

NORTH CAROLINA
BOARD OF FUNERAL SERVICE

Minutes

April 9, 2025 Board Meeting

The North Carolina Board of Funeral Service convened for a duly scheduled Board meeting on April 9, 2025, at the Board offices at 1033 Wade Avenue, Suite 108, Raleigh, NC 27605.

Present: Mr. Thomas Hilderbrand, President; Mr. Richard Hinchey, Vice President; Ms. Le'Shekia Coleman, Secretary; Dr. Steven Lyons; Dr. Kimberly Kelsey; Mr. Robert Nunnaley; Mr. Michael Allen and Mr. Gary Overcash. Staff in attendance were Ms. Amy Acord, Interim Executive Director; Ms. Kaylan Krcelic, Administrative Assistant; Mr. Brett Lisenbee, Compliance Officer; and Ms. Catherine Lee, General Counsel.

Mr. Hilderbrand convened the meeting at 9:11 a.m. and recognized Mr. Nunnaley for the Pledge of Allegiance to the flag. He asked Dr. Lyons for the invocation. Following the invocation, Mr. Hilderbrand read the Statement of Ethics and asked if any Board members had any conflict or appearance of conflict of interest. None recused.

Mr. Hilderbrand continued and recognized Ms. Coleman for the presentation of the minutes from the March 12, 2025, meeting. Ms. Coleman stated that staff had provided the minutes prior to the meeting for review and invited any changes or amendments. Mr. Hilderbrand invited a motion for approval of the March 12, 2025, minutes.

Upon a motion by Mr. Overcash and a second by Mr. Hinchey, the Board voted unanimously by roll call to approve the March 12, 2025, minutes as presented.

Mr. Hilderbrand then asked Dr. Lyons to present the Disciplinary Committee report. Dr. Lyons stated that staff had provided the Disciplinary Committee report prior to the meeting for review and invited any questions or comments. No comments were offered. Mr. Hilderbrand then invited motions for approval of the Disciplinary Committee report.

Upon a motion by Dr. Lyons and a second by Ms. Coleman, the Board voted unanimously by roll call to approve the Disciplinary Committee report as presented.

Mr. Hilderbrand then recognized Ms. Acord for summarizing the Finance and Personnel Committee report.

Finance and Personnel Committee Report

Ms. Acord highlighted the report from the Finance and Personnel Committee based on the Committee report which follows. She noted that the Committee met on April 3, 2025, and reviewed the statement of net position and the statement of revenues and expenses for the period ending February 28, 2025.

Her summary was based upon the following committee report:

Ms. Acord summarized the Statement of Net Position and drew members attention to the Preneed Recovery Trust Fund balance of \$960,856 for the period ending February 2025 and that the balance for the same FY2024 reporting period was \$801,241. Ms. Acord then indicated that the Unrestricted fund balance was currently at \$1.6 million compared to the FY2024 balance of \$1.5 million. Ms. Acord asked for any questions. Hearing none, she continued her report.

Ms. Acord continued and said the total license fee revenue on the Statement of Revenue and Expenses was 40.2%. The total revenue for the same reporting period in FY2024 was 47.4%. She also reported that the expected amount of budget used should be 16.7% for the reporting period and that the budget used is currently 17.7%.

Ms. Acord then drew the Committee's attention to the various expense line items and explained the Computer Support line item was at 52.2%, but this was due to costs associated with redesigning the Board's website. She also discussed the Board Meeting-Other line item which was at 103.5%. This line item has exceeded the expected percentage due to costs associated with Board Members and Staff attending The Conference Annual Meeting in February.

Ms. Acord offered to answer questions or receive comments. Dr. Lyons asked what the Right-to-Use Lease Liability line item was for on the Statement of Net Position. Ms. Acord indicated that this amount reflected current leases for office equipment.

Mr. Hilderbrand requested an update concerning licensees who did not timely renew their licenses for 2025. Ms. Lee shared that the number of individuals seeking reinstatement had decreased significantly, although additional requests for reinstatement were expected throughout the year. She noted that the reinstatement requests had notably slowed down compared to the previous month.

Mr. Hilderbrand then asked Ms. Acord to present the next item in the Committee report. Ms. Acord stated that an Investment Policy had been presented to the Board for review in November of 2024. She informed the Board that the Committee had requested Board staff prepare a simplified version of the policy for consideration. Mr. Hilderbrand mentioned that the Committee recommended pausing on other investment options while focusing on finalizing the policy. Ms. Acord also shared that, during a recent review of files, she discovered details about investment options explored by her predecessor. She added that she would provide details about those investment options when the Board was prepared to review them. Mr. Hilderbrand invited questions or comments. Hearing none he asked Ms. Acord to present the next item.

