NORTH CAROLINA
BOARD OF FUNERAL SERVICE

Minutes
April 8, 2026 Board Meeting

The North Carolina Board of Funeral Service convened for a duly scheduled Board meeting on April 8, 2026, at the Board offices at 1033 Wade Avenue, Suite 108, Raleigh, NC 27605.

Present: Ms. Le'Shekia Coleman, President; Mr. Gary Overcash, Vice President; Mr. Robert Nunnaley, Secretary; Mr. Thomas Hilderbrand, Mr. Brian Sutphin, Mr. Jonathan Holland, Mr. Anthony Worley, and Ms. Cheryl Anderson. Staff in attendance were Ms. Amy Acord Elston, Executive Director; Ms. Kaylan Krcelic, Administrative Assistant; Mr. Brett Lisenbee, Compliance Director; and Ms. Catherine Lee, General Counsel. Board member Mr. Mike Allen was absent from the meeting.

Ms. Coleman convened the meeting at 9:12 a.m. and recognized Mr. Overcash for the Pledge of Allegiance to the flag. She asked Mr. Nunnaley for the invocation. Following the invocation, Ms. Coleman read the Statement of Ethics and asked if any Board members had any conflict or appearance of conflict of interest. Ms. Coleman recused herself from case no. M26-0014 and Mr. Nunnaley recused himself from case no. C26-0035.

Ms. Coleman then asked for public comment. Hearing none, Ms. Coleman then recognized Mr. Nunnaley for the presentation of the minutes from the March 11, 2026 meeting. Mr. Nunnaley stated that staff had provided the minutes prior to the meeting for review and invited any changes or amendments. Ms. Coleman then invited a motion for approval of March 11, 2026, minutes.

Upon a motion by Mr. Overcash and a second by Mr. Sutphin, the Board voted unanimously to approve the March 11, 2026, minutes.

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

Upon a motion by Mr. Hilderbrand and a second by Mr. Holland, the Board voted unanimously by roll call to approve the Disciplinary Committee report with the following dispositions:

- Dismissals: C25-0133, C26-0009, C26-0014, C26-0015, C26-0018, C26-0019, C26-0021, C26-0025, C26-0026, C26-0005, C26-0027, C26-0028, C26-0029, C26-0032, C26-0034, C26-0035
- Letter of Caution: C26-0013, C26-0024, C26-0031,
- Other: M26-0014, M26-0017, M26-0019, M26-0020, M26-0021, M26-0022, M26-0024

Ms. Coleman then recognized Ms. Acord Elston for the Finance & Personnel Committee report.

Finance and Personnel Committee Report

Ms. Acord Elston 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, 2026, and reviewed the statement of net position and the statements of revenues and expenses for the period ending January 31, 2026 and February 28, 2026.

Her summary was based upon the following committee report:

> Ms. Acord Elston noted that while the January 31, 2026 financial statements were included, her presentation would focus on the more current statements for the reporting period ending February 28, 2026. She added that she would address any questions about the January statements, but the February statements provided the most up-to-date information. Ms. Acord Elston then summarized the Statement of Net Position, noting that the financials remained stable, with continued growth across various account balances. She reported that total liabilities and net position were approximately $4 million.
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> Ms. Acord Elston reviewed the Statement of Revenue and Expenses, noting that 40% of the projected revenue for FY2026 was collected as of February 28, 2026. She reported that the expected budget utilization at this point was 16.7%, compared to the actual 16.8% reflected. She added that while some individual line items exceeded 16.7% and others feel below it, the overall budget remained on track.
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> Ms. Acord Elston provided a brief update on the First Horizon money market account, noting that it had become dormant due to inactivity but has since been reactivated. She also stated that Board staff would be bringing the proposed investment policy back to the Committee in May.
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> Ms. Acord Elston noted that it is time to issue a 3-year Request for Proposals (RFP) from CPA firms to secure an auditor for the Board's required annual audit.
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> Ms. Acord Elston reported that she is evaluating internet usage tracking solutions for all Board computers to ensure compliance with G. S. 143-805. She is working with DIS, the Board's IT firm, to determine which option is most cost-effective and best aligned with statutory requirements and will present proposals to the Technology Committee in the near future.

Ms. Coleman then recognized Mr. Nunnaley for the Preneed Committee report.

Preneed Committee Report

Robert Nunnaley (Chair), Brian Sutphin, and Anthony Worley convened via conference call on April 7, 2026 at 8:45 AM to discuss the following agenda item:

P25-0003 Recommendation: Recommend that Preneed Recovery Fund Claim # P25-0003 in the amount of $2,075.00 be denied, as the applicant has been made whole by the funding insurance provider.

