeral Group for bringing this outstanding speaker to Galveston.

Our convention committee has been hard at work, making this one of the best conventions yet, so register now – I know some directors who are combining this trip to the beach with family vacations while others have booked passage for a cruise after convention, taking advantage of the close proximity of the Port of Galveston or the Port of Houston.

Even if you can attend only one day, I hope you'll come and be part of the TFDA tradition, begun more than a century ago

As I conclude my year as your president, I want to thank our officers – Chuck Robertson and Gene Allen for their amazing spirit and support. I also am so indebted to the Disaster team and those of you who were so resilient and hands on in helping your neighbors even when your own firms and homes were flooded during Hurricane Harvey.

I also want to thank our administrative staff for all their hard work, professionalism and guidance during my tenure and want to thank those committees involved in the ongoing business of our association, particularly those individual members who went above and beyond what was expected, including Charlotte Chism Waldrum, Michael Land, and Brad Schott for heading up another successful Wreaths Across America. I also want to thank my wife, my family and all of you.

I am blessed to have been your president this past year, and I pledge my support to incoming president Chuck Robertson and the officers of 2018–19.

See you in Galveston!

**TEXAS MORTUARY SERVICE**

BRYAN/COLLEGE STATIONS' NEWEST MORTUARY SERVICE

PROFESSIONAL SERVICE LICENSED INSURED TFDA MEMBER

REMOVALS TRANSPORT EMBALMING GRAVESIDES SHIP OUTS

2810 FINFEATHER RD. BRYAN, TEXAS 77801

979-361-0824

WWW.TEXASMORTUARYSERVICE.COM

SCOTT SITTON

FUNERAL DIRECTOR



## **Twinwood Mortuary Service**

**TOLL FREE: (844) 2-EMBALM**

**Houston Local: (713) 526-1234 Fax: (713) 529-1113**

***HOUSTON'S PREMIER INDEPENDENT MORTUARY SERVICE***

**We offer Removals, Embalming, Refrigeration, Ship-In and Ship-Out Service,  
International Ship-Outs, Overland Transportation,  
Documentation Service, Complete Cremation Service,  
and Funeral Director's for Graveside Services.**

**We are the only mortuary service on the Gulf Coast with the ability  
to coordinate and conduct operations quickly following natural disasters,  
such as hurricanes, tornados, and flooding.**



**Our service area is all of Houston and Southeast Texas, including Galveston, Conroe, Katy, Sugar Land, Freeport, Baytown, League City, Texas City, Pearland, Rosenberg, Friendswood, Pasadena, Tomball, Kingwood, Clear Lake, and more.**

**We transport all over Texas and Louisiana.**

**4801 Almeda Rd Houston, TX 77004**

**Email us at: [Twinwood.Mortuary@comcast.net](mailto:Twinwood.Mortuary@comcast.net)**

**TFDA Executive Board Officers**



**Lee Castro**  
**President**  
*Legacy Chapels*  
 4610 South Jackson Road  
 Edinburg, TX 78539  
 (956) 618-5900  
 lee@legacychapelsrgv.com



**Charles W. "Chuck" Robertson, CFSP**  
**President Elect**  
*Robertson Funeral Directors*  
 P. O. Drawer 1090  
 Clarendon, TX 79226  
 (806) 874-3515  
 c.robertson@amaonline.com



**E. Gene Allen, CFSP, CPC**  
**Secretary Treasurer**  
*Kerrville Funeral Home, Inc.*  
 1221 Junction Hwy.  
 Kerrville, TX 78028  
 (830) 895-5111  
 gallen@kfhtx.com



**Heather Edwards Hauboldt**  
**Past President**  
*Texas Service Life Insurance Co.*  
 209 Woodridge Drive  
 Victoria, TX 77904  
 (800) 756-7306  
 hhauboldt@tslic.com



**Wayne Giese**  
**Director at Large**  
*Memorial Oaks Chapel, Inc.*  
 1306 West Main  
 Brenham, TX 77833  
 (979) 836-4565  
 dawg1419@yahoo.com



**Bill Vallie**  
**NFDA Policy Board Rep.**  
*Sunset Memorial Gardens & Funeral Home*  
 6801 E. Business 20  
 Odessa, TX 79762  
 (432) 559-4252  
 vallie@legacyfuneralgroup.com

**2017-2018 Board of Directors**



**Christopher Aguilar**  
*Dodge Seguin*



**Tiffany Aguilar**  
*Palmer Mortuary Seguin*



**Tony Aguilar**  
*Texas Service Life Insurance Co. Cumbly*



**Blue Broussard**  
*Broussard's Mortuary, Inc. Beaumont*



**James Campbell**  
*Robert Massie Funeral Home San Angelo*



**Jay Carnes**  
*Carnes Funeral Home Texas City*



**Joseph D. Conde, CFSP**  
*Palm Valley Memorial Gardens Funeral Home Pharr*



**Brant Davis**  
*Amarillo College Amarillo*



**Colt Ellis**  
*Ellis Funeral Home Muleshoe*



**Jim Kurtz**  
*SinoSource Fairview*



**Ryan Lange**  
*Lange Funeral Home Ballinger*



**Jay Morrill**  
*Lucas Funeral Home & Cremation Svcs. Keller*



**Lois Keller Nelson**  
*Cypress Fairbanks Funeral Home Houston*



**Ruben B. Ontiveros**  
*Texas Service Life Insurance Co. Austin*



**David Patterson, CFSP**  
*Global Mortuary Affairs, LLC Mesquite*



**Sabrina Young, CFSP**  
*Harper Talasek Funeral Homes Temple*



**Executive Director Ann Singer**  
*Texas Funeral Directors Association*  
 1513 S. Interstate 35  
 Austin, TX 78741  
 (512) 442-2304  
 Fax (512) 443-3559  
 ann@tfda.com





# A Sweet Surprise

Is Waiting for You...

DIRECTORS  
*Choice*  
ASSIGNMENT SERVICES®

Come see us at the Texas Funeral Directors Convention,  
Booth #509, to learn more and pick up a sweet surprise!

800-692-3688  
[info@directorschoiceservices.com](mailto:info@directorschoiceservices.com)  
[www.directorschoiceservices.com](http://www.directorschoiceservices.com)

# Longtime TFDA Member, Leader Larry Payne to Retire

TFDA member and Aderhold Home Funeral Home Chairman of the Board Larry W. Payne, CFSP, recently announced his retirement due to health reasons. After months of treatment and hospitalization, he is now at home in Waco.

Larry will remain an owner, continuing to serve on Aderhold's board of directors.

As a TFDA member, Larry has made invaluable contributions, serving on a number of committees, most recently serving on TFDA Services Inc. Board of Directors.

"Larry Payne came into TFDA at a time when his professionalism, expertise and pride in funeral service were a breath of fresh air for all of us," TFDA President Lee Castro remembers. "His gratitude toward this association and its members has motivated many to give more of themselves to TFDA. I only wish everyone had the enthusiastic spirit Larry always



brings to the table."

In 2013, Larry led the large and complicated funeral services for the victims of the West fertilizer plant explosion. These services

took more than two weeks to complete and were attended by huge crowds of mourners and media.

During this time, Larry stepped into a leadership role at Aderhold while brother, Robby, was hospitalized for serious injuries he received as a first responder to the fire preceding the blast.

In the midst of long hours serving and comforting many grieving families, Larry took only a few hours away from the funeral home to welcome the arrival of a new grandson.

Through assistance provided by the Texas Funeral Directors Association (TFDA), funeral directors, vendors and suppliers from around the state, Larry developed many friendships with the volunteers who assisted tirelessly during those efforts.

Shortly after the tragedy, Larry asked what he had to do to become a TFDA member, and when a director tried to put off his joining the association, Larry responded, "No, you don't understand. I want to join right now – today."

Seeing Larry's determination, the volunteer immediately facilitated his request and since that day, Larry Payne has been a committed and enthusiastic member as well as a dedicated leader of the association.

Although modest by nature, aside from the tremendous pride he has in his family and his beloved Baylor Bears (through good times and not-so-good times) Larry has received numerous awards and recognitions throughout his career, and he is especially proud of Aderhold Funeral Home receiving the Texas Family Business of the Year for Small Businesses from Baylor University's Institute of Family Business in November of 2014.

He also was named runner-up 2015 Funeral Director of the Year by the American Funeral Director Magazine, a nationwide publication.

The Payne family's generosity and hospitality after the West disaster will be appreciated and long remembered as will their spirit of gratitude shown to the volunteers from TFDA, all recognized at the banquet the family hosted several weeks after the last service ended.

Your TFDA family walks with you, Larry. You are not alone.



- On Site Crematory • First Calls • Embalming
- Ship-out Service • Transportation
- Licensed Personnel • Member of TFDA

Serving the Dallas-Fort Worth Area  
Independently Owned and Operated

**855-530-6900**

**972-530-6800 Fax 972-530-6812**

**"QUALITY SERVICE WITH  
PROFESSIONAL REPRESENTATION"**

**6804 Highway 78 Sachse, Texas 75048**

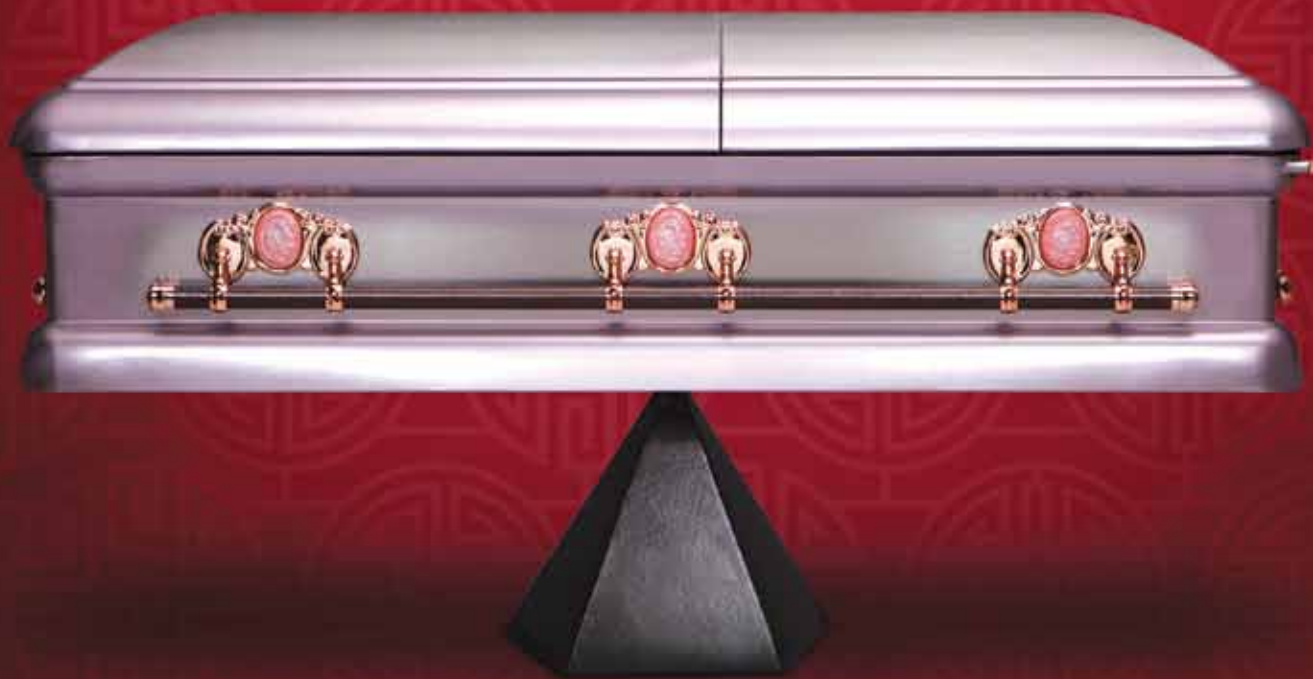


Every casket you sell affects not just the family you're serving but also the family you're supporting. That means having to balance retail value with your own profitability, a difficult act...until Sich. In every respect, our caskets are equal to the best-known U.S. brands except



in price, which is half (or better) the cost of the domestics. So you can offer your families superior quality wood and metal caskets at prices they can more easily afford, while enjoying margins that will remind you of days long past. That's why so many funeral homes are putting Sich on a pedestal.

