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8 **BEFORE THE**  
9 **DEPARTMENT OF CONSUMER AFFAIRS**  
10 **FOR THE CEMETERY AND FUNERAL BUREAU**  
11 **STATE OF CALIFORNIA**

11 In the Matter of the Accusation Against:	Case No. A1 2014 191
12 <b>FINAL LEGACY FAMILY FUNERAL</b>	<b>A C C U S A T I O N</b>
13 <b>PARLOR, LARRY DARNELL MORRIS,</b>	
14 <b>MANAGER</b>	
15 <b>1900 East Artesia Blvd.</b>	
16 <b>Long Beach, CA 90805</b>	
17 <b>Funeral Establishment License No. FD 2173</b>	
18 <b>LARRY DARNELL MORRIS</b>	
19 <b>6306 South Fairfax Ave.</b>	
20 <b>Los Angeles, CA 90056</b>	
21 <b>Funeral Director License No. FDR 2062</b>	
22 <b>ANA M. BELCHER</b>	
23 <b>13212 Paramount Boulevard</b>	
24 <b>South Gate, CA 90280</b>	
25 <b>Funeral Director License No. FDR 3515</b>	
26 Respondents.	

23 Complainant alleges:

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PARTIES

1  
2 1. Lisa M. Moore (Complainant) brings this Accusation solely in her official capacity as  
3 the Bureau Chief of the Cemetery and Funeral Bureau, Department of Consumer Affairs  
4 ("Bureau").<sup>1</sup>

5 2. On or about July 19, 2013, the Bureau issued Funeral Establishment License Number  
6 FD 2173 to Final Legacy Family Funeral Parlor, Larry Darnell Morris, Manager (Respondents).  
7 The Funeral Establishment License was in full force and effect at all times relevant to the charges  
8 brought herein and will expire on July 31, 2016, unless renewed.

9 3. On or about December 10, 1999, the Bureau issued Funeral Director License  
10 Number FDR 2062 to Larry Darnell Morris ("Morris"). The Funeral Director License was in full  
11 force and effect at all times relevant to the charges brought herein and will expire on December  
12 31, 2015, unless renewed.

13 4. On or about July 12, 2012, the Bureau issued Funeral Director License Number FDR  
14 3515 to Ana Belcher ("Belcher"). The Funeral Director License was in full force and effect at all  
15 times relevant to the charges brought herein and will expire on July 31, 2016, unless renewed.

16 REVOKED ENTITIES

17 5. On or about May 21, 1996, the Bureau issued Funeral Establishment License  
18 Number FD 1566 to Kenneth B. Pitchford & Sons Family Mortuary, Kenneth B. Pitchford  
19 Manager and Owner. The Funeral Establishment License was revoked on December 4, 2001,  
20 following a hearing on Accusation no. A1 1998 405 filed July 31, 2001.

21 6. On or about May 3, 1994, the Bureau issued Funeral Establishment License Number  
22 FD 1529 to Kenneth B. Pitchford & Sons Family Mortuary, Kenneth B. Pitchford Manager and  
23 Owner. The Funeral Establishment License was revoked on December 4, 2001, following a  
24 hearing on Accusation no. A1 1998 405 filed July 31, 2001.

25  
26 <sup>1</sup> Effective January 1, 1996, the Department of Consumer Affairs succeeded to, and was  
27 vested with, all the duties, powers, purpose, responsibilities and jurisdiction of the Cemetery  
28 Board and the Board of Funeral Directors and Embalmers, and consolidated the functions into the  
Cemetery and Funeral Programs. Effective January 1, 2001, the regulatory agency is designated  
as the Cemetery and Funeral Bureau.



1 14. Health and Safety Code sec. 102780 provides, "A funeral director, or person acting  
2 in lieu thereof, shall prepare the certificate and register it with the local registrar."

3 15. Title 16, California Code of Regulations, section 1204, states, in pertinent part, that:  
4 "(b) The designated managing licensed funeral director of a licensed funeral establishment  
5 shall be responsible for exercising such direct supervision and control over the conduct of said  
6 funeral establishment as is necessary to ensure full compliance with the Funeral Directors and  
7 Embalmers Law, the provisions of this chapter and the applicable provisions of the Health and  
8 Safety Code. Failure of the designated managing licensed funeral director and/or the licensed  
9 funeral establishment to exercise such supervision or control, or failure of the holder of the  
10 funeral establishment license to make such designation shall constitute a ground for disciplinary  
11 action."

