2018 ANNUAL REPORT
INTRODUCTION

On behalf of The Conference Board of Directors, it is a privilege to present our 2018 Annual Report. In our attempt to memorialize the work accomplished over the past year, we are cognizant of the limiting nature of words and graphs to convey the effort behind them. We hope that you will review the important information included within and come away with a better understanding of The Conference’s purpose, services and achievements in 2018.

Uniformity in regulation was a founding principle of The Conference in 1904 and the discussion about the best ways to accomplish that goal continue 115 years later. In service to that purpose, we are pleased to report the completion of the Model Internship project this year. Combined with the Model Practice Act and the Model Application, these internship guidelines provide an invaluable resource for those seeking continuity across jurisdictions. We thank each and every person, regulatory authority and organization that committed their time to these collaborative efforts.

The Conference is typically identified by its examination programs and a tremendous amount of our resources are invested in developing, administering, scoring and maintaining the NBE, SBE and LRRs. We simply could not shoulder this work without the remarkable volunteerism of our Examination Committee. These dedicated individuals are a testament to professional commitment and together represent the very best of The Conference. Without their subject-matter expertise, these critical exams could not be realized.

This review of our work over the past year is only a useful exercise if it can be applied to our future. As we look forward, it is the constancy and commitment of you, our members, educators, directors and staff, that will propel us into the next century of service to this most noble cause. Regulation, and our approach to it, will inevitably change. The funeral profession will advance and adapt to new consumer demands. The political landscape will shift with each election cycle. But the principles of this institution, remain a steadfast protector of the profession and the public at large. With each item written, each exam administered, each uniform standard created, our commitment to those principles is reaffirmed.

Yours in service.

MARK RANSFORD
PRESIDENT

DALENE PAULL
EXECUTIVE DIRECTOR
ABOUT ICFSEB

The International Conference of Funeral Service Examining Boards is a not-for-profit voluntary association providing examination services, information, and regulatory support to funeral service licensing boards and educators, governmental bodies and other regulatory agencies.

Vision Statement
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 open dialogues across all jurisdictions.

Mission Statement
To be the premier source for examination services, information and regulatory support for the death care profession by continually monitoring the regulatory environment and providing services to meet the needs of our membership.

Goals
⇒ Define and enhance the identity and the role of The Conference to increase stakeholder understanding.
⇒ Increase the effectiveness of The Conference through the development of the Board and staff.
⇒ Enhance and expand communication to member boards, associate members, and exam candidates for understanding the purpose of The Conference.
⇒ Expand and enhance The Conference member services to support the regulatory community.

The Conference membership includes all 50 US states, D.C., and the Canadian provinces of Alberta, Manitoba, Nova Scotia, Ontario, and Saskatchewan.
Programs and Services
REGULATED JURISDICTIONS
NATIONAL BOARD EXAM (NBE) ACCEPTANCE

2018 ANNUAL REPORT

Regulated State - Accepts NBE
Regulated State - Does Not Require NBE
Non-Regulated State
## Testing Accommodations - 2018

<table>
<thead>
<tr>
<th>Extra Time</th>
<th>Separate Room &amp; Reader</th>
<th>Separate Room</th>
<th>Calculator</th>
<th>Scratch Paper</th>
<th>Zoom-text</th>
<th>Other</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>37</td>
<td>19</td>
<td>11</td>
<td>8</td>
<td>4</td>
<td>2</td>
<td>4</td>
<td>85</td>
</tr>
<tr>
<td>43.53%</td>
<td>22.35%</td>
<td>12.94%</td>
<td>9.41%</td>
<td>4.71%</td>
<td>2.35%</td>
<td>4.71%</td>
<td>100%</td>
</tr>
</tbody>
</table>

To learn more about the accommodation process, please visit: theconferenceonline.org/requestada
2018 NBE Statistics
January 1 - December 31, 2018

Arts Exams Administered

1,694
Total

1,305
First Time Attempts
1,003 Passed (77%)
302 Failed (23%)

389
Retake Attempts
190 Passed (49%)
199 Failed (51%)
2018 NBE Statistics
January 1 - December 31, 2018

Sciences Exams Administered

1,738
Total

1,282
First Time Attempts
906 Passed (71%)
376 Failed (29%)

456
Retake Attempts
162 Passed (36%)
294 Failed (64%)
State Board Exams administered in 19 states in 2018

Laws, Rules, Regulations/Other Exams administered in 13 states in 2018
STUDY MATERIAL

The study guides published by The Conference assist in preparation for the National Board Examination (NBE) and the State Board Examination (SBE). In 2018, 1,512 NBE study guides were purchased along with 359 SBE study guides. Each guide includes professional expectations, content outlines, sample questions, and glossary terms.

