
Call to Order – S. Jonathan Hines, FSL, Board President

- Welcome and Introductions
- Mission of the Board
- Emergency Egress Procedures

Approval of Minutes (p. 4-20)

- Board Meeting – April 14, 2026
- Formal Hearings – April 14, 2026 & June 9, 2026

Ordering of Agenda

Public Comment

The Board will receive public comment on agenda items at this time. To allow ample time for the Board to conduct its business, public comment will be allocated up to a maximum of 20 minutes. The Board will not receive comment on any pending regulation process for which a public comment period has closed or any pending or closed complaint or disciplinary matter.

Board Recognition and Remembrance – Bernie J. Henderson, Former Agency Director

Agency Report – David E. Brown, DC, Director

Staff Reports

- Executive Director's Report – **Corie E. Tillman Wolf, Executive Director**
- Discipline Report – **Annette Kelley, Deputy Executive Director**
- Licensing Report – **Sarah Georgen, Board Administrator**

Board Counsel Report – Sara Blose, Senior Assistant Attorney General

Legislative and Regulatory Reports – Matt Novak (p. 22-23)

- Legislative Report – 2026 General Assembly Session
 - Report on Status of Regulatory Actions
-

Board Actions – Corie Tillman Wolf, Matt Novak

- Consideration and Adoption of Guidance Document 65-__ - Guidance on the Calculation of the Declinable Preneed Funeral Guarantee Fee – Virginia Code § 54.1-2800 (p.26)
 - Adoption of Revisions to Appendix I (For Preneed Funeral Guarantee Fee) (p. 28-32)
 - Consideration and Initiation of a Notice of Intended Regulatory Action (NOIRA) for Periodic Review of Regulations (18VAC65-20, 18VAC65-30, and 18VAC65-40) (p. 34)
 - Advancement of 2027 Legislative Proposal Regarding Funeral Service Interns – Criminal History Requirements Pursuant to Virginia Code § 54.1-2817 (p. 36-37)
 - Consideration of Request to Add Shenandoah Funeral Director’s Association to the Approved Continuing Education Provider List (p. 39-53)
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Presentations

- Virginia’s Funeral Service Provider: 2026 Workforce Report – **Yetty Shobo, PhD, Director, and Barbara Hodgdon, PhD, Deputy Director, Healthcare Workforce Data Center** (p. 55-83)
-
-

Elections

Board Member Development

- Overview of Discipline Cases and Sanctions – **Annette Kelley**
-
-

Next Meeting – October 20, 2026

Business Meeting Adjournment

This information is in **DRAFT** form and is subject to change. The official agenda and packet will be approved by the public body at the meeting and will be available to the public pursuant to the Code of Virginia.

Approval of Minutes

April 14, 2026

The Virginia Board of Funeral Directors and Embalmers convened for a full board meeting on Tuesday, April 14, 2026, at the Department of Health Professions, Perimeter Center, 9960 Mayland Drive, 2nd Floor, Board Room #4, Henrico, Virginia.

BOARD MEMBERS PRESENT:

S. Jonathan Hines, FSL, President
K. Scott Hickey, MD, Vice-President
Blair Nelsen, FSL, Secretary-Treasurer
Jason Graves, FSL
Tommy Owens, Citizen Member
Amanda Perry, FSL
John Piotrowski, FSL
R. Thomas Slusser, FSL

BOARD MEMBERS NOT PRESENT:

Eric Wray, II, FSL

DHP STAFF PRESENT FOR ALL OR PART OF THE MEETING:

Hope Adams, Senior Inspector, Enforcement Division
Emily Tatum, Adjudication Specialist, Administrative Proceedings Division
David E. Brown, Agency Director
Sarah Georgen, Board Administrator
Annette Kelley, MS, CSAC, Deputy Executive Director
Melody Morton, Deputy Director, Enforcement Division
Cecelia Robinson, Senior Licensing Program Coordinator
Corie E. Tillman Wolf, JD, Executive Director
Florence Venable, Discipline and Operations Manager
Joi Yancey, Administrative Support Specialist

BOARD COUNSEL:

Sara Blose, Senior Assistant Attorney General, Board Counsel

OTHER GUESTS PRESENT:

Gregg Faulkner, Sr., Virginia Funeral Directors Association/Faulkner Funeral Homes
Paul Harris, Regulatory Support Services
Barry Robinson, Virginia Morticians' Association

**Participant indicates attendance to count toward continuing education requirements*

CALL TO ORDER

Mr. Hines called the meeting to order at 10:01 a.m. and asked the Board Members, staff, and Board Counsel to introduce themselves.

With eight Board Members present at the meeting, a quorum was established.

Mr. Hines read the mission of the Board, which is also the mission of the Department of Health Professions (DHP).

Mr. Hines reminded the Board Members and audience about microphones, computer agenda materials, breaks, sign-in sheets, and attendance for continuing education requirements.

Ms. Tillman Wolf then read the emergency egress instructions.

APPROVAL OF MINUTES

Mr. Hines opened the floor to any edits or corrections regarding the draft minutes for the Board Meeting held on October 7, 2025. Hearing none, the minutes were approved as presented.

ORDERING OF THE AGENDA

Mr. Hines opened the floor to any additional items to add to the agenda.

Upon a **MOTION** by Mr. Nelsen, properly seconded by Mr. Graves, the Board voted to accept the agenda as presented. The motion carried unanimously (8-0).

PUBLIC COMMENT

Mr. Barry Robinson, representing the Virginia Morticians' Association (VMA), provided verbal public comment. He extended an invitation to attend the VMA annual convention from June 17-20, 2026, noting that Ms. Tillman Wolf was scheduled to provide a presentation on Virginia Laws and Regulations. He also highlighted that there will be a free day of exhibits during the event. Mr. Robinson thanked the Board and staff for their ongoing work and assistance, and he welcomed Dr. Brown back to the Department of Health Professions.

AGENCY REPORT

Mr. Hines announced that Dr. Brown was recently appointed to serve as Agency Director and previously served in that role from 2014 to 2022.

Dr. Brown provided an overview of the roles and responsibilities of Board members, emphasizing that, while changes in administration and political leadership occur, the Board's role remains the same: to protect the public. He explained that Board members are part of the executive branch and that the Governor's position on legislation represents the Board's position.

Drawing on his prior experience as a member of the Board of Medicine, Dr. Brown acknowledged the significant effort required to serve on the Board and stressed that the value of the experience depends on the commitment invested. He reminded members that their primary goal is public protection and cautioned against conflicts of interest when serving in leadership roles within professional associations. He reiterated that individual Board members cannot speak on behalf of the Board and should avoid providing unofficial guidance on practice matters. Dr. Brown encouraged members to rely on Board staff for support, noting that active engagement in board organizations is beneficial for networking and knowledge sharing. He concluded by expressing appreciation for the Board's executive staff and their efforts to make the Board member experience productive and positive.

With no questions, Dr. Brown concluded his report.

STAFF REPORTS

Executive Director's Report – Corie E. Tillman Wolf, JD, Executive Director

Board Updates

Ms. Tillman Wolf provided an overview of the Board's activities for 2025, upcoming initiatives for 2026, and recent process changes. She reported that in 2025, the Board updated the Laws, Rules, and Regulations (LRR) Examination, completed an audit of Board records for establishments and crematories, and implemented updated processes for Managers of Record and hardship waivers. The Board issued three new and one updated Guidance Document and adopted revised Bylaws. Board News Briefs and email blasts were distributed in July, October, and December, and staff conducted training sessions for provider associations. She also noted that the Board welcomed new staff, counsel, and Board members. Additional accomplishments included the implementation of recommendations to streamline the inspection process, with a survey link sent to licensees in December and during renewals.

Ms. Tillman Wolf also outlined recent changes to processes, noting that, effective April 1, 2026, any Board-related training on laws and regulations or preneed requirements will be provided by Board staff. The online training request form remains available.

Looking ahead to 2026, she stated that Board staff anticipates expanded online applications, including for changes of Manager of Record, as well as continued updates to applications, Board records, and the Board's website. Regulatory activity will continue, including a periodic review of the regulations. She further stated that an increase in inspections is expected. She noted that preparations will continue for the transition to an updated licensing database system in the next few years.

International Conference Updates

Ms. Tillman Wolf stated that the 2026 Annual Meeting was held February 24–26, 2026, in Louisville, Kentucky, with Mr. Hines, Mr. Nelsen, and Ms. Georgen in attendance.

Ms. Tillman Wolf announced that the upcoming 2027 Annual Meeting is scheduled for February 23–25, 2027, in Hilton Head, South Carolina. She asked anyone interested in attending the meeting to notify her.

Recent Information from CANA

Ms. Tillman Wolf provided updates from the Cremation Association of North America (CANA) regarding emerging disposition methods and related certifications. She further stated that the Crematory Operations Certification has been expanded to include training on the operation of both flame-based and alkaline hydrolysis equipment.

She reported that CANA recently launched its Natural Organic Reduction (NOR) Operators Certification. Ms. Tillman Wolf further stated that CANA currently projects that approximately 0.3% of national dispositions occur through either alkaline hydrolysis or natural organic reduction.

Expenditure and Revenue Summary as of June 30, 2025

Ms. Tillman Wolf presented the Expenditure and Revenue Summary as of June 30, 2025.

Cash Balance as of June 30, 2025	\$869,540
YTD FY 2025 Revenue	\$766,975
<u>YTD FY 2025 Direct & Allocated Expenditures + Cash Transfers</u>	<u>(\$666,305)</u>
Cash Balance as of June 30, 2025	\$970,210

Ms. Tillman Wolf provided an overview of the Board's financial position and year-end cash balance. She explained that the Board's cash balance at the end of each fiscal year serves as the primary funding source for Board operations during the months between renewal periods, when the Board typically receives its largest revenue inflows. She noted that overall expenses in FY25 were lower than those in FY24, which totaled \$739,064. This decrease was largely due to a reduction in inspection activity during FY25, spanning mid-2024 through mid-2025. Historically, enforcement-related costs, primarily inspection expenses, have accounted for approximately 25 percent of the Board's total expenditures. In both FY24 and FY25, however, these costs dropped to between 16 and 20 percent.

Ms. Tillman Wolf further stated that, with the current increase in inspections and the ongoing effort to eliminate overdue inspections, the Board should anticipate higher enforcement expenditures in the coming fiscal year.

Ms. Tillman Wolf reported positive news regarding the Board's financial stability and stated that the Board currently has adequate funds to cover its expenses until renewal revenue replenishes the balance.

2026 Board Meeting Schedule

Ms. Tillman Wolf announced the schedule for the 2026 Board meetings.

- July 14, 2026
- October 20, 2026

With no questions, Ms. Tillman Wolf concluded her report.

Discipline Report – Annette Kelley, MS, CSAC, Deputy Executive Director

As of February 28, 2026, Ms. Kelley reported the following disciplinary statistics:

- 25 Patient Care Cases
 - 0 at Informal
 - 0 at Formal
 - 5 at Enforcement
 - 17 at Probable Cause
 - 3 at APD
- 101 Non-Patient Care Cases
 - 0 at Informal
 - 1 at Formal
 - 20 at Enforcement
 - 72 at Probable Cause
 - 8 at APD
- 11 at Compliance

Ms. Kelley reported the following Total Cases Received and Closed:

- | | |
|-------------------|-------------------|
| • Q1 2023 – 5/23 | • Q4 2024 – 21/37 |
| • Q2 2023 – 10/21 | • Q1 2025 – 17/17 |
| • Q3 2023 – 11/13 | • Q2 2025 – 22/4 |
| • Q4 2023 – 27/11 | • Q3 2025 – 24/25 |
| • Q1 2024 – 24/22 | • Q4 2025 – 15/11 |
| • Q2 2024 – 23/32 | • Q1 2026 – 29/5 |
| • Q3 2024 – 19/28 | • Q2 2026 – 28/28 |

Ms. Kelley announced the implementation of password protection for probable cause review cases to enhance the security of file transmissions.

With no questions, Ms. Kelley concluded her report.

Licensure Report – Sarah Georgen, Board Administrator

Licensure Statistics – All Licenses

Ms. Georgen presented licensure statistics and trends in license count.

License	December 31, 2025 (Q2 2026)	March 31, 2026 (Q3 2026)	Difference (+/-)
Branch Establishment	91	95	+4
Continuing Education Provider	13	13	0
Courtesy Card	143	147	+4

Crematories	141	142	+1
Embalmer	5	7	+2
Embalming Internship	5	6	+1
Funeral Director	74	85	+11
Funeral Directing Internship	47	49	+2
Funeral Establishment	433	433	0
Funeral Service Internship	189	190	+1
Funeral Service Licensee	1,608	1,626	+18
Surface Transportation and Removal Services	54	57	+3
Funeral Supervisor	408	437	+29
Total (*not incl. supervisors)	2,803	2,850	+47

Ms. Georgen reviewed the trends of licensure counts since Q1–2021.

2026 Licensure Renewal Notifications

Ms. Georgen provided information regarding the completed 2026 licensure renewal notifications.

