



**2019**

**ANNUAL REPORT**





# ***INTRODUCTION***

On behalf of The Conference Board of Directors and staff, we are pleased to present the 2019 Annual Report. The pages that follow are a mere glimpse into the dedication of our volunteers and stakeholders who are the backbone of The Conference. As you review the information that reflects the time and talents of many, we ask you to see more than just statistics. Frame your assessment, as we do, with our vision to be the common voice of the funeral service regulatory community. With that vision in mind, we are certain that you will join us to celebrate the successes of the past year and look to continue that momentum into the new decade that demands, more than ever, regulatory excellence.

Among this year's highlights are a revised Model Application, a newly published ADA Testing Accommodations Handbook to better serve the needs of ADA qualified candidates, and offering transfers of exam results for military members and their spouses at no cost. We are also pleased to add 14 new members to the Board Member Training graduate list, which brings our total to 87 since we initiated the program seven years ago. Our commitment to investing in tomorrow's licensees continues with the awarding of 10 NBE scholarships in 2019, bringing our decade total to 100!

One hundred and sixteen years ago, the first meeting of this extraordinary group was convened to advance the regulatory goals that were common to its members. Years later, we still endeavor to promote the noble cause of better public protection through common sense regulation. We hope you will examine the following pages and acquaint yourself with the many programs and services offered by The Conference and come away with, not only a better understanding of the organization, but also a renewed commitment to continuing the good work of funeral service regulation for years to come.

Yours in service,

Mark Ransford  
President

Dalene Paull  
Executive Director

# ***INTRODUCTION***

## **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, educators, governmental bodies, and other regulatory agencies.

The Conference membership includes all 50 US states, D.C., and the Canadian provinces of Alberta, Nova Scotia, Ontario, and Saskatchewan.

## **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.

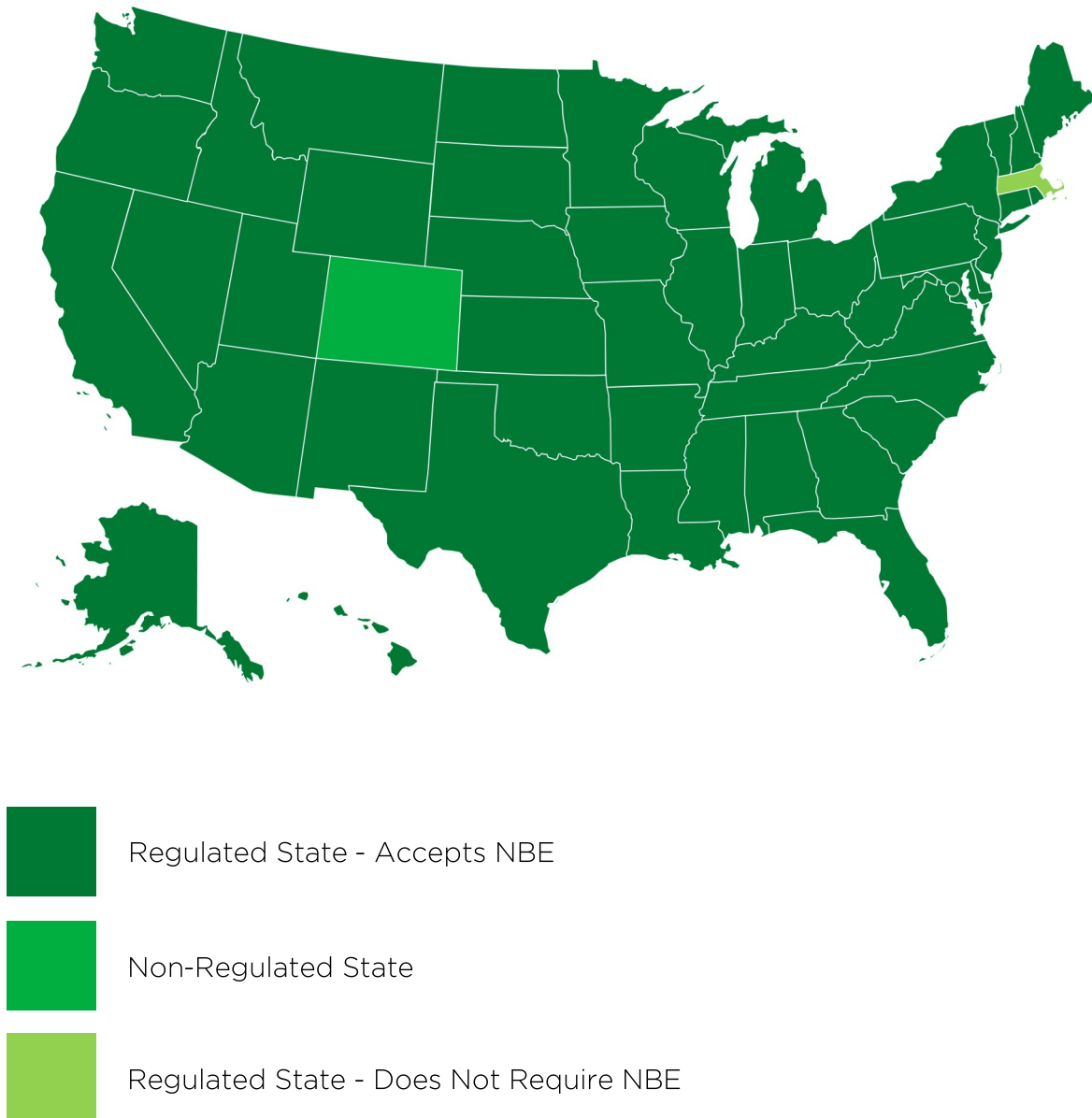
## **GOALS**

- 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.