# ACHIEVING PERFECT BALANCE BETWEEN YOUR FAMILIES' NEEDS AND YOUR FAMILY'S NEEDS.



**ONLY YOUR ACCOUNTANT CAN TELL THE DIFFERENCE.**

Ask your distributor about Sich caskets, or call 888-317-1929 or visit [www.sichcasket.com](http://www.sichcasket.com)

# John Cathey Memorial Golf Tournament



This year's John Cathey Memorial Golf Tournament will be held Monday, June 11 at the Moody Gardens Golf Course. Proceeds will benefit the TFDA PAC.

The 4-Man Best Ball Team Scramble will feature a 9:00 am Shotgun Start. The \$125 per Golfer Entry Fee Includes: Tournament Round with cart, range balls, lunch and contest prizes.

1st, 2nd & 3rd Place Teams, Closest to the Pin & Longest Drive Contests will be awarded prizes. A Putting Contest will be held after event.

Moody Gardens Golf Course is a seaside course with a tropical feel. Jacobson Hardy's attention to detail provides residents and visitors alike with a premiere public golf course. Among the many improvements, the course features Paspalum turf, designed for seaside golf courses and providing an outstanding playing surface.

## Golf Hole Sponsorship: \$150

### Sponsor Registration:

\_\_\_\_\_

Funeral Home/Company/Individual Sponsoring

\_\_\_\_\_

Contact Person

\_\_\_\_\_

Address

\_\_\_\_\_

City/State/Zip

\_\_\_\_\_

Phone Number

### Hole Preference:

1st Choice \_\_\_\_\_ 2nd Choice \_\_\_\_\_

3rd Choice \_\_\_\_\_ 4th Choice \_\_\_\_\_

Special donations such as golf clubs, golf bags, balls, etc. would be appreciated and will be given as prizes and/or used in the Gift Bags.

(Suggestions: Water bottles, pens, sleeve of balls, caps, tees, etc.)

Sponsors will be recognized and credited with donations.

*Sponsorships must be received no later than  
May 18<sup>th</sup>, 2018*

## Golf Player/Team Registration:

Player #1 \_\_\_\_\_

Handicap: \_\_\_\_\_

Player #2 \_\_\_\_\_

Handicap: \_\_\_\_\_

Player #3 \_\_\_\_\_

Handicap: \_\_\_\_\_

Player #4 \_\_\_\_\_

Handicap: \_\_\_\_\_

\_\_\_\_\_

Company Name

\_\_\_\_\_

Address

\_\_\_\_\_

City/State/Zip

\_\_\_\_\_

Phone Number

This course requires: Collared shirts, no denim, & soft spikes only. All tournament players must have their own set of clubs, or may rent clubs from the course. You may register as individuals or teams, and as many as you wish. Registered teams will be kept together. All others will be paired by handicap.

## Payment Information:

**No later than, May 23, 2018,  
return flyer & payment to:**

TFDA  
1513 S. IH 35, Austin, Texas 78741

Player(s) \_\_\_\_\_ x \$125 = \_\_\_\_\_

Sponsorship(s) \_\_\_\_\_ x \$150 = \_\_\_\_\_

Total Amount = \_\_\_\_\_

### Paying by Credit Card

Name on Card: \_\_\_\_\_

Visa  Mastercard  Amex  Discover

Card Number: \_\_\_\_\_

Exp. Date: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Email: \_\_\_\_\_

Signature of Card Holder: \_\_\_\_\_

**OR**

### Paying by Check Make Checks Payable to:

Texas Funeral Directors Association

### For More Information Contact:

Jim Hartung (281) 413-5020  
OR TFDA (512) 442-2304

# Exhibitors

Abilene Professional Services  
AFP Horizon  
Aftercare.com  
Aftermath Services  
American Crematory Equipment  
American Mortuary Services  
ASD  
B&L Cremations  
Bass-Mollett  
Batesville  
C&J Financial  
C&M Concrete Company/Doric  
Capital Mortuary Services  
Classic Coach & Limousine  
Commonwealth Institute  
of Funeral Service  
Cremate Texas  
Crossroads Mortuary Services  
Custom Air Trays  
DACS  
Dallas Institute of Funeral Service  
DODGE  
Eagle's Wings Air  
Everydays  
Express Funeral Funding

FDLIC  
Federated Insurance  
Full Circle Care  
Funeral Home Gifts  
Global Atlantic Financial Group  
Global Mortuary Affairs  
Great Western Insurance  
Houston National Cemetery  
ICCFA  
Infinity Urns  
JST Architects  
Legacy Touch  
Life Gift  
Live Oak Bank  
Messenger  
Metro Mortuary & Crematory  
Miller & Sons Funeral Car Sales  
Monarch Resources  
Montgomery Law, PLLC  
National Cemetery Administration  
Neutrolene  
Parker University Anatomical Gift  
Program  
Passare  
Precoa

Ray Francisco Embalming  
Regions Bank  
Riley-Gardner Memorial  
Riviera Tailors, Ltd.  
San Antonio College  
Security National Life  
Shields Professional Vehicles  
SinoSource  
Southeast Texas Crematory  
Southwest Cargo  
Southwest Professional Vehicles, Inc.  
SRS Computing  
Star of Texas Casket Co.  
Texas Funeral Service Commission  
Texas Mortuary Service  
Texas Service Life  
The Bancorp  
Trust 100  
Tukios, Inc.  
United Benefits  
Unity Financial Life  
Walker Woodworks  
Wilbert of Houston  
Wise Products, Inc.



## In the funeral profession, it's all about trust.

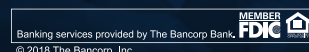
That's why you can turn to **The Bancorp's** trusted experts in small business lending for solutions to help your business grow and succeed. Our lending specialists know the funeral home industry and can tailor a financing package that's suited to your needs and goals.

The Bancorp provides one-stop lending to support a range of needs and terms through the SBA 7(a) loan program.

### Our Advantages:

- SBA National Preferred Lender
- Specialized Business Development Officers
- Streamlined Approval Process

[thebancorp.com](http://thebancorp.com)



## STOP BY BOOTH 408 AT THE TEXAS FUNERAL DIRECTORS ASSOCIATION CONVENTION, OR CONTACT:



**Teresa Carlson**  
[tcarlson@thebancorp.com](mailto:tcarlson@thebancorp.com)  
310.902.4050



# Convention Happenings

Set your watch for Island Time! Registration is now open. Make sure to register to attend some or all of the special ticketed events listed below.

Start your convention experience with the **Island Crawl**. Hosted by Jay Carnes, this event is sure to get you into the Island Time groove! Bus will load from the hotel lobby at 6:00 pm. Then, explore Galveston's nightlife as you make your way to a few trendy hotspots. Space is limited so be sure to register. \$ 5.00 per person.

**The Wine Pairing** is one of the conventions most delicious events! This year's pairing features Texas wines and the menu selections have been expertly selected to give you an exceptional culinary experience. Host Glenn Vaughn with Messenger, will guide you through the complexities of these superior Texas vintages. Monday 4:30 pm—in the View Finders Terrace, \$ 65.00 per person.

New this year, **The Welcome Party & Expo Preview** will be held in the Expo

hall Tuesday from 6:00—10:00 pm. This is the perfect networking event, combining great food, entertainment featuring The Spazmatics and a preview of our outstanding exhibits. This is a great chance to catch up with friends old friends and make a few new ones! There is no charge, however registration is required.

**The Gala** will be held immediately following the President's Reception. This year along with great food and entertainment, we will have a live and a silent auction during the event. \$100 per person—dress is casual resort wear. Space is limited so order your ticket now!

**50/50 Raffle** – The Raffle will be held during The Welcome Party & Expo Preview. \$50.00—50 chances to win! Only 50 tickets will be sold.

**The Quarter Century Club** reception will be held on Tuesday, June 12, in the Moody Gardens Hotel, from 5:00 pm—6:00 pm. Separate registration required.

The **Service of Remembrance** will be

held on Tuesday, June 12, from 2:00 pm—3:00 pm in the Moody Gardens Hotel.

**John Cathey Memorial Golf Tournament** will be held at the Moody Gardens Golf Course, Monday, June 11. 9:00 am shotgun start. The price is \$125. per golfer and includes: Tournament round with cart, range balls, lunch & prizes.

**50 Year Licensee Lunch** will be held on Tuesday, June 12, from 12:00 pm—1:00 pm. The lunch will be held in the Moody Gardens Hotel, by invitation only, followed by the 50 Year Licensee Awards Presentation, which is open to all registered attendees.

**Continuing Education** will be held Monday and Tuesday at the Moody Garden Hotel. Classes will begin each morning at 8:00 am. Twelve hours of continuing education will be offered over a two-day period. Our Keynote Speaker is Dr. Alan Wolfelt. His session will be held on Tuesday, June 12 at 10 a.m. in the Moody Gardens Hotel.

## Never Lift Again!

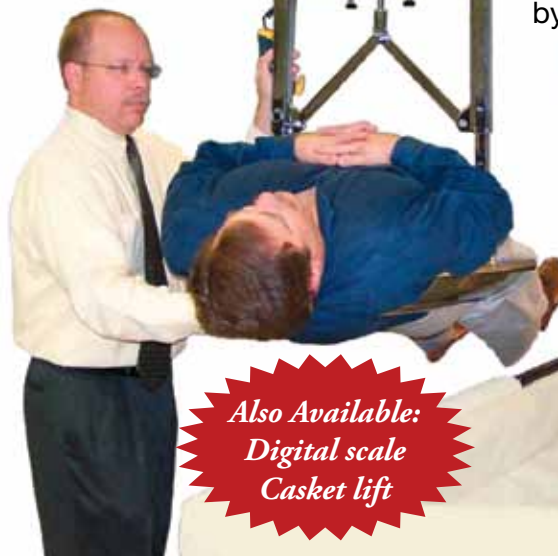
- EFFICIENT .... EFFECTIVE .... AFFORDABLE
- Save time with One-person Transfers
- No damage to Tables, Casket or Clothing
- Safe 24 volt System, no Expensive Batteries, plugs into any Outlet
- Powerful, Quiet, Medical Quality Lift Motor
- Easily Handles Clients to 1000 pounds
- Motor Glides Smoothly on Medical Quality Rails
- No Pushing and Pulling of Straps
- Tools Not Required

Email: [bodyscoop.bmobile@gmail.com](mailto:bodyscoop.bmobile@gmail.com)  
Visit: [www.BodyScoop.net](http://www.BodyScoop.net)

**"Best purchase we ever made!"**

- Longtime customer

**Body Scoop**  
by B-Mobile, Inc.



**Also Available:**  
Digital scale  
Casket lift

# Texas Funeral Directors Association 2018 Convention Pre-Registration

132nd Annual Convention & Expo ~ June 10-13, 2018  
Galveston, TX

Company Name: \_\_\_\_\_ Key Contact: \_\_\_\_\_  
 Mailing Address: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**\*\*FDIC or member firm owner receives a complimentary, non-transferable pre-registration. Only one complimentary registration per firm.**  
**There is a \$25 charge for on-site registration. \*\***

	Convention Registration	One Day Only Member Registration	Wine Tasting (Mon)	Welcome Party (Tues) Registration Required n/c	Island Crawl \$5.00	50/50 Raffle Ticket \$50 Limited to 50 tickets	Presidents' Reception & Gala \$100	Total Line Amount Due:	
									Member Family (18+) \$200 Child (12-17) \$ 50 Non-Member \$450
1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									
<b>GRAND TOTAL DUE:</b>								<b>\$</b>	

To receive Pre-Registration prices, we must receive your form with payment by **May 30, 2018**. **On Site Registration in Galveston will result in higher costs.** In the event that you must cancel, a 90% refund will be made if cancellation is given in writing no later than **May 26, 2018**.