Licensure Renewals – All Licenses as of April 14, 2026

Ms. Georgen presented renewal statistics for 2026.

License	Renewed	Not Renewed	Renewed %
Branch Establishment	87	2	97.75%
Courtesy Card	125	15	89.29%
Crematories	138	3	97.87%
Embalmer	4	0	100%
Embalming Internship	3	3	50.00%
Funeral Director	65	6	91.55%
Funeral Directing Internship	25	16	60.98%
Funeral Establishment	407	24	94.43%

Funeral Service Internship	119	35	77.27%
Funeral Service Licensee	1,501	95	94.05%
Surface Transportation and Removal Services	44	11	80.00%

Customer Satisfaction

Ms. Georgen provided information on the 2025 fiscal year customer satisfaction survey results.

Call Trends

Ms. Georgen provided information on the call trends since 2019.

On the Horizon

Ms. Georgen provided information regarding the upcoming 2026 licensure renewal notifications for CE Providers, application updates pending, and the creation of online Manager of Record change requests and payments.

Updates for Expense Reimbursement Vouchers

Ms. Georgen provided information on the 2026 updates to the IRS standard mileage rate. She also provided a reminder regarding the Virginia Department of Accounts remittance electronic data interchange.

DHP's Travel Policy

Ms. Georgen provided reminders and information regarding DHP's travel policy.

With no questions, Ms. Georgen concluded her report.

Inspections Report – Melody Morton, Deputy Director, Enforcement Division

Ms. Morton expressed her appreciation to Wendy Ashworth, Senior Inspector in the Enforcement Division, for her assistance in preparing the inspection report presentation.

She announced that the Inspection team was now fully staffed and introduced Ms. Adams as a new part-time Inspector. She noted that all Inspectors have completed their training and are actively conducting inspections.

Ms. Morton reviewed historical inspection data, including investigations by region and the total number of inspections completed in previous years. She then presented the total number of inspections completed between October 2025 and March 2026, along with a regional breakdown for the Central, Northern Virginia, Tidewater, and Southwest areas. Additionally, she provided the number of investigations assigned to the Inspectors from January 2025 through March 2026.

With no questions from the Board, Ms. Morton concluded her report.

BOARD COUNSEL REPORT – Sara Blose, Senior Assistant Attorney General

Ms. Blose had no matters to report to the Board.

COMMITTEE AND BOARD MEMBER REPORTS

Ms. Georgen presented a report on behalf of herself, Mr. Hines, and Mr. Nelsen on the International Conference of Funeral Service Examining Boards' Annual Meeting, which occurred in February 2026.

With no questions from the Board, Mr. Hines, Mr. Nelsen, and Ms. Georgen concluded their reports.

LEGISLATIVE AND REGULATORY REPORT

Legislative Report – 2026 General Assembly Session – Corie Tillman Wolf

Ms. Tillman Wolf provided a report on bills of interest from the 2026 General Assembly session.

With no questions, Ms. Tillman Wolf concluded her report.

Report on Status of Regulatory Actions – Corie Tillman Wolf

Ms. Tillman Wolf provided an overview related to pending regulatory actions.

BOARD ACTION

Adoption of the Electronic Meeting Policy (Virginia Code § 2.2-3708.3)

Ms. Tillman Wolf provided information on the electronic participation policy for meetings, which is required by the Code to be adopted annually.

Upon a **MOTION** by Mr. Slusser, and properly seconded by Dr. Hickey, the Board voted to readopt the electronic participation policy as presented. The motion carried unanimously (8-0).

NEW BUSINESS

Clarification Regarding Applicability of Declinable Preneed Funeral Guarantee Fee Pending Finalization of Emergency Regulations

Ms. Tillman Wolf provided clarification concerning the status of the emergency regulations required by the legislation for the declinable preneed funeral guarantee fee that became effective on July 1, 2024 (and that was amended in 2025).

She explained that although the 2024 legislation directed the Board to promulgate emergency regulations to implement the legislation, those regulatory changes could not take effect until the full regulatory process was completed and approved by the Governor. She stated that the Board initiated this process in July 2024; however, due to delays during the review process, the emergency regulations implementing the provisions of the act are not yet in effect.

Ms. Tillman Wolf noted that the Board has received questions from licensees regarding the applicability of the declinable preneed funeral guarantee fee. She clarified that, at this time, because the necessary emergency regulations are not yet in place, the fee is not available to licensees. She stated that this update was being presented to the Board to address the current uncertainty and ensure a consistent understanding of the issue. She further stated that she had previously provided this information to the provider associations.

Mr. Nelsen asked whether an electronic notification could be sent to licensees, noting that some appear to believe the statutory change permits immediate implementation and have begun charging the fee in good faith. He expressed concern that this misunderstanding may unintentionally expose licensees to regulatory violations and emphasized the importance of providing clear guidance.

Ms. Tillman Wolf agreed and recommended using an excerpt from the meeting minutes to communicate this clarification to licensees.

Guidance Regarding Addition or Repair of Retort at Existing Crematory

Ms. Tillman Wolf reported that the inspectors have recently encountered instances during inspections of existing crematories where a new retort or retorts may have been installed, repaired, or replaced at an existing crematory without notifying the Board. She requested guidance from the Board to ensure consistent responses to the inquiries from inspectors on the appropriate response.

To facilitate discussion, Ms. Tillman Wolf posed specific questions to the Board.

Question 1: Would the addition of new/additional retorts at the same site/address trigger a request to the Board for reinspection due to a remodel/structural change? (See 18VAC65-20-70. Fees.)

Answer: Yes. In this circumstance, new retorts would necessitate a review by inspectors of the DEQ permits for the new retorts, as well as a review of any structural changes and/or overall facility safety due to added machines.

Question 2: Should a test burn authorization be required for new retorts prior to use? (See 18VAC65-20-435(F))

Answer: Yes. The manufacturers require a test burn of a new retort as well. This test burn can be done in conjunction with a request to the Board to conduct a test burn for the new machines prior to their use/prior to approval of the remodel.

Question 3: Would the replacement or repair of an existing retort at the same site/address trigger a request to the Board for reinspection due to a remodel/structural change? (See 18VAC65-20-70. Fees.)

Answer: It depends. If there was any structural change necessitated by the replacement or repair (e.g. fire damage resulting in rebuild), or if a new permit is required from the DEQ, then a request for reinspection should be sent to the Board.

Question 4: Should a test burn authorization be required for a repaired or replacement retort prior to use? (See 18VAC65-20-435(F))

Answer: It depends. If there was solely a repair to or replacement of an existing retort, with no structural change or new permitting required, a test burn would not be required. (Note: if a replacement retort, the manufacturer will likely require a test burn, however, that test burn can be performed independently of the Board.)

Upon a **MOTION** by Mr. Nelsen, and properly seconded by Mr. Owens, the Board voted to adopt the guidance as discussed. The motion carried unanimously (8-0).

BOARD MEMBER DEVELOPMENT

Training and Development Topics for 2026

Ms. Tillman Wolf led a discussion on board member development and the incorporation of training topics into quarterly board meetings. She invited input regarding areas where additional information or training would be beneficial.

Board members suggested several topics, including an overview of the discipline process and financial expenditures.

Discussion of Best Practices for Meetings and Hearings

Ms. Blose provided a brief overview of best practices for board members for meetings and hearings.

BREAK

The Board took a break at 11:14 a.m. and reconvened at 11:26 a.m.

CONSIDERATION OF POSSIBLE SUMMARY SUSPENSION

Ms. Tillman Wolf provided a brief overview of the procedural requirements associated with consideration of a possible summary suspension.

Mr. Hines convened the possible summary suspension presentation at 11:29 a.m. for the Board to consider the possible summary suspension of the Funeral Establishment license of Premier Funeral Services, Inc. (license no. 0501000832) and to determine whether the establishment's ability to practice constitutes a substantial danger to public health and safety. With eight Board Members present, a quorum was established.

Virginia Board of Funeral Directors and Embalmers

Full Board Meeting

April 14, 2026

Page 11 of 11

Emily Tatum, Adjudication Specialist, from the Administrative Proceedings Division provided details of the case to the Board for consideration.

Closed Session

Upon a **MOTION** by Dr. Hickey, and properly seconded by Mr. Nelsen, the Board voted to convene a closed meeting, pursuant to § 2.2-3711(A)(27) of the Code of Virginia, for the purpose of deliberation to reach a decision in the matter of Premier Funeral Services, Inc.

Additionally, Dr. Hickey moved that Ms. Tillman Wolf, Ms. Venable, Ms. Kelley, and Ms. Blose attend the closed meeting because their presence in the closed meeting was deemed necessary and would aid the Board in its deliberations.

Open Session

Having unanimously certified that the matters discussed in the preceding closed session met the requirements of § 2.2-3712 of the Code of Virginia, the Board reconvened in open session.

Upon a **MOTION** by Dr. Hickey, and properly seconded by Mr. Nelsen, the Board determined that the continued practice of Premier Funeral Services, Inc., constitutes a substantial danger to public health and safety and voted to summarily suspend Premier Funeral Service's right to renew its license to practice as a funeral establishment and to schedule a formal hearing pursuant to § 54.1-2408.1 of the Code of Virginia. The vote was unanimous (8-0).

The Board concluded the possible summary suspension presentation at 12:14 p.m.

NEXT MEETING

The next meeting date is July 14, 2026.

ADJOURNMENT

Mr. Hines called for any objections to adjourn the meeting. Hearing no objections and with all business concluded, the meeting adjourned at 12:14 p.m.

Corie E. Tillman Wolf, JD, Executive Director

Date

Unapproved
VIRGINIA BOARD OF FUNERAL DIRECTORS & EMBALMERS
FORMAL ADMINISTRATIVE HEARING
MINUTES

Tuesday, April 14, 2026

Department of Health Professions
Perimeter Center
9960 Mayland Drive
Henrico, Virginia 23233

CALL TO ORDER:

The formal hearing of the Board was called to order at 1:02 p.m.

MEMBERS PRESENT:

Jonathan Hines, FSL, President, (Chair)
Scott Hickey, MD, Vice President
Amanda Perry, FSL
Tommy Slusser, FSL
Tommy Owens, Citizen Member
John Piotrowski, FSL

BOARD COUNSEL:

Sara Blose, Senior Assistant Attorney General

DHP STAFF PRESENT:

Corie Tillman Wolf, Executive Director
Annette Kelley, Deputy Executive Director
Florence Venable, Discipline Operations Manager

COURT REPORTER:

Annette Imbriaco, Ortega International Reporting

**PARTIES ON BEHALF OF
COMMONWEALTH:**

Christine Corey, Senior Adjudication Specialist,
Administrative Proceedings Division

**COMMONWEALTH'S
WITNESS:**

Marissa Snyder, Senior Investigator, DHP

**RESPONDENT'S
WITNESS:**

Travis Carter, Sr.

MATTER:

Travis Sinclair Carter, Sr., Funeral Director Intern
Applicant
Case Number: 242722

ESTABLISHMENT OF A QUORUM:

With six (6) members present, a quorum was established.

DISCUSSION:

Travis Carter, Sr, appeared before the Board in accordance with the Notice of Formal Hearing dated February 27, 2026.

He was not represented by counsel.

The Board received evidence and sworn testimony on behalf of the Commonwealth and parties regarding the allegations in the Notice.

CLOSED SESSION:

Upon a motion by Scott Hickey, MD, and duly seconded by Tommy Owens, Citizen Member, the Board voted to convene a closed meeting, pursuant to §2.2-3711.A (27) of the Code of Virginia, for the purpose of deliberation to reach a decision in the matter of Travis Carter, Sr., Funeral Director Intern Applicant.

Additionally, Scott Hickey, MD, moved that Ms. Blose, Ms. Tillman Wolf, and Ms. Venable attend the closed meeting because their presence in the closed meeting was deemed necessary and would aid the Board in its deliberations.

RECONVENE:

Having certified that the matters discussed in the preceding closed session met the requirements of §2.2-3711.A (27) of the Code of Virginia, the Board reconvened in open session.

DECISION:

Upon a motion by Scott Hickey, MD and duly seconded by Tommy Owens, Citizen Member, the Board voted to deny the application of Travis Carter, Sr., for Funeral Director Intern.

The motion carried.

VOTE:

The vote was unanimous.

ADJOURNMENT:

The Board adjourned at 2:01 p.m.

