

The Conference

THE INTERNATIONAL CONFERENCE OF FUNERAL SERVICE EXAMINING BOARDS



REPORT

Fall 2016

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'Look Ahead' at The 113th Annual Meeting



Reception area at the Omni Hilton Head Oceanfront Resort

Join us in charming Hilton Head Island as we “Look ahead in Funeral Service Regulation.” You asked and we listened! We are excited to debut a revamped and revitalized Annual Meeting based on your feedback! We’ve changed things up this year to provide you with more time to collaborate and interact with fellow attendees on real issues affecting funeral service regulation, while also providing engaging presentations showcasing alternative learning formats.

Conference Annual Meeting staples such as, Board Member Training, Recent Regulatory Cases, and the highly favored district meetings, will all be back again along with presentations from experts on validity of exam results and the regulation of a new form of disposition called EcoLation. This year, the group exercise has been moved to Thursday morning where you will work with colleagues on an exciting new Conference initiative!

Interested in giving a quick five minute presentation about a regulatory topic at the Annual Meeting? Now is your chance! They can be lessons learned, funny stories, intriguing cases, or inspirational. Come on board with the “Conference Express.” The Annual Meeting will offer this fun-learning format featuring quick five-minute presentations with only 20 slides that auto-advance every 15 seconds. This challenging

concept requires presenters to be engaging, enlightening, and quick on their feet! Up for the challenge? Let us know!

To close out the Annual Meeting, “The Conference Fishbowl” will allow attendees to participate in small round table conversations discussing attendee-submitted hot topics. Each topic will be delegated 10 minutes before the timer goes off. Thereafter you will have 60 seconds to move to the next table and start discussing the next topic with colleagues from all over North America.

Registration is now open so don't miss out! Join us for the 113th Annual Meeting in beautiful Hilton Head, South Carolina! More information can be found under “Events” on theconferenceonline.org.

THE OMNI OCEANFRONT RESORT



Balcony view from the Omni Hilton Head Oceanfront Resort

The Annual Meeting will be held at the beautiful Omni Hilton Head Oceanfront Resort highlighting 323 studio suites with mini kitchens and balconies, three swimming pools, two beachside hot tubs, a full-service spa, 25 tennis courts and 54 holes of championship golf. The resort fee is waived for meeting attendees and

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The Conference Expands Initiatives

The Conference Announces Updated Strategic Plan

Responsiveness to member needs is an important part of the culture at The Conference. As a first step to the strategic planning process, a survey was sent to our membership not only to give the Board a starting point for The Conference's future direction, but also to identify the struggles funeral service regulatory boards are facing today. Analysis of the responses yielded three strategic focus areas.

Outreach and Marketing is an integral part of The Conference's vision "to be the collective voice of the funeral service regulatory community and promote excellence in regulation through the sharing of best practices and the facilitation of dialogues across jurisdictions." Through the survey responses, the Board noted a disconnect between future licensees, the public and other funeral service stakeholder groups regarding the role of the regulatory community and The Conference itself. The Board

committed to address this gap through outreach across multiple technology platforms to "define and enhance the role of The Conference through communication to increase stakeholder understanding."

Candidate Services are the foundation of what we provide in the office on a daily basis. Finding ways to connect with the candidates and share information that will help them understand and navigate the examination and licensure process is always important to us. In that regard, we are reaffirming our commitment to develop more pathways to reach candidates through technology and social media. Increasing the flow and absorption of information will lead to a more streamlined examination process which reduces stress on new licensees as well as alleviating administrative burdens on state boards. We hope that expanding resources for candidates will enhance not only their examination

experience, but will serve to start them off as better informed licensees as well.

Member Services have always been the foundation of the values of The Conference. Through the survey responses, the Board was able to glean where enhancements to our current offerings could most benefit our members. To that end, we are pleased to announce a commitment to the creation of more model documents, expansion of our suite of exam offerings, and increasing our on-line capabilities and regulatory training sessions.

Providing impeccable customer service, public protection through regulatory support, interjurisdictional communication, and examination services are the very core of who we are as an organization. We are pleased to be sharing the foundation of our updated strategic plan and look forward to rolling out specific initiatives in the days to come.

Annual Meeting *Continued*

includes complimentary internet, resort transportation service within three mile radius, in-room coffee service and bottled water, as well as complimentary self-parking.