Please mail or fax completed form with payment no later than May 19 to:

TFDA  
 1513 S. IH 35  
 Austin, TX 78741

\*\*This form is for Convention Registration ONLY. You must call the hotel directly to make your room reservation.\*\*

Fax: 512-443-3559

Credit Card #:	<input type="checkbox"/> AMEX	<input type="checkbox"/> DISC	<input type="checkbox"/> MC	<input type="checkbox"/> VISA
Exp. Date:	e-mail:			
Name on Card:				
Signature:				

# Thank You Convention Sponsors!



## ADDITIONAL CONVENTION SPONSORS

All Faiths Mortuary Service

Gene & Kate Allen

Nancy Pierce-Barber

Batesville—Hunter Daniels

Carnes Funeral Home

Commonwealth Institute of Funeral Service

Cremate Texas

Cypress Fairbanks Funeral Home

Doric

Eagle's Wings Air

Funeral One

JST Architects

Legacy Chapels

Memorial Funeral Home

Velma Sue & Leon DeLeon

NFDA

Sawyer George Funeral Home—Jack Sawyer

Texas Service Life

Glenn Vaughn—Messenger

Victoria Mortuary & Cremation Services



**Visit us at Booth I - TFDA Convention  
Galveston, Texas**



*2018* Federal Cadillac XTS Renaissance Coach



*2018* Federal Cadillac XTS Ambassador RR Six Door

**We are funeral directors...  
We know your needs...  
We have what it takes...**

**VAUGHAN**  
+SPECIALTY AUTOMOBILES+

*Serving the Industry since 1929*



**Artie Vaughan**  
Owner & CEO



**Lydia Huffman-Moon**  
Finance & Warranty Director



**Jim Flippen**  
Sales



**Charles Monroe**  
Senior Salesman



**Michael Vaughan**  
Salesman

709 South Parkway Drive, Alvarado, TX 76009

**800-245-4127 • [www.vaughanspecialtyauto.com](http://www.vaughanspecialtyauto.com)**

# Convention Schedule

## SUNDAY, JUNE 10

6:00p ~ 9:00p Island Crawl  
Depart Hotel Lobby

## MONDAY, JUNE 11

7:30a ~ 5:00p Registration  
*Moody Gardens Hotel*

9:00a ~ 3:00p John Cathey Memorial Golf Tournament  
*Moody Gardens Golf Course*

8:00a ~ 10:00a CEU Seminar (2-hour credit)  
"TxEVER – The new TER"  
Speaker: To be announced  
*Moody Gardens Hotel*

10:00a ~ 12:00p CEU Seminar (2 hours credit)  
"Decoding the Generations"  
Speakers: Angelique Simpson and Gaetan Carpentier  
*Moody Gardens Hotel*

1:00p ~ 3:00p CEU Seminar (2 hours credit)  
"Practical Embalming Techniques"  
Speaker: David Hicks  
*Moody Gardens Hotel*

3:00p ~ 4:00p TFDA Board Meeting  
*Moody Gardens Hotel*

4:30p ~ 6:30p Wine Pairing  
*Moody Gardens Hotel*

7:00p ~ 9:00p Emerging Leaders Event  
The group will meet at The Spot for a planning/social event.

## TUESDAY, JUNE 12

7:30a ~ 5:00p Registration  
*Moody Gardens Hotel*

8:00a ~ 4:00p Exhibitor Set Up  
*Moody Gardens Convention Center*

8:00a ~ 10:00a CEU Seminar (2 hours credit)  
"Round Table Discussions"  
Moderators: Jay Carnes and Jimmy Lucas  
*Moody Gardens Hotel*

10:00a ~ 12:00p Keynote Speaker (2 hours credit)  
"The WHY of Meaningful Funerals:  
Helping Families Make Transformations"  
Speaker: Dr. Alan Wolfelt  
*Moody Gardens Hotel*

11:30a ~ 1:00p Sales Club Lunch & Business Meeting  
*Moody Gardens Hotel*

12:00p ~ 1:00p Past Presidents  
& Former First Spouses Lunch  
*Moody Gardens Hotel*

12:00p ~ 1:00p 50-year Licensee Lunch  
*Moody Gardens Hotel*

1:00p ~ 2:00p 50-year Licensee Award Presentation  
*Moody Gardens Hotel*

2:00p ~ 3:00p Service of Remembrance  
*Moody Gardens Hotel*

3:30p - 5:00p General Session  
• Installation of TFDA Board  
• Election of TFDA Services, Inc. Board  
• Bylaws Changes  
*Moody Gardens Hotel*

5:00p ~ 6:00p Quarter Century Club Reception  
*Moody Gardens Hotel*

5:30p ~ 6:00p Leader of the PAC Reception  
*Moody Gardens Hotel*

6:00p ~ 10:00p Welcome Party & Expo Preview  
• Ribbon Cutting  
• Entertainment by: The Spazmatics  
• 50/50 Raffle  
• Silent Auction  
• Kids Zone  
*Moody Gardens Convention Center*

## WEDNESDAY, JUNE 13

7:30a ~ 2:00p Registration  
*Moody Gardens Hotel*

9:00a ~ 2:00p Expo Open  
• Silent Auction  
• Ribbon Cutting  
• Kids Zone  
*Moody Gardens Convention Center*

6:30p ~ 7:00p President's Reception Moody Gardens Hotel

7:00p ~ 10:00p "Annual Gala"  
• Ed C. Smith Lifetime Achievement  
• Funeral Director of the Year  
• Supplier of the Year  
• Young Funeral Professional  
• Silent & Live Auction  
*Moody Gardens Hotel*

**LODGING INFORMATION** • Moody Gardens Hotel • 7 Hope Blvd., Galveston, TX 77554 • (409) 741-8484 or 800-582-4673  
Convention Rate: \$179.00 • Cut off: May 18, 2018

“My wife Elizabeth and I are very pleased that we chose Legacy Funeral Group to purchase our funeral homes. We will celebrate our 100th anniversary in 2019 serving Beeville, George West and Three Rivers, Texas.

A member of the Galloway family has operated the businesses for the entire time. It has given us a way that the legacy of our family business will continue giving the service that the families have come to expect at Galloway’s. The Legacy team has been great to work with and gives our employees the opportunities we could not offer them.”



**John W. Galloway**

Former Owner/Managing Funeral Director  
Galloway & Sons Funeral Homes Beeville, George West, Three Rivers TX

It's worked out fine.

For a confidential talk,  
call Michael Soper, CEO  
713-529-5770  
P.O. Box 56005  
Houston, TX 77256-6005

LEGACY  
FUNERAL  
GROUP®



[www.legacyfuneralgroup.com](http://www.legacyfuneralgroup.com)

*For questions on how to join our family of professionals or to find other opportunities to advance in the funeral care industry, please visit our website.*



# *Educating the* PUBLIC

Dylan Stopher



**T**he general public... did you know that they don't know what they don't know? I know. And while I won't use this platform to discuss my particular branch of our funeral service profession, I can tell you that when I train in my capacity, I make mention all the time that our profession thrives on education. I am a vendor, and I educate the funeral directors and family service counselors so that they can educate the general public in time of need. And what is the goal?

The goal is simple: to allow the family to make the best emotional and financial decision for themselves.

Yes, I said "allow them" to make their own decision. And for all the funeral directors in the reading populous who all of a sudden want to cling to their "but I'm the DIRECTOR" mentality, I'll tell you now that you need to stop, because you're wrong. Research shows that families who choose what they want, even if it costs them more money, are far more pleased with their funeral experience than those who don't have that option. So while

we're all "directors," and some of us don't want to be known as "arrangers" or as "sales professionals," we need to DIRECT ourselves back to the original purpose, and help the family to make the best choices they can.

So how do we educate? Well, as I stated above, I go and teach my territory about products and services we have to offer to the families through them, and then I follow up to see if the families are receptive to that same knowledge being transferred in arrangement conferences. But don't get it twisted, folks... the goal here is NOT to increase dollar

amounts or revenue. No. The goal is to educate the families on their options. Think of it this way – if you were to be offered two sandwiches, one for \$1 and one for \$15, and you had no option to see them before making use of them, with little knowledge of either you would likely choose the less-expensive option. Any fiscally responsible person would. When you find out, however, that the \$1 selection is a miniature finger sandwich and the \$15 selection would've actually been a meal, things become a little different. Had you been educated on the available options, and what they meant, you might have chosen differently. You might not. But either way, without the information to make the educated choice, you have been robbed of that opportunity.

Yes, look again. I did equate it with robbing the family of something. I'll say it more clearly. If you choose not to educate every family about every option, you are robbing them of their opportunity to have the necessary information to make the right decision for themselves, both emotionally and financially.

Now let's examine the two things I keep throwing out there: the emotional and financial part of their decisions. We'll start with the latter, because it's the easiest to explain. Put simply, friend and fellow licensed funeral professional, it's not your money. Your sense and sensibility have zero bearing. You and the way you would do things are both completely irrelevant in this arrangement conference setting, unless you are directly related to the person who has passed away. Therefore, I'll reiterate with clarity: it's not your money. If the family has the money and wishes to spend it, let them. Our fiduciary responsibility is to keep them from overspending and going into debt and potential financial ruin, not to stand in their way of spending that which they already have designated for this purpose. So if you're a spendthrift and you want the nicest casket and vault that money can buy with excessive floral sprays and extra days of visitation, that's great... but you're not paying for the funeral, so let them choose. Likewise, if you're frugal and cautious about every purchase, that's great... but you're not paying for the funeral, so let them choose. It's not your money, and therefore it's not your choice.

Now for the emotional, that's a little more difficult. Some families attach a lot of emotion to their choice of disposition, or their chosen service of remembrance. It could be one or

*Check any you'd  
risk a life for.*

## **Cause of Death**

- Speeding
- Distracted  
Driving
- Driving  
Tired
- Road Rage

[www.federatedinsurance.com/drivesafe](http://www.federatedinsurance.com/drivesafe)



It's Our Business to Protect Yours  
**FEDERATED**  
**INSURANCE** 

Ward's 50<sup>®</sup> Top Performer  
A.M. Best<sup>®</sup> A+ (Superior) Rating

Federated Mutual Insurance Company and its subsidiaries\* | [federatedinsurance.com](http://federatedinsurance.com)  
17.06 Ed. 12/17 \*Not licensed in all states. © 2017 Federated Mutual Insurance Company

*Please make it  
home safe today.*



both of these things that really matter. Some are more focused on the method of disposition than on the service, some have religious

requirements that cannot be violated or adjusted, some have so much feeling ascribed to the products purchased and the display of per-

sonalized items that they miss every other detail. These things matter, and they matter a lot. It makes an enormous difference to the family that the DVD works, that the spelling on the urn or the name plate of the vault is correct, that the casket isn't scratched or dusty, etc. But, again, if the family doesn't know what options they have, they'll never get to choose those things that "could" be the largest deciding factor in their loved one's services. And so, much like with money, it doesn't matter how we feel about burial or cremation. It doesn't matter what we think about music selection or floral sprays. Our insight, if requested, can be delivered... but unless we're directly related to the decedent, this is not our choice.

So now that the proverbial brow-beating is done, what do we do if we cannot make the decision for them? We do what we are called to do. We serve. We educate. We inform. We answer questions and provide options. We stand in the gap to bridge what they want, what they need, and what they can afford. We do what is asked of us, what is expected of us, and what we're called to do. And we do it the way they ask us to do it.