P25-0004 Recommendation: Recommend that Preneed Recovery Fund Claim # P25-0003 in the amount of $750 be denied, as the funeral home was not licensed to engage in preneed funeral service during any time relevant to this claim.

P25-0005 Recommendation: Recommend that Preneed Recovery Fund Claim # P25-0005 in the amount of $2,832.07 be denied, as the allegations relate to the payments and reimbursements of at-need funeral funds.

P26-0001 Recommendation: Recommend that Preneed Recovery Fund Claim # P26-0001 in the amount of $5,000.00 be approved.

P26-0002 Recommendation: Recommend that Preneed Recovery Fund Claim # P26-0002 in the amount of $995.00 be approved.

Upon a motion by Mr. Overcash and a second by Mr. Sutphin, the Board voted unanimously to approve the recommendations from the Preneed Committee report.

Executive Director's Report

Ms. Acord Elston discussed the following items:

Compromise Penalties – Board staff approved the compromise penalty payments totaling $8,700. This amount reflects the penalties assessed to licensees who failed to timely renew their licenses by the deadline and continued to practice without a license.

Lockbox – the Lockbox feature is functioning as intended. The volume of contracts submitted through the Lockbox has significantly reduced the number of contracts received in the office and the overall decrease has allowed Preneed staff to focus more effectively on other duties.

Staff Updates – Mr. Tucker is continuing with his training and is proving to be an asset to staff.

NCFDA Convention – the NCFDA Convention will be April 25-29 in Raleigh. Board staff is looking forward to attending.

Mr. Hilderbrand then asked Ms. Acord for an update on Transportation Service Permits. Ms. Acord indicated that Removal and Transportation licensure presented significant challenges during the recent renewal cycle due to misinformation and the implementation of the new Transportation Service permit. She noted that, although the process required an extensive amount of time to refine, the program has been streamlined.

Ms. Coleman then 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: 99

Pending Investigation: 42
Pending Review by Disciplinary Committee: 0
Pending Dispositive Action: 28
 Pending Hearing: 14
 Post-Hearing: 2
 Other: 13

New files opened since last Board meeting: 24 C-Files; 3 M-Files

Notices of Hearing sent since last Board meeting: 1

Consent Orders received since last Board meeting: 0

Cases reviewed by Disciplinary Committee since last Board meeting: 28

PRENEED RECOVERY FUND CLAIMS

Current Active Preneed Recovery Fund Claims: 6

 Pending Investigation: 1
 Pending Dispositive Action: 5

Preneed Recovery Fund Claims received since last Board meeting: 1

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

Preneed Recovery Fund Claims reviewed by Committee since last Board meeting: 5

Mr. Hilderbrand asked Ms. Lee to provide an estimated timeline for cases pending before the Office of Administrative Hearings (OAH) and the General Courts. Ms. Lee indicated that Board staff filed a Petition for Contested Case Hearing with OAH as directed by the Board, and that Pre-Hearing Statements would be filed within the next several days. Ms. Lee indicated that OAH matters typically take approximately six months from the date the Petition is filed to be heard. Ms. Lee further indicated that cases pending in the General Courts may take a year or longer to reach resolution.

Ms. Lee then provided an update regarding Rulemaking. She explained that every ten years each Board is required to review its existing Rules and determine which ones are necessary and which ones are unnecessary and then readopt all Rules the Board deems necessary. She reported that Board staff was starting that process and asked the Board to vote on the initial determination so Board staff can file the appropriate report with OAH.

Upon a motion by Mr. Hilderbrand and a second by Mr. Nunnaley the Board voted unanimously by roll call to initiate the periodic review of Rules and accept all Rules as necessary for initial determination.

Old Business

None

New Business

Mr. Hilderbrand, Ms. Lee and Mr. Nunnaley acknowledged Chris Stoessner's outstanding work in association with his role as Preneed Compliance Inspector.

Ms. Acord Elston reported that she and Mr. Lisenbee had met with a database management vendor to explore transitioning from the current system to a new one. She indicated that she would continue to keep the Board appraised of the situation as things progressed.

The Board then conducted a summary suspension hearing in the matter of Board Case Number C26-0037, Woodard Funeral Home, Inc.

Upon proper motion, the Board voted unanimously to convene in closed session to deliberate.

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

Upon proper motion, the Board voted unanimously to continue the Summary Suspension until a hearing is held on the merits of the case.

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

Affirmation:

Le'Shekia Coleman

Ms. Le'Shekia Coleman, President

Robert Nunnaley

Mr. Robert Nunnaley, Secretary

May 13, 2026

Date