For the Board:

Corie E. Tillman Wolf, JD, Executive Director

Date

Unapproved
**VIRGINIA BOARD OF FUNERAL DIRECTORS & EMBALMERS
FORMAL ADMINISTRATIVE HEARING
MINUTES**

Tuesday, June 9, 2026	Department of Health Professions Perimeter Center 9960 Mayland Drive Henrico, Virginia 23233
CALL TO ORDER:	The formal hearing of the Board was called to order at 9:23 a.m.
MEMBERS PRESENT:	Jonathan Hines, FSL, President, (Chair) Scott Hickey, MD, Vice President Amanda Perry, FSL Tommy Slusser, FSL Tommy Owens, Citizen Member John Piotrowski, FSL Blair Nelsen, FSL Jason Graves, FSL
BOARD COUNSEL:	Sara Blose, Senior Assistant Attorney General
DHP STAFF PRESENT:	Corie Tillman Wolf, Executive Director Annette Kelley, Deputy Executive Director Florence Venable, Discipline Operations Manager
COURT REPORTER:	Canandez Long, County Court Reporting
PARTIES ON BEHALF OF COMMONWEALTH:	Emily Tatum, Senior Adjudication Specialist, Administrative Proceedings Division
COMMONWEALTH'S WITNESS:	Wendy Ashworth, Senior Investigator, DHP Charrell Tabb (Video) Denise Carroll Raekwon Hopkins (Telephone)
RESPONDENT'S WITNESS:	Elgin Brown

MATTER: Premier Funeral Service, Inc.
Case Numbers: 250344, 251201, 253943, 255594

ESTABLISHMENT OF A QUORUM: With eight (8) members present, a quorum was established.

DISCUSSION: Premier Funeral Service, Inc., appeared before the Board in accordance with the Notice of Formal Hearing dated April 15, 2026.

Elgin Brown and Natarsha Merritt, FSL, appeared for Premier Funeral Service, Inc., which was not represented by counsel.

The Board received evidence and sworn testimony on behalf of the Commonwealth and parties regarding the allegations in the Notice.

CLOSED SESSION: Upon a motion by Scott Hickey, MD, and duly seconded by Blair Nelsen, FSL, the Board voted to convene a closed meeting, pursuant to §2.2-3711.A (27) of the Code of Virginia, for the purpose of deliberation to reach a decision in the matter of Premier Funeral Service, Inc.

Additionally, Scott Hickey, MD, moved that Ms. Blose, Ms. Tillman Wolf, Ms. Kelley, and Ms. Venable attend the closed meeting because their presence in the closed meeting was deemed necessary and would aid the Board in its deliberations.

RECONVENE: Having certified that the matters discussed in the preceding closed session met the requirements of §2.2-3711.A (27) of the Code of Virginia, the Board reconvened in open session.

DECISION: Upon a motion by Scott Hickey, MD and duly seconded by Tommy Owens, Citizen Member, the Board voted to revoke Premier Funeral Service, Inc.'s right to renew its license to practice as a Funeral Establishment.

The motion carried.

VOTE: The vote was unanimous.

ADJOURNMENT:

The Board adjourned at 4:49 p.m.

For the Board:

Corie E. Tillman Wolf, JD, Executive Director

Date

Legislative and Regulatory Reports

Board of Funeral Directors and Embalmers
Current Regulatory Actions
As of June 30, 2026

In the Governor's Office

None.

In the Secretary's Office

VAC	Stage	Subject Matter	Date submitted for Exec. Branch Review	Office; time in office	Notes
18VAC65-20 18VAC65-30 18VAC65-40	Proposed	2023 Regulatory Reduction	2/3/2025	HHR; 123 days	Encompasses the Board's most significant reduction efforts that were started in 2023

At DPB/OAG

None.

Recently effective or awaiting publication

VAC	Stage	Subject Matter	Date submitted for Publication	Effective Date	Notes
18VAC65-30	Emergency /NOIRA	Declinable preneed funeral guarantee fee amendments	5/21/2026	Effective as of 6/15/2026; Comment period underway until 7/15/2026	Allows the addition of a declinable preneed funeral guarantee fee to a preneed agreement as created by Ch. 247 of the 2024 Acts of Assembly (SB521)

18VAC65-20	Fast-Track	Requirements for preparation rooms for establishments that do not embalm	6/1/2026	7/16/2026	Exempts certain funeral establishments that do not embalm from maintaining embalming equipment
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Board Actions

Consideration and
Adoption of Guidance
Document 65-__ -
Guidance on the
Calculation of the
Declinable Preneed
Funeral Guarantee Fee
– Virginia Code
§ 54.1-2800

Virginia Board of Funeral Directors and Embalmers

Guidance on the Calculation of the Declinable Preneed Funeral Guarantee Fee

In 2024, the General Assembly passed legislation to permit funeral licensees to charge a declinable fee to consumers to guarantee certain goods and services offered in a preneed funeral contract ([Ch. 247, 2024 Acts of Assembly](#)). The definition in [Virginia Code § 54.1-2800](#) provided that the fee, “when offered by a seller, shall not exceed 25 percent of the *preneed funeral contract price*....” (emphasis added.) The legislation directed the Virginia Board of Funeral Directors and Embalmers (Board) to promulgate emergency regulations to implement the legislation. The emergency regulations became effective on June 15, 2026.

In 2025, while the emergency regulations were pending, the General Assembly passed legislation to amend the definition of the declinable preneed funeral guarantee fee in Virginia Code § 54.1-2800 to clarify that the fee, “when offered by a seller, shall not exceed 25 percent of the *guaranteed preneed supplies and services included in the funeral contract price*.” ([Ch. 511, 2025 Acts of Assembly](#)). The legislation directed the Board to “amend its regulations to ensure that declinable preneed funeral guarantee fees are used solely to guarantee the cost of preneed supplies and services as described in preneed funeral contracts.”

Although regulatory amendments to effectuate the 2025 legislative changes are pending, statutory language on this issue governs, and funeral licensees should calculate the declinable preneed funeral guarantee fee, if offered, based upon the *guaranteed preneed supplies and services included in the funeral contract price* as stated in [Virginia Code § 54.1-2800](#).

Adoption of Revisions
to Appendix I
(For Preneed Funeral
Guarantee Fee)

VIRGINIA BOARD OF FUNERAL DIRECTORS AND EMBALMERS

Perimeter Center

9960 Mayland Drive, Suite 300 – Henrico, Virginia 23233-1463

E-Mail: FanBd@dhp.virginia.gov Website: www.dhp.virginia.gov Phone: 804-367-4479

APPENDIX I

GENERAL PRICE LIST

Note to Establishments: The following General Price List has been prepared as a guideline. All General Price Lists must contain at least the following content if you offer the goods and services for sale at your establishment. You may use any format arrangement you choose and may add to this information to fit your establishment's services.

This sample form has notes throughout that are for your information only and are not intended to be included on the form when you prepare the form for use at your establishment. The board has marked these notes with asterisks (*).

The statements in italics are required by the Federal Trade Commission and the Board. The FTC disclosure requirements must be placed under the appropriate category as indicated on this sample form.

APPENDIX I

Any Funeral Home

Main Street

Anytown, Virginia

Telephone Number

GENERAL PRICE LIST

These prices are effective as of _____ (Date)

(Prices are subject to change without prior notice)

I. General Information:

Required Disclosure: *"The goods and services shown below are those we can provide to our customers. You may choose only the items you desire. However, any funeral arrangements you select will include a charge for our basic services and overhead. If legal or other requirements mean you must buy any items you did not specifically ask for, we will explain the reason in writing on the statement we provide describing the funeral goods and services you selected."*

"Certain funeral services may be provided off-premises by other funeral service providers."

Optional Disclosure: *"This list does not include prices for certain items that you may ask us to buy for you such as cemetery or crematory services, flowers, and newspaper notices. The prices for these items will be shown on your bill or the statement describing the funeral goods and services you selected."*

II. Professional Services of Funeral Director and Staff

A. Basic Services of Funeral Director and Staff \$ _____

"This fee for our basic services and overhead will be added to the total cost of the funeral arrangements you select. (This fee is already included in our charges for direct cremations, immediate burials, and forwarding or receiving remains.)" OR
Please note that a fee of \$ _____ for the use of our basic services and overhead is included in the price of our caskets. This same fee shall be added to the total cost of your funeral arrangements if you provide the casket."

Our services include: (*Note: List what charge for basic services includes)

III. Funeral Home Facilities

A. Facilities and staff for visitation and viewing \$ _____

Our charge includes:

B. Facilities and staff for funeral ceremony \$ _____

Our charge includes:

C. Facilities and staff for memorial service \$ _____

Our charge includes:

D. Equipment and staff for graveside service \$ _____

Our charge includes:

(*Note: If you have additional charges such as facilities and staff for home/church viewing, of a charge for additional staff per person or through calculation of manhours, etc., add here as extra items. If you have a charge for interment, add here. Describe what charges include.)

IV. Embalming

"Embalming is not required by law. Embalming may be necessary, however, if you select certain funeral arrangements such as a funeral with viewing. If you do not want embalming, you usually have the right to choose an arrangement that does not require you to pay for it, such as direct cremation or immediate burial."

A. Normal remains. \$ _____

B. Autopsy remains. \$ _____

(*Note: If the cost for embalming is the same for normal and autopsied remains, only one price may be listed)

V. Other Preparation of the Deceased

(*Note: List below each preparation service that you offer and the price. If you do not charge for other preparation, remove this section.)

A. \$ _____

B. \$ _____

C. \$ _____

VI. Immediate Burial (*List price range) \$ _____

(*Note: A price range must be given for this service. Your prices should range from your immediate burial package with container provided by purchaser to your immediate burial package plus your highest priced casket.)

Revised: ~~October 10, 2019~~ [Date TBD]

Our charges include: (*Note: List under each category what the charge includes)

A. Immediate burial with container provided by purchaser \$ _____

B. Immediate burial with lowest priced alternative container \$ _____

(*Note: If an alternative container is not offered, this line item may be omitted; if an alternative container is offered, include a brief description of the container.)

C. Immediate burial with highest priced casket \$ _____

VII. Direct Cremation (*List price range) \$ _____ to \$ _____

"State and local laws do not require a casket for direct cremation. If you want to arrange a direct cremation, you can use an alternative container. Alternative containers encase the body and can be made of materials like fiberboard or composition materials (with or without an outside covering). The containers we provide are [specify containers]."

(*Note: A price range must be given for a direct cremation. Your prices should range from direct cremation with a container provided by the purchaser to the price for direct cremation plus the highest priced casket acceptable for cremation. Describe the services included for each category listed below.)

A. Direct cremation with container provided by the purchaser. \$ _____

B. Direct cremation with (list each alternative container specified in the above disclosure) \$ _____

(*A price and description for alternative container should be provided)

C. Cremation with highest priced casket acceptable for cremation \$ _____

VIII. Transfer of Remains to Funeral Establishment \$ _____

(*Note: This is added only when it is not included under professional services. You must explain what this charge includes if listed separately.)

IX. Forwarding Remains to Another Funeral Establishment \$ _____

Our charge includes:

X. Receiving Remains from Another Funeral Establishment

Our charge includes: \$ _____

XI. Automotive Equipment and Services

(*Note: Specify a range of miles for local service. If a fee is charged beyond local miles, please specify the fee per mile. The cost of any vehicle that you must rent should be included on the itemized statement as a cash advance item.)

- A. Use of hearse \$ _____
- B. Use of limousine \$ _____
- C. Other automotive equipment and services \$ _____

(*Note: You should provide a description and price for each automotive equipment and service listed.)

XII. Funeral Merchandise

- A. Caskets \$ _____ to \$ _____

"A complete price list will be provided at the funeral home."

- B. Outer Burial Containers \$ _____ to \$ _____

"A complete price list will be provided at the funeral home."

- C. Other funeral merchandise

(*Note: List all other merchandise that you offer including acknowledgment cards, register book, memorial folders, etc. and include the price.)

XIII. Declinable Preneed Guarantee Fee (*if offered by seller) \$ _____

This Funeral Home provides the option for a purchaser of a preneed funeral contract to pay a declinable fee to guarantee the cost of funeral services and supplies provided pursuant to the contract. Any fee charged must not exceed 25% of the guaranteed preneed supplies and services included in the funeral contract price. This Funeral Home charges _____ % of the guaranteed preneed supplies and services or a \$ _____ flat fee.

Consideration and
Initiation of a Notice of
Intended Regulatory
Action (NOIRA) for
Periodic Review of
Regulations
(18VAC65-20,
18VAC65-30, and
18VAC65-40)

Action Item: Consideration of NOIRA to Conduct and Implement Provisions of a Periodic Review

Staff Note: Periodic reviews are expected to be conducted once every four years. All chapters for this board are currently due for review, which will be performed as part of a regulatory action that also implements any amendments identified, cutting down on time spent in review. A regulatory committee will follow to perform the periodic review.

Action Needed:

- Motion to adopt a NOIRA to conduct a periodic review of regulations and implement identified changes to 18VAC65-20, 18VAC65-30, and 18VAC65-40.

Advancement of 2027
Legislative Proposal
Regarding Funeral
Service Interns –
Criminal History
Requirements Pursuant
to Virginia Code §
54.1-2817

Draft Legislation

A BILL to amend the *Code of Virginia* by amending § 54.1-2817, regarding the funeral internship program.

Be it enacted by the General Assembly of Virginia:

1. That § 54.1-2817 of the *Code of Virginia* is amended as follows:

§ 54.1-2817. Funeral service interns.

A person desiring to become a funeral service intern shall apply on a form provided by the Board. The applicant shall attest that he holds a high school diploma or its equivalent. The Board, in its discretion, may approve an application to be a funeral service intern for an individual convicted of a felony, if he has successfully fulfilled all conditions of sentencing, been pardoned, or has had his civil rights restored. The Board shall not, however, approve an application to be a funeral service intern for any person convicted ~~of embezzlement or~~ of violating subsection B of § 18.2-126.