If a family wants to talk about burial, we certainly provide information on spaces, options in the park, casket information, vaults, markers, and services related to all of it. If they want to talk about cremation, we talk about the paperwork, the process, urns, options for the cremated remains after the service which would include all of the scattering, home storage, niches, burial, shooting into space, formation into a reef underwater, etc. We give them the information to make the choice.

Granted, we should have spent the time to know them well enough to make an educated recommendation ourselves on their behalf, sharing with them things that we are certain they would want to know, but that comes from listening to them and hearing what they like. Rapport matters. Relationship matters. Listening matters.

But at the end of the day, we're so much more than just their funeral director, funeral arranger, arranging director, or whatever other moniker you want to put on your business card at the front desk.

My friend, we're educators. We share with them what is possible, knowing that we're fully capable, and we run at full speed in whatever direction they point us. And we do it, because whatever they ask of us is the decision they have made... the very best emotional and financial decision that is possible for their family, for their loved one.



**Thelma T. Garza**  
 Owner / Operator  
 Se Habla Español

- Transport
- Removals
- Embalming
- Autopsy Repair
- Consulate/Apostille
- Cremations
- Gravesides
- Ship Outs

*Fast Response Professional Representation Quality Service*

## Austin Mortuary Service, LLC

phn **512.441.3114** fax **512.276.6761**

13200 Pond Springs Road E-36 Austin, Texas

ThelmaTGarza@Yahoo.com Proud Member of 





## METROPOLITAN FUNERAL SERVICE INC.

Serving:  
**ARLINGTON NATIONAL CEMETERY**  
 District of Columbia, Virginia & Maryland Areas

Receiving Remains for Arlington National Cemetery  
 Casketed- \$650 • Cremains - \$80

TOLL FREE 1-800-527-7774 • FAX (703) 971-8143

24 Hour Service

• SHIP-OUTS • SHIP-INS • CREMATIONS

*Washington Area's FIRST Shipping Service Not Affiliated With a Public Funeral Home*

Steven Wooddell, President  
 5517 Vine Street, Alexandria, VA 22310





**Kevin Waterston & Family**  
*Former Owner  
Cremation Society of Minnesota*

## When we decided to sell our cremation society, we hoped for more than our asking price.

The Cremation Society of Minnesota & First Memorial Funeral Chapel had been in our family for three generations, but when the time came to sell the business, we needed more than a buyer—even more than an attractive offer.

We needed the assurance that the firm we grew would continue to flourish and, more importantly, keep family and staff in their current positions.

It might've been asking too much, but if anyone could find the right buyer, it would be Johnson Consulting. Their vast experience and business relationships are second-to-none. They not only compiled the necessary data to showcase the maximum value of our business, they found potential buyers we didn't know were out there. The sale couldn't have gone smoother.

We might've transitioned ownership, but it still feels like family.



*Johnson  
Consulting  
Group*

**888.250.7747**  
**JohnsonConsulting.com**

# SEEKING ANSWERS *in Murder Case*

## How Funeral Director Lucas Worked with Dallas Journalist on Decades-Old Murder Case

By Alice Adams



**O**ur story begins in Dallas in 1953, when the population was slightly less than a half-million and a handful of power brokers ran the city...or so they thought.

In truth, this buttoned-up seat of Christian conservatism was ruled by their Highland Park wives, led by Dr. W.A. Criswell, the pioneering megachurch builder who grew First Baptist Church into a Sunday school attendance of 50,000 and a membership topping 25,000.

These were the days when newspapers printed a daily prayer on the bottom right of the front page, often alongside the most heinous crime reports.

You see, Criswell's ladies brigade wanted Dallas to be a sinless city in spite of the likes of a 16-year-old runaway named Juanita Slusher (AKA Candy Barr) who became the darling of SMU and TCU frat boys who's stag parties featured her early underground porn flick, "Smart Alex," making her the nation's first porn star.

Totally counter to Dr. Criswell's hell-fire Sunday sermons, Barr bloomed into an \$85-a-week stripper at Barney Weinstein's Colony Club, causing the ladies of the community to exert even more pressure not only on their husbands and whom they supported at election time but also on local law enforcement and particularly the city's young uber-ambitious district attorney, Henry Wade.

Winning the DA's office in 1951, a job he held for an unprecedented 36 years, Wade became known for getting quick convictions for

bad guys...their innocence or guilt notwithstanding. He is widely recognized for being the "Wade" in *Roe v. Wade* and for jailing Jack Ruby. (After his retirement in 1987, 19 of his earlier convictions were overturned in short order.)

Candy Barr, for example, seen as a blight on Dallas decency, had to be stopped, so at the bidding of the local church ladies, her apartment was raided by the Dallas police who found (or possibly planted) four-fifths of an ounce of marijuana. She was arrested, subsequently convicted. The stripper received a 15-year prison sentence, an extraordinarily long sentence that assured Henry Wade's bevy of ex-Temperance-Union-now-Junior-Leaguers that the streets of Dallas had been cleansed.

After serving four years, Juanita Slusher was released from Gatesville, pardoned by then-Governor John Connally.

### Back to the Story

This story, however, involves two unknowns – two strangers – Venice Parker, who worked in a five-and-dime on Northwest Highway, the mom of a 4-year-old and wife of an often-hospitalized TB patient and 19-year-old Tommy Lee Walker, a hard-working, African-American and a very nervous father-to-be.

As journalist Mary Mapes recounted her and husband Mark Wrolstad's six years of research in her May 2016 article in *D Magazine*, Venice took a short-cut to a bus stop that night, further from the well-lit stop she usually used, but money was tight and she could save a nickel by walking a few more blocks. Suddenly pulled down into a ravine, the young wife and mother was raped and murdered before she reached the place she could get a bus home for five cents less.

She died in the arms of the police officer who found her, and with the last of her strength ebbing from her battered body, she said, "A Negro pulled me down and slit my throat."

In those days, rape cases – particularly if the victim was white – automatically signaled a black perpetrator, never mind the facts or the evidence. Because Venice Parker described her attacker before she died, the police set out to find a black man to arrest and convict.

Venice Parker's murder triggered not only banner headlines but also a lynch-mob-like hysteria that led to a bad arrest, a forced confession of guilt, a short, sensational trial with Henry Wade once again commandeering the



spotlight by demanding the death penalty and an execution.

The trial's ham-handed handling attracted the involvement of the National Association for the Advancement of Colored People in Walker's Appeals...to no avail. Venice Parker was a white woman. Tommy Lee Walker happened to be black. Case closed.

As former Dallas assistant district attorney Edward Gray was quoted as saying in Mapes' article, "Henry Wade wouldn't intentionally try to convict someone he knew to be innocent, but even in cases where evidence was weak, he would go all out, go for broke, be super-competitive." Gray, who wrote the 2010 book *Henry Wade's Tough Justice*, which begins with his years working in the Wade office, says that the Tommy Lee Walker case "was not at all out of character for the DA."

According to newspaper reports 60 years ago, Tommy Lee Walker, the proud new father who was nowhere near the murder scene, refused a last meal and died in the state's electric chair a few minutes after midnight on May 12, 1956, insisting he was innocent of a crime he could not have committed. According to prison records, Walker was dressed in a brand new, made-to-measure suit and buried in the

Col. Bob Byrd Cemetery, located some distance outside the prison's walls in Huntsville.

"It's about injustice. Several years ago I began looking for an execution in Texas that



could possibly be proved wrongful using DNA," said Mary Mapes in an interview with Khrys Boyd on the NPR program, Think.

"Our search focused on Dallas County, because DNA evidence taken during criminal investigations here was often refrigerated and

saved for decades, a policy of the Southwest Institute of Forensic Sciences and one of the reasons Dallas County has more exonerations than almost every other county in the nation."

"Since I needed a case that involved DNA, I looked for crimes that included rape. Until 1977, when the U.S. Supreme Court ruled against it, a rape conviction could draw the death penalty—and it did in Texas, particularly when the victims were white and the suspects were black. Several cases looked promising, and I contacted attorneys, former prosecutors, witnesses, and jurors. One defense attorney bluntly told me that his client was guilty. The Tommy Lee Walker case was different. He was convicted of killing Venice Parker almost solely based on what looks to be a coerced confession."

"One of the first people I talked to about the case was L.A. Bedford, Dallas County's first black judge, a respected attorney who worked for decades in South Dallas. When I mentioned Walker's name to him, Bedford exploded, saying it was the "greatest injustice I have ever seen in my life." Bedford died in 2014, but before he did, we talked one last time about the Walker case. I was feeling disheartened about the story and asked him

# Miller & Sons FUNERAL CAR SALES

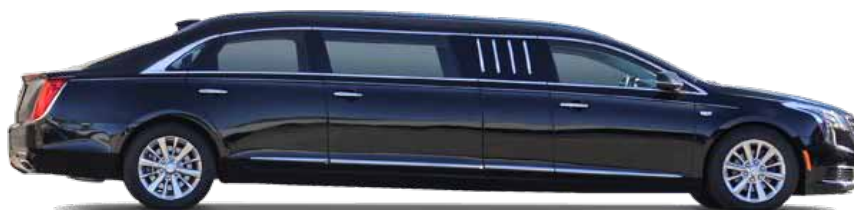
*Without quality, there is no value!*



**2018 FEDERAL RENAISSANCE**



**2018 EAGLE KINGSLEY**



**2018 EAGLE/FEDERAL 70" RAISED ROOF**



7138 ENVOY COURT  
DALLAS, TEXAS  
75247-5102

WWW.HEARSEANDLIMO.COM  
SALES@HEARSEANDLIMO.COM

TOLL FREE : 800.822.9586  
BUSINESS : 214.828.1095  
FAX : 214.827.0136



whether he thought I should keep working on it. Bedford said, "Only if you care about the truth."

To their credit, Mapes and her husband continued their research, and by digging deeper in to Tommy Lee Walker's cold case, the couple contacted Dallas County Examiner Dr. Jeffrey Barnard, and together, formulated a plan to possibly gather some DNA from Venice Parker's body, hoping to either find a match with Tommy Lee Walker's or not. In the latter case, they could prove Walker was wrongly convicted and executed, like more than two dozen men charged with crimes they didn't commit by DA Henry Wade.

### Call for Disinterment

It was this plan that led to a call to funeral director Jimmy Lucas of Lucas Funeral Homes in Fort Worth from his friend, Attorney Russell Langley, who had been working with Mapes and her husband after Mapes' 2016 article in *D Magazine* had made a convincing argument for Tommy Lee Walker's innocence.

"I also spoke with Mary Mapes, the journalist, about the information I would need as well as the basic steps of the exhumation and what to expect in a variety of scenarios," the

funeral director recalled.

Lucas also received a copy of the May 2016 article for background and over a long period of time, exchanged a number of emails with the writer and also the attorney. "When the time came for the disinterment, I had the wishes of Mrs. Parker's family and Mr. Walker's family in mind as well as the goals of the writer. I also had talked with Mrs. Parker's son – Joe Parker – in 2016.

As the day of the disinterment took place, the director had made all the necessary arrangements: a vehicle for the removal, a new casket and Doric Vault was standing by with a vault, a clergy, all the permits signed, conversations with the cemetery's trustee and Rodriguez Grave Service, since the cemetery had just fired theirs, had sent equipment and a team of five men.

Gleaning as much information as possible before the disinterment, Lucas looked up Venice Parker's death certificate. Dated October 2, 1953, the funeral director's signature was barely legible, either T.H. or J.H. Taylor. The funeral home making the removal from Parkland Hospital was Guardian Funeral Home. The victim's mother, Mrs. H.J. McGregor, had signed the certificate.

"I was grateful, being a part of this disinterment," Lucas added, "What I thought would amount to a few phone calls and emails turned into a lot more, but I didn't accept payment because I felt strongly it was the right thing to do."