There are two airport options for this area. Hilton Head Island Airport (HHH) is located directly on the island and is seven miles from the resort servicing some American Airlines and Netjets flights. The main servicing airport for the island is Savannah/

Hilton Head International Airport (SAV) which is 47 miles from the resort. Cab, shuttle, and uber options are available to transport you to the Omni.

The Conference secured a rate of \$165 per night for attendees. Please visit www.theconferenceonline.org, and click on "Annual Meeting" under "Events" for more information. An early bird registration fee of \$300 is available for attendees who register

before December 31, 2016. Additional attendees can register for \$275 each. Registrations received after that date will be charged the on-site fee of \$325. Non-member registration fees are \$400.

For more information regarding the meeting, contact Lauren Thomas at services@theconferenceonline.org or 479-442-7076 Ext. 6.

Now Accepting Delegate Grant Program Applications

The Conference is now accepting applications for the Delegate Grant Program. The Board of Directors is dedicated to the goal of full participation by the member boards in the Annual Meeting of the delegate assembly. Through the program, The Conference provides the opportunity to apply for assistance to attend the Annual Meeting.

The number of grants are limited and will be awarded by the Board of Directors. The delegate(s) accepted must adhere to the policies and procedures of the Delegate Grant Program.

More information on the Delegate Grant Program including the policies and procedures of the program, and the formal application, please visit the Annual Meeting page on The Conference's website. All applications are due by December 31, 2016.

If you have questions regarding the program, please contact Lauren Thomas, Member Services Manager, at services@theconferenceonline.org.

2017 REGISTRATION - 113TH ANNUAL MEETING

Omni Hilton Head Oceanfront Resort – March 1-2, 2017

Name

Title

Organization/Affiliation

Address

City

State/Province & Zip

Phone

Email Address

***Your contact information will be shared with other attendees. If you do NOT want your contact information shared, please contact The Conference staff.**

BOARD MEMBER TRAINING PROGRAM:

2/28/17 2:00—6:00 PM & 3/1/17 8:00—11:30 AM

Yes, Register me for the board member training session.

Note: You will also need to submit the separate board member training registration form.

Please check ONE of the following meetings that you will attend on Wednesday morning, March 1, 2017:

- Association of Executives of Funeral Service Boards (8:00—11:30 AM)
- Examination Services Forum (10:30—11:30 AM)

Please remember you are responsible for making your own hotel reservations.

Contact the **Omni Hilton Head Reservations** no later than **January 30, 2017** at **800-843-6664**.

Mention that you are with **The International Conference of Funeral Service Examining Boards** to ensure the guestroom rate of \$165 (plus tax & fees). Resort fee is waived.

2017 REGISTRATION FEES:

Early Bird Fees: Through December 31, 2016
(\$25 addition to each registration after 12/31/16)

- ICFSEB Member: \$ 300.00
(includes Associate Members)
- Additional Member Registrations: \$ 275.00
(\$275 for each additional)
- Non-Member: \$ 400.00
- Board Member Training: \$ 100.00

GUEST FEES:

FUNCTION:

- 3/1 — Opening Session & Luncheon \$30.00/person
- 3/1 — Networking Reception \$40.00/person
- 3/2 — Awards Luncheon \$30.00/person

Guest(s) Name _____

Total Guest Fees: \$ _____

2017 TOTAL AMOUNT DUE: \$ _____

METHOD OF PAYMENT:

- Check (Make payable to "The Conference")
- Visa MasterCard Discover

Card No: _____ - _____ - _____ - _____

Exp. date: ____ / ____ (mm/yy) CSC _____

Signature: _____

Note: Registration forms SUBMITTED TOGETHER from the same regulatory board or school will qualify for a discount. The first registration is \$300, All additional registrations will be \$275. Early Bird Registration Form & Payment must be received by 12/31/2016.

Are you a licensed Funeral Service Practitioner subject to Continuing Education Requirements? Yes No
Please list state(s) you are licensed in:

113th Annual Meeting Agenda

Tentative

Omni Hilton Head Oceanfront Resort—Hilton Head, SC

Tuesday, February 28, 2017

2:00 pm–6:00 pm Board Member Training

Wednesday, March 1, 2017

7:30 am–10:00 am Convention Registration

7:00 am–8:00 am First Timer's Breakfast

8:00 am–11:30 am Funeral Service
Administrators Forum (AEFSB)

8:00 am–11:30 am Board Member Training

10:30 am–11:30 am Examination Services Forum
Sarah Gill, Examination Services
The Conference

