



2020 ANNUAL REPORT

INTRODUCTION

On behalf of The Conference, its board of directors, staff, and dedicated volunteers, we are pleased to present the 2020 Annual Report. During the past year, we learned that every jurisdiction, stakeholder, volunteer, and staff had their everyday lives disrupted by COVID-19. This disruption caused everyone to adjust to virtual everything. Meetings, conferences, working from home, or alternating skeleton staff in our offices presented unique challenges. All of this while still maintaining the continuity of business and meeting their regulatory mandates was an unprecedented challenge for many of us. The resilience of you all is to be applauded with the highest commendations that can be conferred. In the pages that follow, you will see a snapshot of The Conference by the numbers during 2020.

The strength of our organization is based solely on the commitment, dedication, and resilience of our volunteers and stakeholders. Uncertain times and new trials tend to test the durability of any sound organization. The past year proved that if we all work together, we can provide essential services during restricted times to our stakeholders as they provide the same level of service to our communities. During 2020, The Conference delivered over 4,800 exams, 88 with testing accommodations, and facilitated licensure mobility by certifying over 600 past exam results. We helped over 5,000 candidates prepare for exams through the sale of study guides and practice exams as well as conducted our regular membership services like reviewing the Model Practice Act, conducting membership polling, and holding virtual meetings for exam development and Board Member Training. From offering continuing education to examination scholarships, The Conference has maintained a high level of performance throughout the year and we thank you for your support, understanding and continued dedication as we adapted to the circumstances that were 2020.

If we can accomplish so much during such a trying time, you might wonder what we can do when we are not facing the challenges of a pandemic. The possibilities are unlimited! The professional commitment of our dedicated volunteers and stakeholders each year provides us with a renewed opportunity to be bigger, stronger, and better than before. Thank you in advance for being part of that enthusiasm to be all that we can be, collectively, for the betterment of funeral service regulation and the public we serve.

Sincerely,

Charles Perine
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

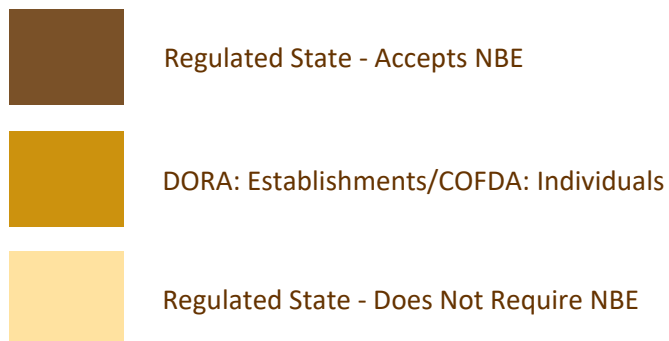
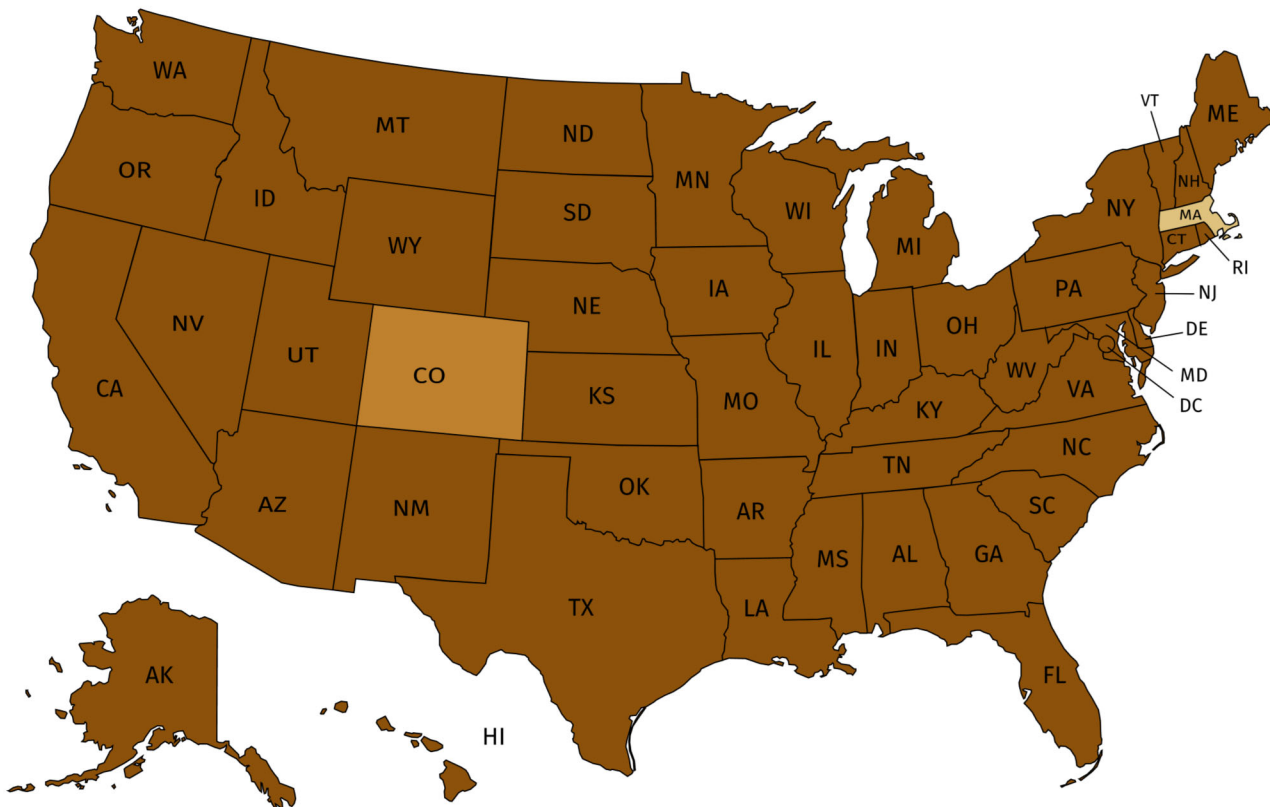
To be the premier source for examination services, information, and regulatory support for the death care profession by continually monitoring the regulatory environment and providing services to meet the needs of our membership.

