

# North Carolina Board of Funeral Service

November-December 2019

Volume 15, Issues 11-12

## Don Brown Elected Vice-President, Chris Watson Selected as Board Secretary

### *Blake Tapped To Lead NC Board of Funeral Services in 2020*



*l.to r. Chris Watson, Secretary; Mark Blake, President;  
Don Brown, Vice President*

The NC Board of Funeral Service elected officers for the 2020 term when it convened on November 13, 2019. Mr. Mark Blake, Manager, Brown-Wynne Funeral Home, St. Mary's Street, Raleigh, NC, was unanimously elected President. Membership of the NC Funeral Directors Association earlier nominated Mr. Blake as one of its nominees for an open seat on the Board.

Mr. Don Brown, Owner, Don Brown Funeral Home, Ayden, NC, nominee of the Funeral Directors and Morticians Association of NC, was elected Vice-President for the 2020 term.

Mr. Chris Watson, Manager, Parrish Funeral Home, Selma, NC, was elected Board Secretary. Mr. Watson's seat is one of four filled by nomination from the membership of the NC Funeral Directors Association.

## *Board Recognizes 2019 Officers and Accomplishments*



*l. to r. Mark Blake, Vice-President; Steve Herndon,  
President; Don Brown, Secretary*

The 2019 slate of officers for the NC Board of Funeral Service included J. Stephen Herndon, President [Padgett & King Mortuary, Forest City, NC]; P. Mark Blake, Vice-President [Brown-Wynne Funeral Home, Raleigh, NC]; and Don Brown, Secretary [Don Brown Funeral Home, Ayden, NC]. The Board Officers act as the Board's Executive Committee and address issues pertaining to the Board's agenda, goals and objectives.

Under their leadership, the Board addressed a number of significant issues in 2019 including working and negotiating with the NC General Assembly on technical corrections to the Funeral Practice Act.

Additionally, the Board confronted challenges with the introduction of legislation creating a provisional license category; adopted administrative rules subject to periodic review; and proposed temporary rules to implement legislative provisions that became effective in October 2018.

## *Charles Graves Completes Second Term on NCBFS Board*



*Charles Graves*

December 31, 2019, marks the completion of Mr. Charles Graves' second consecutive term on the NC Board of Funeral Service. A native of New York state, Mr. Graves served in the United States Armed Forces in the 82nd Airborne Division which was garrisoned at Fort Bragg, NC. After living briefly in Richmond, VA, Mr. Graves settled in Buncombe County, NC, and has worked at

Penland Family Funeral Homes in Asheville and Swannanoa, NC. As a Funeral Service licensee, Mr. Graves has served numerous families through his dedication and commitment to professional funeral service. Mr. Graves was elected President of the Board in 2017 and then served as Vice-President in 2018. He has chaired a number of Board standing committees. Mr. Graves was recognized recently at the Board's annual holiday gathering and honored with a plaque acknowledging his dedicated service to licensees and consumers in North Carolina.

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## *Bryan Was Noted Pioneer in Board Inspections, Served as Assistant Executive Secretary*

The family of Frank Steven Bryan, Jr. announced his unexpected death on Saturday, November 30, 2019, as a result of an automobile accident. Known to his family and colleagues as Steve, Bryan was a native of Wake County and grew up in Garner, NC, where his family was well-known for their numerous contributions to the community. Following his graduation from Garner High School in 1960, Bryan was awarded the Mortuary Science Degree from Eckels College of Mortuary Science in Philadelphia, Pennsylvania, and then completed his resident apprenticeship at Mitchell Funeral Home in Raleigh, NC.

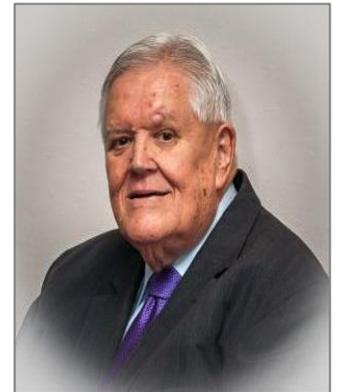
At its meeting on December 2, 1963, the State Board of Embalmers and Funeral Directors issued Mr. Bryan licenses in Embalming and in Funeral Directing. Subsequent to his licensure, the Board then voted on January 5, 1966, to appoint Steve as its first "Inspector of funeral homes of North Carolina."