11:45 am–2:00 pm Business Meeting & Luncheon
of the 113th Annual Convention
Sandy Mahon, ICFSEB President
Model Practice Act Vote
Sandy Mahon, ICFSEB President

2:00 pm–2:15 pm Break

2:15 pm–3:15 pm Lions, and Tigers,
and Validity, Oh My!
Dr. Julie Miles, Vice President,
Global Measurement & Research,
Pearson VUE

3:15 pm–4:15 pm Recent Cases
Dale Atkinson, Legal Counsel
Atkinson & Atkinson

4:15 pm–4:30 pm Break

4:30 pm–5:00 pm Executive Session

5:30 pm–7:00 pm Welcome Reception

Thursday, March 2, 2017

7:00 am–8:00 am Past Presidents Breakfast

8:00 am–9:00 am **ecoLation Presentation**
Patrick McCann, ecoLegacy

9:00 am–10:15 am Group Exercise

10:15 am–10:30 am Break

10:30 am–12:00 pm District Meetings

12:00 pm–12:30 pm Board of Directors
Meeting and Photos

12:30 pm–2:00 pm Awards Luncheon & Reports

District Reports
Association of Executives Report
President's Distinguished Service Award
Recognition of Board members
Recognition of President
Installation of Board of Directors
Installation of Officers for 2017–2018
Presentation of Gavel

2:00 pm–2:15 pm Break

2:15 pm–2:45 pm Conference Express

2:45 pm–3:30 pm Presentation TBD

3:30 pm–5:00 pm Conference Fishbowl

Dinner on your own

A Beautiful Day At The Beach And A Whole Lot More

Hilton Head CVB



Hilton Head, South Carolina

Hilton Head Island may only be 12 miles by 5 miles wide, but you'll find everything you need here for the ultimate Island retreat. Enjoy days basking in the sun, sand and surf of some of the

best beaches in the country. Get into the swing of things at your choice of 24 world-class golf courses and 350 tennis courts, embark on a culinary journey at one of over 250 restaurants, or simply walk your way to a new outdoor adventure. Experience all that we have to offer on Hilton Head Island, the most family-friendly destination in the world!

Wine, dine and enjoy award-winning cuisine. The Lowcountry food scene has become as hot as the great chefs that define it with their innovative cuisine. With an outstanding selection of diverse cuisine and our share of nationally known chefs, the area's culinary talent has quickly gained momentum.

When you're visiting a beach resort as beautiful as Hilton Head Island, you naturally want to spend time outdoors enjoying the Lowcountry's lush surroundings and spectacular water views. You'll discover there are countless things to see and do in Hilton Head. From biking and hiking to fishing and kayaking, or shopping and guided tours to historical and cultural pursuits. With nearly 30 open air shopping centers tucked amid the island's magnificent live oaks, scenic harbors and pristine tidal creek, you can do it all. A new adventure awaits you around every corner. Life's a beautiful day at the beach—and a whole lot more—on Hilton Head Island.

Board Member Training Program Set

The Conference is pleased to offer Board Member Training in conjunction with the Annual Meeting to be held Tuesday, February 28th continuing through Wednesday, March 1st. This popular training seminar will capture the roles and responsibilities of serving on a funeral service regulatory board while discussing political realities of boards as well as adjudication/discipline/enforcement and many other regulatory issues. The training is open to any member of any board regardless of how many years serviced as well as to board staff.

The Conference is offering a discounted registration fee of \$100.00 per board member for those that register for the Annual Meeting as well. Registration fee includes: the seven hour program that is eligible for continuing education credit (jurisdiction permitting) and a complimentary breakfast. The fee for attendees only participating in Board Member Training is \$250.00 per board member.

To register for the Board Member Training Program, please visit the board member training page, under "events", on The Conference website.

Please contact Lauren Thomas by e-mail at services@theconferenceonline.org or phone at 479-442-7076 ext. 6 for more information. Please visit The Conference Annual Meeting page for hotel information.

2016 Participants

Nancy Kirk	Jason Wyatt
Lisa Bos	Bart Kirtland
Randolph Horton	Bill Kostiw
Donna Amaro	Chris Ferguson
Ken McGhee	Lynn Armstrong Patterson
Steven Brunken	Sandy Sebastian
Bryan Chandler	Sylvester Smith
Robert Moore, IV	Craig Geary

Continuing Education Credits

The Conference will be offering continuing education credits for the 113th Annual Meeting as an added feature for attendees. Participants will be able to register for CE credits by completing a simple online form for each session from a smartphone or internet enabled device via the Annual Meeting app.