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)



PROGRAMS & SERVICES

2020 NBE STATISTICS (JANUARY 1 - DECEMBER 31, 2020)

TOTAL ARTS EXAMS

1,647

Total

1,311

First Time Attempts

336

Retake Attempts

961 Passed
(73%)

350 Failed
(27%)

168 Passed
(50%)

168 Failed
(50%)

PROGRAMS & SERVICES

2020 NBE STATISTICS (JANUARY 1 - DECEMBER 31, 2020)

TOTAL SCIENCES EXAMS

1,771

Total

1,279

First Time Attempts

492

Retake Attempts

822 Passed
(64%)

457 Failed
(36%)

176 Passed
(36%)

316 Failed
(64%)

PROGRAMS & SERVICES

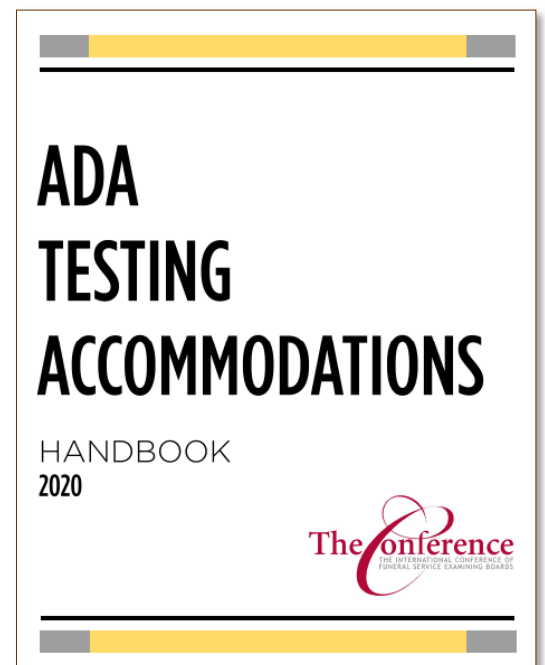
2020 TESTING ACCOMMODATIONS

Extra Time	Separate Room & Reader	Separate Room	Calculator	Other	Total
47	13	19	6	3	88
53%	15%	22%	7%	3%	100%

TESTING ACCOMMODATIONS PROCESS

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).