Laws, Rules, and Regulations Examination study guides are an added feature The Conference is able to produce on behalf of a state. Please check the website for study material regarding Laws, Rules, and Regulations exams.
In March 2018, The Conference released a new and improved Practice National Board Examination (PNBE) and Practice State Board Examination – Arts (PSBE). The updates to the practice examinations included two forms for the Arts section and two forms for the Sciences section of the PNBE, and two forms of the PSBE. Each form has 75 multiple choice items and are statistically representative of the examination. At the conclusion of the practice examination, candidates receive a score report reflecting their performance and general feedback on content areas in which candidates answered items incorrectly. This feature is designed to give candidates a clear picture of the areas of strength and weakness in preparing to take the NBE/SBE.
CANDIDATE HANDBOOK

In December 2018, a revamped and redesigned Candidate Handbook was released. While the policies did not change, The Conference hopes the reorganization of information will be helpful to candidates as they prepare for the exam. The handbook will be republished annually, but updates may be made during the year as well. Viewing the document online will ensure candidates are accessing the latest version, and allow them to utilize direct links embedded in the handbook. Visit The Conference website to view the new version.

CERTIFIED EXAMINATION RESULTS

As the repository of over 100,000 National Board Exam records, The Conference processes and distributes certified results for individual licensure to various funeral boards daily.

655 CERTIFIED EXAM RESULT ORDERS
Processed in 2018
**MODEL DOCUMENTS**

**MODEL INTERNSHIP**

The mission of the Model Internship Program is to provide a foundation of best practices to train interns to become funeral service professionals. The Program offers information and templates intended to help create internships that meet the needs of the regulatory board, association, and/or funeral establishment.

A draft of the program was distributed to various stakeholders in October 2018. After board approval in December, 2018, the Model Internship Program will be presented for adoption at the 115th Annual Meeting of the Delegate Assembly.

---

**MEMBERSHIP POLLING**

As an added service to members, The Conference periodically conducts polls on behalf of a jurisdiction for questions or hot topics the inquiring jurisdiction may be seeking more information on.

From January - December 2018, The Conference polled its 56 members on 20 different topics. These questions generated a total of 496 responses that were collected, organized, and sent back to the requesting boards for analysis and review.

**Model Internship Program**

**Prescribed By**

**The Conference**

---

**In natural disaster situations (flooding, landslides, tornados, hurricanes, earthquakes, etc.) where displacement occurs, how has your state dealt with caskets that were “naturally” disinterred. Assumedly these caskets were re-interred, but where were they re-interred if the plot spaces no longer existed due to landslides, flooding, etc.?**

Thank you in advance,
CONTINUING EDUCATION

The Conference awarded 44 certificates to licensees from 27 jurisdictions during the 114th Annual Meeting in New Orleans, Louisiana. A total of 20.5 credit hours were possible during the event including Board Member Training. The Conference was pleased to be approved by 24 jurisdictions and the Academy of Professional Funeral Service Practice (APFSP).