# ***PROGRAMS & SERVICES***

## REGULATED JURISDICTIONS: NATIONAL BOARD EXAM (NBE) ACCEPTANCE



# PROGRAMS & SERVICES

## 2019 TESTING ACCOMMODATIONS

Extra Time	Separate Room & Reader	Separate Room	Calculator	Recorder	Other	Total
62	31	21	15	5	3	137
45.25%	22.63%	15.33%	10.95%	3.65%	2.19%	100%

## ADA TESTING ACCOMMODATIONS UPDATE

The Conference is committed to the principle of testing individuals in a manner that will yield valid and reliable exam results. In some instances, the exam administration procedures may need to be modified to provide reasonable accommodations for candidates who qualify under the Americans with Disabilities Act (ADA).

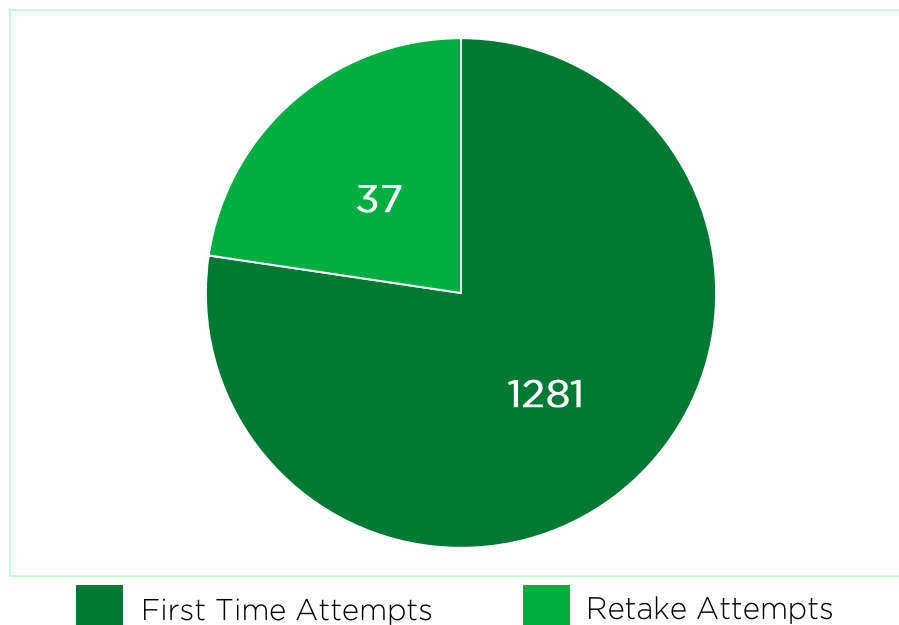
In an effort to improve the testing accommodations process, an **ADA Testing Accommodations Handbook** was created and released in 2019. The handbook outlines who is eligible to receive testing accommodations, as well as detailed instructions on how to submit an accommodations request. Additionally, the handbook serves as a reference for exam candidates with disabilities and includes updated versions of the Candidate Accommodations Request Form and the Health Practitioner Statement, which are submitted as part of the request. Please contact The Conference with any questions regarding testing accommodations.



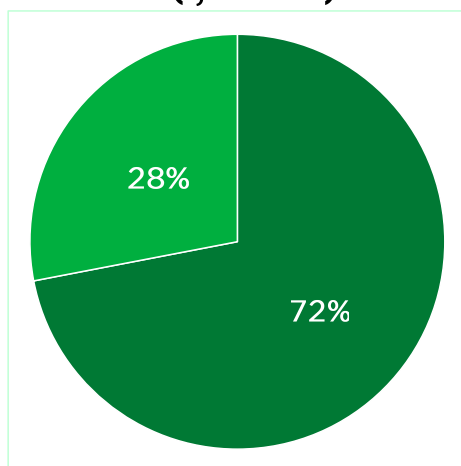
# PROGRAMS & SERVICES

2019 NBE STATISTICS (JANUARY 1 - DECEMBER 31, 2019)

1,656 TOTAL ARTS EXAMS  
ADMINISTERED

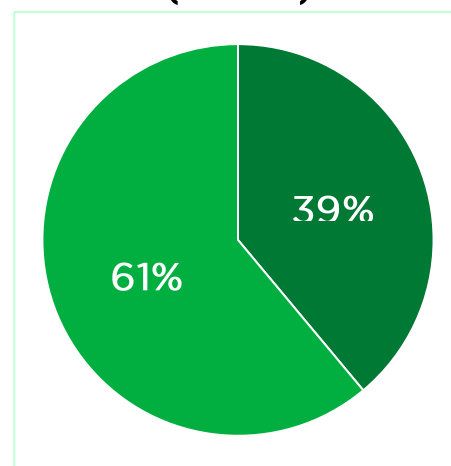


**FIRST TIME ATTEMPTS  
(1,281 TOTAL)**



Passed (922) Failed (359)

**RETAKE ATTEMPTS  
(375 TOTAL)**

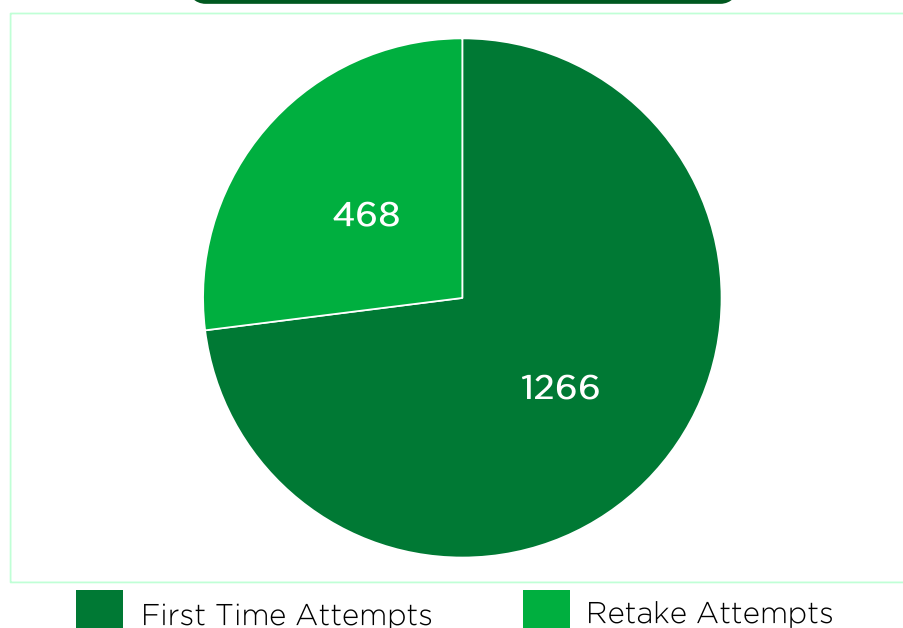


Passed (146) Failed (229)