The Board, in its discretion, may refuse to approve an application to be a funeral service intern for an individual who has a criminal or disciplinary proceeding pending against him in any jurisdiction in the United States.

When the Board is satisfied as to the qualifications of an applicant, it shall issue a certificate of internship. When a funeral service intern wishes to receive in-service training from a person licensed for the practice of funeral service, a request shall be submitted to the Board. If such permission is granted and the funeral service intern later leaves the proctorship of the licensee whose service has been entered, the licensee shall give the funeral service intern an affidavit showing the length of time served with him. The affidavit shall be filed with the Board and made a matter of record in that office. Any funeral service intern seeking permission to continue in-service training shall submit a request to the Board.

A certificate of internship shall be renewable as prescribed by the Board. The Board shall mail or send electronically at such time as it may prescribe by regulation, to each registered funeral service intern at his last known address, a notice that the renewal fee is due and that, if not paid by the prescribed time, a penalty fee shall be due in addition to the renewal fee.

The registration of any funeral service intern who is in the active military service of the United States may, at the discretion of the Board, be held in abeyance for the duration of his service. The Board may also waive the renewal fees for such military personnel.

All registered funeral service interns shall report to the Board on a schedule prescribed by the Board upon forms provided by the Board, showing the work which has been completed during the preceding period of internship. The data contained in the report shall be certified as correct by the person licensed for the practice of funeral service under whom he has served during this period and by the person licensed for the practice of funeral service owning or managing the funeral service establishment.

Before such funeral service intern becomes eligible to be examined for the practice of funeral service, evidence shall be presented along with an affidavit from any licensee under whom the intern worked showing that the intern has assisted in embalming at least 25 bodies and that the intern has assisted in conducting at least 25 funerals. In all applications of funeral service interns for licenses for the practice of funeral service, the eligibility of the applicant shall be determined by the records filed with the Board. The successful completion by any person of the internship shall not entitle him to any privilege except to be examined for such license.

Credit shall not be allowed for any period of internship that has been completed more than three years prior to application for license or more than five years prior to examination for license. If all requirements for licensure are not completed within five years of initial application, the Board may deny additional internship. A funeral service intern may continue to practice for up to 90 days from the completion of his internship or until he has taken and received the results of all examinations required by the Board. However, the Board may waive such limitation for any person in the armed service of the United States when application for the waiver is made in writing within six months of leaving service or if the Board determines that enforcement of the limitation will create an unreasonable hardship.

The Board shall have power to suspend or revoke a certificate of internship for violation of any provision of this chapter.

No more than two funeral service interns shall be concurrently registered under any one person licensed for the practice of funeral service, funeral directing or embalming. Each sponsor for a registered funeral service intern must be actively employed by or under contract with a funeral establishment.

Consideration of
Request to Add
Shenandoah Funeral
Director's Association
to the Approved
Continuing Education
Provider List

Action Item: Request to Add Shenandoah Funeral Director's Association to the Approved Continuing Education Provider List

Staff Note:

The Board's Regulation, 18VAC65-20-152 (A), lists a number of providers or entities who are approved by the Board to provide courses for continuing education credit. Subsection (A)(3)(h) provides that approved "Board-recognized national, regional, state, and local associations and organizations" may include "other similar associations or organizations" as those listed and "as approved by action of the board."

Continuing education providers, whether approved under subsection A or B of 18VAC65-20-152, must adhere to the requirements in subsection C for documentation, monitoring of attendance, and certificates of completion.

Action:

The Board may wish to consider the following actions:

- Motion to approve Shenandoah Valley Funeral Directors Association, a regional non-profit professional association/organization, as an approved continuing education provider.
- Motion to defer action and to consider addition of Shenandoah Valley Funeral Directors Association to the listing of approved continuing education providers as part of the periodic review of regulations.
- Motion to defer action/for further consideration at a subsequent Board meeting.

DHP – MAILROOM

MAR 31 2026

3/24/2026

Virginia Board of Funeral Directors and Embalmers
Perimeter Center
9960 Mayland Drive, Suite 300
Henrico, VA 23233-1463

FDE

MAR 31 2026

Dear Members of the Board,

I am writing to respectfully request clarification regarding approved providers of continuing education (CE) for Virginia Funeral Service Licensees, as outlined in 18VAC65-20-152 of the Virginia Administrative Code.

The regulation states that “other similar associations or organizations as approved by action of the board” may serve as approved CE providers. It also identifies several specific organizations, such as the National Funeral Directors Association and its state chapters, as well as the National Funeral Directors and Morticians Association and its state chapters.

Given this language, further guidance on how the Board determines eligibility for “other similar associations or organizations,” and whether there is a formal process by which such entities may be recognized or approved.

Specifically, I would like to inquire whether the Board would consider formally recognizing the Shenandoah Valley Funeral Directors Association as an approved continuing education provider. The Shenandoah Valley Funeral Directors Association is a charter association located in Virginia and is registered as a non-stock, non-profit corporation with the Virginia State Corporation Commission. As a regional professional organization, it seeks to provide meaningful educational opportunities to licensed funeral service professionals within the Commonwealth.

Clarification on this matter—and, if applicable, guidance on the process for obtaining Board approval—would be greatly appreciated.

Respectfully submitted,



Daniel L Chapman
Shenandoah Valley Funeral Directors Association
201 Dogwood Ave
Grottoes, VA 24441

Part II. Renewals and Reinstatement

18VAC65-20-152. Continuing education providers.

A. Unless disqualified by action of the board, courses offered by the following providers are approved for continuing education credit:

1. Local, state, or federal government agencies;
2. Regionally accredited colleges and universities; or
3. Board-recognized national, regional, state, and local associations or organizations as follows:
 - a. National Funeral Directors Association and state chapters;
 - b. National Funeral Directors and Morticians Association and state chapters;
 - c. Association of Independent Funeral Homes of Virginia;
 - d. Cremation Association of North America;
 - e. American Board of Funeral Service Education;
 - f. International Conference of Funeral Service Examining Boards;
 - g. Virginia Morticians Association; and
 - h. Other similar associations or organizations as approved by action of the board.

B. Course providers not listed in subsection A of this section may apply for approval by the board as continuing education providers.

1. To be considered for board approval, a continuing education provider shall submit 60 days prior to offering a continuing education course:
 - a. Documentation of an instructional plan and course objectives for the continuing education course that meets the criteria set forth in 18VAC65-20-151 B;
 - b. A syllabus of the course to be offered with the credentials of the course instructors, a description of each session, including number of continuing education hours; and
 - c. The continuing education provider fee set forth under 18VAC65-20-70.

2. Board approval of continuing education providers under this subsection shall expire on July 1 of each year and may be renewed upon resubmission of documentation on courses and instructors and the provider fee as required by the board.

3. Renewed approval of a continuing education provider may be granted without submission of an additional course review fee if the provider submits a statement that courses and instructors offered for the coming year will not change from the previous year. If there will be additions or alterations to the continuing education offerings of a provider, resubmission of course documentation and an additional course review fee is required.

4. If additional courses are submitted for board approval beyond those courses submitted with an initial or renewal application, the continuing education provider shall remit the fee for review under 18VAC65-20-70.

C. Continuing education providers approved under subsection A or B of this section shall:

1. Maintain and provide to the board upon request documentation of the course titles and objectives and of licensee attendance and completion of courses for a period of two years;
2. Monitor attendance at classroom or similar educational experiences for compliance with law and regulations; and
3. Provide a certificate of completion for licensees who successfully complete a course.

Statutory Authority

§§54.1-2400 and 54.1-2803 of the Code of Virginia.

Historical Notes

Derived from Virginia Register Volume 19, Issue 19, eff. July 2, 2003; amended, Virginia Register Volume 26, Issue 26, eff. September 29, 2010; Volume 37, Issue 12, eff. March 3, 2021.

Part II. Renewals and Reinstatement

18VAC65-20-153. Documenting compliance with continuing education requirements.

- A. All licensees with active status are required to maintain original documentation of continuing education for a period of three years after the corresponding annual renewal period.
- B. After the end of each renewal period, the board may conduct a random audit of licensees to verify compliance with the requirement for that renewal period.
- C. Upon request, a licensee shall provide documentation within 14 days as follows:
 - 1. Official transcripts showing credit hours earned from an accredited institution; or
 - 2. Certificates of completion from approved providers.
- D. Compliance with continuing education requirements, including the subject and purpose of the courses as prescribed in 18VAC65-20-151 B, the maintenance of records, and the relevance of the courses to the category of licensure, is the responsibility of the licensee. The board may request additional information if such compliance is not clear from the transcripts or certificates.
- E. Continuing education hours required by disciplinary order shall not be used to satisfy renewal requirements.

Statutory Authority

§§54.1-2400 and 54.1-2803 of the Code of Virginia.

Historical Notes

Derived from Virginia Register Volume 19, Issue 19, eff. July 2, 2003; amended, Virginia Register Volume 24, Issue 24, eff. September 3, 2008; Volume 37, Issue 12, eff. March 3, 2021; Volume 40, Issue 26, eff. September 26, 2024.



APPROVED CONTINUING EDUCATION PROVIDERS AND COURSEWORK

Name of Provider and Contact Information	Approval Number	Approved Course Title	Credit Hours
APEX Continuing Education Solutions 4520 S. 1st Street Austin, TX 78745 www.apexces.com Telephone: (800) 769-8996	0520000046	A Brief History of Preservation and Burial	1
		After Suicide: Supporting Survivors of the Loss	2
		Are you Stressed? Signs & Solutions	2
		Creative Marketing for Funeral Homes	1
		Funeral Rituals and Mental Health	2
		Funeral Rule-Federal Trade Commission	2
		Funeral Service Ethics	1
		Green Burial 101	1
		Infant Embalming Techniques	2
		OSHA Essentials	2
		Restoration of a Tissue Donor	2
		Sexual Harassment in the Workplace	2
		Telephone Inquiry Manual for Funeral Homes	1
		The Funeral Director and Organ and Tissue Donation	2
		Understanding Grief	2
		Understanding HIV and AIDS	2
		Virginia Laws and Regulations	1
		Virginia Preneed	1
		Working with Difficult People	2

Name of Provider and Contact Information	Approval Number	Approved Course Title	Credit Hours
Infinite Legacy 1730 Twin Springs Road, Suite 200 Baltimore, MD 21227 www.infinitelegacy.org Telephone: (410) 242-7000	0520000070	Partnership, Communication, and Collaboration	2.5
		Funeral Homes and Donor Program: Partnership, Communication and Collaboration	2.5

Name of Provider and Contact Information	Approval Number	Approved Course Title	Credit Hours
Insight Institute 801 W Covell Edmond, OK 73003 www.insightbooks.com Telephone: (405) 550-7854	0520000041	Certified Funeral Celebrant	17

Name of Provider and Contact Information	Approval Number	Approved Course Title	Credit Hours
International Cemetery, Cremation & Funeral Association 107 Carpenter Dr, Suite 100 Sterling, VA 20164 www.iccfa.com	0520000043	ICCFAU	24.5
		ICCFUA Short Course	9.5
		ICCFA University: J. Asher Neels College of Sales and Marketing	23.5
		ICCFA University: Todd Van Beck College of Funeral Home Management	23.5
		ICCFA University: School of Graduate Studies	23.5
		ICCFA University: College of 21st Century Services	23.5
		ICCFA University: College of Hospitality and Customer Experience	23.5

Telephone: (800) 645-7700	ICCFA University: College of Land Management and Grounds Operations	23.5
	ICCFA University: College of Technology	23.5
	ICCFA University: College of Leadership, Management, and Administration	23.5
	2025 Pet Loss & Integration Short Course	12

Name of Provider and Contact Information	Approval Number	Approved Course Title	Credit Hours
International Order of the Golden Rule 3502 Woodview Trace, Suite #300 Indianapolis, IN 46268 www.ogr.org Telephone: (800) 637-8030	0520000012	A Lifeline for Funerals: Attracting Families that are Slipping Away	4
		Annual FTC Review	1
		Audio Seminar – The Young Funeral Director: New Generation, New Challenges	1
		Blood-borne Pathogen Exposure Control Plan	1
		Building a Better Funeral Home from the Inside Out-Exterior	8.25
		Building a Better Funeral Home from the Inside Out-Interior	8.25
		Business Fundamentals... Connecting the Dots	10
		Complying with OSHA	1
		Coping with the Holidays	1
		Cremation Options	1
		Decision-Makers in the Arrangements Conference: Who has the Right of Way	1
		Demanding Families: An Arrangement Conference Challenge Audio Seminar/Teleconference	1
		Educating the Families that you Serve about the WHY of the Funeral	8.5
		FTC Review Audio Seminar/Teleconference	1
		Funeral Service Update/Current Issues	1
		Guidelines for OSHA Annual Staff Training	1
		Helping Survivors Get Their Financial Matters in Order	1
		Human Crematory Operator Training Program	6.5
		Innovative Ideas to Better Serve Families Audio Seminar/Teleconference	1
		Innovative Technology in Funeral Homes; Challenges & Victories	1
		Invitational Roundtable II	3