It was a warm, muggy and typical summer's day in Dallas County when a small group of about two dozen gathered in Old Oak Cliff Cemetery, the oldest public cemetery in Dallas. According to historical research, graves date back to 1844. Sam Houston's son is buried here along with Dallas legacy families like the Stemmons and the Spragues.

Jimmy Lucas spent this day, August 3, 2017 – the 20th wedding anniversary of Jimmy's vows with wife Jennifer – directing the disinterment supervised by the medical examiner. "It was a lot of work, but I felt I could be part of doing the right thing with both families. We all realized it would be a stretch to find the DNA," Lucas admitted, "but if we were successful, Mr. Walker's family would finally have had their rightful day in court."

The funeral director knew Walker's son – the one born the same night his father was at the hospital and nowhere near the murder scene – only had one picture of his father, a



**DIGITAL SOLUTIONS FOR ENHANCED PRODUCT MERCHANDISING**

**NOW AVAILABLE FOR WINDOWS® PC!**

The Matthews Aurora™ Funeral Solutions' Catalog App allows you to digitally present our product catalog to your families. Browse the entire catalog or merchandise your favorite selections and add your retail prices to create a custom selection room. Simply configure once and deploy on multiple devices.

Help your families move from grieving to remembrance. Download the **FREE** Catalog App at the iTunes® or Google Play® store or contact your Matthews Aurora™ Funeral Service Consultant to learn more.

Available for Windows®, iOS, or Android® operating systems.



MARKETING SOLUTIONS • TRAINING SOLUTIONS • BURIAL PRODUCTS • CREMATION PRODUCTS • TECHNOLOGY SOLUTIONS • MEMORIAL STATIONERY

\*PC is required to have Windows® 7, 8, or 10 operating system to run Catalog App for Windows®.

© 2018 Matthews International Corporation, all rights reserved. MATTHEWS® and MATTHEWS INTERNATIONAL® are registered trademarks of Matthews International Corporation.

framed photo taken during the trial back in 1954.

Lucas arrived at The Old Oak Cliff Cemetery about 8:30 a.m., met the team from the grave service and located the grave before the rest of the witnesses arrived.

As Mapes later reported, "There isn't anything about Venice Parker's grave that would tip you off to the impact her death had on Dallas, particularly among black activists, attorneys, and judges. She's buried about a hundred or so yards into the Oak Cliff Cemetery, the city's oldest, now a time-warp of a place just east of Interstate 35, off 8th Street.

"Parker's grave is marked by a simple, single rectangular stone, the last of four plots in a row. It notes her name, birth, and death: April 7, 1922 – September 30, 1953."

Others viewing were Mary Mapes was Cemetery Trustee Ellen Dorn and her father, a team from Rodriguez Grave Service, Medical Examiner Jeffrey Barnard and his team, as well as clergy, representatives from the Dallas County District Attorney's Office and journalists from *D Magazine*.

As the backhoe operator started his engine, multiple cameras snapped photos of each step of the procedure.

"It appeared the grave had shifted out of alignment and was slightly to one side of the marker," Lucas said. "Our plan had been to go down a few feet with the backhoe and then dig the rest of the way to the casket by hand... but the backhoe operator was amazing, operating this piece of equipment like a surgeon with a scalpel, each shovelful of dirt excised with well-practiced care and precision."

As the sun reached higher in the skies over Dallas, the backhoe moved the dirt slower and then stopped. Dr. Barnard, the M.E. eased himself into the resulting hole and ran his fingers over the top of what he soon found to be the casket.

"In a little more than 60 years, the inner lining had rotted and the outer wall of the left side of the casket had rusted through," Lucas observed

With his team – the Chief Investigator, Chief of Physical Evidence and the Chief Autopsy Technician – Dr. Barnard retreated to the mobile lab where they ran several tests on a bone fragment he had retrieved. Returning to the group after a brief period, the Medical Examiner announced no DNA could be detected. Too much time had passed. Nature had washed the remains clean

of any genetic markers.

Obviously disappointed, several observers departed. It had been worth a try. Lucas stayed until the grave was completely closed...and in keeping with a longstanding tradition, the funeral director asked for a prayer, and the pastor at the gathering performed a brief committal funeral service.

At the conclusion of the service, during the long drive home, Jimmy Lucas thought back over the morning's events. "I was surprised that nothing was found, and how cool it would have been if this all was intact," he shared. "I also wondered if a vault had been required back in the 1950s if the DNA would have been intact over time – all what if's that never could be answered."

When asked what good he thought would come from all the planning, all the staging and the actual disinterment.

Without hesitation, the funeral director said this: "There's peace of mind you've done everything humanly possible to bring closure."

Then after a moment, he added: "I'm just thankful we didn't have to disturb the grave any more than we did. It would have been great to exonerate Walker – at the end of the day, you want justice."

TFDA

Houston's Choice

NFDA

# KIRK MORTUARY SERVICE

of HOUSTON

**1-800-825-4603**

[www.kirkmortuary.com](http://www.kirkmortuary.com)



Robert C. (Bobby) Davis  
Owner & Operator

The Leading Independent Commercially Licensed  
Embalming Establishment in the  
**Houston/Galveston Area.**  
**WHEN QUALITY COUNTS**

REMOVALS, EMBALMING, TRANSPORTATION, DIRECT CREMATION SERVICES,  
GRAVESIDE SERVICES OR SPECIAL SERVICES UPON REQUEST

—COMPLETE SHIP OUT SERVICE—

HOUSTON 713/869-6621  
FAX 713/869-8614

2017 AIRLINE DRIVE • HOUSTON, TEXAS 77009

# How High is Your Emotional Intelligence?



**W**hen the term, “emotional intelligence” (EQ) first appeared in business literature, it was seen as the missing link to explain why people with average IQs outperform those with the highest IQs 70 percent of the time. The continuing study of emotional intelligence threw a monkey wrench into the assumption that IQ was the sole source of success.

Decades of research have proven emotional intelligence remains the critical factor that sets star

performers apart from the rest of their peers. The proof: The connection is so strong that 90% of top performers have high emotional intelligence.

“No doubt emotional intelligence is less prominent than book smarts, but my experience says it is actually more important in the making of a leader. You just can’t ignore it.”  
— Jack Welch

Emotional intelligence is the “something” in each of us. It’s an intangible, but it affects how we manage behavior, navigate social complexities and make personal decisions to achieve positive results.

Despite the significance of EQ, its intangible nature makes it very difficult to measure and to know what you can do to improve if you’re lacking.

(If you really want to know, take a scientifically validated test, such as the one that comes with the Emotional Intelligence 2.0 book by Terry Bradberry, or the book, “Who Am I?” by

Thomas Craughwell – there are several more).

Unfortunately, quality (scientifically valid) EQ tests aren’t free. So, we’ve analyzed the data from a million-plus people in order to identify the behaviors that are the hallmarks of a low EQ...behaviors you want to eliminate from your own repertoire.

**You don’t show anger or get angry.** Constantly masking your emotions with happiness and positivity isn’t genuinely productive. Emotionally intelligent people employ negative and positive emotions intentionally in the appropriate situations. Emotional intelligence is not about being nice; it’s about managing emotions to achieve the best possible outcomes. Sometimes this means showing people that you’re upset, sad, or frustrated.

**You get stressed easily.** Feelings you hide or attempt to ignore quickly build into uncomfortable sensations of tension, stress, and anxiety. Without an outlet, these emotions tend to strain the mind and body. Your emo-

tional intelligence skills enable you to spot and tackle tough situations before things escalate.

In times of stress, people who don’t use their emotional intelligence skills are more likely to turn to other, less effective means of managing their moods. They are twice as likely to experience anxiety, depression, substance abuse... even thoughts of suicide.

**You find it difficult asserting yourself.** People with high EQs balance good manners, empathy, and kindness with the ability to assert themselves and establish boundaries. This combination of skills is ideal for handling conflict. When most people are crossed, they default to passive or aggressive behavior. Emotionally intelligent people remain assertive by avoiding unfiltered emotional reactions. This gives them the ability to neutralize difficult and toxic people and situations without creating enemies.

**You have a limited emotional vocabulary.** All of us experience emotions, but only a select few can accurately identify them as they occur. Research shows only 36 percent of people can do this. This creates a problem because unlabeled emotions often are misunderstood, which leads to irrational choices and counterproductive situations and outcomes.

People with high EQs better understand their emotions because they understand them and can use an extensive vocabulary of feelings. While many people might describe themselves as simply feeling “bad,” emotionally intelligent people can pinpoint whether they feel “irritable,” “frustrated,” “downtrodden,” or “anxious.” The more specific your word choice, the better insight you have into how you are feeling, what caused it, and what you should do about it.

**You make assumptions quickly.** People lacking a high EQ usually form opinions quickly and then succumb to confirmation bias, meaning they gather evidence that supports their opinion and ignore any evidence to the contrary. They also may argue vehemently to support it.

This tendency is especially dangerous for leaders, as their under-thought-out ideas become the entire team’s strategy. Emotionally intelligent people let their thoughts marinate because they know initial reactions are driven by emotions.

Leaders with high EQs give their thoughts time to develop and consider the possible consequences and counter-arguments. Then, they communicate their idea in the most effective way possible, taking into account the



needs and opinions of others involved.

**You tend to hold grudges.** The negative emotions that come with holding on to a grudge are actually a stress response. Just thinking about the event sends your body into fight-or-flight mode, a survival mechanism that forces you to stand up and fight or run for the hills when faced with a threat. When a threat is imminent, this reaction is essential to your survival, but when a threat is ancient history, holding on to that stress wreaks havoc on your body and can have devastating health consequences over time. In fact, researchers at Emory University have shown that holding on to stress contributes to high blood pressure and heart disease. Holding on to a grudge means you're holding on to stress, and emotionally intelligent people know to avoid this at all costs. Letting go of a grudge not only makes you feel better now but can also improve your health.

**You don't let go of mistakes.** Emotionally intelligent people distance themselves from their mistakes, but they do so without forgetting them. By keeping their mistakes at a safe distance, yet still handy enough to refer to, they are able to adapt and adjust for future success. It takes refined self-awareness to walk

this tightrope between dwelling and remembering. Dwelling too long on your mistakes makes you anxious and gun shy, while forgetting about them completely makes you bound to repeat them. The key to balance lies in your ability to transform failures into nuggets of improvement. This creates the tendency to get right back up every time you fall down.

**You often feel misunderstood.** When you lack emotional intelligence, it's hard to understand how you come across to others. You feel misunderstood because you don't deliver your message in a way that people can understand. Even with practice, emotionally intelligent people know that they don't communicate every idea perfectly. They catch on when people don't understand what they are saying, adjust their approach, and re-communicate their idea in a way that can be understood.

**You don't know your triggers.** Everyone has triggers — situations and people that push their buttons and cause them to act impulsively. Emotionally intelligent people study their triggers and use this knowledge to sidestep situations and people before they get the best of them.

**You blame other people for how they make you feel.** Emotions come from within.

It's tempting to attribute how you feel to the actions of others, but you must take responsibility for your emotions. No one can make you feel anything that you don't want to. Thinking otherwise only holds you back.

**You're easily offended.** If you have a firm grasp of who you are, it's difficult for someone to say or do something that gets your goat. Emotionally intelligent people are self-confident and open-minded, which create a pretty thick skin. You may even poke fun at yourself or let other people make jokes about you because you are able to mentally draw the line between humor and degradation.

Bringing it all together: Unlike your IQ, your EQ is highly malleable. As you train your brain by repeatedly practicing new emotionally intelligent behaviors, it builds the pathways needed to make them into habits. As your brain reinforces the use of these new behaviors, the connections supporting old, destructive behaviors die off. Before long, you begin responding to your surroundings with emotional intelligence without even having to think about it.