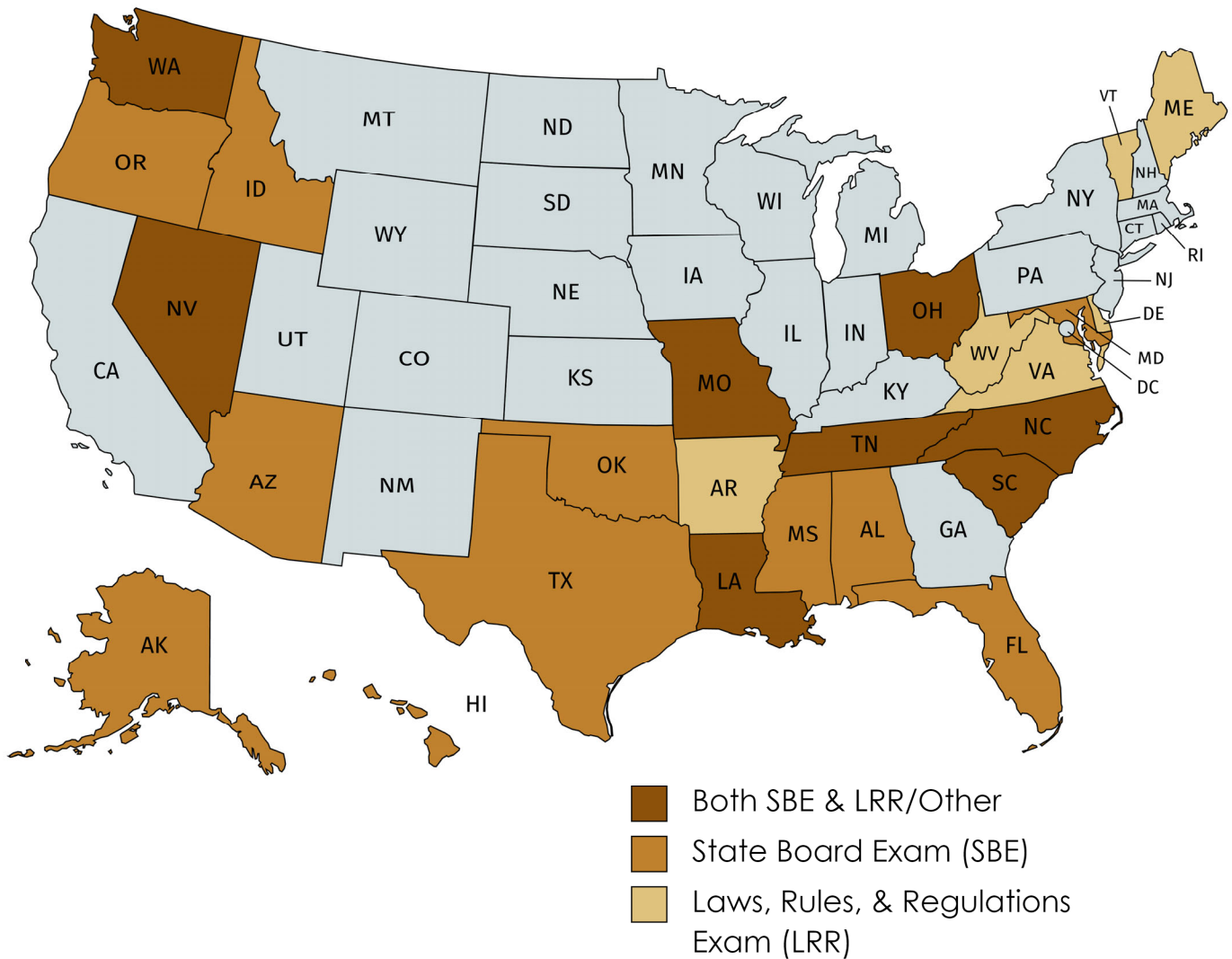
In an effort to ensure the accommodations request process is easy to follow, The Conference publishes the **ADA Testing Accommodations Handbook** annually on its website. This handbook outlines who is eligible to receive testing accommodations while also providing detailed instructions on how to submit an accommodations request. Additionally, the handbook serves as a reference for exam candidates with disabilities and includes 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

STATE BOARD, LRR, AND OTHER EXAMS ADMINISTERED BY THE CONFERENCE

(as of 2020)



563
STATE BOARD EXAMS
ADMINISTERED IN
19 STATES IN 2020

STATE BOARD EXAMS ADMINISTERED IN 19 STATES IN 2020

821
**LRR/OTHER EXAMS
ADMINISTERED IN
14 STATES IN 2020**

LRR/OTHER EXAMS ADMINISTERED IN 14 STATES IN 2020

PROGRAMS & SERVICES

STUDY MATERIAL

2,008
NBE

388
SBE

39
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 2020.

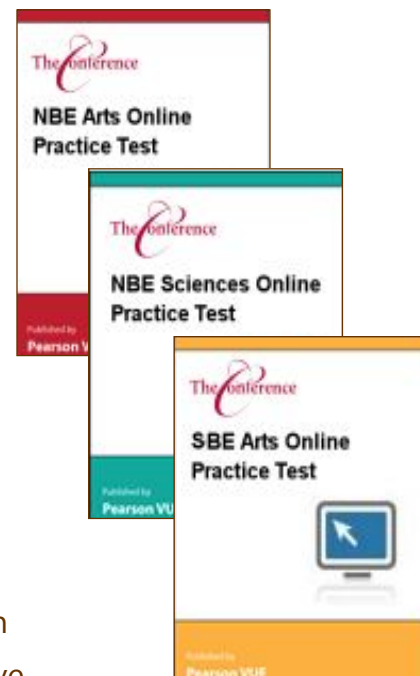


1,138
PNBE
ARTS

1,297
PNBE
SCI

257
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 2020.



PROGRAMS & SERVICES

CERTIFIED EXAM RESULTS

602

**CERTIFIED EXAM
RESULTS PROCESSED
IN 2020**

Facilitating mobility is an integral part of our operations. 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, NO CHARGE

The Conference is pleased to process 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.

51

**MILITARY EXAM
RESULTS PROCESSED**

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

PROGRAMS & SERVICES

MODEL DOCUMENTS

The Conference Model Practice Act Review Committee conducted a full review of the Model Practice Act for Funeral Service (MPA) in 2020. The amended version will be presented for adoption on February 24 at the 117th Annual Meeting.

