NORTH CAROLINA
BOARD OF FUNERAL SERVICE

Minutes
May 13, 2026 Board Meeting

The North Carolina Board of Funeral Service convened for a duly scheduled Board meeting on May 13, 2026, via Webex.

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 Ms. Anderson 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 then asked for public comment. Ms. Coleman then recognized Mr. Lisenbee for comments. Mr. Lisenbee indicated that he may not be able to attend the full meeting but would answer any questions regarding pending legislation at this time. Hearing no questions, Ms. Coleman then recognized Mr. Nunnaley for the presentation of the minutes from the April 8, 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 April 8, 2026, minutes.

Upon a motion by Ms. Anderson and a second by Mr. Worley, the Board voted unanimously by roll call to approve the April 8, 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. Sutphin, the Board voted unanimously by roll call to approve the Disciplinary Committee report with the following dispositions:

- Summary Dismissals: C26-0044
- Dismissals: C26-0001, C26-0016, C26-0017, C26-0023, C26-0033, C26-0038, C26-0039, C26-0040, C26-0041, C26-0045, C26-0046, C26-0047, C26-0048, C26-0051, C26-0052, C26-0054, C26-0056, C26-0057, C26-0058
- Letters of Caution: C26-0043
- Other: M26-0019, M26-0027

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 reports which follow.

> The Finance and Personnel Committee convened at 10:00 a.m. on Tuesday, April 14, 2026. In attendance were Ms. Le'Shekia Coleman, Chair; Mr. Gary Overcash; and Mr. Thomas Hilderbrand. Staff in attendance were Ms. Amy Acord Elston, Executive Director. Ms. Kirsten Moore and Mr. Victor Blackburn with Bernard Robinson & Company, LLP were in attendance to discuss the 2025 Audit.
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> Mr. Blackburn reported that the Board experienced a positive increase in its net position for FY2025 and that the auditors issued an unmodified opinion which is the highest audit opinion that can be received. He further noted that the audit revealed no unusual findings and identified no material weaknesses or significant deficiencies in internal controls.
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> The Finance and Personnel Committee convened at 9:00 a.m. on Tuesday, May 12, 2026. In attendance were Ms. Le'Shekia Coleman, Chair; Mr. Gary Overcash; and Mr. Thomas Hilderbrand. Staff in attendance were Ms. Amy Acord Elston, Executive Director, Mr. Brett Lisenbee, Compliance Director and Ms. Catherine Lee, General Counsel.
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> March 31, 2026 Financial Statements
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> Ms. Acord Elston presented the financials for the reporting period ending March 31, 2026. She summarized the Statement of Net Position, noting that the financials remained stable. She reported that total liabilities and net position remained at approximately $4million.
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> Ms. Acord Elston reviewed the Statement of Revenue and Expenses, noting that 46.8% of the projected revenue for FY 2026 was collected as of March 31, 2026. She reported that expected budget utilization at this point was 25%, compared to the actual 25.9% reflected.
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> RFP for Audit Services
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> Ms. Acord Elston then presented the RFP for Audit Services that will be distributed to various accounting firms. She noted that the Board is required to use this process when engaging an external auditor for the Board annual financial audit. The RFP is scheduled to be issued on June 15, 2026.
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> Board Investment Policy
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> Ms. Acord then presented the proposed investment policy which outlines moderate, income-focused investment approach that balances long-term stability with measured growth. Under this framework, the portfolio would be invested in a mix of equities and fixed income instruments as allowed by the State Treasurer. The Committee discussed various accounts that could be utilized for investing. Ms. Acord Elston recommended that the Board take a methodical approach by first adopting the policy, then moving to subsequent steps such as engaging an investment manager and ultimately investing the funds.

Mr. Hilderbrand emphasized the importance of maintaining strong communication throughout the process, noting past experiences.

Health Insurance Renewal

Ms. Acord Elston then presented the renewal quote for employee health insurance. She noted that there was a 23% increase in monthly premiums to maintain the current plan. The Committee discussed potential cost-saving approaches for the Board without placing additional financial pressure on employees.