In addition to his responsibility for inspecting funeral homes throughout the state, Mr. Bryan also represented the Board at national conferences and meetings in Florida and Canada during his tenure with the Board. Along with Board Attorney William R. Hoke, Bryan was instrumental in the Board's decision to adopt a new regulation in February 1968, establishing a national Board examination for North Carolina through The Conference of Funeral Service Examining Boards of the United States.

The Board appointed Mr. Bryan Assistant Executive Secretary in July 1968, a role which required planning and implementing an annual Embalmer's Clinic for licensees of the Board as well as oversight of the Board's daily operations. Mr. Bryan left the State Board in December 1969 but created an indelible imprint on the Board's responsibility for regulating the practice of funeral service in North Carolina and its emerging compliance program in the 1960's. His efforts and those inspectors who followed him led to the current five-member NCBFS Compliance Team which has a significant role in the legal, ethical application of statutes and rules that govern the profession of funeral service in North Carolina.

In 1977, Bryan joined in partnership with former Board President P. Alex Lee to form Bryan-Lee Funeral Homes. In 1986, he acquired the Owens Funeral Home in Swan Quarter, NC, and later expanded the newly formed Bryan Funeral Service to Plymouth, NC and Columbia, NC.

He was past President and Executive Director of the Hyde County Chamber of Commerce, Past President of the Ponzer Ruritan Club, former Executive Director of the North East Workforce Development, President of the Tyrrell County Ministerial Association, former Medical Examiner for Hyde and Tyrrell Counties and a member of the Columbia Rotary Club. Steve not only had a heart for community service but dedicated himself to his church. A former member of Providence United Methodist Church of Swan Quarter, NC, he was Pastor of the Columbia Christian Church Disciples of Christ at the time of his death. Funeral services were conducted on December 5, 2019, at the Mattamuskeet High School Gymnasium followed by a memorial service at Bryan-Lee Funeral Home in Garner, NC, on December 14, 2019.



*F. Steven "Steve" Bryan, Jr.  
Bryan Funeral Service*

*The work of a funeral director is not measured by any one great success, but rather by the countless number of kind gestures and comforting words that help those in need.*



## Next Board Meeting . . .

9:00 a.m. , Wednesday, January 15, 2020  
1033 Wade Ave., Suite 108  
Raleigh, NC

If you require special accommodation to enable your participation in the meeting, please call Judy Burnett, NCBFS Receptionist, at 919.733.9380. The Board Office will be closed on December 23, 24, and 25 for the Christmas Holidays.

## Individual and Establishment Licenses and Permits Expire December 31st

### *2020 License Renewal In Full Swing Across The State*

In November, Board staff opened the 2020 License Renewal Portal on the Board website at [www.ncbfs.org](http://www.ncbfs.org) to enable licensees to renew and pay their renewal fee all at once on the portal. Last year, more than 70% of licensees visited the website portal to renew their license online, and Board staff expects a similar if not greater rate for 2020 renewals.

The online option allows licensees to open a renewal application for individual license renewal as well as establishment permit renewal.

In response to questions from licensees regarding the online portal, Board staff posted an information sheet on the portal to provide information on printing a receipt for the renewal fee.

The *Helpful Tips* information sheet explains how to print the receipt at the time the application is completed or after the application has been submitted.

In addition, staff have included information regarding requirements for attaching documents for establishment permit renewals and crematory licensure renewals.

For those not renewing online, staff have made all renewal applications available online through the 2020 Renewal Portal. These applications are fillable online and may then be printed and mailed to the Board office for the licensee's convenience.

On December 6, 2019, Board staff mailed renewal applications to all licensees who had not renewed online by that date through the U.S. Postal Service. If you have not received your renewal application by mail, please visit the website to download the application.