		Invitational Roundtable III	3
		Invitational Roundtable: 7th Annual Pheasant Hunt	3
		Known Shipper Mandate Audio Seminar/Teleconference	1
		OGR Resources that Boost Business and Make Your Life Easier	1
		OSHA Training: Keeping Your Funeral Home in Compliance	1
		OSHA Update Audio Seminar/Teleconference	1
		Prepare Now Audio Seminar/Teleconference	1
		Strategies for a Stronger Tomorrow	10
		The Young Funeral Director: New Generation, New Challenges	1
		What to Know Before Expanding or Acquiring a New Facility Audio Seminar/Teleconference	1
		Leadership Lessons from the Happiest Place on Earth	1
		Modern Tools for Timeless Service: ChatGPT in Funeral Operations	1
		Fostering the Future: Industry-Education Partnerships Supporting Funeral Service Students and Staff	1
		Navigating the Evolving Landscape of Funeral Service: Hiring, Retaining, Motivating, and Team Development for Business Growth	1
		Future-Proof Your Funeral Home: Marketing for 2025 and Beyond	1
		Funeral Arrangements To Die For; Best Practices of the Funeral Arrangement Conference	1
		Embracing the Digital Frontier	1
		Compassionate Discussion & Financial Truths	1
		The Owner's Journey: Succession Strategies Across the Lifecycle of a Funeral Home	1
		Myths and Misconceptions About Funeral Service Education	1
		Hospitality Skills for Funeral Service Professionals	1
		Ideas Exchange	1

Name of Provider and Contact Information	Approval Number	Approved Course Title	Credit Hours
Life Celebration, Inc. 125 Hartman Road North Wales, PA 19454	0520000067	Funeral Mass Communication - Providing Families Only & Exactly What They Want!	

www.lifecelebration.com			
Telephone: (888) 887-3782			

Name of Provider and Contact Information	Approval Number	Approved Course Title	Credit Hours
Practicum Strategies 11 Erindale Drive Marlton, NJ 08053 www.practicumstrategies.com Telephone: (800) 731-4714	0520000008	A Review of Basic Embalming Basic Procedures	2
		Business Morals and Ethics and the Funeral Director	2
		Complying with the Funeral Rule	1
		Coping with Stress as a Funeral Director	2
		Cremation: The Concept, the Client, The Caring	2
		Cremation: The Process	2
		Dealing with Communicable Diseases and Aids	2
		Embalming Chemistry	5
		Employee Recruitment and Retention in Funeral Service	2
		Ethics for Funeral Directors	2
		Everyday Ethics in Funeral Service	2
		Funeral Values	2
		Grief 101 for Funeral Directors	2
		Hazardous Chemicals/Toxic Substances	2
		How Do We Tell the Children	2
		Intermediate Marketing for Funeral Directors	2
		Introduction to Accounting for the Funeral Director	2
		Investment Management for the Funeral Director	2
		Job Burnout in Funeral Service	2
		Living with the FTC's Funeral Rule	1
		Managing Stress for Funeral Professionals	2
		Marketing 101 for Funeral Directors	2
		Moral Dilemmas Facing the Funeral Professional	2
		Motivation and Coaching for the Successful Funeral Director	2
		OSHA for Small Business	2
		OSHA Practical Guide for Funeral Service	2

	Power Communications for Funeral Professionals	2
	Preneed Funeral Planning	1
	Pre-Planning for Funeral Home Business Interruptions	2
	Sacred/Sensitive... and Sane	2
	The Funeral Professional and Consumer Behavior	2
	The Vanguard of Competition and the Funeral Profession	2
	Understanding and Completing the Certificate of Death	2
	Universal Precautions	2
	Virginia Regulations for Preneed Funeral Planning	1

Name of Provider and Contact Information	Approval Number	Approved Course Title	Credit Hours
Regulatory Support Services Inc. P.O. Box 3130 Durham, NC 27715 www.regulatorysupportservices.com Telephone: (804) 784-7347	0520000013	Annual OSHA Training – Climbing the Compliance Ladder	2
		Annual OSHA Training: Understanding the New Safety Data Sheets & Infectious Disease	2
		Clue Me into Safety	2
		Color Me Compliant: Preneed Laws and Regulations (Includes Laws & Regulations, and Preneed)	3
		Faith, Hope and Clarity: How to Apply FTC compliance to your Business Practices (Includes Laws & Regulations and Federal Trade Commission: The Funeral Rule)	3
		From Dinghies to Submarines: Funeral Homes: Crematory Compliance/Liability Survival Skills (Includes Laws & Regulations)	3
		From First Call to Disposition (Includes Laws & Regulations)	3
		From Head to Toe: Cover Up for Safety	2
		FTC Funeral Rule, Complaints & Ethics 101 and VA Preneed Trivia	3
		FTC Learning from Mistakes, VA Preneed Quiz Bowl, & Emergency Action Plan- It's Not Just Fires	3
		FTC Pricing Special Service and Telephone Shoppers, Compliance All Stars – Are you an A-Team or an F-Troop, and Virginia Preneed – You Are the Inspector	3
		FTC Trivia Back to Basics, Words Matter – Effective Communication with the Families We Serve, and Virginia Preneed Trivia	3

	FTC Are Changes on the Horizon, Funeral Service in a Pandemic, and Virginia Preneed	3
	Funeral Packages & Special Charges	3
	Funeral Professionals Love Dessert: Your Piece of the Compliance Pie	2
	Is there a Doctor in the House	2
	Learning From the Mistakes of Others	2
	On Target: Hitting the Bullseye with OSHA Workplace Safety	2
	OSHA and the Workplace – Condition Green, Yell, Red	2
	OSHA Compliance Spotlight	2
	OSHA Did you Forget Something?	
	OSHA The Compliance Toolbox	2
	OSHA Training: The Cost of Compliance – The FTC Funeral Rule, Funeral Ethics, and Preneed Bingo	3
	OSHA Workplace Safety – It's No Laughing Matter	2
	Pandemic Flu: A Survival Kit for Funeral Professionals	2
	Potholes, Speedbumps & Orange Cones: Protecting Your License by Overcoming Compliance Barriers (Includes 1 hour of Laws & Regulations, 1 hour of Preneed, 1 hour of Ethics)	3
	Reinvent, Rejuvenate, Renew (Includes 1 hour of Laws & Regulations and 1 hour of Preneed)	3
	Tales of the Unexpected: FTC Opinion of the Funeral Rule, Ethics and Preneed	3
	The Cost of Compliance – Building A Workplace Safety Program	2
	The Funeral Fixer: FTC Compliance and Truth and Consequences: VA Preneed Laws and Regulations	3
	When a Band-Aid Won't Work	2
	Whirlwinds & Whirlpools: Handling Challenging Decisions in Funeral Service (Includes 1 hour of Laws & Regulations, 1 hour of Preneed, 1 hour of Ethics)	3
	FTC- Telephone Disclosures, Ethics-True Crime and VA Preneed-Declinable Preneed Funeral Guarantee Fee	3
	OSHA- Your Safety Check Up	2
	Famous Funerals	1
	Ethics-Navigating Disposition Authority Questions	1

		Virginia Legislative Changes from 2025 Session	1
		OSHA – You Have Mail	2

Name of Provider and Contact Information	Approval Number	Approved Course Title	Credit Hours
SCI Management - Dignity University 1929 Allen Parkway, 3 rd Floor Houston, TX 77019 www.sci-corp.com Telephone: (713) 525-9737	0520000036	Back Safety and Injury Prevention	1
		Bloodborne Pathogens Awareness	1
		Cremation Theory	2
		Defensive Driving Fundamentals	1
		Federal Trade Commission – Funeral Rule	2
		Fire Safety and Prevention	1
		Forklift Safety	1
		Formaldehyde Monitoring Training	1
		Hazard Communication: An Employee’s Right to Know	1.5
		Hearing Conservation	1.25
		Hospice Explained	1
		Jewish Funeral Traditions	1
		Leading With Dignity	8
		Lockout/Tagout	1.25
		Office Safety	1.5
		Our Code of Conduct	1
		Respiratory Protection	1
		Trenching & Excavation Safety	1
		Workplace Discrimination	2
		Workplace Diversity	2
		Workplace Harassment	2

Name of Provider and Contact Information	Approval Number	Approved Course Title	Credit Hours
Selected Independent Funeral Homes One Overlook Point, Suite 530	0520000024	2025 NextGen Seminar- January 26-30, 2025, St. Kitts Marriott & Royal Beach Casino in St. Kitts and Nevis	8

Lincolnshire, IL 60069 www.selectedfuneralhomes.org Telephone: (847) 236-9401		2025 Annual Meeting – September 28-October 1, 2025	10
		2026 NextGen Seminar- January 25-29, 2026, The Royal Sonesta in San Juan, Puerto Rico	8

Name of Provider and Contact Information	Approval Number	Approved Course Title	Credit Hours
U.S. Cremation Equipment 2814 Silver Star Road, Suite 201-D Orlando, FL 32808 www.uscremationequipment.com Telephone: (321) 282-7357	0520000068	Crematory Operator Training	8

Name of Provider and Contact Information	Approval Number	Approved Course Title	Credit Hours
WebCE, Inc. 12222 Merit Drive, Suite 500 Dallas, TX 75251 www.webce.com	0520000034	High Risk Direct Disposal: Lessons Learned from Ebola Outbreak	2
		Funeral Personalization and Family Engagement	2
		Funeral Customs with Military Honors	2
		Final Expense Insurance	2
		Ethical Business Practices for Funeral Directors	2
		Cremation Best Practices	2
		Conflict Resolution for Funeral Directors	2
		Communicating Effectively with Seniors	2

Telephone: (877) 488-9308	Bloodborne Pathogens	1
	Pre-Need Planning	2
	OSHA Workplace Rights	1
	OSHA Practice Standards for Funeral Professionals	2
	OSHA Emergency Action Plans for Funeral Homes	2
	Managing Grief: A Guide for the Funeral Professional	2
	Public Speaking for Funeral Directors	2
	Top Five Things They Didn't Teach You in Mortuary School	2
	Helping Survivors After Suicide: The Funeral Director's Role	2
	Virginia Pre-Need Planning	1
	What Every Funeral Professional Should Know about Alkaline Hydrolysis	2
	Funeral Operations During a Pandemic	3
	Modern Funeral Home Management	3
	Death Care Trends That Are Changing Tradition	2
	Cremation Pre-Arrangement Conference Best Practices	2
	Working Ethically with Seniors	2
	When Disaster Strikes: Mass Fatalities & Community Impact	2
	Virginia Laws and Regulations for the Funeral Services Industry	2
	Understanding Social Security: Case Studies for Funeral Directors	2
	Navigating the Drug Overdose Crisis: The Funeral Professional's Guide Intercultural Burials	2
	Ethically Serving Seniors	2

Name of Provider and Contact Information	Approval Number	Approved Course Title	Credit Hours
The Dodge Institute for Advanced Mortuary Studies/The Dodge Company 9 Progress Road Billerica, MA 0821 Telephone: (207) 841-6330	0520000071	2025 Dodge Technical Seminar	9

Virginia's Funeral Service Provider: 2026 Workforce Report

DRAFT

Virginia's Funeral Service Provider Workforce: 2026

Healthcare Workforce Data Center

May 2026

Virginia Department of Health Professions
Healthcare Workforce Data Center
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9960 Mayland Drive, Suite 300
Henrico, VA 23233
804-597-4213, 804-527-4434 (fax)
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Follow us on Tumblr: www.vahwdc.tumblr.com

Get a copy of this report from:

<https://www.dhp.virginia.gov/PublicResources/HealthcareWorkforceDataCenter/ProfessionReports/>

In total, 1,335 Funeral Service Providers voluntarily participated in this survey. Without their efforts, the work of the center would not be possible. The Department of Health Professions, the Healthcare Workforce Data Center, and the Board of Funeral Directors and Embalmers express our sincerest appreciation for their ongoing cooperation.

Thank You!