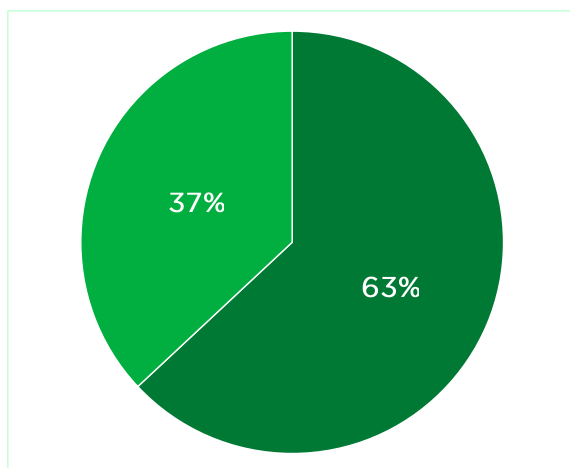
# PROGRAMS & SERVICES

2019 NBE STATISTICS (JANUARY 1 - DECEMBER 31, 2019)

1,760 TOTAL SCIENCES  
EXAMS ADMINISTERED

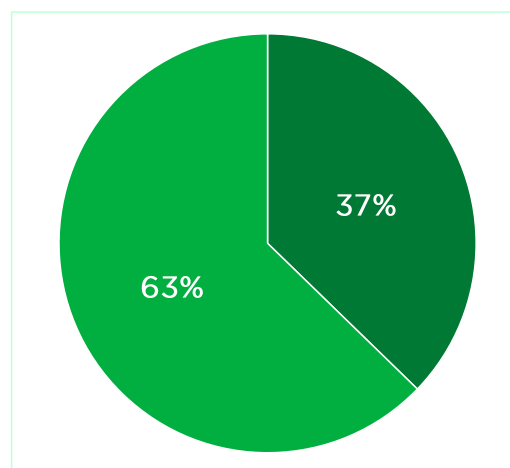


**FIRST TIME ATTEMPTS  
(1,266 TOTAL)**



Passed (798) Failed (468)

