



NORTH CAROLINA BOARD OF FUNERAL SERVICE

Minutes

September 10, 2025 Board Meeting

The North Carolina Board of Funeral Service convened for a duly scheduled Board meeting on September 10, 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. Kimberly Kelsey; Mr. Robert Nunnaley; Dr. Steven Lyons, Brian Sutphin, 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 9:01 a.m. and recognized Mr. Overcash for the Pledge of Allegiance to the flag. He asked Mr. Sutphin 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. Mr. Hilderbrand recused himself from disciplinary matter C25-0005.

Mr. Hilderbrand recognized Ms. Coleman for the presentation of the minutes from the September 10, 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 September 10, 2025, minutes.

Upon a motion by Ms. Coleman and a second by Mr. Hinchey, the Board voted unanimously by roll call to approve the September 10, 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 Mr. Overcash, the Board voted unanimously by roll call to approve the Disciplinary Committee report with the following dispositions:

- Summary Dismissal for Case No. C25-008
- Dismissals for Case Nos. C25-0052, C25-0070, C25-0071, C25-0077, C25-0078, C25-0080, C25-0081, C25-0084
- Issuance of Letter of Caution for Case Nos. C25-0055, C25-0067, M25-0022, M25-0023, M25-0024, M25-0025, M25-0026, M25-0027, M25-0028, M25-0033, M25-0036
- Notices of Hearing: M25-0021, M25-0030, M25-0031, M25-0032
- Other: C25-0054

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 September 5, 2025, and reviewed the statement of net position and the statement of revenues and expenses for the period ending July 31, 2025.

Her summary was based upon the following committee report:

Ms. Acord indicated that the financials for the reporting period ending July 31, 2025, remained stable, with minimal changes to the Statement of Net Position. She confirmed that everything was tracking as expected. In response to Mr. Hilderbrand's inquiry about the various listed under Net Position, Ms. Acord noted that those amounts had remained unchanged for several years. The Committee then engaged in a discussion about the procedures for utilizing those funds if necessary. Ms. Acord clarified that any reduction in fund balances would require a vote by the Board.

Ms. Acord then reported that revenue currently stands at 58.4% of the total budget of \$1.7 million. For comparison, during the same reporting period in FY2024, revenue was at 60.4% based on a \$1.6 million budget. She also noted that expenses were tracking as expected, with no notable fluctuations to highlight. Additionally, Ms. Acord was pleased to share that total operating expenses for the current reporting period are projected to reach 58.3%, placing the budget just 0.1% over target.

The Committee then reviewed a quote received by the Board's IT provider, DIS, outlining the proposed purchase of a new server, 3 new desktop computers, and replacing Board member tablets with laptops. This prompted an in-depth discussion about whether the Board should capitalize all computer-related expenses or apply capitalization only to a portion of the costs. They also considered whether to proceed with Option #1 or Option #2 for the laptops, weighing the pros and cons of each configuration.

Mr. Hilderbrand then asked Ms. Acord to report on the other agenda items discussed. Ms. Acord reported that The Committee then discussed at length various staffing issues related to vacant positions. Ms. Acord noted that it has been difficult to fill these vacancies under the current salary structure. She explained that attracting qualified candidates is challenging at the existing entry-level pay rates. However, she expressed concern about increasing salaries, as many long-standing staff members are currently earning only slightly more than the current entry-level compensation. Discussion ensued.

Mr. Hilderbrand requested an update on the telephone/data expense. Ms. Acord reported a current cost of \$832.24, down from \$1,545.678 in FY2024, due to savings from the new phone system.

Upon a motion by Mr. Overcash and a second by Mr. Hinchey, the Board voted unanimously by roll call for approval of the financial reports for the period ending July 31, 2025 to the full Board.

Upon a motion by Dr. Lyons and a second by Mr. Overcash, the Board voted unanimously by roll call to use Option #1 for the purchase of Board member laptops and to capitalize the server expense only.

Mr. Hilderbrand recognized Ms. Lee for the Legal report.

Legal Report

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

DISCIPLINARY MATTERS

Current Active Cases: 70

Pending Investigation: 40

Pending Review by Disciplinary Committee: 0

Pending Dispositive Action: 14

 Pending Hearing: 2

 Post-Hearing: 0

 Other: 3

New files opened since last Board meeting: 12 C-Files; 10 M-Files

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: 27

PRENEED RECOVERY FUND CLAIMS

Current Active Preneed Recovery Fund Claims: 2

 Pending Investigation: 2

 Pending Dispositive Action: 0

Preneed Recovery Fund Claims received since last Board meeting: 0

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

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

Mr. Hilderbrand thanked Ms. Lee for her report and then recognized Ms. Acord for the Executive Director's report.