Board staff recognizes that some licensees may not have received a renewal application by mail if physical mailing address information is not current. If your mailing address has changed in 2019, licensees are advised to email the updated contact information to the Board at [receptionist@ncbfs.org](mailto:receptionist@ncbfs.org) as soon as possible so that staff can update the Board's licensing management system.

For those who have questions concerning continuing education credits, please log on to your profile on the iGov system to view your balance.

### *OnLine Renewal --- It's Quick & Easy!*

The Board reminds you that all individual licenses, business licenses and permits, and permits for transporters will expire on December 31, 2019.

You have an option for on-line renewal by visiting the Board website at [www.ncbfs.org](http://www.ncbfs.org) which offers a renewal portal. It's a convenient and easy way to renew and pay your renewal fee at one time.

# *NCBFS Fills Open Seats on the NC Crematory Authority*

The NC Crematory Authority was established by statute in the early 1990's and is one of the standing committees of the NC Board of Funeral Service.

The Authority suggests rules to the Board for carrying out and enforcement of the provisions of Article 13F, Cremations, found in General Statute 90. The Authority consists of five members who are elected for three-year terms from licensed crematory operators. The Board recently solicited nominations from crematory licensees to fill three open seats on the Authority and received the names of three nominees who have subsequently been named to the Authority vacancies. Newly seated members of the NC Crematory Authority are:

Steven E. Hundley	Morris Funeral and Cremation Care	Asheville, NC
Craig Tomczak	Pines Cremations Services	Carthage, NC
Chris Headley	National Cremation Service	Charlotte, NC

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## *Executive Director Alerts Board to Telephone Scammers*

In his monthly report to the Board, Executive Director Stephen Davis reported to the Board that he had received information from the NC Medical Board that telephone scammers are contacting that Board's licensees by falsifying the information transmitted to a caller ID display to disguise their identify. Known as ID spoofing, this hoax gives the impression that the caller is legitimate. In

conversations with licensees, the "spoofers" typically threaten the loss of an occupational license if personal or financial information is not provided. Davis noted that he wanted the Board to be aware of this scam since any occupational licensing board is vulnerable to such hoaxes. The Federal Communications Commission advises the following:

- Don't answer calls from unknown numbers.
- If you answer the phone and the caller - or a recording - asks you to hit a button to stop getting the calls, you should just hang up. Scammers often use this trick to identify potential targets.
- Do not respond to any questions, especially those that can be answered with "Yes" or "No."
- Never give out personal information such as account numbers, Social Security numbers, mother's maiden names, passwords or other identifying information in response to unexpected calls or if you are at all suspicious.
- If you get an inquiry from someone who says they represent a company or a government agency, hang up and call the phone number on your account statement, in the phone book, or on the company's or government agency's website to verify the authenticity of the request. You will usually get a written statement in the mail before you get a phone call from a legitimate source, particularly if the caller is asking for a payment.

### **ALERT! Third Party Providers: Heritage Cremations**

The International Conference of Funeral Service Examining Boards has alerted its member Boards across the United States and Canada that Heritage Cremation Provider, an internet-based third party intermediary operating under the name "*Families First Funeral Home and Funeral Services*" and "*Legacy Funeral Services*" is also now operating as "*The Funeral Group*." The NC Board of Funeral Service won injunctive relief in the courts against Heritage in 2016 disallowing their operation since they are not licensed to practice in NC. Licensees are reminded that providing third-party services through arrangement with Heritage and its affiliates or any unlicensed provider is considered aiding and abetting unlicensed practice.

## *From The President's Desk . . . . .*

As we approach the end of 2019 and the holiday season, it's inevitable that we reflect on events and experiences that have affected us in both positive and sometimes discouraging ways since the beginning of the year. I believe you would agree with me that the most common refrain at this time of year is, "Where did the time go – seems like it was just January!" 2019 has indeed been a year of considerable activity and accomplishment for the NC Board of Funeral Service.