The purpose of the Model Act is to facilitate the protection of the public by providing legal mechanisms that establish and provide for the enforcement of uniform standards. To date, funeral service professionals from 24 jurisdictions have participated in the Conference Model Document series.

MEMBERSHIP POLLING

The Conference conducts real-time polling on behalf of our membership throughout the year. Responses are collected and sent back to the inquiring board for analysis and review. During 2020, the following topics were addressed.

Topics in 2020 included:

- Inspections, Board Operations, Vaccine Distribution amidst COVID-19
- Statute of Limitations on Complaints
- Electronic Death Registration System
- Waiver of Licensure Fees
- Border Jurisdiction Licensing

PROGRAMS & SERVICES

SCHOLARSHIPS

Each year The Conference Board of Directors awards 10 scholarships for the National Board Exam. Applicants submit a short essay on a range of topics and recipients are drawn at random during the Board of Directors spring and fall meetings. The topics for 2020 were on the importance of professional conduct as a student, examinee, and licensee, as well as the meaning of giving back to the funeral service profession. The Conference was pleased to provide the following individuals with a scholarship to take the National Board Exam (valued at \$570 each) in 2020.

- Claire Ellenberger, Vincennes University
- Tamea Gibbs, Northwest Mississippi Community College
- Michelle Leisner, Wayne State University
- Sarah Pfohl, Chandler-Gilbert Community College
- Rochelle Sprague, Carl Sandburg College
- Karie Freed, Arapahoe Community College
- McKenna George, Southern Illinois University
- Casey Halloway, Gupton-Jones College of Funeral Service
- Sabrina Mattocks, University of District of Columbia
- Alexandria Wise, Carl Sandburg College

The Conference was pleased to partner with the Funeral Service Foundation this year to award an additional 30 NBE scholarships. Many thanks to them for their commitment to future funeral service licensees.

PROGRAMS & SERVICES

CONTINUING EDUCATION

The Conference awarded 33 certificates to licensees from 29 jurisdictions during the 116th Annual Meeting in Palm Coast, FL.

A total of 19 credit hours were possible during the event including Board Member Training. The Conference was pleased to be approved by 21 jurisdictions.

416

CEU CREDIT
HOURS
AWARDED

BOARD MEETINGS GO VIRTUAL

The COVID-19 pandemic forced most regulatory board meetings to a virtual format in 2020. Conference staff had the opportunity to sit in on over 100 state and provincial meetings which allowed us to stay up to date on membership issues.

VIRTUAL DISTRICT MEETINGS

Keeping an open line of communication has been of utmost importance to The Conference during the pandemic. Through seven virtual district meetings, The Conference hosted nearly 70 participants from across 31 jurisdictions to ensure dialogue continued across our membership regarding the updates in executive orders, regulation, and licensee needs.

ITEM WRITING WORKSHOP

The Conference hosted its first virtual Item Writing training for funeral service licensees interested in volunteering their time and learning more about the National Board Exam development process. The workshop provides an overview of how the exam is constructed, with a primary focus on how to write items for a national licensure exam. Those who completed the training were invited to attend one of two virtual workshops held this summer. Licensees from 23 states participated in the workshops.

PROGRAMS & SERVICES

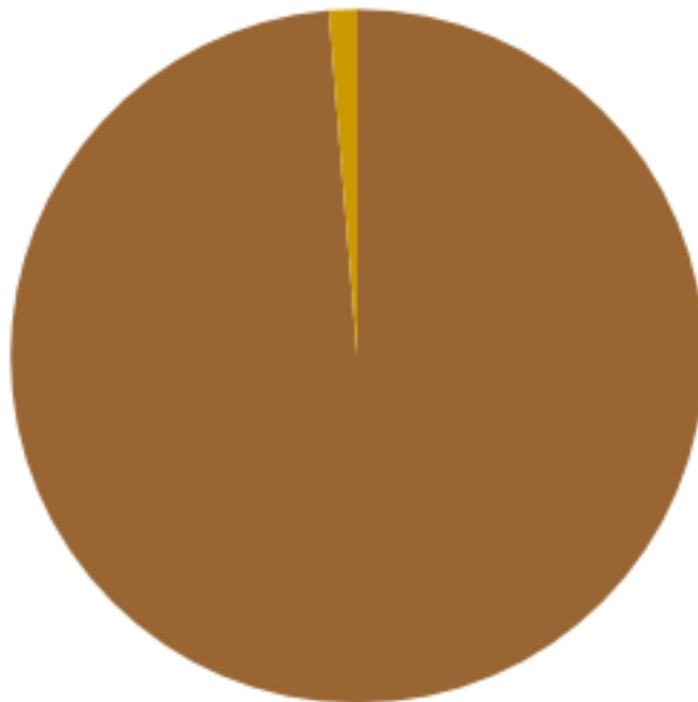
BOARD MEMBER TRAINING

The Conference partnered with Legal Counsel, Dale Atkinson, to offer our Board Member Training program in person and virtually in 2020. The sessions included nearly 100 participants from across the United States and Canada. We are proud to add the following names to the Board Member Training graduation list:

