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A Letter From The President

This has truly been an eventful year for The Conference and I wish to extend my gratitude to my fellow board members, our committee members and The Conference staff for their commitment to the mission of The Conference. Dalene and her staff have worked tirelessly this year and the members of the board and I very much appreciate their dedication and perseverance in dealing with a number of competing priorities.

Dr. Hari Close, II, CFSP, was elected as the President of the board at the conference in February, but unfortunately his term on the Maryland State Board expired in July. In accordance with the bylaws I advanced to fill the position, and I am grateful for the opportunity to serve The Conference in this role. I am honored to be the first Canadian to serve as President for it allows us to highlight the global nature of funeral service regulation. After attending my first conference, I have encouraged my fellow Canadian regulators who are not members to consider the benefits of joining and there is always a Conference presence at our annual Canadian regulators' meeting to reinforce the message that our commonalities transcend the border.

I was pleased to be able to attend the Annual Forum presented by the Federation of Associations of Regulatory Boards (FARB) in Tucson, AZ this past year. It was very insightful to attend sessions on a variety of regulatory topics and to network with regulators from a variety of professions throughout North America. The Forum addresses a number of topics and issues of common interest to all regulators. The Conference is pleased to be a governing member of FARB and I encourage you to consider the importance of participating in regulatory discussions across professions when you have an opportunity.

Though we have faced challenges over the past couple of years that have been unprecedented for this organization, there have been a number of achievements that I am proud to say are underscoring the importance of funeral service licensure. The Regulations & Licensing publication was restructured and published in June, our website has been updated to be more streamlined for the candidates, and we have sharpened our focus on examination policies to preserve the integrity of exam results. We also have a group working on a Model Application for Funeral Service Licensure which we are excited to share in Newport Beach.

The 112th Annual Meeting of The Conference will be held in Newport Beach, CA on February 24-25th, 2016 at the Hyatt Regency. As always, there will be a variety of speakers as outlined in the agenda (page 4) presenting topics of mutual interest, and in addition to encouraging your attendance at the Annual Meeting, I would also encourage you to consider enrolling newer members of your respective boards in the Board Member Training which is delivered in conjunction with the annual meeting. Board members who have attended previously have found the workshop to be a very worthwhile and beneficial.

I look forward to seeing you in Newport Beach in February and as the holiday season approaches I send my best wishes to you and those that are dear to you.

Sincerely,

Sandy Mahon,
President



Turning The Tide

IN FUNERAL SERVICE REGULATION

Help us in “Turning the Tide” in funeral service regulation at this year’s Annual Meeting in Newport Beach! Professional standards, changing the culture, and our public protection obligation will be just a few of the highlighted themes featured during the two day Annual Meeting.

The robust schedule will feature Conference staples such as, Board Member Training, Recent Regulatory Cases, and the highly favored district meetings, along with some new buzz worthy topics including the controversial Facebook scandal involving dental students as you hear from Dr. Irwin Fefergrad, Registrar from the Royal College of Dental Surgeons of Ontario.

Past Conference speaker, Craig Tegillius from the FTC, will also be

presenting on what regulators need to know with regard to The Funeral Rule.

In the evolving, technology-savvy world we operate in, you will hear from a panel who has first-hand experience with the regulatory -based software, System Automation. Implementation, capabilities, and routine maintenance will be a few of the topics each panelist will touch on.

The Annual Meeting will also showcase another completed model document, The Conference Model Application. Conference members will have the opportunity to review the Model Application prior to the meeting and vote on the final draft on Wednesday at the business luncheon. The Model Application was developed to provide

Conference members with another resource in gathering uniform information from applicants.

To close out the Annual Meeting, the afternoon spotlight on Thursday will focus on “Ensuring the Highest Standards in Funeral Service Regulation.” As challenging times in this profession have transpired in the past few years involving ethical and professional conduct issues, obligatory promises to the public that have been broken, and the necessity for cultural changes, how can regulators create a Model Licensee for the future of funeral service? Attendees will be given the opportunity to address some of these concerns and others as we are “Turning the Tide” in Newport Beach!



Above: Meeting space at the Newport Beach Hyatt Regency.

Left: Boating is one of many attractions in the Newport Beach area.

Photo Credits: Newport Beach Hyatt Regency.



Now Accepting Delegate Grant Program Applications

The Delegate Grant Program for the upcoming Annual Meeting will be available for the fourth year. 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, 2015.

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

2016 REGISTRATION - 112TH ANNUAL MEETING

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.**

Please provide my meeting materials in **printed** ___ or **electronic** ___ format.

BOARD MEMBER TRAINING PROGRAM:

2/23/16 2:00—6:00 PM & 2/24/16 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, February 24, 2016:

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 **Hyatt Regency Central Reservations** no later than **January 26, 2016** at **888-421-1442**.