Requests to become an approved provider of continuing education credits were mailed out earlier this month to all Conference member boards. Please feel free to check with your board to find out if approval has been granted. For information on programs offered, please refer to page four of the newsletter showcasing the agenda. Feel free to contact The Conference office at 479.442.7076 with any

questions.

Jurisdictions that have previously accepted CE from Conference Annual Meeting programs include:

Alabama	Indiana	North Carolina
Alberta	Kansas	Oklahoma
Arizona	Kentucky	Tennessee
Arkansas	Louisiana	Virginia
Delaware	Minnesota	Washington
D.C.	Montana	West Virginia
Florida	Nebraska	Wyoming
Idaho	New Mexico	
Illinois	Nevada	

The Conference Welcomes Nova Scotia



The Conference is proud to announce the Canadian province of Nova Scotia as its newest member jurisdiction. Nova Scotia joins Alberta, Manitoba, Ontario, and Saskatchewan as current Canadian members of The Conference, and joins Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island, and Vermont as a member of District 1. The addition of Nova Scotia brings The Conference's total membership to 56 regulatory boards/agencies in North America.

Sandy Mahon, President of The Conference and fellow Canadian regulator from the Funeral and Cremation Services Council of Saskatchewan, is very excited about the addition of another Canadian Province to The Conference. "When I meet with my fellow regulators in Canada, I have always pointed to the benefits of membership in The Conference and I am

pleased that during my term as President we can welcome Nova Scotia as our newest members. They will now gain the international perspective that membership and attendance at our annual conference can bring."

The Nova Scotia Board of Registration of Embalmers and Funeral Directors is regulated under The Embalmers and Funeral Directors Act Chapter 144 of the Revised Statutes, 1989. Responsibilities of the Board include matters relating to the licensing of Funeral Directors and Embalmers, coordinating funeral service education programs and addressing any violations of the Act for this Province.

"I am very pleased Nova Scotia is a member of the International Conference. I feel it is important in today's world that we stay connected not only with what is happening in our own jurisdictions and nationally, but knowing and understanding what is happening on the broad spectrum too, joining The International Conference will help us in a positive way," said Adam Tipert, Chairman of the Nova Scotia Board of Embalmers and Funeral Directors.

The contact information for the Nova Scotia Board of Registration of Embalmers and Funeral Directors is available on The Conference website. For information on membership with The Conference, please contact Lauren Thomas at services@theconferenceonline.org.

2017 FARB Forum

The Federation of Associations of Regulatory Boards will hold the 2017 FARB Forum January 26-29, 2017, in San Antonio, Texas.

The 2017 FARB Forum will bring together leading experts from across the country to discuss the latest trends in professional regulation. This exceptional educational program delivers the tools and information needed to ensure the efficient and effective operation of state regulatory boards.

Designed for board members, board administrators, investigators and board attorneys, the Forum is educationally driven and includes sessions related to administering state professional licensing boards. Attendees have the option to attend a four hour Thursday evening Comprehensive Regulatory Training (CRT). The Forum is always interactive and will provide an unparalleled opportunity to network with members of the regulatory community across jurisdictions and professions. As always, throughout the conference, relevant videos and news stories will be presented.

Right: President, Sandy Mahon, and Executive Director, Dalene Paull, represented The Conference at the 2016 FSAC Convention and Trade Show in Montreal, Quebec.

2017 FSAC Convention and Trade Show

The 2017 Funeral Service Association of Canada Convention and Trade Show will be held June 5-9, 2017, at the Hotel Delta Prince Edward in Charlottetown, Prince Edward Island. For more information, visit www.fsac.ca/convention.

FSAC represents Funeral Directors and Cemeteries in Canada as it strives to have Funeral Service viewed as a valued profession and an integrated part of the Canadian Society. As a proud and committed Association, FSAC provides programs and services to enhance and promote the value of the Funeral Profession.

- www.fsac.ca



PHOTO: THE FUNERAL CHRONICLE

Examination Program Updates

The Conference Board of Directors met on September 19, 2016 and approved updates to the examination program. While staff will continue to provide the specific details to candidates, member boards, and accredited programs, the overall changes are listed below for informational purposes.

Transcripts Now Accepted

In response to many requests for The Conference to accept official transcripts, the Board of Directors is pleased to announce that effective immediately, candidates may submit an official transcript as a means of eligibility to sit for the National Board Exam (NBE). This alternative allows the candidate the ability to request their transcript from the institution at their convenience, while alleviating an administrative burden on faculty for those that choose this eligibility path. Only official sealed transcripts directly from the institution to The Conference will be accepted. Faculty submitted "verification of graduation" will continue to be accepted as a means of eligibility.