*Travis Bradberry is the co-author of Emotional Intelligence 2.0 and the cofounder of TalentSmart.*

# A HEARTFELT THANK YOU

*Doric Texas would like to thank the North Texas  
Funeral Director's Association for honoring  
Jennifer Braun.*



*We'd also like to thank  
everyone for supporting  
us through our third  
year and we'd  
like to wish you  
a prosperous 2018!!*

24/7 Online Ordering Available at

**DoricTexas.com**

PO Box 277 • Justin, TX 76247

Toll Free: 844-393-8973

Main Line: 940-648-3851

Fax: 940-648-3953

**Contact Us Today!**

*Jennifer Rountree-Braun & Sherry Rountree*

*Family-owned and Operated*

*A Division of TexSet, LLC.*



**Dora Jean Nobles**

TFDA Executive Board & Staff  
Wanda J. Westerman  
Lee & Judith Castro  
Gary & Della Shaffer

Douglas Nobles & Jeffrey Nobles  
Dick & Ola Owens  
Wayne & Claudia Giese, & Erin Giese  
Alice Adams

**Carroway**

Roy "Gus" Carroway, Sr., 83, was born December 26, 1934 in Hall Summit, Louisiana to the late Ora (Cooper) and Paul Baron Carroway, and died Sunday, April 8, 2018 in an area hospice facility. He is the father of Roy Carroway, Jr., owner of Carroway Funeral Home and CMG Funeral Partners in Lufkin.

Carroway was a graduate of Coushatta High School. He attended Stephen F. Austin State University on a full basketball scholarship, receiving all-conference honors and attaining a Master's Degree in Education. Mr. Carroway served as a teacher and administrator for Hudson ISD and Central ISD. He enjoyed quail hunting, camping and fishing. He was ordained as a minister in 1975 and spent his life serving the Lord and ministering to others. He was a member of the Body of Christ. The desire of his heart was to have a career in the funeral industry. That was fulfilled at the age of 65 when his son opened Carroway Funeral Home in 1999. He served and ministered to many families over the years.

Funeral services were held April 11 in the Carroway Funeral Home Chapel with Pastor Dan Schiel and Brother John Withem

officiating. Committal services followed at the Elwyn M. Gipson Memorial Chapel with Brother Bryan Lipscomb, followed by entombment in the Garden of Memories Memorial Park Phase I Mausoleum.

Funeral was under the care and direction of Carroway Funeral Home, Lufkin.

**Flanagan**

Nancy F. Flanagan went to be with her Lord and Savior on April 13, 2018 in Grapevine. She was 81 years of age. She was the office manager for Wilbert of North Texas in Grapevine.

Nancy was born on November 2, 1936 to Mike and Eula (Holt) Ottinger in Coppell. She graduated from R.L. Turner High School in Carrollton in 1955. Nancy was dedicated to many wonderful careers, including: Halls Drug Store, 29 years with Exide Battery Company, Artistic Flowers, Brent Steel, and over 20 years with Wilbert Vault Company.

She enjoyed gardening, cooking, canning, singing in the choir, teaching Sunday School, and working. Nancy loved to visit Colorado and was absolutely dedicated to her family. She loved her home with her husband, Bob, and "Scout".

Nancy is survived by her loving husband, Bob Flanagan; sons, Ric Flanagan and wife Mindy of Paradise, Rickey Webb of Lake Dallas, and Randy Webb and wife Kim of Callisburg; daughter, Tracy Fields and husband Paul of Grapevine; and her beloved grandchildren, great-grandchildren, numerous nieces, nephews, family, and friends.

Services were held at Bethel Baptist Church in Grapevine with Pastor Scott Carrier and Brother Randy Webb officiating. Interment followed in Grapevine Cemetery. Services were under the direction of Lucas Funeral Home of Grapevine.

**Newby**

Gladys Donnelly Newby, 87, formerly of Yoakum, passed away at her home March 31, 2018. She is the mother of Joan Benbow with Dobie Funeral Home in Mathis.

She was born April 20, 1930 in Sweet Home to the late James Olis and Estelle Donnelly. She is survived by daughter, Joan Benbow of Corpus Christi, Texas and son, Van Newby of Shiner; sister, Dorothy "Dot" Toups of New Iberia, Louisiana; two grandsons, Aaron Benbow of Corpus Christi and Blake Benbow and wife Meghan of La Vernia, Texas; two great-granddaughters, Chloe and Addison Benbow.

Funeral Mass was celebrated April 5, 2018 at Queen of Peace Catholic Church in Sweet Home, with Rev. Matthew Huehlefeld officiating. Burial followed at Yoakum Restland Cemetery.

Funeral services were under the direction of Thiele Cooper Funeral Home.

**Nobles**

Dora Jean Nobles, 87, of Navasota, passed peacefully into eternal life April 12 at her home. She was the widow of past TFDA president Chester Nobles, mother of past president Douglas Nobles and grandmother to Jeffrey Nobles, all of Nobles Funeral Chapel in Navasota.

A celebration of her life was held April 17 at First United Methodist Church of Navasota with interment following in Fairview White Hall Cemetery. The Rev. Jeremy Woodley officiated.

Dora Jean was born on August 28, 1930, in Navasota, the daughter of Hollis Douglas & Sophie (Birchfield) Duncan. She married the love of her life, Chester Nobles, on September 30, 1949, and together they raised two sons, Douglas and Marcus. She owned and operated Powder Puff Beauty Salon for



**Capital Mortuary Services, Inc.**  
"We Are Here When You Need Us"

**512-373-8467**

**"THE PROFESSIONAL CHOICE IN AUSTIN METROPLEX AND SURROUNDING COUNTIES"**

Please visit our website at: [www.capitalmortuaryservices.com](http://www.capitalmortuaryservices.com)

<b>Family Owned &amp; Operated</b>	<b>Permit and Certificate Procurement</b>
<b>On-Site Crematory</b>	<b>National and International Shipping</b>
<b>Removals &amp; Transport</b>	<b>Easy Access Located 2 Blocks off I-35</b>
<b>On Site Embalming Facility</b>	<b>Licensed staff for Funeral and Graveside Services</b>
<b>We Offer Complete Shipout Services</b>	

Fax 877-505-1106  
[cms@capitalmortuaryservices.com](mailto:cms@capitalmortuaryservices.com) Member TFDA & NFDA  
201 Victor St. • Austin, TX 78753

over 50 years where she had the opportunity to meet many lifelong friends whom she cherished. Dora Jean was also instrumental in supporting and assisting Chester and Douglas when they worked for Lindley Robertson Funeral Home and later when they opened Nobles Funeral Chapel.

Mrs. Nobles loved to travel with Chester and her family and took many trips over the years with her high school girlfriends as well. First United Methodist Church was very dear to her heart, and she was a faithful member all of her life. Grandmama, as she was affectionately called by her family, was the family matriarch and set a beautiful example with her love for Jesus Christ and always putting others before herself. She is best remembered by her family for her delicious cooking, fierce loyalty, and unconditional love.

Left to cherish her memories are her sons and daughters-in-law, Douglas & Jana Nobles of Navasota and Marcus & Bennie Nobles of Deer Park; grandchildren, Jeffrey & Natalie Nobles, Trevor Nobles, J.R. & Tammi Pratt, Cassie & Scott Pullig, and Jennifer & Mitchell NeSmith; great-grandchildren, Lexi, Zoe, & Maddie Nobles, Dillon Schulz,

William Pratt, Brandon & Dylan Pullig, and Lane NeSmith.

### Stewart

John W. Stewart, Jr., 93 years-old of Kenedy, Texas, went to his Heavenly Rest on March 31. His loving wife, Laura, was at his side, as she was nearly every day of his life and throughout more than seven decades of marriage. He was the owner of Eckols Funeral Home in Kenedy.

A native Texan, John was born in Dallas, on May 18, 1924. During his elementary years, his family resettled in Port Jervis, New York, where he met Laura Chase while they were both 9 years-old. After graduating from Port Jervis High School, John joined the Coast Guard at the beginning of World War II.

After the war, John & his bride moved back to Texas to settle in Kenedy, where John found his place serving the community through the family business, Eckols Funeral Home. He also assisted with the family ranching business, raising herds of commercial livestock as well as selling and transporting Red Brahman cattle around the state of Texas and, indeed, around the world.

John was the proud father of four sons -

John Winton, III (deceased); David of Kenedy, TX; Philip of San Antonio, TX; James of Bulverde, TX; Six grandchildren (Meredith Chase Ellis of Menlo Park, CA, Philip Chase Stewart of San Antonio, Stacy Stewart Rigby, Virginia Chase Stewart and Chandler Stewart of Bulverde; and Jeffrey Chase Stewart of Houston as well as three great-grandchildren. Though fondly known by his family for his love of the sea and deepwater fishing, residents of Kenedy, Texas likely know John's principled devotion to serving his community. In addition to operating the Eckols Funeral Home - his calling as much as his job - he also served as a Deacon at the First Baptist Church in Kenedy, President of the Rotary Club, member of the Kenedy Independent School Board, The Kenedy Masonic Lodge as well as the Kenedy Jaycees, and Past Treasurer for the Kenedy Little League. He was also a proud 70 year member of The Scottish Rite Masonic Order.

Through the years, John and Laura enjoyed vacationing by the ocean in Puerto Vallarta, Mexico, and along the Gulf Coast. His years in the Coast Guard allowed him the luxury of eating Stilton cheese and onions during family fishing trips on choppy

# Miller & Sons FUNERAL CAR SALES

*Without quality, there is no value!*

2018 S&S 70" Limousine



**NOW REPRESENTING**

**SUPERIOR COACH  
&  
S&S COACH COMPANY**



2018 S&S Medalist

7138 ENVOY COURT  
DALLAS, TEXAS  
75247-5102

WWW.HEARSEANDLIMO.COM  
SALES@HEARSEANDLIMO.COM

TOLL FREE : 800.822.9586  
BUSINESS : 214.828.1095  
FAX : 214.827.0136



waters, no doubt to the agony of his less seahardened crew.

Having lived a full life of early-to-bed and early-to-rise dedication to his family, faith, and community, John W. Stewart, Jr.'s eternal life was celebrated with a funeral service on April 4 at Eckols Funeral Home Chapel with the Rev. Tim Williams officiating. Interment followed in the Kenedy Cemetery.

**Theus**

Don W. Theus passed away on April 1, 2018 at the age of 78. He is the husband of Jean Theus, an employee at Grace Funeral Home inVictorial.

He was born on December 1, 1939 in Victoria, Texas to the late L.C. Theus, Jr. and Madlen Wilmer Hiller.

Don attended St. Joseph's High School and

graduated in 1957. He joined the US Army in 1958 and proudly served his country in Germany. After being discharged in 1961, he joined Union Carbide and worked there for 39 ½ years retiring in 1998. His specialty was safety and he was an Emergency Medical Technician. He loved his firefighting, attending and training at Texas A & M Fire School for over 35 years with Carbide and then on his own time in the summers after retirement.

After retiring he worked with the State of Texas in Emergency Management with FEMA. He attended or taught for 45 years at the Texas A & M Fire School, receiving the Henry D. Smith Award for instructor of the year.

Graveside services with military honors were held on April 4 at Memorial Park Cemetery with Deacon Ed Molina officiating. Services were under the direction and personal care of Grace Funeral Home.

**Westerman**

Wanda Joanne Westerman, age 86, died April 15, 2018 at Miller Farm Place in Centerville, Ohio. She is the mother of Gary Lee Westerman with Brown Memorial Funeral Home in Irving.

She was born in Columbus, Ohio to Joel Lucas and Lula Estella (Piatt) Roberts on May 20, 1931. Wanda married the love of her life, Jack Leroy Westerman, on April 5, 1952, and moved from her beloved Columbus to Cincinnati, Ohio. She had a short career in nursing, before making the decision to become a full-fledged homemaker after the birth of their two sons and the family's moves to Utah, Missouri, Texas, Louisiana, Georgia, and the eventual return to Cincinnati, due to Jack's profession taking the family from state to state. Whenever possible Wanda enjoyed active involvement in her church and was a constant and faithful reader of the Bible and daily devotionals.