BOARD MEMBER TRAINING

The Board Member Training session was held in conjunction with the 114th Annual Meeting of The Conference on February 27 & 28, 2018 in New Orleans, Louisiana. The Conference was proud to add the following names to the Board Member Training graduation list:

- Lonnelle Aquillard | LA
- Lance Brooks | AL
- Annie Bushelon-Holt | AL
- Craig Geary | ID
- David Ingram | OH
- Rodney McFarland | LA
- John McGuire | DC
- Christopher Naylor | NV
- Blair Nelsen | VA
- M. Jill Short | WA
- James Sommer | ID
- Angela Ward | WA
- Jeff Weafer | SK

517 CEU CREDIT HOURS AWARDED in 2018
FINANCIAL REPORT
INCOME

- Examination Services
  $1,508,975
- Membership Services & Annual Meeting
  $32,920
- Miscellaneous
  $6,500
EXPENSES

- Administration & Testing: $1,060,895
- Travel & Meetings: $164,682
- Legal: $294,140
- Program Support: $35,088
COMMUNICATIONS
WEBSITE

The ICFSEB website, theconferenceonline.org, remains the foremost resource for individuals seeking information about ICFSEB and the exam programs. In 2018, the website hosted approximately **278,139** page views.

SOCIAL MEDIA

ICFSEB shares organizational news and regulatory information with the profession via its social media presence. We invite you to follow us on all of your preferred online communication forums.
ICFSEB distributes newsletters bi-annually and e-newsletters every other month focusing on providing the regulatory community, educators, and other funeral service professionals with Conference updates.
Volunteers
The Conference Board of Directors would like to express its sincere appreciation to the committee volunteers for their time and effort in furtherance of the 2018 Conference goals. As a member-driven organization, the work of The Conference would not be possible without the dedication of these invaluable volunteers. From the bottom of our hearts, THANK YOU!
2018-2019 BOARD OF DIRECTORS

**PRESIDENT & DISTRICT 4 DIRECTOR**
**MARK RANSFORD, CFSP**
Michigan Board of Examiners in Mortuary Science
E-mail: mark@theconferenceonline.org

**VICE PRESIDENT & DISTRICT 6 DIRECTOR**
**DOUGLAS “MACK” SMITH**
Kansas State Board of Mortuary Arts
E-mail: mack@theconferenceonline.org

**SECRETARY/TREASURER & DISTRICT 3 DIRECTOR**
**CHARLES PERINE**
Alabama Board of Funeral Service
E-mail: charles@theconferenceonline.org

**PAST PRESIDENT & DISTRICT 7 DIRECTOR**
**EDWARD MUHLEISEN**
Louisiana State Board of Embalmers & Funeral Directors
E-mail: edward@theconferenceonline.org

**DISTRICT 1 DIRECTOR**
**ROBERT N. BARNES, CFSP**
Maine State Board of Funeral Service
E-mail: bob@theconferenceonline.org

**DISTRICT 2 DIRECTOR**
**BLAIRE H. NEILSEN**
Virginia Board of Funeral Directors & Embalmers
E-mail: blair@theconferenceonline.org

**DISTRICT 5 DIRECTOR**
**ROBERT GRIBBLE**
Tennessee Board of Funeral Directors & Embalmers
E-mail: robert@theconferenceonline.org

**DISTRICT 8 DIRECTOR**
**A.R. “SANDY” MAHON**
Funeral & Cremation Services Council of Saskatchewan
E-mail: sandy@theconferenceonline.org

**DISTRICT 9 DIRECTOR**
**BART R. BURTON**
Nevada State Funeral & Cemetery Services Board
E-mail: bart@theconferenceonline.org

**EXECUTIVE DIRECTOR**
**DALENE PAULL**
director@theconferenceonline.org
2018-2019 COMMITTEES

EXAMINATION
ARTS
Keri Haines, Chair | Oklahoma
Barbara Kazmierczak | Massachusetts
Harvey Leavitt | North Carolina
John Rice | Nebraska
Michael Shorter | Florida
Rudee Slavik | California
Craig Stires | Ohio

EXAMINATION
SCIENCE
Don O’Guinn, Chair | Michigan
Virginia Bryant | Tennessee
Brevin Clifford | Washington
Mark Fisher | Virginia
Patricia Traffas | Missouri
Laura Zabel | Colorado

MODEL INTERNSHIP
Jennifer Kandt, Chair | Nevada
Randall Anderson | Alabama
Suzanne Gebel | Iowa
James Marrocco | New Jersey
Leili McMurrrough | Illinois
Blair Nelsen | Virginia
Bill Vallie | Texas
1885 Shelby Lane
Fayetteville, AR 72704
479.442.7076
theconferenceonline.org