12 16. Section 125.3 of the Code provides, in pertinent part, that the Bureau may request the  
13 administrative law judge to direct a licentiate found to have committed a violation or violations of  
14 the licensing act to pay a sum not to exceed the reasonable costs of the investigation and  
15 enforcement of the case.

16 **Decedent: Arlene Williams**

17 FIRST CAUSE FOR DISCIPLINE

18 (Misrepresentation or Fraud)

19 17. Respondents Final Legacy Family Funeral Parlor and Morris have subjected their  
20 licenses to disciplinary action under section 7686 for violating section 7692, in that Respondents'  
21 agent, Pitchford, received the proceeds of an insurance policy from a decedent's family to cover  
22 payment to a cemetery for a grave. Respondents wrote the cemetery a check to cover the  
23 cemetery charges, but the check could not be processed due to insufficient funds. Respondent's  
24 agent failed to respond to and ignored the inquiries of the decedent's family for four (4) months  
25 while Respondents retained the funds that had been entrusted to them to pay the cemetery. The  
26 circumstances are as follows:

27 18. Arlene Williams ("Arlene") passed away on or about January 24, 2014. Her  
28 daughter's pastor recommended Pitchford, a "funeral counselor" for Respondents to handle the

1 funeral arrangements. Pitchford was contacted and came to Arlene's house on or about January  
2 27, 2014 and met with her husband, Willie Williams ("Williams"). Williams signed paperwork  
3 and gave Pitchford an insurance policy to cover Respondent's bill of \$7,703.24 and Forest Lawn  
4 cemetery charges of \$5,743.50.

5 19. Arlene's funeral service was held on or about February 8, 2014. A couple of days  
6 later, Williams and other family members went to Forest Lawn and discovered that Arlene had  
7 not been buried. A representative from Forest Lawn told Williams that Arlene's remains were  
8 taken back to Respondent funeral establishment because it did not have the correct burial permit.  
9 When Williams contacted Pitchford to find out what happened, Pitchford said he thought  
10 Respondent's staff told him that Arlene's remains were returned to the funeral establishment  
11 because of problems with the burial permit. Pitchford told Williams that Arlene's remains would  
12 be returned to Forest Lawn within a few days.

13 20. A few weeks after Arlene's funeral service, Williams began receiving statements  
14 from Forest Lawn that showed he owed the cemetery for Arlene's grave. In the beginning  
15 Williams believed it was a mistake and the paperwork had not been processed. When Williams  
16 received other statements from Forest Lawn, he called the cemetery and was told by a  
17 representative that the check given to the cemetery by Respondent Final Legacy was no good and  
18 the cemetery would be pursuing him for the money.

19 21. When Williams contacted Pitchford about the money owed to Forest Lawn, Pitchford  
20 told him not to worry, that he (Pitchford) would take care of it. Pitchford eventually stopped  
21 returning Williams's calls. Approximately four months after Williams had given Pitchford the  
22 insurance policy to pay Forest Lawn, on or about May 22, 2014, Williams went to Respondent  
23 Final Legacy and met with its Manager of Record, Larry Morris ("Morris").

24 22. Morris told Williams that he did not know anything about the money owed to Forest  
25 Lawn but he would speak with Pitchford to find out what was going on. When Morris discovered  
26 a few days later that Williams had filed a complaint with the Bureau on May 21, 2014, he called  
27 him back and told him that Forest Lawn would be paid by the funeral establishment.

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1 could cremate Angel's remains for \$500. Manriquez called Pitchford and made an appointment  
2 to meet with him at Final Legacy.

3 30. Because Manriquez spoke very limited English, Pitchford had him meet with Belcher,  
4 who speaks Spanish, on February 20, 2014. Manriquez signed the paperwork he was given and  
5 paid the quoted fee of \$183 to Belcher for Angel's cremation, a death certificate and permit.  
6 Although Belcher had Manriquez sign the "Declaration for Disposition" form, she failed to sign  
7 the document which Morris later signed as the representative from the funeral establishment.  
8 Belcher provided Manriquez a copy of Final Legacy's General Price List, but failed to give him  
9 a Consumer Guide, as required prior to executing a contract for funeral services.

