NORTH CAROLINA
BOARD OF FUNERAL SERVICE

Minutes
September 9, 2026 Board Meeting

The North Carolina Board of Funeral Service convened for a duly scheduled Board meeting on September 9, 2026, at the Board office located at 1033 Wade Avenue, Suite 108, Raleigh, NC 27605.

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

Ms. Coleman convened the meeting at 9:20 a.m. and recognized Mr. Robert Nunnaley for the Pledge of Allegiance to the flag. She then recognized 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. Worley recused himself from case C26-0114.

Ms. Coleman asked for introduction of guests, which included Hubert D. Pope from H.D. Pope Funeral Home.

Ms. Coleman then asked for public comment, hearing none. Ms. Coleman then yielded to Mr. Sutphin for the presentation of the minutes from the August 12, 2026, Board meeting. Mr. Sutphin then asked for questions, amendments, or discussions, hearing none.

Upon a motion by Mr. Sutphin and a second by Mr. Nunnaley, the Board voted unanimously to approve August 12, 2026, minutes.

Ms. Coleman then asked Mr. Hilderbrand to present the Disciplinary Committee report. No comments were offered.

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

- Summary Dismissals: C26-0119.
- Dismissals: C26-0066, C26-0075, C26-0106, C26-0111, C26-0112, C26-0115, C26-0117.
- Letters of Caution: M26-0033, M26-0036, M26-0037, M26-0039, M26-0040, M26-0041,
- Notice of hearings: C26-0107, C26-0114, M26-0034, M26-0038, M26-0042.
- Other: M26-0043, M26-0044.

Ms. Coleman then yielded to Mr. Lisenbee for the Finance & Personnel Committee report.

Finance and Personnel Committee Report

The Finance and Personnel Committee convened on September 4, 2026, via Webex, and reported the following:

Financial Statements

Mr. Lisenbee summarized the net position, reporting $3,369,785.59 and $524,160.87 in current and fixed assets, respectively. He further noted an increase of $249,004.49 in the Board's net position.

Mr. Lisenbee reported a change in the reflection of the Preneed Recovery Fund balance, stating a line item now exists to reflect funds awaiting payment to the State Treasurer. Concurrently, a liability account has been added to the Statement of Net Position, representing the total amount of funds to be paid to the State Treasurer as of July 31, 2026.

Mr. Lisenbee reported the Statement of Revenue and Expenses, noting that 72.2% of the projected revenue for FY2026 was collected as of July 31, 2026, as expected. The projected budget utilization for July 31, 2026, was 58.33% while current utilization stands at 60.3%, which totals 2% over budget. He stated this percentage has been holding steady since April 30, 2026.

Revised Organizational Chart; Employee Handbook; Additional Inspector

Mr. Lisenbee highlighted changes to the staff organizational chart, noting the change of Ms. Pair's title from Office Manager to Executive Assistant. He mentioned this title change best aligns with the actual duties of her position. He then explained his intent to proceed with filling the additional inspector role as well as updating the Employee Handbook to reflect title changes.

Upon a motion by Mr. Holland and a second by Ms. Anderson, the Board voted unanimously to approve the Finance and Personnel Committee Report and recommendations.

Ms. Coleman then yielded to Mr. Lisenbee to present the Executive Director's Report.

Executive Director's Report

Mr. Lisenbee then presented and discussed the Executive Reports, as follows:

Licensure Report

Mr. Lisenbee presented a report of licenses issued in the month of August with the following data:

- Crematory Licensees: 1
- Funeral Establishments (Ownership Change): 1
- Transportation Services (Business Entities): 3
- Transporters (Individuals): 3
- Funeral Service Licensees: 5

- Funeral Director Licensees: 6

Inspections and Other Duties Performed Report

Mr. Lisenbee stated Board members were provided with a report of inspections and duties performed by inspectors for the month of August. He then invited questions related to the Inspections Report.

Program Data Report

Mr. Lisenbee presented the Program Data Report with the following data:

- Embalming Trainees: 24
- Funeral Director Trainees: 98
- Funeral Service Trainees: 104
- Provisional Funeral Directors: 103
- Embalmers: 15
- Funeral Directors: 910
- Funeral Service Licensees:1,591
- Transporters (Human): 128
- Funeral Establishments: 782
- Chapels: 21
- Crematories: 166
- Alkaline Hydrolysis: 6
- Transportation Service (Business): 67
- Mutual Burial Associations: 19
- Estimated No. of Deaths (July 31, 2026): 61,920
    - [Based on 106,155 Deaths Reported for CY2024]
- Total Reductions Reported (July 31, 2026): 31,661
- Preneed Establishments: 637
- Preneed Sales Licenses: 1334
- Contracts Filed: 15,324
- Total Trust: 831
- Total Insurance: 14,473
- Contracts Keyed: 13,249
- Contracts Closed Due to Death: 680

Further discussion occurred regarding the above data.