- Amanda Starosta | SK
- Amelia Vestal | AR
- Amy Goode | AR
- Amy Holleman | SC
- Angela Pearson | VA
- Anthony Harris | TN
- Arvid Wiest | NE
- Asanti Williams | DC
- Billy Curl | AR
- Boyce Barnes | UT
- Brad Coman | GA
- Brandon Eaden | AZ
- Brent Matherly | OK
- Calvin Meadows | AL
- Cameron Smock | WA
- Carl Hampton | WI
- Carol Tellinghuisen | SD
- Chad Dresselhaus | OR
- Chelsea Krentz | SK
- Cheryl Grossman | OH
- Chris Ferguson | OK
- Christy Collins | MD
- Corie Tillman Wolf | VA
- Cynthia Briggs | DC
- David Bone | OR
- Dawn Adams | WI
- Dean Ross | AB
- Debbie Miller | AB
- Della Smith | MS
- Derek Bogner | OH
- Don Brown | NC
- Don Sheppard | SK
- Edward Wiggins Jr | MS
- Elizabeth Bendell | TN
- Ellen Simon | FL
- Fred Berry | TN
- Gay Patrick | SK
- Gerald Hitchcock | NV
- Glenn Bower | TX
- Grady Bowyer | WV
- Hank Adair | AZ
- Heather Wright | VA
- Jack Redekop | AB
- James Sommer | ID
- Jasmin Richardson | FL
- Jeannie Patton | UT
- Jeff Zealley | UT
- Jeffrey O'Keefe | MS
- Jeffrey Weafer | SK
- Jim Roberts | OK
- JoAnn Reid | WY
- Joe Highberger | OK
- Joseph Schinkten | WI
- Judith Stapley | AZ
- Karen Carruthers | AB
- Karol Shepherd | OK
- Kathe McDaniel | WA
- Kelley Palmatier | VA
- Kim Bedford | MS
- Kim Bourk | OH
- Kim Eberts | SK
- Kim Grossman | OH
- Kim Michel | LA
- Kortney Adams | NS
- Laura Mueller | VA
- Linda Lyter | WV
- Lisa Bohannon | TN
- Lisa Padgett | ON
- Lorin Hillery | AR
- Marc Eernisse | WI
- Marie Paakkari | NV
- Marty Rieken | IA
- Mary Schwantes | FL
- Melissa Porter | OR
- Michael Eldringhoff | KS
- Nicole McClendon | DC
- Pamela Griesse | WA
- Pete Burns | OR
- Pete Cameron | WA
- Randy Sharp | NV
- Robert Gribble | TN
- Robert Hockensmith | AZ
- Robyn Barkdull | UT
- Rodney McFarland | LA
- Sarah Georgen | VA
- Shannon Leson | SK
- Shari Honeywell | WA
- Tanya Chernick-Aldridge | SK
- Thomas Grossnicklaus | OK
- Thomas Schneider | OK
- Tom Beard | UT
- Tonya Scales-Haynes | TN
- Trasean Boatwright | VA
- Troy Seehase | OH
- Tyler Stiles | OK
- Yazmin Bustamante | AZ