10 31. Belcher faxed the release to Harbor and gave the paperwork to Andre Pitchford  
11 ("Andre"), an employee. Belcher asked Andre the next day if he had picked up Angel's remains  
12 and she was told "no". About a week later, Andre told Belcher that Angel had been picked up  
13 from the hospital and his remains were in Final Legacy's refrigeration unit. Following that,  
14 Belcher inquired several times later of Andre as to when Angel's remains would be taken to the  
15 crematory and was told that his relative, Pitchford, was handling everything.

16 32. During the next several months, Manriquez called Final Legacy and was told that he  
17 would be called when Angel's cremated remains were ready to be picked up. After Manriquez  
18 made numerous calls to the funeral establishment, they stopped answering his calls or would not  
19 call him back. Manriquez, asked a family friend, Alberto Perez ("Perez") for assistance.

20 33. Harbor records document that the attending physician signed Angel's death certificate  
21 on February 19, 2014, and the death certificate was ready to be transferred when Angel's remains  
22 were removed from the hospital. It was incumbent on Final Legacy to obtain Angel's death  
23 certificate from Harbor and file it with the Health Department within eight calendar days as  
24 required by the Health and Safety Code.

25 34. From on or about February 27, 2014, until Perez talked to Morris on June 17, 2014,  
26 Angel's remains were at Final Legacy with no disposition. After talking to Perez, Morris started  
27 the process of having Angel's death certificate transferred from Harbor to Final Legacy, obtaining  
28 a permit from the Health Department and taking Angel's remains to Evergreen Cemetery

1 (“Evergreen”) for cremation. According to Evergreen's records, Pitchford delivered Angel's  
2 remains to the crematory on June 18, 2014, at 1300 hours and the cremation process took place on  
3 June 19, 2014. According to Final Legacy's records, Angel's cremated remains were released to  
4 Manriquez on June 20, 2014.

5 **SIXTH CAUSE FOR DISCIPLINE**

6 (Unprofessional Conduct)

7 35. Respondents Final Legacy Family Funeral Parlor, Morris and Belcher have subjected  
8 their licenses to disciplinary action under section 7686 for violating section 7707, in that  
9 Respondents' failure to make a final disposition of the remains of Angel Manriquez (“Angel”)  
10 while having the remains in their possession for four (4) months; failing to insure that required  
11 paperwork was completed in a timely manner; failing to provide consumer documents as required  
12 by law; failing to timely obtain and file a death certificate with the LA County Health Department  
13 constitutes unprofessional conduct. The circumstances are as alleged in the preceding paragraphs  
14 28 through 34 that are incorporated by reference as though fully set forth.

15 **SEVENTH CAUSE FOR DISCIPLINE**

16 (Failure to Ensure Compliance with Laws and Regulations)

17 36. Respondent Morris is subject to disciplinary action under section 7686 of the Code,  
18 for violating California Code of Regulations, Title 16, section 1204, subd. (b), in that as the  
19 designated, managing, licensed funeral director of Respondent Final Legacy, he failed to ensure  
20 compliance with the Funeral Directors and Embalmers Law and the regulations adopted  
21 thereunder, as set forth more fully in the preceding paragraphs 28 through 34 that are  
22 incorporated herein by reference as though fully set forth.

23 **PRAYER**

24 WHEREFORE, Complainant requests that a hearing be held on the matters herein alleged,  
25 and that following the hearing, the Director of Consumer Affairs issue a decision:

26 1. Revoking or suspending Funeral Establishment License Number FD 2173, issued to  
27 Final Legacy Family Funeral Parlor, Larry Darnell Morris, Manager

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2. Revoking or suspending Funeral Director License Number FDR 2062 issued to Larry Darnell Morris;
3. Revoking or suspending Funeral Director License Number FDR 3515 issued to Ana Belcher;
4. Ordering Final Legacy Family Funeral Parlor, Larry Darnell Morris and Ana Belcher to pay the Cemetery and Funeral Bureau the reasonable costs of the investigation and enforcement of this case, pursuant to Business and Professions Code section 125.3;
5. Taking such other and further action as deemed necessary and proper.

DATED: September 14, 2015 Lisa M. Moore

LISA M. MOORE  
Bureau Chief  
Cemetery and Funeral Bureau  
Department of Consumer Affairs  
State of California  
*Complainant*

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