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Contents

Results in Brief.....	2
Summary of Trends	2
Survey Response Rates	3
The Workforce.....	4
Demographics.....	5
Background	6
Education	8
Current Employment Situation	9
Employment Quality.....	10
2026 Labor Market	11
Work Site Distribution	12
Establishment Type	13
Languages.....	15
Time Allocation	16
Retirement & Future Plans	17
Full-Time Equivalency Units.....	19
Maps	20
Virginia Performs Regions	20
Area Health Education Center Regions	21
Workforce Investment Areas	22
Health Services Areas	23
Planning Districts.....	24
Appendices.....	25
Appendix A: Weights	25

The Funeral Service Provider Workforce At a Glance:

The Workforce

Licensees:	1,628
Virginia's Workforce:	1,335
FTEs:	1,417

Background

Rural Childhood:	51%
HS Diploma in VA:	70%
Prof. Degree in VA:	54%

Current Employment

Employed in Prof.:	88%
Hold 1 Full-Time Job:	73%
Satisfied?:	96%

Survey Response Rate

All Licensees:	82%
Renewing Practitioners:	89%

Education

Associate:	76%
Baccalaureate:	16%

Job Turnover

Switched Jobs:	2%
Employed Over 2 Yrs.:	78%

Demographics

Female:	40%
Diversity Index:	42%
Median Age:	55

Finances

Median Income: \$60k-\$70k
Retirement Benefits: 44%
Under 40 w/ Ed. Debt: 42%

Time Allocation

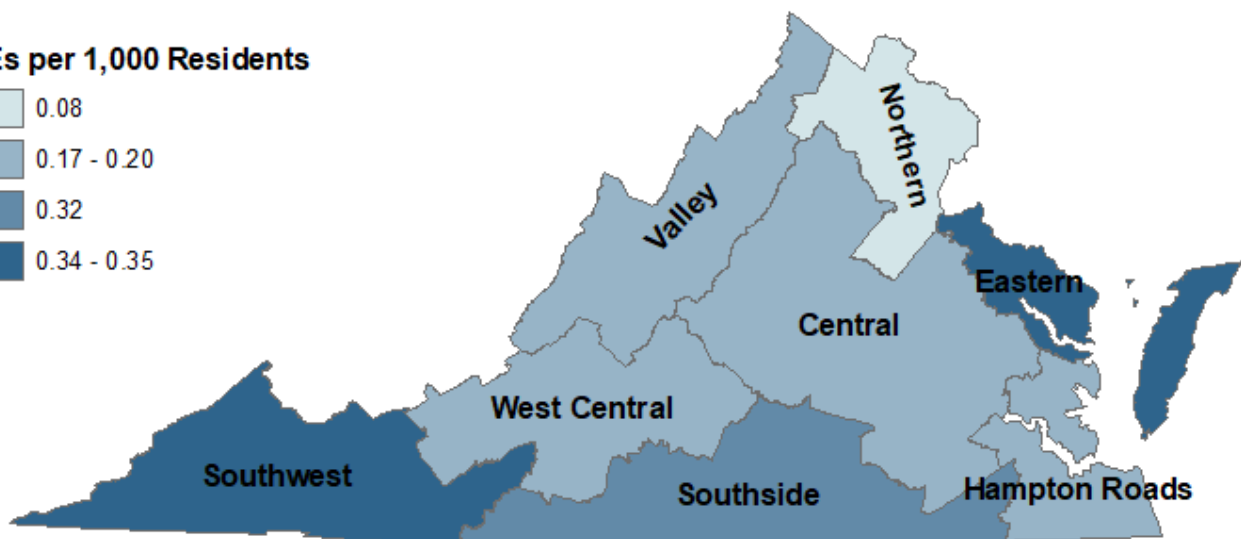
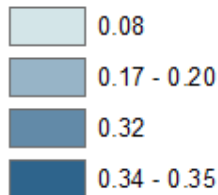
Client Care:	40%-49%
Administration:	40%-49%
Client Care Role:	26%

Source: Va. Healthcare Workforce Data Center

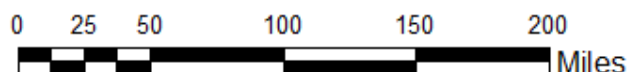
Full-Time Equivalency Units Provided by Funeral Service Providers per 1,000 Residents by Virginia Performs Region

Source: Va Healthcare Workforce Data Center

FTEs per 1,000 Residents



Annual Estimates of the Resident Population: July 1, 2024
Source: U.S. Census Bureau, Population Division



This report contains the results of the 2026 Funeral Service Provider (FSP) Workforce Survey. In total, 1,335 FSPs voluntarily participated in this survey. The Virginia Department of Health Professions' Healthcare Workforce Data Center (HWDC) administers the survey during the license renewal process, which takes place every March for FSPs. These survey respondents represent 82% of the 1,628 FSPs who are licensed in the state and 89% of renewing practitioners.

The HWDC estimates that 1,335 FSPs participated in Virginia's workforce during the survey period, which is defined as those FSPs who worked at least a portion of the year in the state or who live in the state and intend to return to work as an FSP at some point in the future. Over the past year, Virginia's FSP workforce provided 1,417 "full-time equivalency units," which the HWDC defines simply as working 2,000 hours per year.

Two out of every five FSPs are female, including 65% of FSPs who are under the age of 40. In a random encounter between two FSPs, there is a 42% chance that they would be of different races or ethnicities, a measure known as the diversity index. This diversity index falls to 36% for those FSPs who are under the age of 40. The comparable diversity index for Virginia's overall population is 60%. More than half of all FSPs grew up in a rural area, and 30% of FSPs who grew up in a rural area currently work in a non-metro area of Virginia. In total, 19% of all FSPs currently work in a non-metro area of the state.

Among all FSPs, 88% are currently employed in the profession, 73% hold one full-time job, and 55% work between 40 and 49 hours per week. In addition, 52% are employed at a funeral-only establishment, while another 39% work at a funeral establishment that also provides crematory services. The median annual income for FSPs is between \$60,000 and \$70,000, and 60% receive this income as a salary or on commission. In addition, 78% of wage or salaried FSPs receive at least one employer-sponsored benefit, including 59% with access to health insurance. In total, 96% of FSPs are satisfied with their current employment situation, including 74% who indicated that they are "very satisfied."

Summary of Trends

In this section, all statistics for the current year are compared to the 2021 FSP workforce. The number of licensed FSPs in Virginia has increased by 3% (1,628 vs. 1,580). The size of Virginia's FSP workforce has also increased by 3% (1,335 vs. 1,292), and the number of FTEs provided by this workforce has risen by 17% (1,417 vs. 1,215). Virginia's renewing FSPs are more likely to respond to this survey (89% vs. 84%).

The percentage of Virginia's FSPs who are female has increased (40% vs. 33%), and this is also the case among those FSPs who are under the age of 40 (65% vs. 54%). The diversity index of the overall FSP workforce has increased (42% vs. 40%), however, there has been a decrease in the diversity index of FSPs who are under the age of 40 (36% vs. 42%). FSPs are slightly less likely to have grown up in a rural area (51% vs. 52%), and FSPs who grew up in a rural area are also less likely to work in a non-metro area of Virginia (30% vs. 36%). In total, the percentage of all FSPs who work in a non-metro area of the state has decreased (19% vs. 22%).

FSPs are slightly more likely to hold one full-time job (73% vs. 72%) than two or more positions simultaneously (12% vs. 13%). In addition, FSPs are more likely to work between 40 and 49 hours per week (55% vs. 53%) than 60 or more hours per week (10% vs. 13%). At the same time, FSPs are relatively more likely to work at a funeral establishment that also provides crematory services (39% vs. 35%) than at a funeral-only establishment (52% vs. 55%).

FSPs are more likely to carry education debt (25% vs. 22%), and the median outstanding balance among those FSPs with education debt has increased (\$20k-\$30k vs. \$10k-\$20k). However, the median annual income of FSPs has not changed (\$60k-\$70k). Meanwhile, wage and salaried FSPs are more likely to receive at least one employer-sponsored benefit (78% vs. 76%), although the percentage with access to health insurance has decreased (59% vs. 62%). There has been no change in the percentage of FSPs who indicated that they are satisfied with their current work situation (96%). However, there has been a decline in the percentage of FSPs who indicated that they are "very satisfied" (74% vs. 82%).

A Closer Look:

Licensees		
License Status	#	%
Renewing Practitioners	1,473	90%
New Licensees	57	4%
Non-Renewals	98	6%
All Licensees	1,628	100%

Source: Va. Healthcare Workforce Data Center

HWDC surveys tend to achieve very high response rates. Among all renewing FSPs, 89% submitted a survey. These represent 82% of the 1,628 FSPs who held a license at some point in the past year.

Definitions

- 1. **The Survey Period:** The survey was conducted in March 2026.
- 2. **Target Population:** All FSPs who held a Virginia license at some point between April 2025 and March 2026.
- 3. **Survey Population:** The survey was available to those who renewed their licenses online. It was not available to those who did not renew, including some FSPs newly licensed in the past year.

Response Rates			
Statistic	Non Respondents	Respondents	Response Rate
By Age			
Under 35	48	149	76%
35 to 39	27	106	80%
40 to 44	33	131	80%
45 to 49	20	121	86%
50 to 54	21	151	88%
55 to 59	25	171	87%
60 to 64	23	153	87%
65 and Over	96	353	79%
Total	293	1,335	82%
New Licenses			
Issued in Past Year	34	23	40%
Metro Status			
Non-Metro	60	266	82%
Metro	194	817	81%
Not in Virginia	39	252	87%

Source: Va. Healthcare Workforce Data Center

Response Rates	
Completed Surveys	1,335
Response Rate, All Licensees	82%
Response Rate, Renewals	89%

Source: Va. Healthcare Workforce Data Center

At a Glance:

Licensed FSPs

Number:	1,628
New	4%
Not Renewed:	6%

Response Rates

All Licensees:	82%
Renewing Practitioners:	89%

Source: Va. Healthcare Workforce Data Center

At a Glance:

Workforce

FSP Workforce:	1,335
FTEs:	1,417

Utilization Ratios

Licensees in VA Workforce:	82%
Licensees per FTE:	1.15
Workers per FTE:	0.94

Source: Va. Healthcare Workforce Data Center

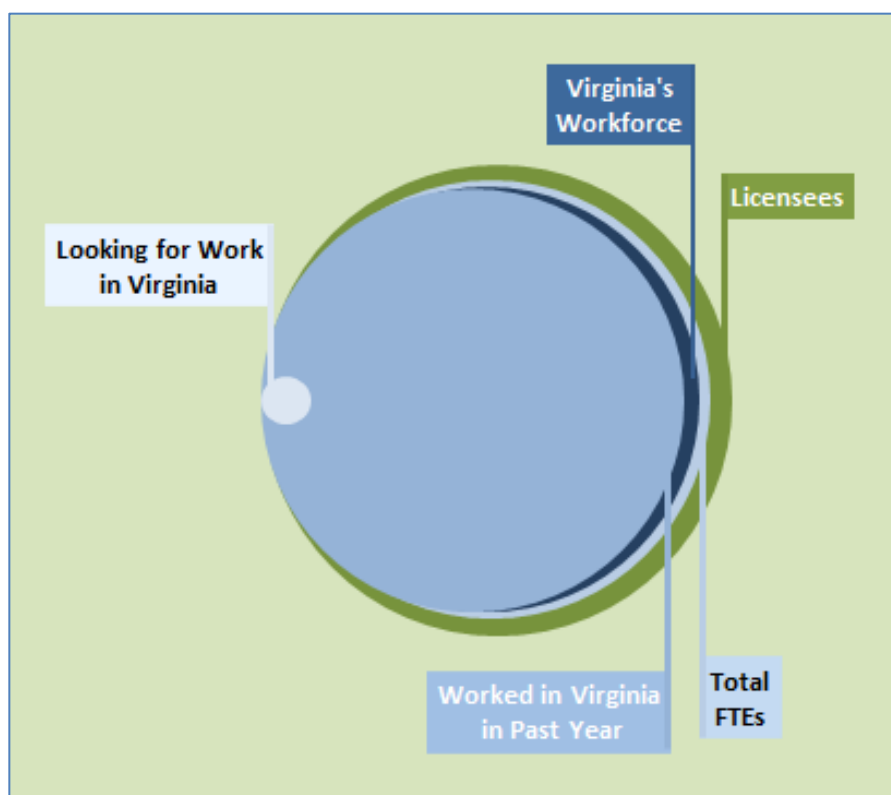
Definitions

- 1. Virginia's Workforce:** A licensee with a primary or secondary work site in Virginia at any time in the past year or who indicated intent to return to Virginia's workforce at any point in the future.
- 2. Full-Time Equivalency Unit (FTE):** The HWDC uses 2,000 (40 hours for 50 weeks) as its baseline measure for FTEs.
- 3. Licensees in VA Workforce:** The proportion of licensees in Virginia's Workforce.
- 4. Licensees per FTE:** An indication of the number of licensees needed to create 1 FTE. Higher numbers indicate lower licensee participation.
- 5. Workers per FTE:** An indication of the number of workers in Virginia's workforce needed to create 1 FTE. Higher numbers indicate lower utilization of available workers.