Executive Director's Report

Ms. Acord based her report upon the following:

- In August, 2,358 preneed contracts were received. Rebecca reviewed each for accuracy, Janet prepared 1,932 associated checks for deposit, and Kaylan completed all deposits without issue. Rebecca also processed nearly 300 of 630 annual reports and completed 1,571 certificates of performance. Janet continued her purging project, organizing fulfilled contracts for storage and compliance. Porcher keyed 1,575 contracts while also covering receptionist duties and taking personal leave, demonstrating exceptional dedication.
- In addition to the preneed deposits, Kaylan and Janet also processed 154 at-need checks during August. This number is lower than in previous years, which we attribute to increased usage of our online payment portal available through the website. While this shift is a positive step toward modernization, it does mean that the manual check process remains a time-consuming daily task for our staff.
- Kaylan and Glenda continue to manage the trainee program effectively amid a surge in calls following legislative changes. These legislative changes include reducing supervisor experience requirements and allowing supervision of two trainees, which enabled seven previously delayed trainees to begin. August saw a record 24 new trainees and eight provisional licenses issued.
- Glenda and I have been working with iGov to restore continuing education hours on the website. Her persistence and attention to detail have been key in identifying issues and driving progress. We hope to have this back up before the renewal portal opens.

Dr. Lyons asked for an update from Ms. Acord on the First Citizens Lock Box feature, which had been presented to the Board several months prior. Ms. Acord reported that the project has experienced some delays but expressed willingness to revisit the project soon.

Mr. Hilderbrand thanked Ms. Acord for her report and asked if Mr. Lisenbee had any updates from the Inspections department. Mr. Lisenbee indicated that inspectors were working diligently and that the monthly inspections reports were available for review.

Upon a motion by Mr. Overcash and a second by Dr. Lyons, the Board voted unanimously 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 a motion by Mr. Hinchey and a second by Mr. Sutphin the Board voted unanimously by roll call to reconvene in open session.

Upon a motion by Mr. Overcash and a second by Mr. Hinchey the Board voted unanimously by roll call to officially name Ms. Acord as Executive Director and begin search for a new Assistant Director.

Upon a motion by Mr. Overcash and a second by Mr. Hinchey the Board voted unanimously by roll call to convene in closed session to hear matters subject to attorney-client confidentiality pursuant to N.C. Gen. Stat. § 143-318.11.

Upon a motion by Dr. Lyons and a second by Ms. Coleman the Board voted unanimously by roll call to reconvene in open session.

Upon a motion by Mr. Overcash and a second by Mr. Hinchler the Board voted unanimously by roll call to have Ms. Lee proceed with contempt relief against the individual discussed in closed session.

Upon a motion by Mr. Overcash and a second by Dr. Lyons the Board voted unanimously by roll call to initiate Permanent Rulemaking for the following rules:

- *21 NCAC 34A .0122 (Character Affidavit) (repealed)*
- *21 NCAC 34A .0201 (Fees and Other Payments)*
- *21 NCAC 34B .0103 (Authorized Practice: Supervision)*
- *21 NCAC 34B .0105 (Funeral Director Trainee Application Form)*
- *21 NCAC 34B .0106 (Embalmer Trainee Application Form)*
- *21 NCAC 34B .0107 (FSL Trainee Application Form)*
- *21 NCAC 34B .0120 (Trainee Final Affidavits)*
- *21 NCAC 34B .0211 (National Board Certificate)*
- *21 NCAC 34B .0310 (Practice of Funeral Service or Funeral Directing Not as an Owner, Employee, or Agent of a Licensed Funeral Establishment)*
- *21 NCAC 34B .0313 (Procedures for Provisional Licensure)*
- *21 NCAC 34B .0408 (Continuing Education Program)*
- *21 NCAC 34B .0502 (Application Form and Equivalent Examinations for Reciprocal License)*
- *21 NCAC 34B .0608 (Application Form for Funeral Establishment Permit and Branch Establishment Permit)*
- *21 NCAC 34B .0610 (Application Form for Funeral Establishment Permit and Branch Establishment Permit)*
- *21 NCAC 34B .0616 (Body Identification Tags)*
- *21 NCAC 34B .0617 (Practicing During Disasters)*
- *21 NCAC 34B .0618 (Practicing During Emergencies) (repeal)*
- *21 NCAC 34B .0801 (Definitions)*
- *21 NCAC 34B .0802 (Initial Transporter Permit Application Form)*
- *21 NCAC 34B .0803 (Transporter Permit Renewal Application Form)*
- *21 NCAC 34B .0807 (Initial Transportation Service Permit Application Form)*
- *21 NCAC 34B .0808 (Transportation Service Permit Renewal Application Form)*
- *21 NCAC 34C .0101 (Election to Crematory Authority) (repeal)*

Old Business - None

New Business – Mr. Hilderbrand ask if there was any new business. Ms. Acord noted that the November Board meeting was currently set for the day following a holiday and proposed rescheduling the meeting from November 12 to November 19.

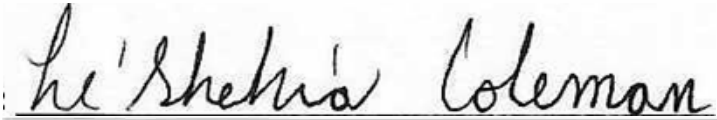
Upon a motion by Mr. Sutphin and a second by Dr. Lyons the Board voted unanimously by roll call to move the November Board meeting from November 12 to November 19.

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

October 8, 2025

Date