FINANCIAL REPORT

INCOME



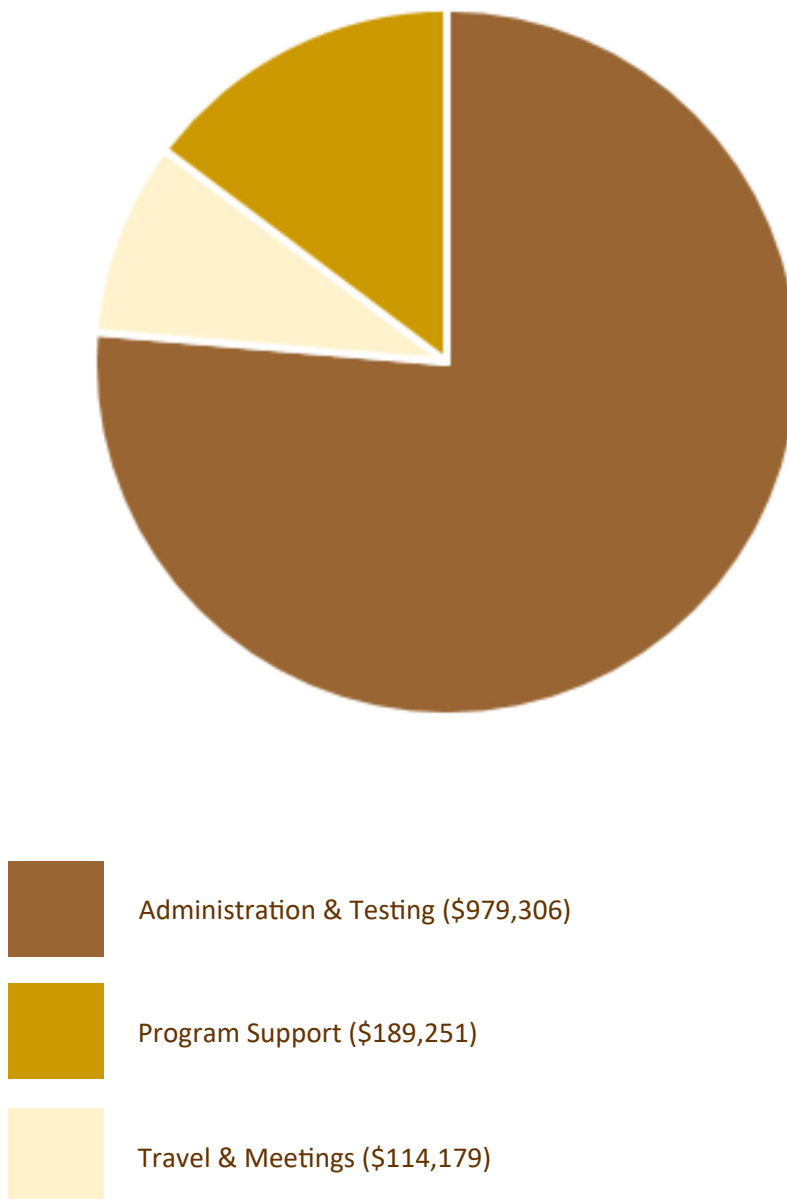
Exam Services (\$1,722,403)



Membership Services, Annual Meeting, Interest (\$23,080)

FINANCIAL REPORT

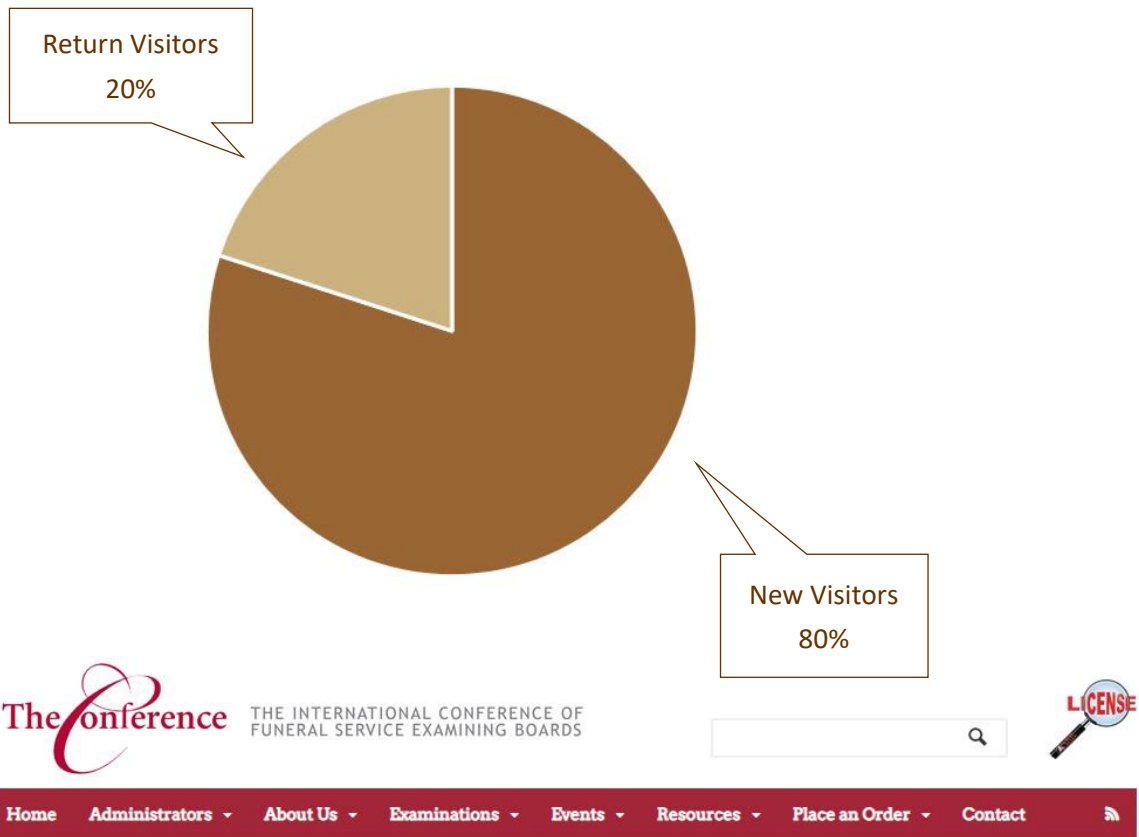
EXPENSES



COMMUNICATIONS

WEBSITE

The vast majority of those seeking information about Conference programs and services find it through our website, theconferenceonline.org. In 2020, we had approximately **305,592** page views.