NBE Scholarship Program

After receiving feedback on the NBE Scholarship Program, The Conference Board of Directors has updated the award distribution timeline. Beginning in 2017, the Board will draw five names twice per year, at the Spring and Fall Board of Directors meetings. This is to better ensure that all candidates have the opportunity to benefit from the scholarship if selected, regardless of the graduation date. All other aspects of the scholarship program will remain the same, which includes a

complimentary NBE registration (a \$500 value) for each of the 10 candidates selected. The entry period will still open approximately two months prior to the scholarship drawings and require a brief statement on a topic that will be announced at that time.

NBE Scores & Verification of Results Orders

In an effort to further clarify the role of certified exam scores in the licensure process, the Board of Directors delineated the scores are to be sent directly to member boards only. Candidates wishing to request a "Verification of Results" for personal use may do so at any time. The "Verification of Results" includes the exam taken, administration date as well as their pass/fail status per exam.

State Board Exam (SBE) Fee Change

Beginning January 1, 2017, the fee for the SBE Arts and Sciences will be \$250 for each section. This will bring the fee structure in line with the National Board Exam program and will not affect the pricing for Laws, Rules, and Regulations Examinations. Candidates are currently notified of this change at time of application and on The Conference website.

As an integral component to funeral service licensure, The Conference's examination program is continuously reviewed and refined by the Board of Directors. Further information on the above updates will be provided on The Conference's website. Any questions and/or comments can be directed to the Examination Services Manager at exams@theconferenceonline.org.

Electronic Transfer of Exam Results To Member Boards

The Conference now has the ability to post examination results online to member boards. The online system allows The Conference to transfer results in a secure online portal for retrieval by a designated state user. Once posted, the authorized user will receive an email notification to inform them the results are ready to be downloaded/printed.

The online system will provide access to exam results quickly, while increasing efficiency by using a high-level security platform. Instead of receiving results within 7-10 business days of a candidate sitting for an examination. States will receive the results within 1-3 business days after processing.

The goal of The Conference to have all states set up with an online portal by January 2017, but The Conference is excited to offer immediate access if your state would like to be an early adopter. If you would like to start receiving exam results via the secure online portal sooner, please contact us at info@theconferenceonline.org.

The Conference is a Proud Member of:



The Council of Licensure, Enforcement and Regulation (CLEAR) is the premier international resource for professional regulation stakeholders. For more information about CLEAR and their role in the regulatory community, please visit www.clearhq.org.

The Federation of Associations of Regulatory Board's (FARB) mission is to promote excellence in regulation for public protection by providing expertise and innovation from a multi-professional perspective. For more information, please visit www.farb.org.





1885 SHELBY LANE, FAYETTEVILLE, AR 72704

NBE Quarterly Statistics

<i>January 1, 2016 – October 31, 2016</i>						
National Board Arts Examination						
	Total Tested	Pass #	Pass %	Fail #	Fail %	Absent #
First Time	1159	861	74%	298	26%	13
Repeater	374	156	42%	218	58%	15
Total	1533	1017	66%	516	34%	28
National Board Science Examination						
	Total Tested	Pass #	Pass %	Fail #	Fail %	Absent #
First Time	1182	913	77%	269	23%	13
Repeater	327	94	29%	233	71%	9
Total	1509	1007	67%	502	41%	22

Please Take the Customer Satisfaction Survey
Online at:
www.theconferenceonline.org/survey
Thank You!

2016 Jurisdiction Board Meetings

- Arizona - 12/20
- Arkansas - 12/10
- Delaware - 11/22
- District of Columbia - 12/1
- Florida - 12/1
- Georgia - 12/13
- Indiana - 12/1
- Iowa - 12/1
- Louisiana - 12/7-8
- Massachusetts - 12/6&20
- Missouri - 12/7-8
- North Carolina - 12/14
- Ohio - 11/21, 12/19
- Oklahoma - 12/8
- Oregon - 12/13
- Pennsylvania - 12/6
- South Carolina - 12/7
- Tennessee - 12/13
- Texas - 12/13
- Wisconsin - 11/22
- Saskatchewan - 12/8

* The Conference welcomes any contributions you might share from your jurisdictions. Please submit items to info@theconferenceonline.org.