Mention that you are with **The International Conference of Funeral Service Examining Boards** to ensure the guestroom rate of \$169 (plus tax & fees).

Or visit: <https://resweb.passkey.com/go/ICFSEB>

2016 REGISTRATION FEES:

Early Bird Fees: Through December 31, 2015

(\$25 addition to each registration after 12/31/15)

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:

2/24 — Opening Session & Luncheon \$30.00/person

2/24 — Networking Reception \$40.00/person

2/25 — Awards Luncheon \$30.00/person

Guest(s) Name _____

Total Guest Fees: \$ _____

2016 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 **12/31/2015**.

Are you a licensed Funeral Service Practitioner subject to Continuing Education Requirements? Yes No

Please list state(s) you are licensed in:

112th Annual Meeting Agenda

Tentative

Hyatt Regency - Newport Beach, CA

Tuesday, February 23, 2016

2:00 pm–6:00 pm Board Member Training

Wednesday, February 24, 2016

7:30 am–10:00 am Convention Registration

7:00 am–8:00 am First Timer's Breakfast
(New this Year)

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 112th Annual Convention
Model Application Vote
Sandy Mahon, ICFSEB President

2:00 pm–2:15 pm Break

2:15 pm–3:15 pm The Dalhousie Experience:
Should Conduct as a Student
Impact Professional Licensure?
*Dr. Irwin Fefergrad, Registrar
Royal College of Dental Surgeons of Ontario*

3:15 pm–4:15 pm Recent Cases & What
We Need to Learn From Them
Dale Atkinson, 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, February 25, 2016

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

8:15 am–9:15 am The Funeral Rule - What
Regulators Need to know
*Craig Tregillus, Franchise Rule Coordinator
Federal Trade Commission*

9:15 am–10:15 am System Automation: Capabilities,
Implementation, and Maintenance
Panel Discussion

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 2016–2017
Presentation of Gavel*

2:00 pm–2:15 pm Break

Ensuring the Highest Standards in Funeral Service Regulation

2:15 pm–3:00 pm Creating the Model Licensee
Speaker TBD

3:00 pm–3:30 pm Presentation TBD

3:30 pm–5:00 pm Group Exercise

- Standards of Practice • Fitness to Practice
- Changing the Culture • Obligation to the Public

Dinner on your own

Newport Beach Something for Everyone



Hyatt Regency Newport Beach

Newport Beach, California

The 112th Annual Meeting will be held in the picturesque California coastline city, Newport Beach this coming February. The gorgeous 26 acre Hyatt Regency resort style

property, surrounded by the Upper Newport Bay, is only a five minute ride from John Wayne Airport and only minutes away from Newport Beach's 10 miles of scenic coastline. While staying at the property, you can enjoy local seafood at the SHOR restaurant, play nine-holes of golf on the par three course, or enjoy any one of the three luxury pools.

Attendees will receive complimentary shuttle service from John Wayne Airport to the hotel as well as free wifi access throughout the property. Be sure and take the complimentary shuttle to Balboa Island where you can pay a dollar and ride the ferry to the quaint island that includes local surfers, great food, and beautiful oceanfront homes! Visit the hotel website www.newportbeach.hyatt.com to plan your trip!

The Conference secured a rate of \$169 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, 2015. 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.

Continuing Education Credits

As an added service to attendees of the 112th Annual Meeting, we will provide continuing education credits/units for the programs included in the convention agenda (see the 112th Annual Meeting agenda on page four).

Making a return to the Annual Meeting will be the online CEU registration program. The system allows attendees the freedom to register for continuing education credits from a mobile device by filling out and submitting a simple online form.

Our goal is to be as inclusive as possible and provide a program that exceeds the standards of your jurisdiction. For more information, please contact The Conference office at 479-442-7076.

Board Member Training Program Set

The Conference will hold its fourth Board Member Training session in conjunction with the 112th Annual Meeting on February 23-24, 2016, in Newport Beach, CA at the Hyatt Regency. The Board Member Training Program will familiarize regulatory board members on the roles and responsibilities of serving on a funeral service regulatory board. Seminar topics will include: the role of a regulatory board member, political realities of boards, adjudication/discipline/enforcement, the licensure examination, and other current regulatory issues. The training program is open to any member of any board regardless of how many years served.

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.

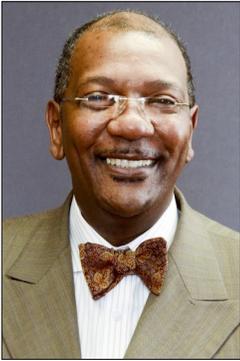
Please contact Lauren Thomas by e-mail at services@theconferenceonline.org or phone at 479-442-7076 for more information. Please visit The Conference Annual Meeting page for hotel information.