**RETAKE ATTEMPTS  
(494 TOTAL)**

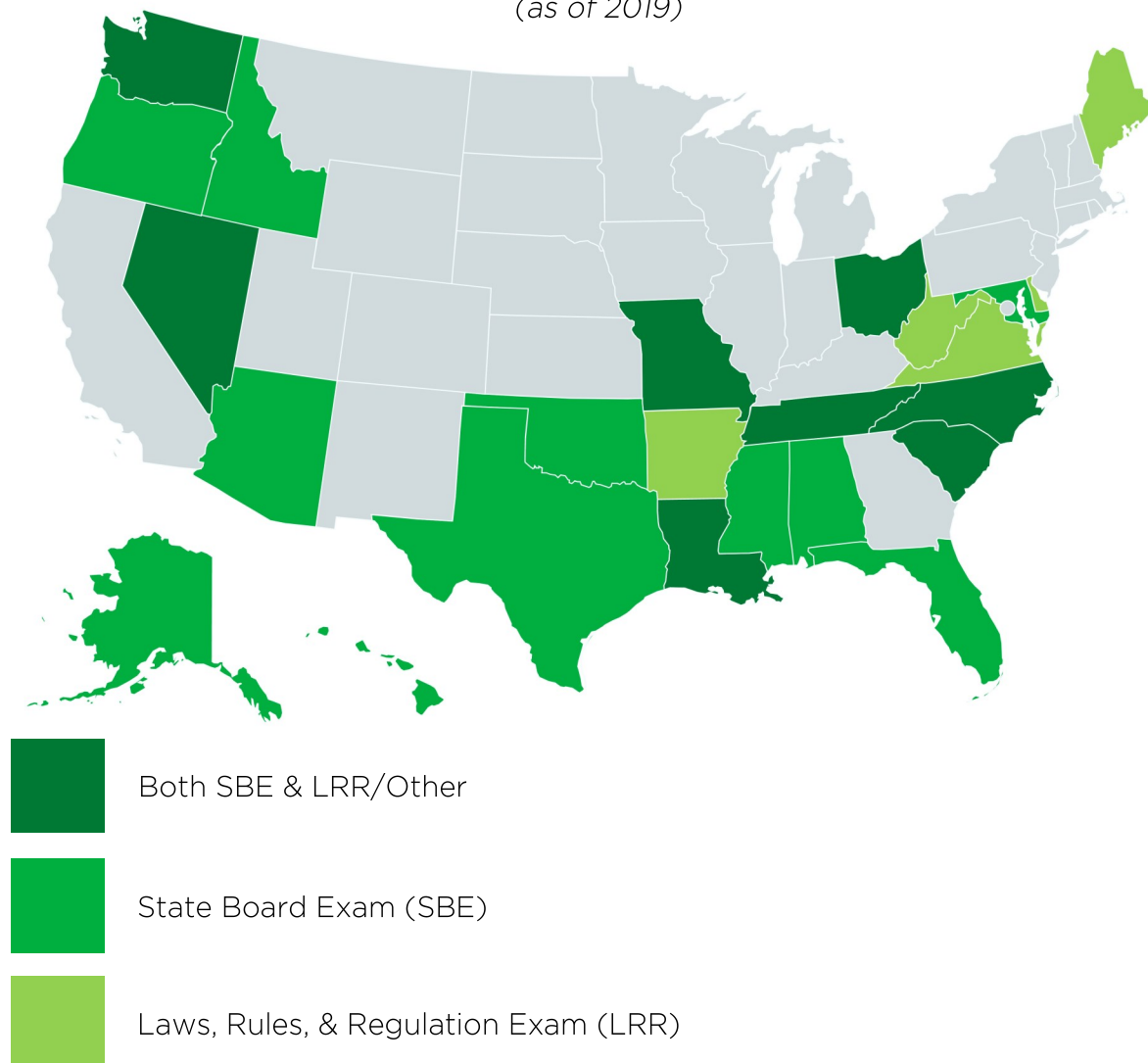


Passed (184) Failed (310)

## PROGRAMS & SERVICES

### SBE, LRR, AND OTHER EXAMS ADMINISTERED BY THE CONFERENCE

(as of 2019)



612

STATE BOARD EXAMS  
ADMINISTERED IN  
19 STATES IN 2019

870

LRR/OTHER EXAMS  
ADMINISTERED IN  
13 STATES IN 2019

# PROGRAMS & SERVICES

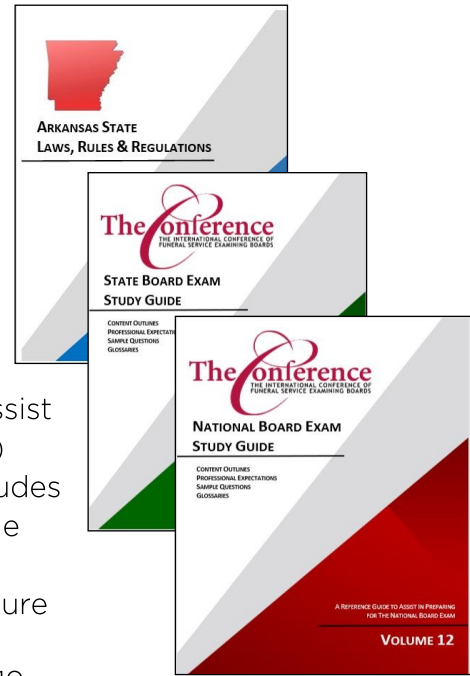
## STUDY MATERIAL

1,302  
NBE

371  
SBE

29  
LRR

The study guides published by The Conference assist in preparation for the National Board Exam (NBE) and the State Board Exam (SBE). Each guide includes professional expectations, content outlines, sample questions, and glossary terms. Laws, Rules, and Regulations Exam study guides are an added feature. The Conference is able to produce on behalf of a state. The above numbers reflect purchases in 2019.

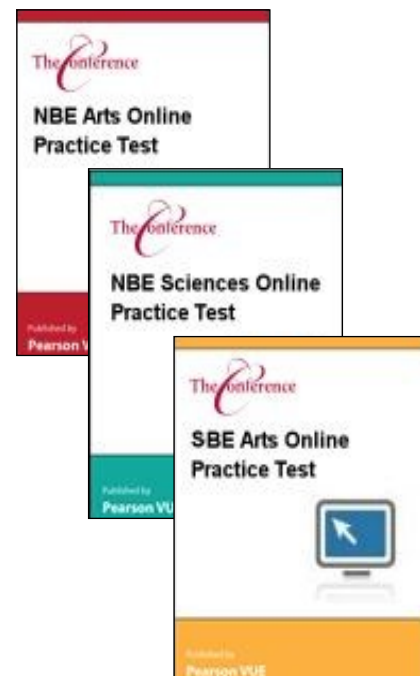


1,000  
PNBE  
ARTS

1,041  
PNBE  
SCI

211  
PSBE  
ARTS

The Practice National Board Exam (PNBE) and Practice State Board Exam – Arts (PSBE) provide a Realistic, timed exam experience featuring 75 multiple choice questions that are statistically representative of the number of questions in each subsection of the exam blueprint. At the conclusion of the practice exam, candidates receive a score report reflecting their performance and general feedback on content areas in which candidates answered items incorrectly. **The** above numbers reflect purchases in 2019.



# ***PROGRAMS & SERVICES***

## **CERTIFIED EXAM 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.

## **MILITARY EXAM RESULTS PROCESSING**

In May 2019, The Conference was pleased to begin processing certified exam results at no charge for individuals and their spouses who are currently serving or previously served our military. This gesture is a small token of our appreciation for their service and the important job they do each day.



*For more information on score processing, visit the "Place an Order" tab on our website.*

# ***PROGRAMS & SERVICES***

## **MODEL DOCUMENTS**

### **MODEL APPLICATION REVIEW**

The Model Application Committee was appointed in August 2019 and tasked with reviewing the document, which was originally adopted in 2016. The goal of the committee was to evaluate the document based on current assessments regarding barriers to licensure and discretionary information. In accordance with The Conference's mission to promote uniformity in licensure, updates were made to the Model Application and submitted to the membership for review in November 2019. The updated version will be up for adoption at the Annual Meeting in 2020.



Copies are available free of charge as well as posted on the website under the resources menu option.

## **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 2019, The Conference polled its 55 members on eight different topics. These questions generated a total of 178 responses that were collected, organized, and sent back to the requesting boards for analysis and review.

Topics included: continuing education credit for board meeting attendance, apprenticeship requirements, addressing minor criminal history convictions, closing inspections, liability insurance, multiple businesses in one establishment, grief counseling for licensees, and total number of regulated establishments.