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)

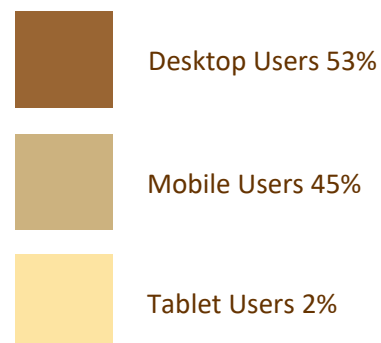
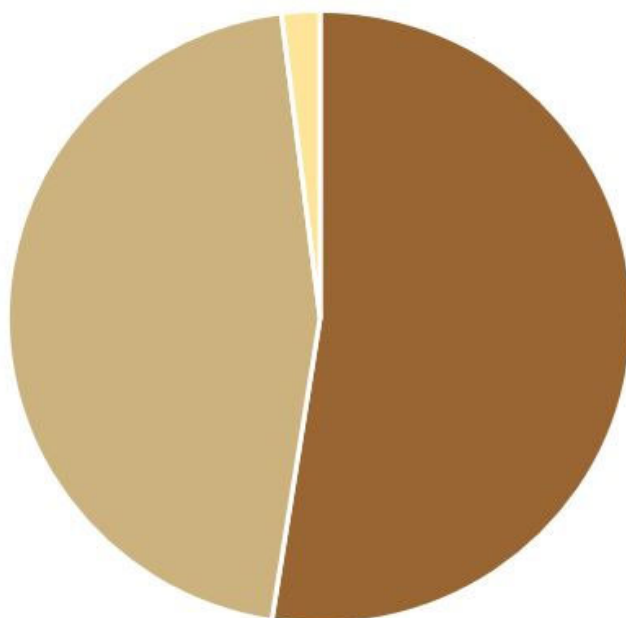
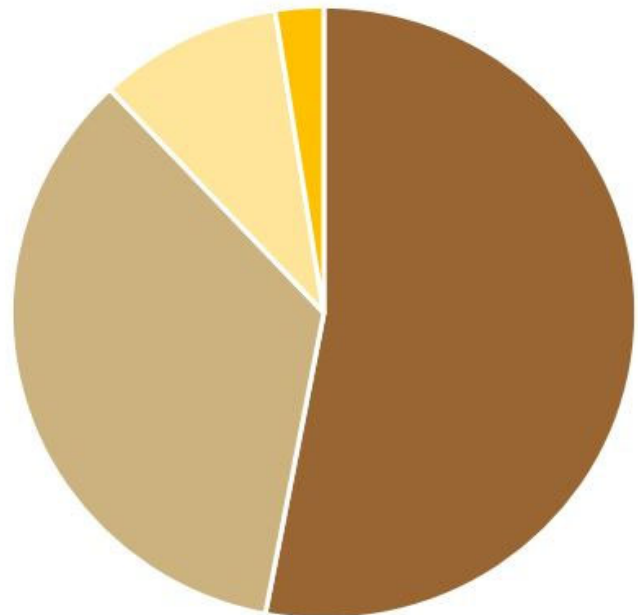
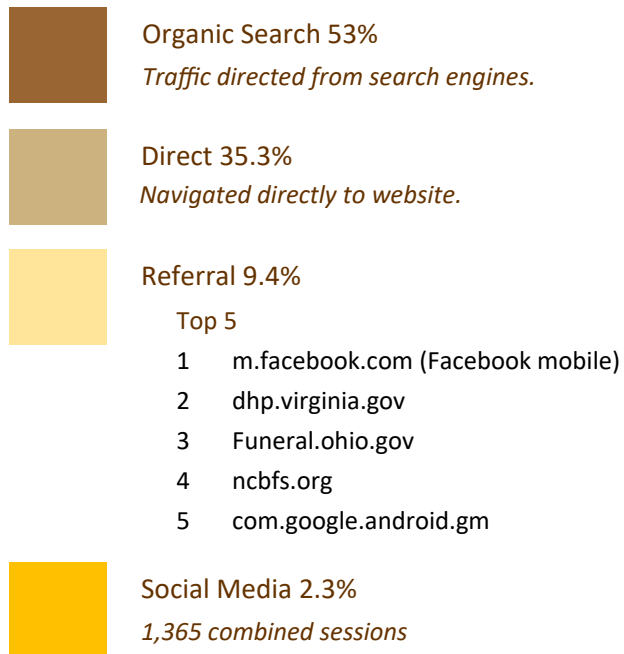
-Must be made eligible by state (not applicable for TN).