Virginia's FSP Workforce		
Status	#	%
Worked in Virginia in Past Year	1,317	99%
Looking for Work in Virginia	18	1%
Virginia's Workforce	1,335	100%
Total FTEs	1,417	
Licensees	1,628	

Source: Va. Healthcare Workforce Data Center

Weighting is used to estimate the figures in this report. Unless otherwise noted, figures refer to the Virginia Workforce only. For more information on the HWDC's methodology, visit: <https://www.dhp.virginia.gov/PublicResources/HealthcareWorkforceDataCenter/>



Source: Va. Healthcare Workforce Data Center

A Closer Look:

Age & Gender						
Age	Male		Female		Total	
	#	% Male	#	% Female	#	% in Age Group
Under 35	44	32%	94	68%	138	17%
35 to 39	29	43%	39	57%	68	8%
40 to 44	26	38%	42	62%	68	8%
45 to 49	42	55%	35	46%	77	9%
50 to 54	55	62%	33	38%	88	11%
55 to 59	68	69%	30	31%	98	12%
60 to 64	68	80%	17	20%	85	10%
65 and Over	155	80%	38	20%	194	24%
Total	487	60%	329	40%	816	100%

Source: Va. Healthcare Workforce Data Center

Race & Ethnicity					
Race/ Ethnicity	Virginia*	Funeral Service Providers		FSPs Under 40	
	%	#	%	#	%
White	58%	608	73%	163	79%
Black	19%	175	21%	21	10%
Asian	7%	4	0%	3	1%
Other Race	0%	2	0%	1	0%
Two or More Races	3%	14	2%	2	1%
Hispanic	12%	30	4%	17	8%
Total	100%	833	100%	207	100%

*Population data in this chart is from the U.S. Census, Annual Estimates of the Resident Population by Sex, Race, and Hispanic Origin for the United States, States, and Counties: July 1, 2024.

Source: Va. Healthcare Workforce Data Center

At a Glance:

Gender

% Female: 40%
% Under 40 Female: 65%

Age

Median Age: 55
% Under 40: 25%
% 55 and Over: 46%

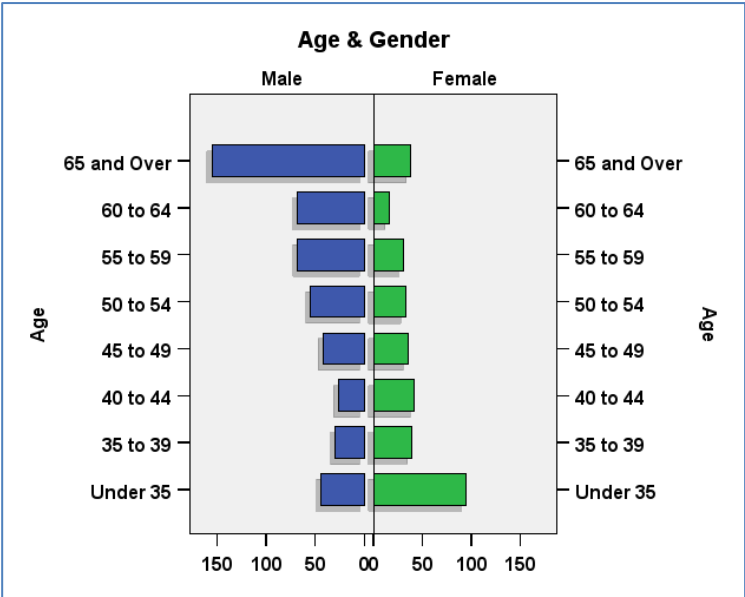
Diversity

Diversity Index: 42%
Under 40 Div. Index: 36%

Source: Va. Healthcare Workforce Data Center

In a chance encounter between two FSPs, there is a 42% chance that they would be of different races or ethnicities (a measure known as the diversity index). For Virginia's population as a whole, the comparable number is 60%.

One out of every four FSPs are under the age of 40, and 65% of FSPs who are under the age of 40 are female. In addition, the diversity index among FSPs who are under the age of 40 is 36%.



Source: Va. Healthcare Workforce Data Center

At a Glance:

Childhood

Urban Childhood: 14%
Rural Childhood: 51%

Virginia Background

HS in Virginia: 70%
Prof. Edu. in VA: 54%
HS or Prof. Edu. in VA: 78%

Location Choice

% Rural to Non-Metro: 30%
% Urban/Suburban
to Non-Metro: 7%

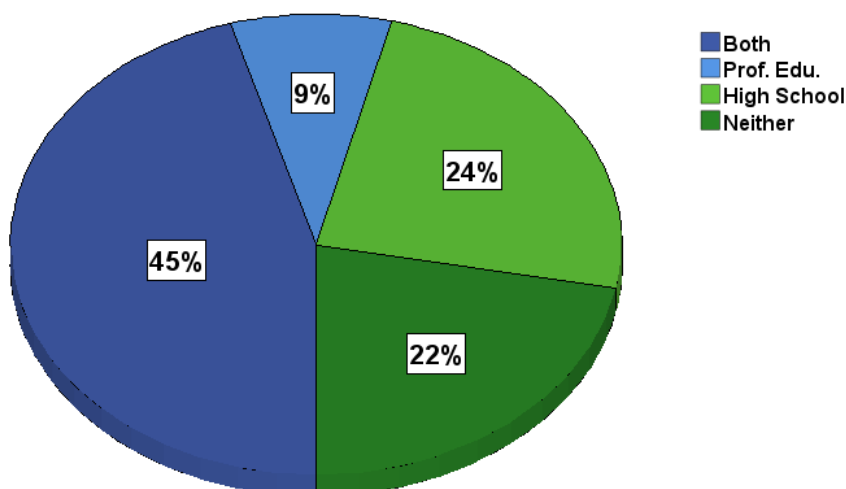
Source: Va. Healthcare Workforce Data Center

A Closer Look:

Primary Location: USDA Rural Urban Continuum		Rural Status of Childhood Location		
Code	Description	Rural	Suburban	Urban
Metro Counties				
1	Metro, 1 Million+	35%	47%	18%
2	Metro, 250,000 to 1 Million	56%	36%	8%
3	Metro, 250,000 or Less	74%	18%	8%
Non-Metro Counties				
4	Urban, Pop. 20,000+, Metro Adjacent	65%	16%	19%
6	Urban, Pop. 2,500-19,999, Metro Adjacent	85%	13%	3%
7	Urban, Pop. 2,500-19,999, Non-Adjacent	100%	0%	0%
8	Rural, Metro Adjacent	75%	13%	13%
9	Rural, Non-Adjacent	79%	0%	21%
Overall		51%	35%	14%

Source: Va. Healthcare Workforce Data Center

Educational Background in Virginia



Source: Va. Healthcare Workforce Data Center

More than half of all FSPs grew up in a rural area, and 30% of FSPs who grew up in a rural area currently work in a non-metro area of Virginia. In total, 19% of all FSPs currently work in a non-metro area of the state.

Top Ten States for Funeral Service Provider Recruitment

Rank	All Funeral Service Providers			
	High School	#	Professional School	#
1	Virginia	572	Virginia	431
2	Pennsylvania	25	Georgia	94
3	New York	25	Pennsylvania	55
4	Maryland	24	Ohio	43
5	North Carolina	18	New York	26
6	West Virginia	17	Texas	24
7	Tennessee	12	Washington, D.C.	21
8	California	11	Maryland	17
9	Florida	10	Indiana	13
10	New Jersey	9	Tennessee	11

Source: Va. Healthcare Workforce Data Center

Among all FSPs, 70% received their high school degree in Virginia, and 54% also received their initial professional degree in the state.

Among FSPs who obtained their initial license in the past five years, 71% received their high school degree in Virginia, and 65% received their initial professional degree in the state.

Rank	Licensed in the Past Five Years			
	High School	#	Professional School	#
1	Virginia	134	Virginia	117
2	Maryland	8	Pennsylvania	15
3	Pennsylvania	6	Texas	14
4	New York	6	Georgia	7
5	New Jersey	4	Maryland	6
6	Texas	3	Washington, D.C.	3
7	North Carolina	3	Tennessee	3
8	California	3	New York	3
9	Indiana	2	Ohio	3
10	Mississippi	2	Mississippi	2

Source: Va. Healthcare Workforce Data Center

In total, 18% of Virginia's licensees were not a part of the state's FSP workforce. Among these licensees, 80% worked at some point in the past year, including 55% who currently work as an FSP.

At a Glance:

Not in VA Workforce

Total:	293
% of Licensees:	18%
Federal/Military:	3%
VA Border State/DC:	28%

Source: Va. Healthcare Workforce Data Center

A Closer Look:

Highest Professional Degree		
Degree	#	%
High School/GED	35	4%
Associate Degree	608	76%
Baccalaureate Degree	124	16%
Master's Degree	24	3%
Doctorate	6	1%
Total	797	100%

Source: Va. Healthcare Workforce Data Center

One out of every four FSPs carry education debt, including 42% of those FSPs who are under the age of 40. For those FSPs with education debt, the median outstanding balance is between \$20,000 and \$30,000.

At a Glance:

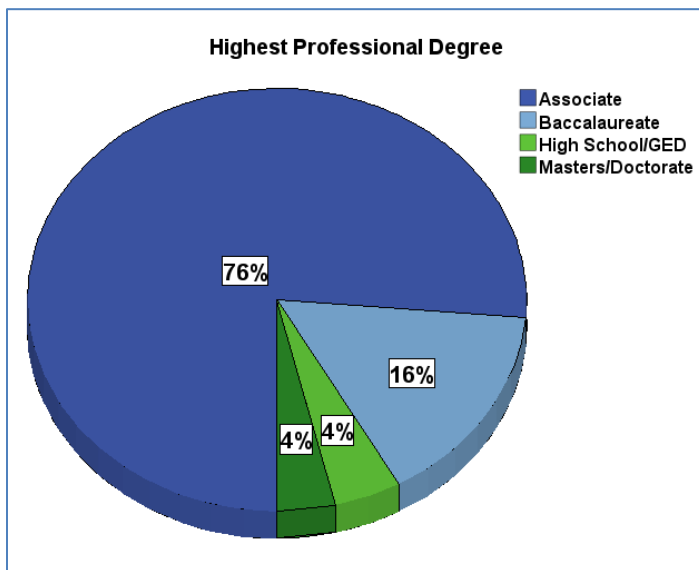
Education

Associate:	76%
Baccalaureate:	16%
High School/GED:	4%

Education Debt

Carry Debt:	25%
Under Age 40 w/ Debt:	42%
Median Debt:	\$20k-\$30k

Source: Va. Healthcare Workforce Data Center



Source: Va. Healthcare Workforce Data Center

Education Debt				
Amount Carried	All FSPs		FSPs Under 40	
	#	%	#	%
None	479	75%	102	58%
Less than \$10,000	44	7%	24	14%
\$10,000-\$19,999	21	3%	12	7%
\$20,000-\$29,999	26	4%	14	8%
\$30,000-\$39,999	13	2%	4	2%
\$40,000-\$49,999	8	1%	1	1%
\$50,000-\$59,999	14	2%	6	3%
\$60,000-\$69,999	11	2%	8	5%
\$70,000-\$79,999	7	1%	3	2%
\$80,000-\$89,999	1	0%	0	0%
\$90,000-\$99,999	2	0%	1	1%
\$100,000 or More	14	2%	1	1%
Total	640	100%	176	100%

Source: Va. Healthcare Workforce Data Center

At a Glance:

Employment

Employed in Profession: 88%
Involuntarily Unemployed: 1%

Positions Held

1 Full-Time: 73%
2 or More Positions: 12%

Weekly Hours:

40 to 49: 55%
60 or More: 10%
Less than 30: 10%

Source: Va. Healthcare Workforce Data Center

A Closer Look:

Current Work Status		
Status	#	%
Employed, Capacity Unknown	1	< 1%
Employed in an FSP-Related Capacity	705	88%
Employed, NOT in an FSP-Related Capacity	54	7%
Not Working, Reason Unknown	0	0%
Involuntarily Unemployed	4	1%
Voluntarily Unemployed	13	2%
Retired	26	3%
Total	803	100%

Source: Va. Healthcare Workforce Data Center

Among all FSPs, 88% are currently employed in the profession, 73% hold one full-time job, and 55% work between 40 and 49 hours per week.

Current Positions		
Positions	#	%
No Positions	43	6%
One Part-Time Position	71	9%
Two Part-Time Positions	12	2%
One Full-Time Position	573	73%
One Full-Time Position & One Part-Time Position	41	5%
Two Full-Time Positions	22	3%
More than Two Positions	19	2%
Total	781	100%

Source: Va. Healthcare Workforce Data Center

Current Weekly Hours		
Hours	#	%
0 Hours	43	6%
1 to 9 Hours	25	3%
10 to 19 Hours	18	2%
20 to 29 Hours	31	4%
30 to 39 Hours	39	5%
40 to 49 Hours	415	55%
50 to 59 Hours	103	14%
60 to 69 Hours	52	7%
70 to 79 Hours	13	2%
80 or More Hours	13	2%
Total	752	100%

Source: Va. Healthcare Workforce Data Center

A Closer Look:

Annual Income		
Income Level	#	%
Volunteer Work Only	6	1%
Less than \$30,000	69	12%
\$30,000-\$39,999	14	3%
\$40,000-\$49,999	40	7%
\$50,000-\$59,999	72	13%
\$60,000-\$69,999	91	16%
\$70,000-\$79,999	58	10%
\$80,000-\$89,999	42	8%
\$90,000-\$99,999	45	8%
\$100,000-\$109,999	37	7%
\$110,000-\$119,999	22	4%
\$120,000 or More	61	11%
Total	557	100%

Source: Va. Healthcare Workforce Data Center

Job Satisfaction		
Level	#	%
Very Satisfied	574	74%
Somewhat Satisfied	165	22%
Somewhat Dissatisfied	25	3%
Very Dissatisfied	9	1%
Total	773	100%

Source: Va. Healthcare Workforce Data Center

At a Glance:

Earnings

Median Income: \$60k-\$70k

Benefits

(Wage/Salary Employees)

Health Insurance: 59%

Retirement: 54%

Satisfaction

Satisfied: 96%

Very Satisfied: 74%

Source: Va. Healthcare Workforce Data Center

The typical FSP earns between \$60,000 and \$70,000 per year. In addition, 78% of all wage and salaried FSPs receive at least one employer-sponsored benefit, including 59% who have access to health insurance.