# PROGRAMS & SERVICES

## NBE SCHOLARSHIP INFORMATION

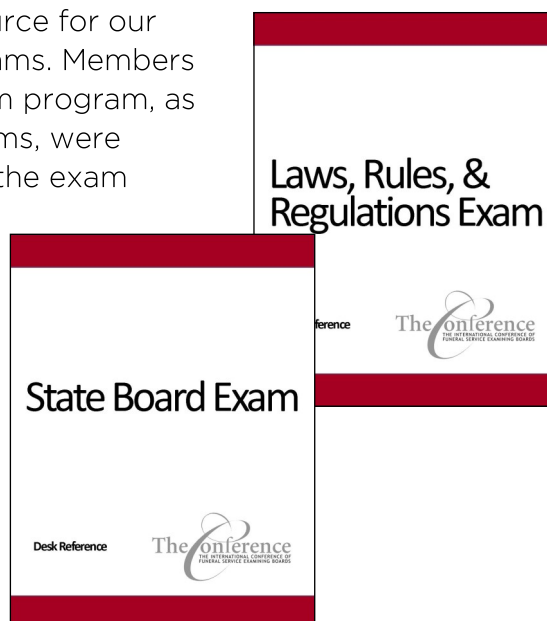
Each year The Conference Board of Directors awards 10 scholarships for the National Board Exam. Applicants must submit a short essay on different topics and recipients are drawn at random at the Board of Directors spring and fall meetings. The Conference was pleased to provide the following individuals with a scholarship to take the National Board Exam (valued at \$570 each) in 2019:

- Charleen Andersen, *Des Moines Area Community College*
- Annalin Bolar, *Northampton Community College*
- Kiara Brown, *Florida State College at Jacksonville*
- Chivon Hassan, *Mercer County Community College*
- Nicholas Hendricker, *Carl Sandburg*
- Haley Brock, *Mid-America College of Funeral Service*
- Cari Donithan, *Mid-America College of Funeral Service*
- Katie George, *University of Minnesota*

## STATE EXAM INFORMATION PACKET

In 2019, The Conference created a new resource for our members who utilize state level exam programs. Members who take advantage of the State Board Exam program, as well as the Laws, Rules, and Regulations exams, were provided a desk reference booklet outlining the exam process for SBE & LRR exam candidates.

This quick-reference book will assist with licensee questions about the exams offered through The Conference, as well as information about the eligibility process, FAQs, and more.



# PROGRAMS & SERVICES

## CONTINUING EDUCATION

The Conference awarded 33 certificates to licensees from 30 jurisdictions during the 115th Annual Meeting in San Diego, CA. A total of 20 credit hours were possible during the event including Board Member Training. The Conference was pleased to be approved by 23 jurisdictions.



**533**  
CREDIT  
HOURS  
AWARDED  
*IN 2019*

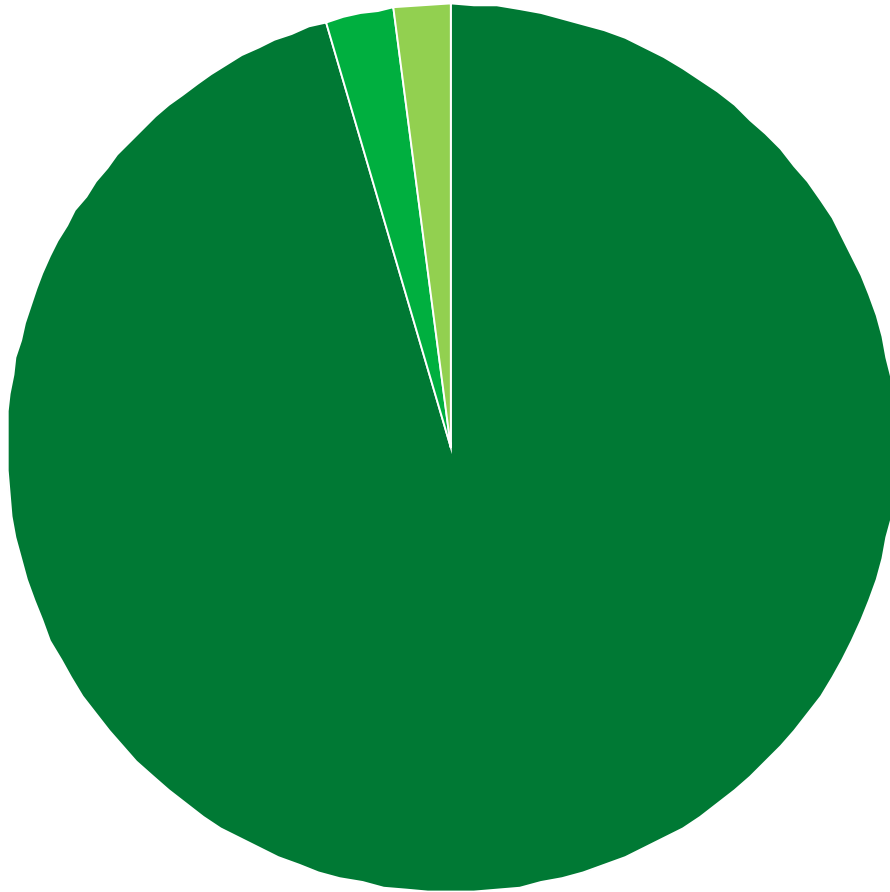
## BOARD MEMBER TRAINING

The Board Member Training session was held in conjunction with the 115th Annual Meeting of The Conference on February 26 & 27, 2019, in San Diego, California. The Conference was proud to add the following names to the Board Member Training graduation list:

- Kortney Adams | NS
- David Ittner | WA
- Mark Blake | NC
- Brian Rebman | NV
- Chris Ferguson | OK
- Jim Reinhard | MO
- Steve Gordon | ID
- Leo Seger | NE
- Robert Gribble | TN
- Adam Tipert | NS
- Dustin Hall | SK
- Gail Tucker | MD
- Lori Hayes | MO
- Seth Williams | IA

# ***FINANCIAL REPORT***

## INCOME



Exam Services (\$1,508,176)