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

[Apply for the LRR now!](#)

COMMUNICATIONS

WEBSITE



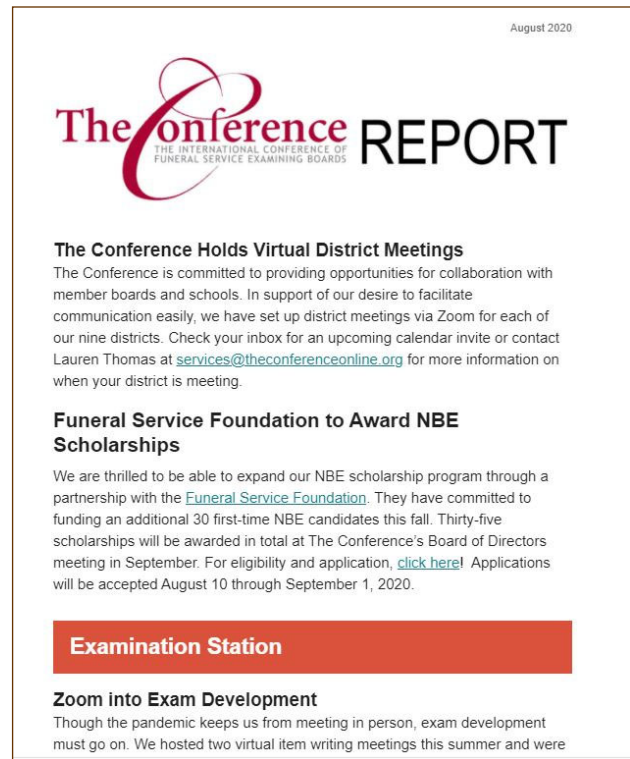
COMMUNICATIONS

THE CONFERENCE REPORT

The Conference Report engages individuals interested in regulatory updates, exam news, candidate services, and Conference updates with announcements linking to relevant information. The e-newsletter reaches an audience of over 2,500.

E-NEWSLETTER STATISTICS

- April 2020
Viewed 359 times by 246 Recipients
- August 2020
Viewed 3,620 times by 2,614 Recipients
- December 2020
Viewed 3,759 times by 2,594 Recipients



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

2020-2021 COMMITTEES

EXAMINATION: ARTS

Keri Haines, Chair | Oklahoma
R. DeMale Bowden, Jr. | Louisiana
Virginia Bryant | Tennessee
Steve Gordon | Idaho
Harvey Leavitt | North Carolina
Michael Shorter | Florida
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 PRACTICE ACT REVIEW COMMITTEE

Harold Adair | Arizona
Glenn Bower | Texas
Karen Carruthers | Alberta
Suzanne Gebel | Iowa
Amy Holleman | South Carolina
Kelley Palmatier | Virginia
Charles Perine, Chair | Alabama

ITEM WRITERS/MENTORS

Kortez Boyd | Alabama
Jenni Bryant | Tennessee
Kelsey Byers | Indiana
James Chance | Arizona
Maria de Guiseppi | Georgia
Mark Evely | Michigan
Mark Fisher | Virginia
Melissa Francis | Maryland
Patricia Garcia | Texas
Stephanie Gilman | New York
Jolena Grande | California
Delbrita Green | Tennessee
David Hess | Utah
Shantelle Holts | Texas
Angela Hopper | Mississippi
Barbara Kazmierczak | Massachusetts
Jay Kline | Minnesota
Harvey Leavitt | North Carolina
Allyse Leitsch | Kentucky
Manuel Mora | New Mexico
Sara Moss | Wisconsin
Brian Mullins | Texas
Madison Partida Nischan | Illinois
Samuel Perry | Indiana
John Rice | Texas
Jacob Smith | Texas
Craig Stires | Ohio
Patricia Traffas | Kansas
Erin Wilson | Texas
Paige Zietz | North Dakota

VOLUNTEERS

2020-2021 BOARD OF DIRECTORS

President & District 3 Director

Charles Perine

Alabama Board of Funeral Service
charles@theconferenceonline.org

Vice President & District 2 Director

Blair H. Nelsen

Virginia Board of Funeral Directors & Embalmers
blair@theconferenceonline.org

Secretary/Treasurer & District 9 Director

Jennifer Kandt

Nevada State Funeral & Cemetery Services Board
jennifer@theconferenceonline.org

Past President

Mark Ransford, CFSP

mark@theconferenceonline.org

District 1 Director

Robert N. Barnes, CFSP

Maine State Board of Funeral Service
bob@theconferenceonline.org

District 4 Director

Jon Rettig, Sr.

Ohio Board of Embalmers & Funeral Directors
jon@theconferenceonline.org

District 5 Director

Robert Gribble

Tennessee Board of Funeral Directors & Embalmers
robert@theconferenceonline.org

District 6 Director

Martin Rieken

Iowa Board of Funeral Directors
marty@theconferenceonline.org

District 7 Director

Chris Ferguson

Oklahoma Funeral Board
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District 8 Director

A.R. "Sandy" Mahon

Funeral & Cremation Services Council of
Saskatchewan
sandy@theconferenceonline.org

Executive Director

Dalene Paull

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