A look back through the minutes of our Board meetings will show the Board's constant involvement in the rulemaking and legislative process. When HB 529 was enacted into law as of October 1, 2018, we developed temporary rules to support and interpret the statutory requirements associated with the amendments to our Funeral Practice Act. Almost simultaneously, the Board completed a mandatory periodic review of existing administrative rules and submitted recommendations to the NC Rules Review Commission. Both efforts required substantial deliberation and study by the Board as well as staff involvement to assure that our rules are fully compliant with the requirements of the NC Administrative Procedures Act.

With regard to our legislative program, to say that we were busy is an understatement. Upon learning in late 2018 that an inadvertent error in the statutory language for the educational requirements for licensure as a Funeral Director had occurred, we realized that the Board could not issue these licenses. This dilemma prompted us to consult with legislators to submit a technical corrections bill that would restore the Board's ability to issue the Funeral Director license. As this legislation moved through the House of Representatives and then to the Senate, we learned of an amendment eventually approved by the Senate that would require the Board to issue provisional licenses in funeral directing. The amendment proved controversial from the beginning and prompted considerable attention from the media. After deliberate and intense discussion in various Senate committees, the provisional licensure amendment was revised, adopted and enacted into law. This legislative issue was challenging for us in many ways, but we quickly realized the advantages and benefits of our close relationships with the Funeral Directors and Morticians Association of NC and the NC Funeral Directors Association who were constant advocates and partners with us in explaining the impacts of the new license category for funeral directing to legislators. We also appreciate those 22 candidates who patiently awaited licensure as Funeral Directors as the General Assembly considered the technical amendments legislation we had proposed in January.

Other significant accomplishments in 2019 included the transition to digital formats for Board documents, records and papers that are essential for each Board meeting. This change from the traditional hard copies of documents has speeded and facilitated staff's preparation for Board meetings and enabled a significant reduction in paper and copying costs. Visitors to Board meetings can now view meeting agenda and other Board documents on a large-screen monitor rather than rely on a hand-held bundle of paper copies. We also introduced an online portal for the preparation and submission of the Preneed Annual Report. Although many establishments encountered some initial difficulty, staff worked diligently with our IT vendor to improve the portal in response to your feedback and suggestions. The Board was equally pleased with the results of our efforts to make license renewal a more streamlined and efficient process. More than 74% of all licensees and permit holders used the online option for their 2019 license renewal.

As we look forward to 2020 and beyond, the Board will continue to explore, study and implement improvements in the way that we offer services to licensees and consumers. Our focus will continue to be on client-centered service that is timely and thorough. Your constructive suggestions and comments are an essential part of this process, and we value your thoughts on different matters under consideration by the Board.

I have been deeply honored this past year to serve as President of the NC Board of Funeral Service. I am equally privileged to consider you my professional colleagues and certainly mindful that North Carolina is highly respected for its high professional standards in the practice of funeral service. Thank you for your tireless efforts and commitment to the families and citizens we serve and protect.



*J. Stephen Herndon  
President*

## LEGAL & DISCIPLINARY ACTIONS

Board Case Numbers: M19-0010 and C19-0048

Respondent: **Western Carolina Funeral and Cremation Services, Inc., Sylva, North Carolina**

Summary: Respondent failed to have a licensed funeral director after July 22, 2019, and the Board issued a Summary Suspension on September 11, 2019. During the thirty days after the prior funeral director left, the non-licensed owner of the funeral home proceeded with the movement of a body and required a family member to assist with the movement of the body and dressing as well as application of make-up. The body was not prepared for the family member to view it; and while moving and beginning dressing of the body, the body purged. Complainant called a nearby funeral home requesting assistance. Another local funeral establishment agreed to assist the family by properly preparing the body for viewing. Complainant and her family experienced extreme distress and anguish resulting from the Respondent owner's attempt to operate the funeral home without appropriate licensed staff.