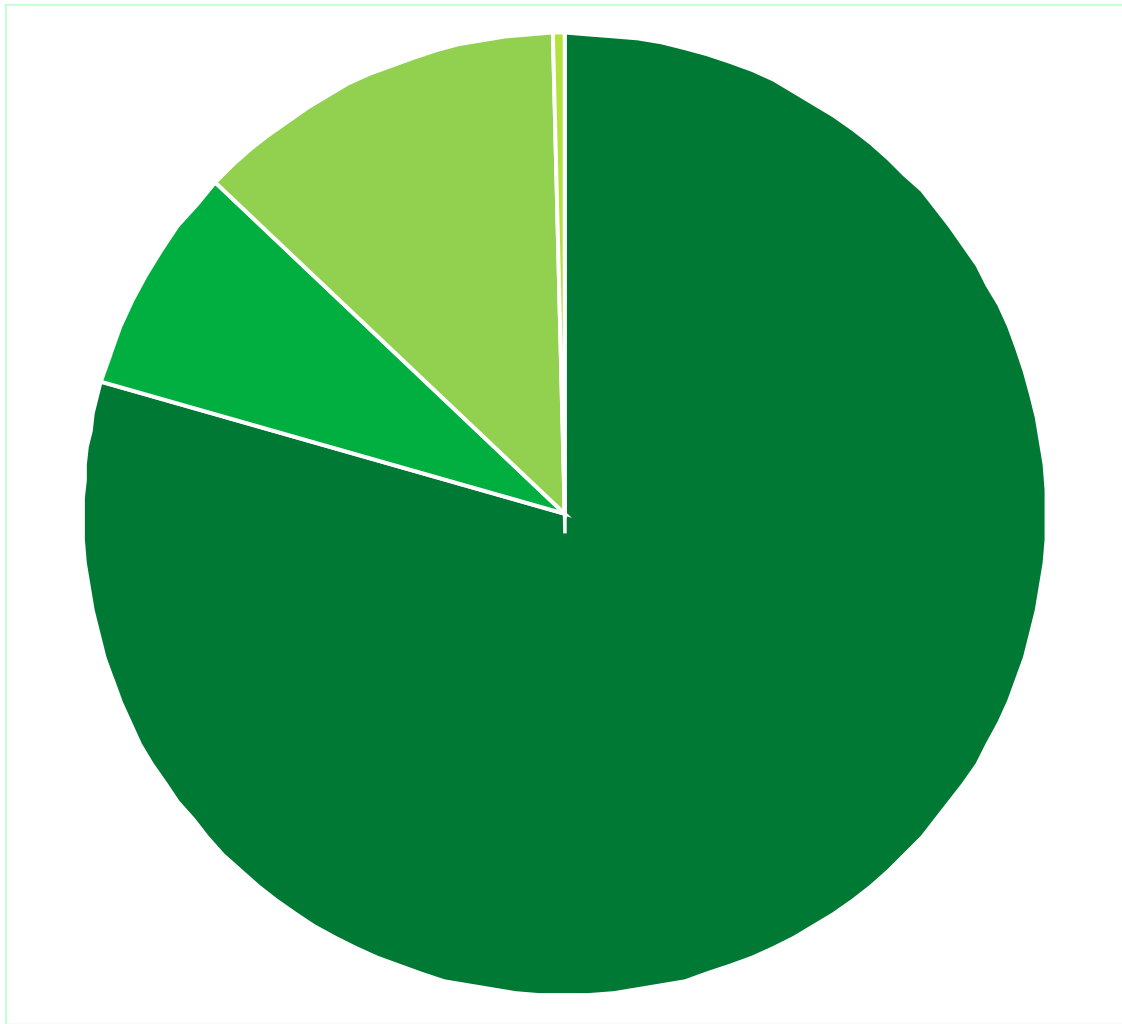
Membership Services & Annual Meeting (\$40,814)



Miscellaneous (\$34,133)

# ***FINANCIAL REPORT***

## EXPENSES



Administration & Testing  
(\$1,088,238)



Travel & Meetings  
(\$170,872)



Legal  
(\$105,095)

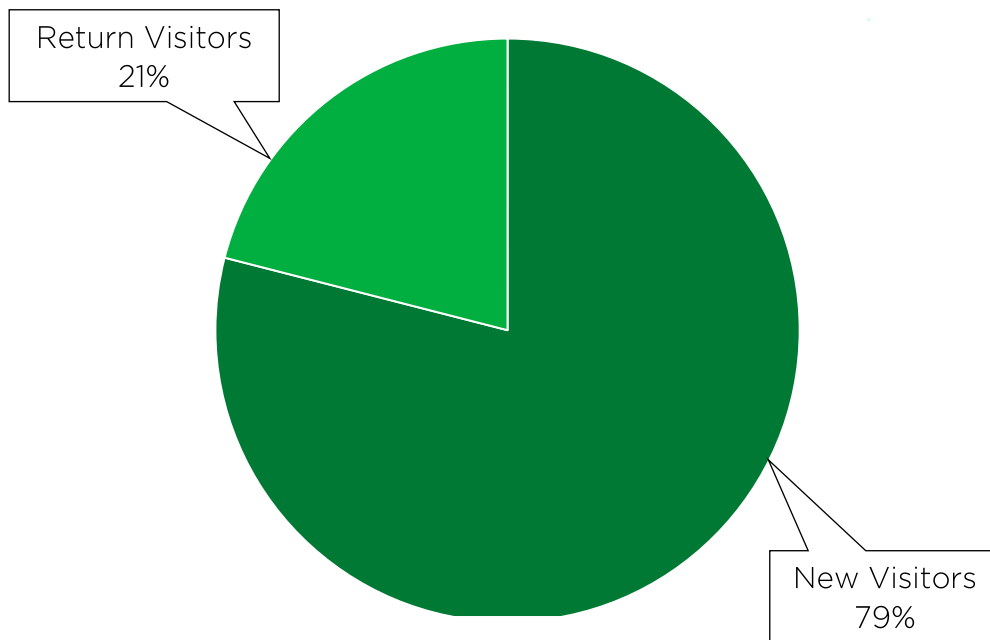


Program Support  
(\$5,397)

# COMMUNICATIONS

## WEBSITE

The ICFSEB website, [theconferenceonline.org](http://theconferenceonline.org), remains the foremost resource for individuals seeking information about ICFSEB and the exam programs. In 2019, the website hosted approximately **288,778** page views.