Mr. Lisenbee stated staff are continuing to reexamine the operations of the Board office to ensure efficiency. Ms. Pair stated significant progress has been made in eliminating Lockbox.

Ms. Coleman invited Ms. Lee to present the Legal Report.

Legal Report

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

DISCIPLINARY MATTERS

Current Active Cases: 76

Pending Investigation: 33
Pending Review by Disciplinary Committee: 0
Pending Dispositive Action: 21
Pending Hearing: 14
Post-Hearing: 3
Other: 5

New files opened since last Board meeting: 16 C-Files; 3 M-Files

Notices of Hearing sent since last Board meeting: 2

Consent Orders received since last Board meeting: 1

Cases reviewed by Disciplinary Committee since last Board meeting: 21

PRENEED RECOVERY FUND CLAIMS

Current Active Preneed Recovery Fund Claims: 2

Pending Investigation: 2
Pending Dispositive Action: 0
Pending Signed Subrogation Agreement: 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

Further discussion occurred regarding the above data.

Rulemaking

Ms. Lee presented the Boards rule making matters, as stated below:

- 21 NCAC 34C .0102: Ms. Lee stated Mr. Lisenbee's recommendation to the Board to hold the filing of this rule due to uncovering portal issues. She states this rule would require Cremation Monthly Reports to be submitted online. Ms. Lee stated the Board has 12 months post comment period to decide if action will be taken.

- 21 NCAC 34C .0103: Ms. Lee states this rule is ready for Board vote to move forward into codification. She stated this rule refers only to substance within Crematory application forms.

Upon a motion by Mr. Hilderbrand and a second by Mr. Nunnaley, the Board voted unanimously to approve the vote to move forward with rule 21 NCAC 34C .0103 only.

Old Business

Electronic Data Management System

Mr. Lisenbee stated although one quote was obtained by the previous Executive Director, another database company has provided staff with a demo and quote to follow. Staff is still investigating a more user-friendly platform. Mr. Lisenbee states his intent to obtain a quote and review a demo with a third company, who was bought by the Board's current database vendor. He intends to gather the Board's Technology committee and request their participation in demos to facilitate a final recommendation to the Board.

Board Member Hotel Reimbursements

Mr. Lisenbee reviewed a previous Board vote in 2022, capping Board member hotel reimbursements at $200 per night, however, during last month's Board meeting, one member incurred hotel room expenses that exceeded the threshold. He mentioned authorizing reimbursement for full amount then turned to the Board to discuss reconsidering the cap. The Board discussed increasing the cap to $300 per night.

Upon a motion by Ms. Anderson and a second by Mr. Nunnaley, the Board voted unanimously by roll call to increase the Board Member Hotel Reimbursement cap to $300 per night.

Mr. Hilderbrand announced that newsletters are coming soon. Further discussion on this topic as well as the Board's upcoming retreat commenced after the announcement.

New Business

Mr. Lisenbee discussed informational items related to New Business matters, such as nominations to fill the Board member vacancies. He also discussed the Board Member Christmas party in December 2026.

Upon Motion by Mr. Nunnaley and second by Ms. Anderson, the Board voted to accept the Consent Order negotiated by Board staff and the Respondents to resolve Board Case Nos. C26-0104 / C25-0104 / C25-0118, brought in the Matter of Harvesting Hope Inc. d/b/a Hope Valley Hawkins Funeral Service & Cremation, Paul Thomas Hawkins, and Stephen Everette Grimes.

The Board conducted a disciplinary hearing for Board Case No. M26-0045 in the Matter of Peaks Enterprise, LLC d/b/a Memorial Funeral Care & Cremations. Thereafter, upon duly made motion, the Board entered into closed session to deliberate on whether to grant or deny Respondent's application for a Funeral Establishment Permit . Upon motion by Ms. Anderson and second by Mr. Nunnaley, the Board thereafter returned to open session. Upon motion by

Ms. Anderson and second by Mr. Holland, the Board unanimously voted to uphold Board staff's denial of Respondent's application for a Funeral Establishment Permit.

Upon motion by Mr. Sutphin and second by Ms. Anderson, the Board unanimously voted to adjourn the meeting.

Affirmation:

Ms. Le'Shekia Coleman, President

Mr. Brian Sutphin, Secretary

October 14, 2026
Date