**Board Action:** The Board permanently revoked Respondent's funeral home license and Respondent's Preneed license.

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Board Case Numbers: C18-0072 and C19-0058

Respondent: **Hartsell Funeral Home, Inc., Concord, North Carolina**

Summary: Respondent was dealing with five children concerning the cremation of their mother. Two of the children presented to Respondent and signed the cremation authorization giving the remains to one of two children. The two children indicated that they could not reach the other three children but presented a will giving all five children's names. A few days later, the remaining three children presented to Respondent and entered a second contract giving a portion of the remains to each of the children. The three children paid for second contract. Two days later, Respondent accepted the same amount of money which was payment in full for the first contract. There was great dissension among the children. One of the two children came to the Respondent and demanded the remains be released to him pursuant to the first contract. This child was very abusive and hostile. Respondent released the remains to one of the two children. Respondent refunded the second contract amount to the three children.

In the second case, Complainant purchased a Standard Trust Preneed Funeral Contract from the Respondent. Respondent told the Complainant the amount of the available funds pursuant to the Preneed Contract. Complainant selected goods and services in excess of the amount. Respondent invoiced the Complainant for the excess amount. Complainant objected. Respondents waived the portion of costs exceeding the amount paid prior to the complaint.

**Board Action:** The Board adopted a Consent Order, whereby the Respondents received a Letter of Caution to adopt better management skills and address bookkeeping services concerning payments. Respondent must also pay a \$1,850.00 compromise penalty within 30 days of the date the Consent Order is executed.

Complete copies of the Disciplinary Actions taken by the Board are available on the Board's website here: <https://ncbfs.org/disciplinary-actions.php>

### *Preneed Manager Richardson Clarifies Information for COP's*

When completing Certificates of Performance, Board staff advises that licensees pay particular attention to the proper completion of the form and its timely submission to the Board office. Preneed Program Manager Paul Richardson said recently that *“our licensees are doing a great job completing the forms and getting them to us on time, but we still encounter incomplete and late forms.”* He noted that some confusion exists among licensees regarding the name to include on the second page of the COP form. He has also reported that the time frames for submission of the COP to the Board office may not be clear. Following are general guidelines to address both issues:

- On the second page of the revised Certificate of Performance found on the Board website at [www.ncbfs.org](http://www.ncbfs.org), space is provided at the top of the page for the name of the **preneed funeral contract beneficiary**. This name is the person listed on the contract as the preneed contract beneficiary who would be deceased if the COP is being performed and submitted. Some licensees are putting the name of the licensed funeral establishment in this space rather than the decedent's name. The purpose for including the decedent's [preneed beneficiary] name on the second page of the COP is to assure proper identification of the contract beneficiary if contract pages become separated. The beneficiary's name on a contract page that is inadvertently separated will enable staff to link the page with the proper contract. Richardson also reminds licensees to assure that an amount paid and date paid are shown on the Certificate of Performance.
- Preneed staff have heard from some licensees that they believe the Certificate of Performance must be submitted to the Board office within 30 days of the date of death. Paul Richardson reminds licensees that NC General Statute 90-210.64(e) clearly indicates that the 30-day timeframe applies only to preneed contracts that are funded through trust accounts. This timeframe does not apply to contracts funded with insurance products. According to the statute, the funeral establishment shall submit the Certificate of Performance to the appropriate bank of financial institution to close the trust account within 30 days of the date of death. The proceeds are distributed in accordance with the terms of the contract, and a completed Certificate of Performance must be submitted to the Board office when the account is closed and within 30-days from the date of death.

For preneed contracts funded with an insurance product, be sure to submit the Certificate of Performance to the Board office within 10 days of receiving payment from the insurance company. For contracts funded with multiple insurance policies, send the COP within 10 days of receiving payment from the first insurance company. It is not necessary to send a new COP when subsequent payments are received. Licensees should, however, update their records to reflect additional payments since these records are subject to inspection.