THE INTERNATIONAL CONFERENCE OF  
FUNERAL SERVICE EXAMINING BOARDS



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## Which Exam Do I Need?

### National Board Exam (NBE)

-You are only eligible to take the NBE if you have graduated from an ABFSE-accredited program.

-The NBE consists of an Arts Exam and a Sciences Exam.

[Apply for the NBE now!](#)

### State Board Exam (SBE)

-Must be made eligible by state (MD, OK, TN, TX are made eligible by school).

-There is a SBE Arts Exam and SBE Sciences Exam (depending on state).

-The SBE is NOT state-specific content.

[Apply for the SBE now!](#)

### State Laws Exam (LRR)

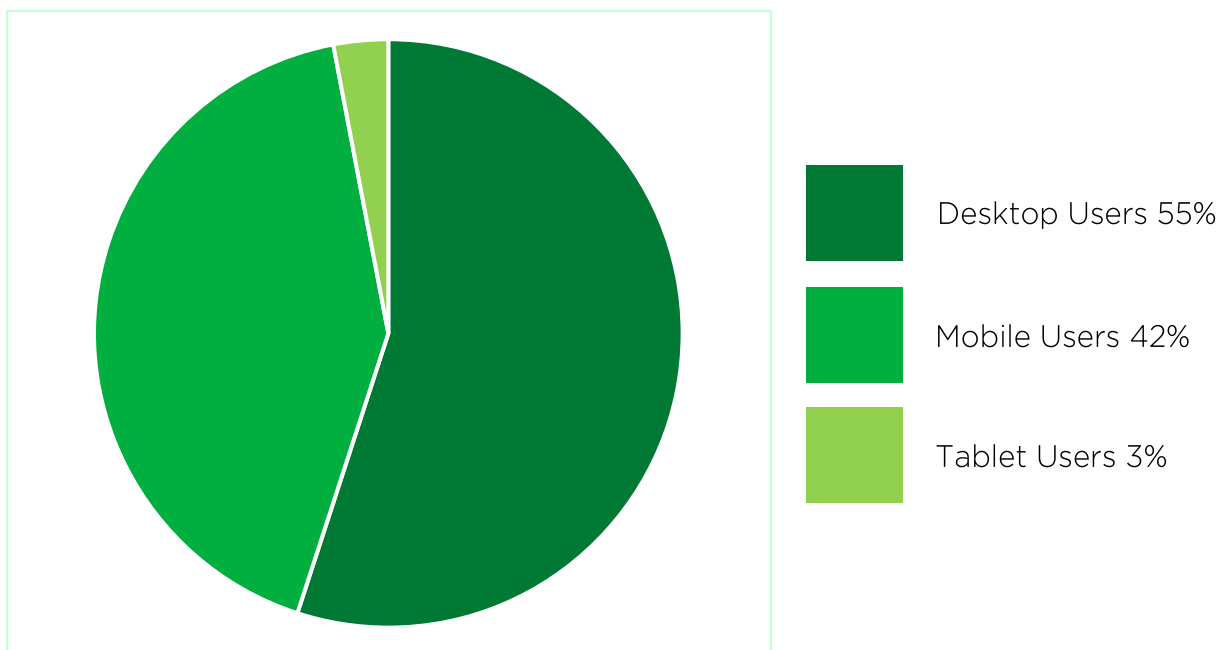
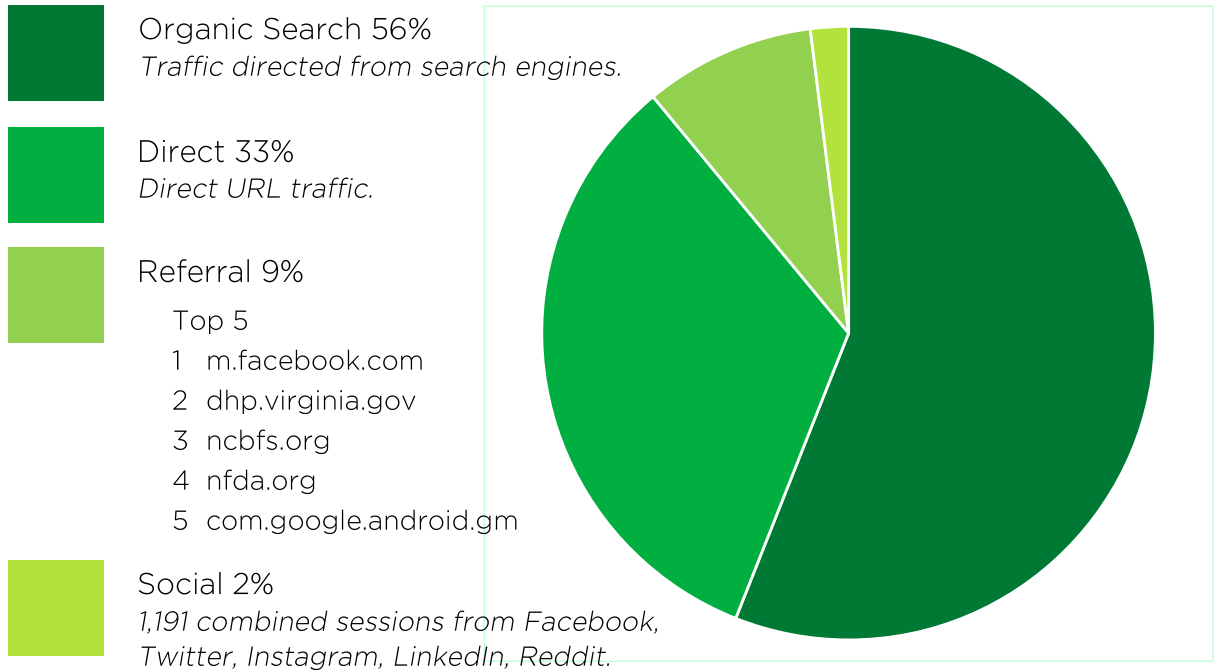
-Must be made eligible by state (not applicable for TN).

