NORTH CAROLINA
BOARD OF FUNERAL SERVICE

Minutes
June 10, 2026 Board Meeting

The North Carolina Board of Funeral Service convened for a duly scheduled Board meeting on June 10, 2026, via Webex.

Present: Ms. Le'Shekia Coleman, President; Mr. Robert Nunnaley, Secretary; Mr. Brian Sutphin, Mr. Thomas Hilderbrand, Mr. Michael Allen, Mr. Anthony Worley, Ms. Cheryl Anderson, and Mr. Jonathan Holland. Staff in attendance were Ms. Amy Acord Elston, Executive Director; Mr. Brett Lisenbee, Compliance Director; and Ms. Catherine Lee, General Counsel.

Ms. Coleman convened the meeting at 9:02 a.m. and recognized Mr. Robert Nunnaley 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. Mr. Holland recused himself from cases C26-0059 and C26-0064.

Ms. Coleman asked for introduction of guests, which included Hasten Wall, Funeral Service Licensee.

Ms. Coleman then asked for public comments. Hearing no public comments, Ms. Coleman then recognized Mr. Nunnaley for the presentation of the minutes from the May 13, 2026 meeting. Mr. Nunnaley invited any questions related to the May 13, 2026, meeting minutes. Ms. Coleman then invited a motion for approval of May 13, 2026, minutes upon hearing no questions, amendments, or discussions.

Upon a motion by Mr. Nunnaley and a second by Mr. Holland, the Board voted unanimously by roll call to approve the May 13, 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 Ms. Anderson, the Board voted unanimously by roll call to approve the Disciplinary Committee report with the following dispositions:

- Summary Dismissals: None.
- Dismissals: C26-0059, C26-0060, C26-0063, C26-0064, C26-0065, C26-0068, C26-0070, C26-0071, C26-0072, C26-0073, C26-0078, C26-0080.
- Letters of Caution: C26-0008, C26-0030, C26-0053, C26-0055.
- Notice of hearings: C26-0022, C26-0050, M26-0030.
- Other: C26-0062, M26-0032, M26-0028, M26-0029.

Mr. Holland recused himself from case C26-0055.

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

Finance and Personnel Committee Report

The Finance and Personnel Committee convened on June 3, 2026 via WebEx. Ms. Acord Elston highlighted the report from the Finance and Personnel Committee based on the Committee reports which follow.

Financial Statements

Ms. Acord Elston presented the financials for the reporting period ending April 30, 2026, summarizing the Statement of Net Position. She reported a slight decrease in total assets and further noted that all other accounts are stable, growing as intended.

Ms. Acord Elston reviewed the Statement of Revenue and Expenses, noting that 53.7% of the projected revenue for FY 2026 was collected as of April 30, 2026. She reported that expected budget utilization at this point was 33.3%, compared to the actual 35.3% reflected. She noted budget utilization is tracking as intended.

Hearing no comments, Ms. Coleman invited a motion to approve the Finance and Personnel Committee report.

Upon a motion by Mr. Nunnaley and a second by Mr. Holland, the Board voted unanimously by roll call to approve the financial reports for the period ending April 30, 2026.

Traineeship Report

The Traineeship Committee was convened on June 1, 2026. Ms. Acord Elston asked Ms. Catherine Lee to present the Traineeship Report.

Traineeship Revocation Appeals

Ms. Lee summarized the individual circumstances regarding two traineeship revocation appeals regarding cases T26-0002 and T26-0003, reviewed by the Traineeship Committee. Ms. Lee presented resolution recommendations regarding both cases.

Upon a motion by Mr. Hilderbrand and a second by Mr. Worley, the Board voted unanimously by roll call to approve the traineeship reports for the period ending April 30, 2026.

Ms. Coleman recognized Mr. Brett Lisenbee as legislative liaison. She asked Mr. Lisenbee to present concerns surrounding language within Senate Bill 857, Section 25. He states the text within the bill remains unchanged, except for an amendment added that provides clarification within the bill language.

Executive Report

Ms. Acord Elston presented the Executive Reports:

Office Contact Volume

Ms. Acord Elston provided statistics related to monthly office call and email volume. She stated the inability to ascertain exact office email volume statistics due to technical difficulties related to high email volume. Ms. Acord Elston states that 1,400 calls were received by the office within May of 2026.

GL Solutions Contract

Ms. Acord Elston provided an update concerning the GL Solutions contract. She states a preliminary review of the contract was completed by Ms. Lee, Mr. Lisenbee, and herself. She noted the identification of uncertainties within the contract during the preliminary review and expressed plans to complete a thorough review to solidify terms within the contract. Ms. Acord Elston stated Board approval exists to enter into a contract with GL Solutions. She asks for Finance and Personnel Committee as well as Technology Committee involvement in the final review.

Additional Updates

Ms. Acord Elston mentioned her research in determining other investment firms following the Boards approval of an investment policy. Additionally, she mentioned the audit RFP distribution date.

Digital Record Retention Project

Ms. Acord Elston indicated that records are compiled in storage units and one staff member is working on scanning documents into a digital database in accordance with the records retention policy.

Mr. Worley asked Ms. Acord Elston for the timeline surrounding disciplinary action updates being added to the website. He states no updates have been made since 2024. Ms. Lee noted the intention to update the website accordingly.

Ms. Acord Elston mentioned the new licensers and inspectors reports were included in the material given to the Board members prior to the meeting.

Legal Report

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

DISCIPLINARY MATTERS

Current Active Cases: 76

Pending Investigation: 32
Pending Review by Disciplinary Committee: 0
Pending Dispositive Action: 23
Pending Hearing: 15

Post-Hearing: 0
Other: 6

New files opened since last Board meeting: 14 C-Files; 3 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: 23

PRENEED RECOVERY FUND CLAIMS

Current Active Preneed Recovery Fund Claims: 0

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 the Board to reserve August 13, 2026 for a full day of hearings. She noted that dedicating a full day of hearings would allow the Board to reduce the backlog of pending hearings.

Ms. Lee stated there are no rulemaking actions this month due to the active public comment period, which concludes at the end of June 2026.

Ms. Lee summarized a general legislation bill that was introduced in committee the day prior to this meeting regarding universal reciprocity. She states the bill was heard by the Senate 451 Reform Committee. She mentioned the bill is not anticipated to move forward this month.

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

Upon reconvening in open session and proper motion being received and seconded, the Board unanimously voted to direct Board staff to immediately resume recruitment efforts for the office manager position.

Upon proper motion and second the Board then unanimously voted to adjourn the meeting.

Affirmation:

Le'Shekia Coleman

Ms. Le'Shekia Coleman, President

Mr. Robert Nunnaley, Jr., Secretary

August 12, 2026

Date