### *Other Helpful Tips . . . .*

- When submitting a Certificate of Performance for a Trust Account held by First Citizens Bank, it's important to include the Trust Account Number on the COP and other related documents to assure that bank staff can accurately identify and associate the decedent with the proper trust account. You should also attach a copy of the death certificate as additional documentation to assure the proper identification of the trust account before it is closed.
- Please do not include the preneed contract filing fee amount on the preneed contract. The only amounts you should include on a contract form are those used to establish a trust account, those used to purchase an insurance policy, or the current death benefit of a previously purchased insurance policy

## PRENEED NEWS, *continued*

### *Need A Copy Of A Preneed Contract Document?*

Preneed staff remind licensees and consumers that the form for requesting copies of preneed contracts and preneed documents is available on the Board website at [www.ncbfs.org](http://www.ncbfs.org) under the **For Licensees** and **For Consumers** tabs. Individuals authorized to request preneed contracts and documents are indicated on the Request Form in the Signature Block. Request forms should be emailed to Paul Richardson, Preneed Program Manager, at [prichardson@ncbfs.org](mailto:prichardson@ncbfs.org), or Rebecca Williams, Senior Preneed Program Specialist, at [rwilliams@ncbfs.org](mailto:rwilliams@ncbfs.org).

### **Alert!**

*Please note that the Board recommends you email the request form rather than using FAX. The Board uses a digital FAX service which is not compatible with analog FAX machines. If you are faxing your requests for copies of preneed documents, the Board may not receive your request unless you are using a digital FAX machine or service.*

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## CREMATIONS

### *NCBFS Staff Collaborating with iGov to Construct Cremation Report Portal*

Under the direction of Amy Mauldin, Assistant Director, Board staff have consulted with its Information Technology vendor, iGov, to build a new online portal for the completion and submission of monthly cremation reports.

Licensees are currently sending hard copies of the report to Glenda Ryan, Funeral Programs Assistant, who receives and processes reports when they are received each month.

Ms. Ryan noted that *“the ability for us to receive the monthly cremation reports will help licensees assure timely submission of this information, but it will also be easier since they can complete the form online and pay their cremation fees at the same time.”* The new portal is

one of several projects planned to streamline and facilitate the completion and submission of mandatory program reports.

Ms. Mauldin said that *“the Board will continue its efforts to shift to digital technology which is a cost effective and highly efficient way for us to serve licensees and consumers. We are excited to introduce another online portal for the benefit of licensees.”*

In early 2019, the Board introduced an online portal for the preparation and submission of Preneed Annual Reports. This project followed the roll-out in late 2019 of the online license renewal portal which has proven extremely popular for licensees who can renew their license and pay renewal fees at the same time.



# RESIDENT TRAINEES

## *Board Revises Trainee Monthly Work Report Forms*

In recent months, Board staff noted a spike in late submissions of monthly work report forms from resident trainees as well as errors in reporting hours and core activities.

In response, Glenda Ryan, Funeral Programs Assistant, met with Executive Director Stephen Davis and Assistant Director Amy Mauldin to assess and evaluate the current forms to determine if improvements and other revisions in formatting could reduce the incidence of errors.

Ms. Ryan offered a number of suggestions based on her conversations with resident trainees, and the work report forms for Funeral Directing, Funeral Service and Embalming were subsequently revised.

At its November 13, 2019, meeting, the Board heard a presentation from Executive Director Davis who explained

the revisions and the goal for producing a monthly work report that resident trainees would find easier to complete than the current forms.

Expressing its agreement, the Board approved the proposed forms. Assistant Director Mauldin noted that staff are currently reformatting the forms to assure that each will be limited to a single page and expects that they will be available for trainees to use soon.

Until the new forms are ready for distribution, Ryan encourages trainees to pay careful attention to recording their daily hours in the proper spaces provided on the form.

Trainees are reminded that monthly work reports must be received timely each month to avoid disciplinary action and the possibility of termination of the traineeship.