The Board engaged in a thorough review of each matter.

Upon a motion by Mr. Overcash and a second by Ms. Anderson, the Board voted unanimously by roll call to approve the financial reports for the period ending March 31, 2026; to issue the RFP for Audit; to adopt the proposed Board Investment Policy; and to offer the current health insurance plan (HSA Gold 3100) but also offer an alternate option (HSA Bronze 8300) to employees, while adjusting the monthly premium allocation for either plan to 90% paid by the Boad and 10% paid by the employee.

Executive Director's Report

Ms. Acord Elston discussed the following items:

Legacy Cremation Services, LLC – Ms. Acord Elston asked Ms. Lee to summarize correspondence she received by email from Truth in Advertising, Inc., Consumer Federation of American and Funeral Consumers Alliance regarding a letter they had submitted to federal department of justice attorneys.

Scam Alerts – Ms. Acord Elston reported that she had been notified of two active scam calls circulating in the community. One involves callers contacting consumers about money supposedly owed to funeral homes. The other involves callers contacting funeral homes while falsely claiming to be with the Board and stating that money is owed to the Board.

Public Hearing

At 10:00am, the Board held a public hearing for the proposed repeal of the following rules through permanent rulemaking:

- 21 NCAC 34C .0102 (Form and Submission of Documents)
- 21 NCAC 34C .0103 (Application Forms for Crematory or Hydrolysis License)

The public hearing was closed at 10:12am.

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: 90

Pending Investigation: 40
Pending Review by Disciplinary Committee: 0
Pending Dispositive Action: 23
Pending Hearing: 15
Post-Hearing: 0
Other: 12

New files opened since last Board meeting: 18 C-Files; 2 M-Files

Notices of Hearing sent since last Board meeting: 1

Consent Orders received since last Board meeting: 1

Cases reviewed by Disciplinary Committee since last Board meeting: 23

PRENEED RECOVERY FUND CLAIMS

Current Active Preneed Recovery Fund Claims: 2

Pending Investigation: 1
Pending Dispositive Action: 0
Pending Signed Subrogation Agreement: 1

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

Ms. Lee asked that the Board reserve August 13, 2026 for a full day of hearings that will take place the day after the August Board meeting. She noted that dedicating a full day of hearings would allow the Board to reduce the backlog of pending hearings.

Ms. Lee then gave a brief update on various rulemaking matters.

Upon a motion by Mr. Overcash and a second by Ms. Anderson the Board voted unanimously by roll call to convene in closed session to hear matters subject to attorney-client confidentiality pursuant to and to discuss a personnel matter not subject to public disclosure pursuant to N.C. Gen. Stat. § 143-318.11.

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

Upon a motion by Mr. Overcash and a second by Ms. Anderson the Board voted unanimously to accept the Consent Order in the matter of Adkins Memorial Funeral Home, LLC, M26-0024.

Old Business

Ms. Acord Elston presented a quote from GL Solutions that she and Mr. Lisenbee received for developing a new database management system for the Board. She noted that while the cost of the proposed system is significant, she and Mr. Lisenbee believe it would be a worthwhile investment to help the Board continue transitioning from paper-based processes to more efficient online systems.

Upon a motion by Mr. Overcash and a second by Mr. Sutphin, the Board voted unanimously by roll call to authorize Ms. Acord Elston and Mr. Lisenbee to negotiate a contract with GL Solutions for the new database management system.

New Business

None

The Board then conducted a hearing in the matter of Lauren Paige Willis, T26-0001.

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

Upon proper motion, the Board voted unanimously by roll call to revoke Ms. Willis's traineeship but advised her that she could apply for a new traineeship at any time.

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

Affirmation:

Le'Shekia Coleman

Ms. Le'Shekia Coleman, President

Mr. Robert Nunnaley, Secretary

June 10, 2024

Date