2015 Participants

Peter Cameron	Mark Ransford
Joe Highberger	Henna Rasul
Valdus Lockhart	John Rudder
Victor March	Peter Shaw
Keith Parsell	Todd Shifflett

The Conference will be mailing out requests to be an approved CEU provider this month. Jurisdictions that previously accepted CEU's from the Annual Meeting include:

Alabama	Kentucky	Washington
Alberta	Louisiana	West Virginia
Arizona	Minnesota	Wyoming
Arkansas	Nebraska	
Florida	New Mexico	
Idaho	North Carolina	
Illinois	Oklahoma	
Indiana	Tennessee	
Kansas	Virginia	



Dr. Hari P. Close, II, CFSP

Abraham Lincoln once said “I walk slowly, but I never walk backwards.” I am reminded of this quote when I think of regulation in the funeral service profession. Not because our profession is slow to produce change, but because lasting change takes time. Nothing is more evident of this than changes that have been brought about since 1903, when a group of state licensing board representatives met during the Annual Convention of the National Funeral Directors Association in

Denver. The group organized a formal meeting to discuss mutual problems and gather information from other boards, in order to better qualify themselves to serve in their state positions. This first meeting focused mainly on common problems in transporting bodies across state lines. During this meeting, it was decided that the group would meet again in 1904.

In 1904 delegates convened October 10-11 in St. Louis for the second meeting of this organization, and formally organized under the name “The Joint Conference of Embalmers’ Examining Boards and State Boards of Health.” The states that participated were Colorado, Illinois, Kansas, Michigan, Nebraska, New Hampshire, New York, North Carolina, North Dakota, Virginia, and Texas.

The next convention was held in 1905 in Niagara Falls to coincide with the NFDA meetings. At the third convention held in Chicago, the name was changed to “The Association of State and Provincial Boards of Health and Embalmers Examining Boards of North America.”

At this point it was safe to say that lasting change was on the way and there was no walking backwards. In the early days, the group focused primarily on the issues of transportation, reciprocity, and establishing cooperation in regards to a licensing examination.

By 1909 the state boards of health decided to organize on their own, but remained strongly committed to work in cooperation with the NFDA. The name was shortened to “The Conference of Embalmers Examining Boards of North America.” Finally around 1953, because “embalming” was a word that made people uneasy, the organization was re-titled “The Conference of Funeral Service Examining Boards of the United States, Inc.”

In 1997, the Board of Directors changed the name to “The International Conference of Funeral Service Examining Boards, Inc.” to reflect the addition of Ontario, Canada as a member of the organization. With an eye on international relations, cooperation, and the sharing of best practices, the organization has since added the member jurisdictions of Alberta, Manitoba, and Saskatchewan.

Now change is not just something that takes place. Change is driven with a purpose. In 1930, there was a suggestion that a National Board Examination be developed and administered by The Conference. The Conference endorsed a standard examination with a bank of questions that states could pick and choose from. This

was the beginning stage in the development of what now is the National Board Examination (NBE) - the standard funeral service licensing exam that is now recognized by all 50 states and the District of Columbia for use in determining competency when licensing individuals in the profession.

Early on, education consultants were involved in developing the exam. Since the 1990’s The Conference has utilized the services of test development companies to administer and maintain examinations. Through task analysis surveys, the exam has evolved and kept current with industry trends.

By the close of its first century, The Conference had succeeded in accomplishing many of the goals of the first group of state regulators. Life in America had changed drastically since 1904, and the funeral service profession had changed with it. From the introduction of the “horseless carriage,” through two devastating world wars, the tragedy of 9-11, and countless other transforming events, individuals dedicated to funeral service kept pace with the changing needs of society and the families they were committed to serve.

The National Board Examination was almost universally accepted as a requirement for licensure. State regulatory boards as well as more than 50 accredited schools looked to The Conference as a valuable resource for information and support.

Many more changes drove the organization and the profession forward into the 21st century. The hiring of a dedicated administrative staff, the purchase of permanent office, and the move to computer based testing. Now an individual can take his or her examination and The Conference will have the results processed and sent to a state licensing board within a couple business days - a process that used to take months.

Licensing boards have felt these changes too, today The Conference administers state level licensing examinations for 23 states. These examinations include funeral directors and embalming exams, laws, rules and regulations exam, and other specialty exams.

For those who resist it, change can be very painful. For those who learn to embrace change, the process can be exhilarating. Given the outstanding progress of the organization has made in 112 year history, I expect plenty of excitement for The Conference as we delve deeper into this young century.