Left behind to cherish her memory are son Douglas Robert Westerman, US Army, Ret. and wife Debbie of Miamisburg, OH; son Gary Lee Westerman and wife Kristy of Irving, TX; grandson Eric Michael Westerman of Knoxville, TN; granddaughter Kara Leigh Westerman and her daughter Aurora Mae Westerman, both of Natrona Springs, PA; nephew Danny Whittecar and wife Kathy; niece Diane Whittecar along with other loving extended family and friends.

To honor Wanda's living request, a small family gathering will be held at Sunset Cemetery in Galloway, Ohio, where her urn will be placed in a niche overlooking the garden where her parents are buried.



*In Texas,  
it's AMA Containers  
Since 1991*

**(T) 281-540-4141 (F) 281-540-4159**

**P.O. Box 5953 • Kingwood, Texas 77325**

- AIRTRAYS - ATA Certified
- COMBO UNITS - ATA Certified
- CREMATION CONTAINERS (5 TYPES)
  - RENTAL CASKET INSERTS  
(FITS ALL MFG. REGULAR & OVERSIZE)
- ZIEGLER METAL SHIPPING CONTAINERS
- INTERNATIONAL WOOD SHIPPING CRATES

*Best Service • Best Containers*

*Manufactured in Texas*



**Starmark Funeral  
Products Now  
Available From  
AMA...  
Call Us for Either  
Funeral Product  
Lines TODAY!**

[www.airtrayman.com](http://www.airtrayman.com)

Email: [ama\\_containers@yahoo.com](mailto:ama_containers@yahoo.com)

**AMA Containers  
1-800-624-3630**

# *Interested* in obtaining a degree in the funeral service industry?

Commonwealth Institute of Funeral Service (CIFS) now offers an **Associate of Applied Science** in Funeral Service partially online! The online format allows you the opportunity to earn a degree in a growing industry, no matter where you are.

## THE PROGRAM OFFERS:

- **High-Quality Education** – All instructors are licensed funeral directors and embalmers
- **Accelerated Format** – Obtain a degree in only 12 to 15 months at your convenience
- **Reputation** – A leading provider of funeral service education

**Take the next step to your future!**

[www.commonwealth.edu](http://www.commonwealth.edu)

Commonwealth Institute of Funeral Service  
415 Barren Springs Dr.  
Houston, TX 77090  
(800)628-1580  
(281)873-0262



# TFDA Services, Inc.

## Endorsed Providers

### Answering Service

ASD — Answering Service for Directors was the first answering service devoted solely to serving the needs of funeral directors and has been family-owned and operated since 1972. Many funeral directors began using this service at its inception and continue using it today. ASD maintains the highest degree of professionalism with extensive training, cutting-edge technology and an unmatched level of service. Contact Jason Bathurst at (800) 868-9950 or [jason@myASD.com](mailto:jason@myASD.com).

### Banking

Live Oak Bank provides financing solutions to funeral home and cemetery owners nationwide. Beginning with funeral home lending and later expanding to funeral and cemetery trust services, we are dedicated to helping funeral professionals succeed. Our team works solely with funeral home and cemetery owners allowing us to truly understand the unique needs each client faces. To learn about Live Oak Bank, visit [liveoakbank.com/funeral](http://liveoakbank.com/funeral) or contact Tim Bridgers the General Manager of Funeral Home Lending at [tim.bridgers@liveoakbank.com](mailto:tim.bridgers@liveoakbank.com) or 910-685-7446.

### Business Insurance

Federated Insurance Cos. is the endorsed TFDA Services, Inc., property/casualty, liability and workers' compensation insurance provider. Federated is recognized as the national leader in partnering with trade association and buying groups and has been endorsed by 29 state funeral directors associations. The company has more than 100 years' experience providing insurance and risk management services to business owners. They currently have 29 representatives in Texas to serve you. Federated offers very competitive rates.

### Continuing Education

APEX Continuing Education Solutions is now partnering with TFDA to help you meet your continuing education needs. To qualify for the TFDA partnership, simply go to [TFDA.com](http://TFDA.com) and click on "Continuing Education" and then on the Apex link. You will be taken to their website where you can sign up for CE hours. TFSC has

approved all the continuing education modules. It is possible to get all 16 hours, including the required hours, through this program. You may study the modules and take the tests online, or order the modules through the website and have them mailed to you. The cost is reasonable and the process user-friendly.

### Credit & Debit Card Processing

Authorized Credit Card Systems has no start up fees, no monthly fees, no contracts and no cancellation fees. Their credit card processing rates are very competitive and may be lower than the rates you are paying now. For a quick comparison of rates, or to add a new location or for questions regarding your existing service, please contact Anthony Truitt at (512)659-5592 or [anthony@authorizedccs.com](mailto:anthony@authorizedccs.com).

### Final Assistance

Full Circle Care is a unique service will provide your families with the assistance they need to finalize matters such as credit cards, bank accounts, credit bureaus, pensions, social security and much more. They make calls with the family on a three-way conference call. For more information, please call Matt Van Drimmelen, (888) 713-4625, [matt@finalassistance.com](mailto:matt@finalassistance.com)

### Funeral Financing

Stairway Lending is a quick and easy way for your family to secure a loan for funeral expenses. They assist the family in their time of need from a large pool of lending institutions. It is much like a personal loan. The funeral director has no obligation to follow up for payments. For more information, contact Josh Holloway (205) 572-5640 or email [jholloway@stairwaylending.com](mailto:jholloway@stairwaylending.com). Website: [www.stairwaylending.com](http://www.stairwaylending.com)

### Group Health – Retirement (401k)

Advanced Benefit Solutions offers TFDA members a free confidential evaluation of their employee benefit program. ABS can offer proven cost-saving alternatives and increased benefits. Products include employee retirement programs, group life insurance, long-term disability, dental and group medical insurance. Call Ron Seibel at

(800) 291-2009 or fax (512) 582-9493. Customer service and satisfaction is guaranteed.

### Odor Neutralizer

Since its introduction in 2012, NeutrOlene has become a mainstay for use in the rolling stock, prep rooms and common areas of funeral homes across North America, the U.K., Europe and Australia. An earth-friendly chemical neutralizer that eliminates all organic odors, the NeutrOlene family of affordable products are excellent for use in first call removal and transport vehicles, body bags, in refrigeration units and preparation rooms. Neutrolene also is used effectively in hospitals, nursing homes, schools, the sick room, personal vehicles, homes, laundry, gym bags, athletic shoes and more. For information, go to [www.neutrolene.com](http://www.neutrolene.com). To order, call 816-589-8729.

### Online Newsletters

MultiView produces and provides a weekly email newsletter, Funeral Trends, to the TFDA membership. The information in the newsletter is industry related covering a variety of news stories from across the country. They also sell advertising on the TFDA website. Members have the opportunity to purchase advertisements in the newsletter or on the website. For information on advertising rates, please contact Geoffrey Forneret at (469) 420-2629 or email [gforneret@multibriefs.com](mailto:gforneret@multibriefs.com).

### Phone "On Hold" Systems

HEAR HERE "On Hold" Systems offers customized music and message "on hold" service to TFDA and its members. They can help you project your professional image each time you find it necessary to place a caller "on hold" by creating custom productions especially for your business. They are proud to offer their services without any equipment to buy or contracts to sign. You can hear a sample of their service by calling the TFDA office. For more information about this great image enhancing marketing tool, call Vince at (800) 613-3197 or visit them online at [www.hearhere.net](http://www.hearhere.net).





# THE FUNERAL PROFESSION IS EVER CHANGING.

*Now more than ever, you need to adapt to keep up. Are you looking for change that will help your funeral home run smarter not harder?*

Stop Waiting

**WEEKS** *or even* **MONTHS**  
to receive payment on your insurance claims

CHOOSE

**C&J FINANCIAL**  
and get paid today!

- **FAST FUNDING®** – most claims paid in 1 to 2 days with paperwork
- **NO RISK** – Non-Recourse Funding to your firm
- **Minimal Paperwork** - many assignments only require 1 signed document
- **Revolutionary Online Assignment Funding Management System™**

**C&J Financial is the largest provider of insurance assignment funding in North America.**

Serving 2500+ funeral home clients    \$300+ million funded each year  
45,000+ assignments processed annually

We would be honored to show you why thousands of your colleagues all across America choose C&J for their Assignment Funding needs and why many associations, accounting firms and industry leaders recommend C&J to their clients and members. We look forward to showing you how FAST FUNDING® can benefit your firm.

 **C&J Financial, LLC**  
*The Leader in Insurance Assignment Funding™*

[www.cjf.com](http://www.cjf.com)  
800.785.0003

# EMV/Chip Card Acceptance

## 5 Reasons to Upgrade Your Equipment

1) EMV allows more secure card-present transactions. The big sell for EMV smart cards is that they offer better transaction security to all parties involved in the payment process. Traditional magstripe cards store all of their information in a single magnetic stripe (hence the name). Although this allows a simple swipe to complete a transaction, it also means that the card's information can be intercepted by skimmers, then used to create fraudulent cards.

EMV cards store their information in microprocessor smart chips, and they are encrypted to protect that data. It's much more difficult to acquire the data, and it's also more difficult to create fraudulent cards because

that requires the technology to duplicate the microprocessor chip and the encryptions that protect its data.

2) EMV supports contact, contactless, and mobile transaction types. EMV technology supports more than contact ("chip-and-pin") transactions. It also enables contactless transactions, where cardholders tap their cards against the terminal. Whereas contact payments require the card to be inserted into the terminal for the duration of the transaction, contactless payments are as fast (or even slightly faster) than traditional swipe payments conducted with magstripe cards.

EMV technology is also a platform for se-

cure, fast mobile wallet payments, which allow customers to wave their smartphones over a terminal rather than dipping or tapping a card. Because mobile wallets are one of the other trends in the payment industry, EMV support for mobile transactions allows a merchant to invest in a single system to open multiple options for customers.

3) EMV is a global standard. With EMV poised to phase into the United States market, it will become a global standard for both card and mobile payments. This is good news for customers and domestic merchants.

American consumers will be able to use their own smart cards while traveling (magstripe cards have fairly high rejection rates because EMV is more common around the rest of the world).

Foreign consumers will also be able to use their own smart cards while traveling.

4) EMV payment brands offer PCI relief for compliant merchants. For many merchants, PCI compliance is another headache to address on a regular basis. In order to encourage merchants to make the transition to EMV technology, payment brands are pushing for PCI-specific relief. The hope is that this move will offset upgrade costs incurred by the merchant, thus allowing them to make the transition without great cost.

5) EMV systems can operate in offline mode. Because EMV cards contain microprocessors that can actually interact with terminals, they can perform offline transaction verification and offline cardholder verification. Terminals can be configured to accept offline PIN codes, a feature not supported by magstripe cards. EMV cards can use verification data from their own microprocessor smart chips to verify PIN codes and create cryptograms, improving transaction security without requiring an online connection to banking systems.

### Interested in EMV solutions?

Your TFDA Endorsed Provider for credit card processing accounts & equipment (Authorized Credit Card Systems) offers EMV solutions for business owners. If you're interested in getting set up for EMV payments, contact us today and ask about our EMV-compliant equipment and processing options.

By Anthony C. Truitt III, Vice President, Authorized Credit Card Systems a 4 year TFDA member and 2016 South Central Endorsed Provider of the year. He can be reached at [anthony@authorizedccs.com](mailto:anthony@authorizedccs.com) or 512-535-0120.