Ms. Acord reported having received anecdotal information regarding a former Board employee who disclosed potentially non-public information about a licensee of the Board to a licensed establishment. She explained that the Committee suggested utilizing this real-life example to teach current employees about the distinctions between public and non-public information, as well as the guidelines on sharing such information. Ms. Acord mentioned her intention to address this with employees in the coming days and noted that an official policy would be drafted at a later date. Mr. Hilderbrand asked for questions or discussion. Hearing none, he invited a motion to approve the financial reports for the period ending February 28, 2025.

Legal Report

Ms. Lee presented the following metrics regarding disciplinary and preneed matters:

DISCIPLINARY MATTERS

Current Active Cases: 50

Pending Investigation: 22

Pending Review by Disciplinary Committee: 0

Pending Dispositive Action: 16

 Pending Hearing: 7

 Post-Hearing: 0

 Other: 5

New files opened since last Board meeting: 14

Notices of Hearing sent since last Board meeting: 0

Consent Orders received since last Board meeting: 0

Cases reviewed by Disciplinary Committee since last Board meeting: 16

PRENEED RECOVERY FUND CLAIMS

Current Active Preened Recovery Fund Claims: 0

 Pending Investigation: 0

 Pending Dispositive Action: 0

Preened Recovery Fund Claims received since last Board meeting: 0

Preened Recovery Fund Claims re-opened since last Board meeting: 0

Preened Recovery Fund Claims reviewed by Committee since last Board meeting: 0

Ms. Lee shared annual data compiled for the 93B Report, which was referenced in Ms. Acord's report. In 2024, a total of 150 complaints were received, including 111 consumer complaints and 39 staff-generated complaints. The Board also adjudicated 35 cases throughout the year. Ms. Lee noted that the decrease in staff-generated complaints was a result of the diligent efforts of the Inspections department.

Ms. Lee invited questions or comments, but upon receiving none, she proceeded with her report. She then presented two applicant denial appeals cases for the Board's consideration, suggesting that dismissal notices be issued to remove the cases from the Board's docket.

Mr. Hilderbrand invited a motion to issue the Notices of Dismissal.

Upon a motion by Dr. Lyons and a second by Dr. Kelsey, the Board voted unanimously by roll call to issue Notices of Dismissal for Case Nos. M24-0024 and M24-0042.

Ms. Lee then recommended that the Board take the necessary steps to remove Mr. Davis as Ethics Liaison and Rulemaking Coordinator. She noted that the Executive Director traditionally serves as the Ethics Liaison and pointed out the Ms. Acord was already designated as a secondary Rulemaking Coordinator.

Upon a motion by Mr. Overcash and a second by Ms. Coleman, the Board voted unanimously by roll call to remove Mr. Davis as Ethics Liaison and Rulemaking Coordinator and name Ms. Acord as Ethics Liaison.

Ms. Lee then updated the Board regarding the filing of HB763 which pertains to reciprocal licensure for North Carolina's neighboring States. This Bill seeks to create universal standards for most licensed professions whereby licensees living in Georgia, South Carolina, Tennessee, Virginia and West Virginia would be eligible to reciprocate their license to North Carolina provided they meet certain conditions. Discussion ensued.

Mr. Lisenbee informed the Board that he recently discovered that previous Board member Roger Barnes' resignation had not been properly reported to the relevant office, which led to the extended vacancy. He stated that he had submitted the necessary notice and expressed optimism that a new Board member appointment would be forthcoming soon. Discussion ensued.

Old Business - None

New Business – None

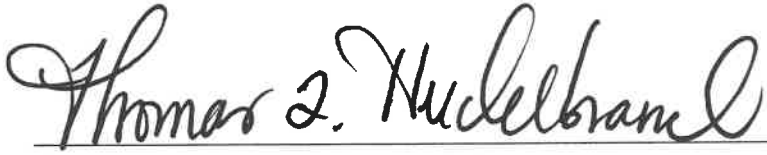
Upon a motion by Richard Hinchey and a second by Mr. Overcash, the Board unanimously voted by roll call to go into closed session to discuss a personnel matter not subject to public disclosure pursuant to N.C. Gen. Stat. § 143-318.11(6).

Upon proper motion, the Board unanimously voted by roll call to reconvene in open session.

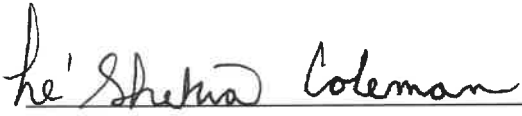
Mr. Hilderbrand asked if there were other items to come before the Board. None were offered and he invited a motion for adjournment.

Upon proper motion, the Board voted unanimously by roll call to adjourn the meeting.

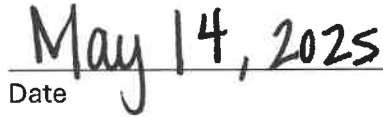
Affirmation:



Mr. Thomas T. Hilderbrand, President



Ms. Le'Shekia Coleman, Secretary


Date