### The NC Board of Funeral Service has issued the following licenses and permits

CHAPELS	None	
CREMATORY LICENSEES	Hall-Wynne Crematory – Durham (ownership change)	
HYDROLYSIS LICENSEES	None	
TRANSPORTERS	Donald R. Tate	
EMBALMING FACILITIES	None	
UNAFFILIATED LICENSEES	None	
FUNERAL ESTABLISHMENTS	House of Rosadale Home for Funerals Bumgarner Family Funeral Service Hall-Wynne Funeral Service – Gentry-Newell & Vaughan Funeral Home R. M. Ferguson Funeral Service –	Charlotte, NC Troy, NC Durham, NC (ownership change) Oxford, NC (ownership change) Raleigh, NC (conversion from Unaffiliated)
PRENEED ESTABLISHMENTS	Bumgarner Family Funeral Service Hall-Wynne Funeral Service – Gentry-Newell & Vaughan Funeral Home Walker Funeral Home & Cremation	Troy, NC Durham, NC (ownership change) Oxford, NC (ownership change) Lillington, NC
FUNERAL SERVICE LICENSEES	Julien A. Buckmire Laura K. Tart Mia Wenz	
FUNERAL DIRECTORS	Heather R. Gwyn	

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## IN LOVING MEMORY

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*Ms. Vera Lee Brown*  
*July 4, 1947 – November 18, 2019*

It is with sadness that the NC Board of Funeral Service announces the death of Ms. Vera Lee Brown of Ayden, North Carolina, mother of Board member and incoming Vice-President Don Brown.

Ms. Brown passed away on November 18, 2019. Services were conducted on Sunday, November 24, 2019 at Zion Chapel FWB Church in Ayden, NC, and burial followed in the Mills Family Cemetery in Winterville, NC.

Ms. Brown is survived by her two sons, Don Brown and Calvin Brown and daughters, Tameka and Annette. Other survivors include her stepsons, a godson and goddaughter, her brother and two sisters along with seventeen grandchildren and six great grandchildren.

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## Staff Bulletins & Updates

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**Robert H. Berry, Jr.**, Administrative Officer, has been appointed a Deputy Sheriff in the Wake County Sheriff's Department. Robert began his new job on Monday, December 16, 2019. The Board and Board staff conveyed their best wishes to Robert as he began his new career and expressed deep appreciation for his work during his tenure with the Board. Robert was initially hired as a temporary employee in December 2018 to assist with processing license renewals. He quickly adapted to the work and demonstrated his potential for accepting additional responsibility. Robert was appointed to the Administrative Officer position, a key role on Board staff, on April 1, 2019, and he assumed responsibility for a range of administrative tasks including the Board's financial reporting in collaboration with the Board's external accountants; in contracts management; fixed assets; and facilities management. He was also responsible for issuing permits to approved applicants for the Transportation and Removal permit. Robert holds a baccalaureate degree from Campbell University in Homeland Security. Board staff honored Robert's new opportunity at the Hi Park Restaurant in Raleigh, NC, with a farewell luncheon and a send-off with best wishes.



*Robert Berry, Jr.*

# NC Board of Funeral Service

*J. Stephen Herndon*  
*President*  
NCFDA Representative

*P. Mark Blake*  
*Vice-President*  
NCFDA Representative

*Don Brown*  
*Secretary*  
FDMANC Representative

Charles Graves  
NCFDA Representative

Chris Watson  
NCFDA Representative

Valdus Lockhart  
FDMANC Representative

Mike Stone  
NC General Assembly – House Rep

Craig Olive  
NC General Assembly – Senate Rep

Hubert Saunders  
Unaffiliated Representative

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## NC BOARD OF FUNERAL SERVICE STAFF

Stephen E. Davis  
Amy D. Mauldin  
Brett D. Lisenbee

Executive Director  
Assistant Director  
Compliance Officer

W. Bain Jones, Jr.  
Paul L. Richardson

General Counsel  
Preneed Program Manager

Karen Davis-Brunson  
Darrell Cagle  
Chris Stoessner  
Terri Robinson-McLean

Compliance Inspector, Central Region  
Compliance Inspector, West Central Region  
Compliance Inspector, North East Region  
Compliance Inspector, South East Region

Alice K. Knowles  
Vacant  
Glenda Ryan  
Judy Burnett

Director, Continuing Ed/Paralegal  
Administrative Officer  
Cremations/Traineeship Program Assistant  
Receptionist/Program Assistant

Rebecca Williams  
Phyllecia Townsend-Banks

Senior Preneed Program Specialist  
Preneed Program Assistant

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