Our primary focus is to keep driving change and facilitate high professional standards that help funeral service regulatory boards protect the interests of the public. In conjunction with that, The Conference is committed to being the premier source for information and regulatory support to the death care profession. Lasting change doesn’t happen overnight, it is a slow walk, but I can guarantee you this, with an eye on the horizon we will be ready for whatever the future holds and there will be no turning back.

Announcements

Board Fills Vacancies

In July, A.R. “Sandy” Mahon became the President of the International Conference of Funeral Service Examining Boards, Inc. Mr. Mahon previously served as Vice President, but will fill out his predecessor’s term as President in accordance with Article VII, Section 7 of The Conference By-Laws. At the Fall Board of Directors Meeting held in September, Edward Muhleisen was elected Vice-President and Peter Burke, CFSP, was elected Secretary/Treasurer. Mr. Muhleisen previously served as Secretary/Treasurer.

Two new members were appointed to fill District Director vacancies at the Fall Board of Directors Meeting as well. Lynn Armstrong-Patterson, from the District of Columbia Board of Funeral Directors was appointed as District 2 Director, and Sandy Sebastian, Executive Director of the Missouri State Board of Embalmers and Funeral Directors, was appointed as District 5 Director.

The Conference Model Application

The Model Application committee has been hard at work the last few months on the next Conference product. This dedicated group of individuals have met four times via conference call and conducted individual research and review to move this project along. The final product will be distributed to the membership for review in early 2016. Stay tuned for this great resource tool!

Meeting Moves Mobile

Following the success of the mobile application at the Annual Meeting the past two years, we are moving forward with an expanded online platform. In addition to the agenda, all meeting materials will be available through the app and online meeting page including session presentations, past meeting minutes, speaker, staff, and board of directors information, committee reports, by-laws, hotel maps, and more.

A printed quick reference agenda and mobile app instruction sheet will be available at registration. The mobile app will be conveniently accessible from a smartphone, tablet, or any wireless device. The popular online CEU registration system will be back this year as well. The system allows attendees to conveniently register via the meeting app by clicking a link or scanning a QR code with any scanner application.

Instructions on how to download and utilize the mobile application will be available on the Annual Meeting webpage soon. If you have selected that you would like your meeting material provided electronically, you will also receive an email prior to the meeting.

Exam Administration Updates

The Conference is pleased to announce the return of instant results reporting as of January 1, 2016 for all National Board Exam (NBE) candidates. In addition to receiving the pass/fail report immediately following the exam at the testing center, candidates will now also have continuous access to their results through the online Pearson VUE account created during the registration process.

In order to facilitate the return to instant results reporting, all NBE candidates must be verified graduates of an American Board of Funeral Service Education (ABFSE) program prior to sitting for the NBE. To prepare for the transition back to immediate reporting, Projected Graduation Date Forms are no longer accepted.

The National Board Exam and State Board Exam retake policies will also change at that time. Beginning on January 1, 2016, eligible candidates may sit for the NBE or SBE up to three times in one calendar year. The 90-day wait period for NBE and the 30-day wait period for SBE are still applicable. Overall, this policy change will affect a very small number of exam candidates, but will promote exam security by limiting the possibility of exam overexposure.

Questions and/or comments can be directed to the Examination Services Manager at exams@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.



The Institute for Credentialing Excellence (ICE) advances credentialing through education, standards, research, and advocacy to ensure competence across professions and occupations. For more information, please visit www.credentialingexcellence.org.



1885 SHELBY LANE, FAYETTEVILLE, AR 72704

NBE Quarterly Statistics

<i>January 1, 2015 – October 31, 2015</i>						
National Board Arts Examination						
	Total Tested	Pass #	Pass %	Fail #	Fail %	Absent #
First Time	1193	875	73%	318	27%	12
Repeater	320	120	38%	200	62%	10
Total	1513	929	66%	518	34%	22
National Board Science Examination						
	Total Tested	Pass #	Pass %	Fail #	Fail %	Absent #
First Time	1177	890	76%	287	24%	15
Repeater	297	104	35%	193	65%	13
Total	1474	994	67%	480	33%	28

For a full listing of quarterly stats, please visit
www.theconferenceonline.org/resources/nbe-statistics

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

2015 Jurisdiction Board Meetings

- Arizona - 12/15
- Delaware - 11/24
- D.C. - 12/3
- Florida - 12/3
- Georgia - 12/8
- Indiana - 12/3
- Iowa - 12/3
- Maryland - 12/9
- North Carolina - 12/9
- Oklahoma - 12/10
- Pennsylvania - 12/2
- Saskatchewan - 12/17
- South Carolina - 12/9
- Tennessee - 12/8
- Texas - 12/8
- Utah - 12/18

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