-Consists of state-specific content covering laws, rules, regulations of the state.

[Apply for the LRR now!](#)

# COMMUNICATIONS

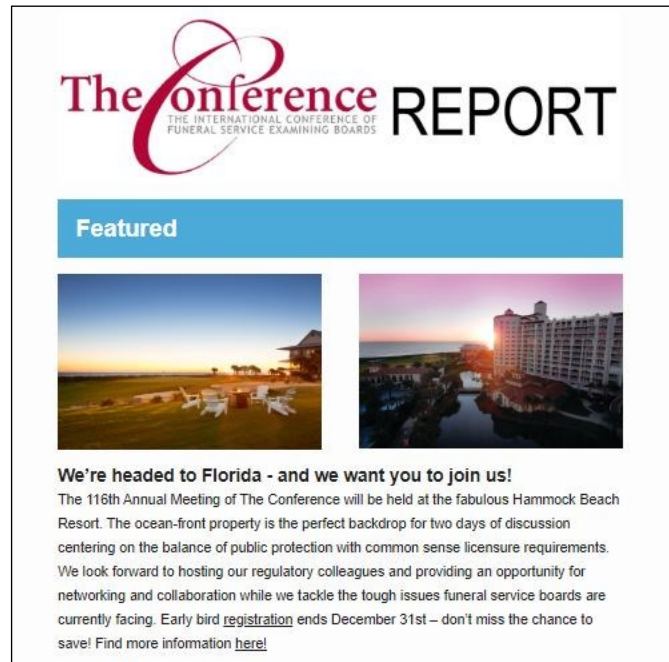
## WEBSITE (CONT.)



# COMMUNICATIONS

## THE CONFERENCE REPORT

In 2019, The Conference transitioned to a 100% digital format newsletter with interactive links. Individuals interested in regulatory updates, exam news, and other items of interest to the regulatory community can subscribe at [theconferenceonline.org/resources/publications](http://theconferenceonline.org/resources/publications).



## SOCIAL MEDIA

ICFSEB shares organizational news and regulatory information with the profession through its social media presence. We invite you to follow us on all of your preferred online communication forums.

### FOLLOW US ONLINE



@ICFSEB



@TheConference



@TheConference

# ***VOLUNTEERS***

## **VOLUNTEER APPRECIATION**

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 2019 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!**





# ***VOLUNTEERS***

## **2019-2020 BOARD OF DIRECTORS**

### **President & District 4 Director**

**Mark Ransford, CFSP**

Michigan Board of Examiners  
in Mortuary Science

mark@theconferenceonline.org

### **Vice President & District 6 Director**

**Douglas “Mack” Smith**

Kansas State Board of Mortuary Arts

mack@theconferenceonline.org

### **Secretary/Treasurer & District 3 Director**

**Charles Perine**

Alabama Board of Funeral Service

charles@theconferenceonline.org

### **Past President & District 7 Director**

**Edward Muhleisen**

Louisiana State Board of

Embalmers & Funeral Directors

edward@theconferenceonline.org

### **District 1 Director**

**Robert N. Barnes, CFSP**

Maine State Board of Funeral Service

bob@theconferenceonline.org

### **District 2 Director**

**Blair H. Nelsen**

Virginia Board of Funeral

Directors & Embalmers

blair@theconferenceonline.org

### **District 5 Director**

**Robert Gribble**

Tennessee Board of Funeral

Directors & Embalmers

robert@theconferenceonline.org

### **District 8 Director**

**A.R. “Sandy” Mahon**

Funeral & Cremation Services Council  
of Saskatchewan

sandy@theconferenceonline.org

### **District 9 Director**

**Jennifer Kandt**

Nevada State Funeral &

Cemetery Services Board

jennifer@theconferenceonline.org

### **Executive Director**

**Dalene Paull**

director@theconferenceonline.org

# ***VOLUNTEERS***

## **2019-2020 COMMITTEES**

### **EXAMINATION: ARTS**

Keri Haines, Chair | Oklahoma  
R. DeMale Bowden, Jr. | Louisiana  
Virginia Bryant | Tennessee  
Harvey Leavitt | North Carolina  
Michael Shorter | Florida  
Craig Stires | Ohio  
Damon Wenig | Wisconsin

### **EXAMINATION: SCIENCE**

Patricia Traffas, Chair | Missouri  
Kortez Boyd | Alabama  
Brevin Clifford | Nevada  
Mark Fisher | Virginia  
John Rice | Texas  
Rudee Slavik | California  
Paige Zietz | North Dakota

### **MODEL APPLICATION REVIEW COMMITTEE**

Kortney Adams | Nova Scotia  
Cynthia Briggs | District of Columbia  
Amy Mauldin | North Carolina  
Corie Tillman Wolf | Virginia

### **ITEM WRITERS/MENTORS**

R. DeMale Bowden, Jr. | Louisiana  
Kortez Boyd | Alabama  
Michael Daley | New Jersey  
Joanna Ellsberry | District of Columbia  
Mark Evely | Michigan  
Patricia Garcia | Texas  
Jolena Grande | California  
Amy Hart | Iowa  
Davis Hess | Utah  
Leili McMurrough | Illinois  
Thomas Sproles | Indiana  
Joseph "Frank" Walton | Virginia  
Damon Wenig | Wisconsin  
Giselle Wynia | Minnesota  
Laura Zabel | Colorado  
Paige Zietz | North Dakota





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