**MILLER MORTUARY & CREMATION SERVICES**  
Family Owned Business Ready to Serve Your Firm

---

**ON SITE CREMATORY**  
Removals | Embalming | Graveside Services  
Transportation | Ship Outs Administration | TSA Certified

---

**800-477-2150**  
[millermortuary@gmail.com](mailto:millermortuary@gmail.com)  
202 Avenue Q - Lubbock, Texas 79415

Members of  
TFDA, NFDA,  
and CANA

*The Answering Service in a Class of its Own*



- Award-Winning App
- Highly Trained Staff
- Tools For Growth
- 30-day Free Trial

**Funeral Solutions**



**1-800-868-9950**

**myASD.com**



# Exclusive distributor of Armbruster Stageway



The most innovative  
new car in the industry.

## Southwest Professional Vehicles

Proudly serving our customers since 1958.

3910 East Overton Road, Dallas, Texas 75216 | [www.spvinc.com](http://www.spvinc.com) | 1.800.282.1544



## MEMBER SERVICES These services are provided to TFDA members only.

**AT&T Discounted Cell Phone Service** TFDA members are eligible for a 10 percent discount. This is for personal accounts under users' social security numbers. Business accounts are not eligible. They offer some great specials not available anywhere else. To access the link, you must go to the Members Only portion of the TFDA website and log-in. You may also take your membership card to any AT&T store to verify eligibility.

**TFDA Job Bank** assists funeral homes, commercial embalming establishments and crematories looking for personnel. Information is posted to the TFDA website for 90 days unless otherwise stated. Using the TFDA job bank significantly increases your applicants and shortens your search time. Licensed funeral directors and embalmers are encouraged to email their resumes to joyce@tfda.com so that potential employers can contact them. Contact the TFDA office at (512) 442-2304 for more information.

**Verizon Wireless Service** TFDA members (all existing and new customer Verizon accounts) will receive an 8 percent discount off their monthly bill along with discounts of up to 25 percent off all accessories. This discount applies to business accounts and personal accounts. All activation fees will be waived for new services provided, along with early termination fees up to \$350. All agreements will be for a duration of two years. Apple products will not receive discounts. To initiate your account, contact Will Godfrey (832) 349-5106, will.godfrey@cellularsales.com.

**El Dorado Motor Group** offers TFDA members and their employees the ability to purchase GM vehicles at fleet pricing. El Dorado Motors will sell all eligible vehicles at GM Supplier Pricing as detailed on the manufacturer's invoice. This is truly a "no hassles/no haggle" process. For each vehicle purchased, they will donate \$50 to the Colin Owens Memorial Scholarship Fund. Contact Tom Bresnahan in McKinney, Texas, at (972) 569-0101.

**Funeral Service Credit Union**, located in Springfield, Illinois, is a state-chartered credit union established in 1983 that provides financial services to funeral service professionals, their employees and immediate families. This credit union is endorsed by NFDA, many other national funeral service organizations and state funeral directors associations. They offer many services and very competitive rates. For more information, visit [www.fscunet.org](http://www.fscunet.org) or call toll-free (866) 701-3728 or (217) 546-5480.

**Music Licensing** TFDA members are eligible for the same low rate for music licensing as is available to NFDA members. NFDA allows members of the state associations to receive a discounted music license. The 2017 music license is \$246. This is a considerable discount over the price you would pay to become licensed directly with each agency (ASCAP, BMI and SESAC). For a copy of the 2017 NFDA music license renewal form, go to [www.tfda.com](http://www.tfda.com) and click on "Helpful Forms." Failure to obtain an annual license may result in substantial fines.

## TFDA Services, Inc.

### Executive Officers



**PRESIDENT**  
**D. Michael Land**  
Hurst  
[michael@forestridge-fh.com](mailto:michael@forestridge-fh.com)



**VICE PRESIDENT**  
**Zach Carnley, CFSP**  
Burlison  
[zach@familyowned.net](mailto:zach@familyowned.net)



**SECRETARY TREASURER**  
**Charlotte Chism**  
Waldrum, CFSP  
Irving  
[char1chism@aol.com](mailto:char1chism@aol.com)

### Directors



**Larry Don Graves**  
Huntsville  
[larry@shmfmh.com](mailto:larry@shmfmh.com)



**Tracy A. Lane**  
Pineland  
[lane6583@yahoo.com](mailto:lane6583@yahoo.com)



**Jeffrey Nobles**  
Navasota  
[noblesjeff@yahoo.com](mailto:noblesjeff@yahoo.com)



**Dick Owens**  
Wolfe City  
[rowenswc@yahoo.com](mailto:rowenswc@yahoo.com)



**Larry Payne, CFSP**  
West  
[lwpayne@aderholdfuneralhome.com](mailto:lwpayne@aderholdfuneralhome.com)



**Gary Lee Westerman, CFSP**  
Irving  
[gwesterman@brownmem.com](mailto:gwesterman@brownmem.com)



**Like**

**Texas Funeral Directors Association**

*One More Way to Get All the Information You Need.*

## INDEX TO ADVERTISERS

AMA Containers **30**  
 ASD Inc. **34**  
 Austin Mortuary Service, LLC **20**  
 B-Mobile Inc **12**  
 C & J Financial, LLC **33**  
 Capital Mortuary Services **28**  
 Commonwealth Institute of Funeral Service **31**  
 Doric Texas **27**  
 Federated Insurance **19**  
 Funeral Directors Life **7**  
 Johnson Consulting Group **21**  
 Kirk Mortuary Service of Houston **25**  
 Legacy Funeral Group **17**  
 Matthews Int'l Casket Division **24**  
 Metro Mortuary & Crematory **8**  
 Metropolitan Funeral Service **20**  
 Miller & Sons **23 & 29**  
 Miller Mortuary and Crematory Services **34**  
 Shields Southeast Sales Inc. **IBC**  
 Sich Casket Company Ltd. **9**  
 Southwest Professional Vehicles, Inc. **35**  
 Texas Mortuary Service **4**  
 Texas Service Life **IFC**  
 The Bancorp **11**  
 Twin Wood Mortuary **5**  
 Vaughan Specialty Auto **15**  
 Victoria Mortuary Services **37**  
 Wilbert Funeral Services **BC**

## 2018 TFDA CALENDAR OF EVENTS

<b>June</b> 10-13 19	TFDA Convention	Galveston
	Texas Funeral Service Commission	Austin
<b>July</b> 8-11 30 – August 1	NFDA Leadership Conference	Asheville, NC
	TFDA Leadership Conference	Amarillo
<b>September</b> 11 30 – October 2	Texas Funeral Service Commission	Austin
	Emerging Leaders University	Austin
<b>October</b> 14-17 23 24	NFDA Convention	Salt Lake City
	TFDA Services, Inc.	Austin
	TFDA Board Meeting	Austin
<b>December</b> 11	Texas Funeral Service Commission	Austin

### Victoria Mortuary & Cremation Service

*"On site crematory – Serving Funeral Directors Only"*

*Also Serving the Corpus Christi Bay Area*

**Adrian Fulton**

**Funeral Director**

**Air • Combo • Cremation Trays in stock**

**1-888-524-1646**

**Removals • Embalming • Gravesides • Cremations  
• Transportation**



*The Fulton Family*

**1505 La Valliere Ave.**

**Victoria, Texas 77901**

**361-578-4646**

**PO Box 7662**

**Victoria, Texas 77903**

**361-578-0228**

BAY CITY • CUERO • EDNA • GANADO • GONZALES • HALLETTSVILLE  
 NIXON • PALACIOS • PORT LAVACA • REFUGIO • SCHULENBURG • SHINER  
 WAELDER • WHARTON • WEIMER • YOAKUM • YORKTOWN

### Wedding? Celebration? New grandchild?

Send us a note about recent celebrations in your life:

Kimberly Scheberle at  
[kscheberle@austin.rr.com](mailto:kscheberle@austin.rr.com)

**Would you  
like to  
advertise in  
Texas Director?**

**Contact**  
 Patricia Huber  
[phuber2@austin.rr.com](mailto:phuber2@austin.rr.com)  
 512.310.9795  
 210.579.7054 fax

# FUNERAL FAVORS: A Continuing Trend

By Alice Adams



it's become a fairly popular trend to hand out keepsakes at funerals, memorials, or life celebration events. In my own experience, the first funeral favor I received was an audio tape from a friend's large jazz collection. His children had filled several baskets by the doors and invited those attending to take some on our way from the memorial gathering.

While definitely an "optional" part of your funeral planning, giving memorial service favors to attendees is a nice gesture of thanks for their support, and can also be a lovely way to keep your departed loved one in the hearts and minds of all

who were part of the memorial.

Memorial service favors usually have something to do with the decedent; usually, they are either 1) significant in some way or 2) personalized in some way.

For instance, if your grandmother was famous for inviting people over for tea, for a "significant" favor you could hand out little single-serving bags in nice wrapping, or perhaps a heart shaped tea infuser (#6). For a "personalized" memorial service favor, maybe you would prefer button pins with her photo (#7) or even printed magnets (#4) which

could go on the refrigerator so that you are reminded of how she touched your life every day.

One friend, who is still very much alive, has contacted her funeral director, arranging for her adult children to make sachets, using sweet-smelling lavender mixed with her cremated remains so she could spend eternity in the drawers of her many friends.

If the family is on a budget, they may opt for DIY favors, i.e., recipe cards, photos, memory boxes, etc.

Below is a list of 30 unique ideas for funeral favors which

includes both types.

- You Are Always in My Heart Charms
- Memorial Matchbooks
- Personalized Wristbands
- Glass Heart Charms
- Personalized Seed Packets
- Memorial Magnets
- Photo Memory Coins
- Tea Infuser Heart
- Photo buttons
- Personalized Fortune Cookies
- Blooming Remembrance Bookmarks
- Personalized Wood Keychain
- Pewter Pocket Charms – Angel
- Pewter Pocket Charms – Shamrock
- Pewter Pocket Charms – Heart
- Personalized Coffee Roast Favors
- Photo Memory Coins with Keychain
- Temporary Memorial Tattoos
- Custom Engraved Pens
- Personalized Leather Memorial Bookmark
- Personalized Metal Memorial Bookmark
- Personalized Keepsake Tin
- Custom Engraved Shot Glass
- In Memoriam Christmas Ornament
- Memorial Tree Seedlings
- In Loving Memory Window Decals
- Plantable Confetti Bags Memorial Service Favors
- Custom Engraved Wood Bottle Opener
- Custom Engraved Metal Bottle Opener
- Personalized Cedar Wood Bird Feeder

*Editor's Note: Our thanks to [www.urnsonline.com](http://www.urnsonline.com) for this list.*



# Commemorating First Responders

*When a hero falls, Wilbert is there.*



Wilbert's *Commemorating First Responders* program provides families of firefighters, law enforcement officers and emergency medical personnel who have died in the line of duty with a tribute worthy of their valor and sacrifice.

At no charge, your local Wilbert vault plant will donate a customized Stainless Steel Triune® burial vault. If the choice is cremation, we offer a selection of urns, as well as a Stainless Steel Triune® urn vault for memorial tribute. If permitted, a WilbertWay graveside service may also be included.

When a hero falls in your community, contact your local Wilbert vault plant or representative about the First Responders program.

*Wilbert*  
Commemorating Life with Respect™



Abilene.....	972-291-7854
Amarillo .....	806-372-6178
Beaumont.....	800-737-2792
Corpus Christi.....	800-522-8589
Fredericksburg .....	800-460-2122
Grapevine.....	817-481-3577
Harlingen .....	800-460-3999
Houston .....	800-874-5642
Jarrell .....	512-746-5500
Lubbock.....	800-692-4266
Midland.....	432-553-5242
San Antonio.....	800-460-2122



SHIELDS  
PROFESSIONAL VEHICLES

MYHEARSE.COM

# FINALLY

A COACH BIG ENOUGH FOR TEXAS



*Master Coach*

CALL TODAY FOR FULL DETAILS

BLAINE SMITH  
214-519-1457 (CELL)  
BLAINEHSMITH@YAHOO.COM