Employer-Sponsored Benefits			
Benefit	#	%	% of Wage/Salary Employees
Paid Vacation	467	66%	73%
Paid Sick Leave	386	55%	61%
Health Insurance	373	53%	59%
Retirement	307	44%	54%
Dental Insurance	305	43%	51%
Group Life Insurance	231	33%	41%
Signing/Retention Bonus	30	4%	5%
At Least One Benefit	505	72%	78%

*From any employer at time of survey.

Source: Va. Healthcare Workforce Data Center

A Closer Look:

Employment Instability in the Past Year		
In the Past Year, Did You . . . ?	#	%
Experience Involuntary Unemployment?	6	< 1%
Experience Voluntary Unemployment?	35	3%
Work Part-Time or Temporary Positions, but Would Have Preferred a Full-Time/Permanent Position?	15	1%
Work Two or More Positions at the Same Time?	134	10%
Switch Employers or Practices?	21	2%
Experience at Least One?	198	15%

Source: Va. Healthcare Workforce Data Center

Less than 1% of Virginia's FSPs experienced involuntary unemployment at some point in the past year. By comparison, Virginia's average monthly unemployment rate was 3.6% during the same time period.¹

Location Tenure				
Tenure	Primary		Secondary	
	#	%	#	%
Not Currently Working at This Location	29	4%	22	12%
Less than 6 Months	25	3%	6	3%
6 Months to 1 Year	30	4%	8	5%
1 to 2 Years	83	11%	28	16%
3 to 5 Years	140	19%	34	19%
6 to 10 Years	123	17%	24	14%
More than 10 Years	315	42%	54	31%
Subtotal	745	100%	177	100%
Did Not Have Location	35		1,139	
Item Missing	555		19	
Total	1,335		1,335	

Source: Va. Healthcare Workforce Data Center

Among all FSPs, 60% are salaried employees at their primary work location, while 29% receive an hourly wage.

At a Glance:

Unemployment Experience

Involuntarily Unemployed: < 1%
Underemployed: 1%

Turnover & Tenure

Switched Jobs: 2%
New Location: 9%
Over 2 Years: 78%
Over 2 Yrs., 2nd Location: 63%

Employment Type

Salary/Commission: 60%
Hourly Wage: 29%

Source: Va. Healthcare Workforce Data Center

Nearly four out of every five FSPs have worked at their primary work location for more than two years.

Employment Type		
Primary Work Site	#	%
Salary/Commission	277	60%
Hourly Wage	132	29%
By Contract	18	4%
Business/Practice Income	31	7%
Unpaid	3	1%
Subtotal	461	100%
Did Not Have Location	35	
Item Missing	839	

Source: Va. Healthcare Workforce Data Center

¹ As reported by the U.S. Bureau of Labor Statistics. Over the past year, the non-seasonally adjusted monthly unemployment rate fluctuated between a low of 3.0% and a high of 3.9%. At the time of publication, the unemployment rate from February 2026 was still preliminary, and the unemployment rate from March 2026 had not yet been released.

At a Glance:

Concentration

Top Region:	22%
Top 3 Regions:	59%
Lowest Region:	3%

Locations

2 or More (Past Year):	26%
2 or More (Now*):	21%

Source: Va. Healthcare Workforce Data Center

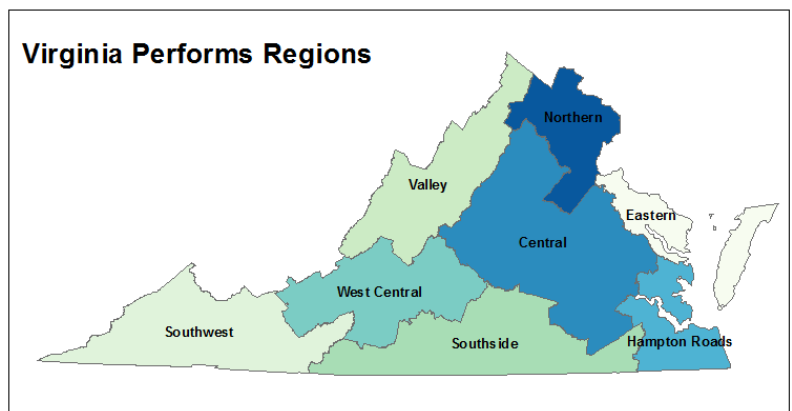
Nearly three out of every five FSPs work in Central Virginia, Hampton Roads, or Northern Virginia.

A Closer Look:

Regional Distribution of Work Locations				
Virginia Performs Region	Primary Location		Secondary Location	
	#	%	#	%
Central	165	22%	35	19%
Eastern	20	3%	8	4%
Hampton Roads	153	21%	33	18%
Northern	123	17%	22	12%
Southside	68	9%	24	13%
Southwest	54	7%	10	5%
Valley	45	6%	9	5%
West Central	102	14%	29	16%
Virginia Border State/D.C.	7	1%	4	2%
Other U.S. State	5	1%	7	4%
Outside of the U.S.	0	0%	1	1%
Total	742	100%	182	100%
Item Missing	559		14	

Source: Va. Healthcare Workforce Data Center

Virginia Performs Regions



Source: Va. Healthcare Workforce Data Center

Among all FSPs, 21% currently have multiple work locations, while 26% have had multiple work locations over the past year.

Number of Work Locations				
Locations	Work Locations in Past Year		Work Locations Now*	
	#	%	#	%
0	18	2%	43	6%
1	547	72%	557	73%
2	129	17%	105	14%
3	44	6%	34	5%
4	9	1%	10	1%
5	5	1%	5	1%
6 or More	8	1%	6	1%
Total	761	100%	761	100%

*At the time of survey completion, March 2026.

Source: Va. Healthcare Workforce Data Center

A Closer Look:

Location Sector				
Sector	Primary Location		Secondary Location	
	#	%	#	%
For-Profit	667	96%	143	94%
Non-Profit	12	2%	5	3%
State/Local Government	13	2%	2	1%
Veterans Administration	1	0%	0	0%
U.S. Military	2	0%	2	1%
Other Federal Government	0	0%	0	0%
Total	695	100%	152	100%
Did Not Have Location	35		1,139	
Item Missing	604		44	

Source: Va. Healthcare Workforce Data Center

At a Glance: (Primary Locations)

Sector

For-Profit: 96%
Federal: 0%

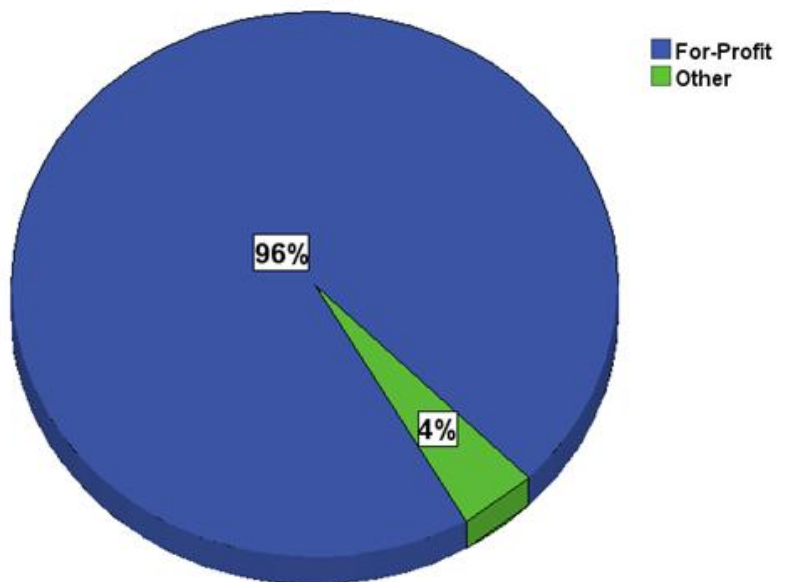
Top Establishments

Funeral-Only Establishment: 52%
Funeral Establishment w/ Crematory: 39%

Source: Va. Healthcare Workforce Data Center

In total, 98% of FSPs work in the private sector, including 96% who work in the for-profit sector.

Sector, Primary Work Site



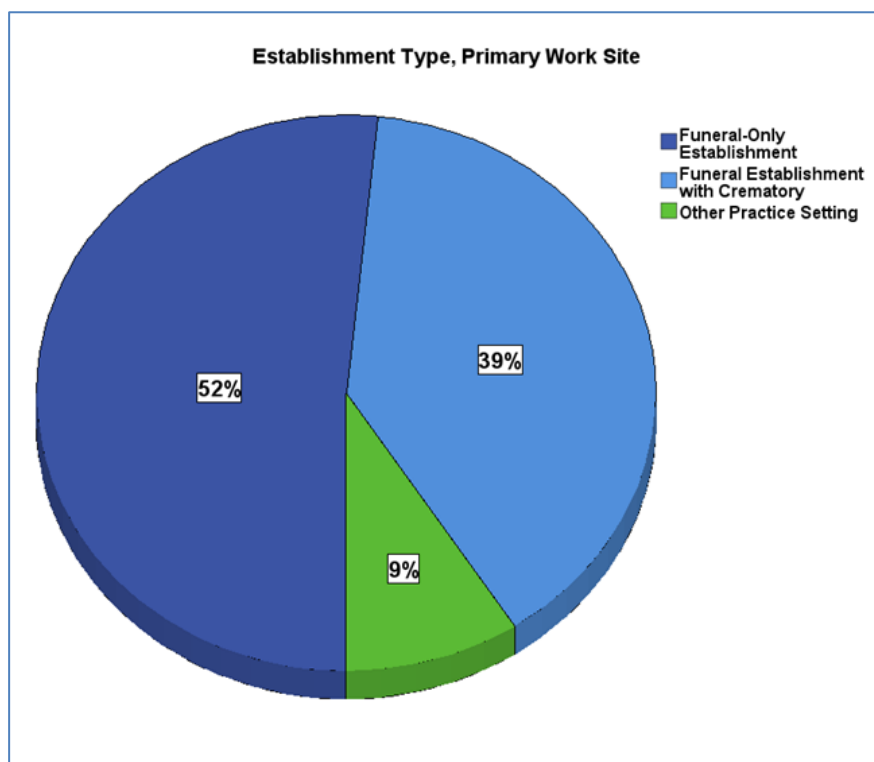
Source: Va. Healthcare Workforce Data Center

Location Type				
Establishment Type	Primary Location		Secondary Location	
	#	%	#	%
Funeral Establishment	352	52%	91	61%
Funeral Establishment Combined with Crematory	267	39%	40	27%
Funeral Establishment Combined with Surface Transport and Removal	8	1%	0	0%
Academic Institution	6	1%	4	3%
Crematory (Only)	4	1%	1	1%
Surface Transport and Removal (Only)	2	0%	0	0%
Other Practice Setting	42	6%	14	9%
Total	681	100%	150	100%
Did Not Have a Location	35		1,139	

Source: Va. Healthcare Workforce Data Center

More than half of all FSPs work at a funeral-only establishment as their primary work location. Another 39% work at an establishment that combines funeral and crematory services.

Among those FSPs who also have a secondary work location, 61% work at a funeral-only establishment, while another 27% work at an establishment that combines funeral and crematory services.



Source: Va. Healthcare Workforce Data Center

At a Glance: (Primary Locations)

Languages Offered

Spanish:	10%
Vietnamese:	1%
Arabic:	1%

Means of Communication

Other Staff Members:	63%
Virtual Translation:	25%
Respondent:	16%

Source: Va. Healthcare Workforce Data Center

A Closer Look:

Languages Offered		
Language	#	% of Workforce
Spanish	135	10%
Vietnamese	11	1%
Arabic	10	1%
Chinese	10	1%
French	10	1%
Korean	6	0%
Tagalog/Filipino	6	0%
Persian	5	0%
Hindi	3	0%
Pashto	2	0%
Amharic, Somali, or Other Afro-Asiatic Languages	1	0%
Urdu	1	0%
Others	12	1%
At Least One Language	148	11%

Source: Va. Healthcare Workforce Data Center

One out of every ten FSPs are employed at a primary work location that offers Spanish language services for clients.

Means of Language Communication

Provision	#	% of Workforce with Language Services
Other Staff Member is Proficient	93	63%
Virtual Translation Services	37	25%
Respondent is Proficient	23	16%
Onsite Translation Services	12	8%
Other	9	6%

Source: Va. Healthcare Workforce Data Center

Nearly two out of every three FSPs who are employed at a primary work location that offers language services for clients provide it by means of a staff member who is proficient.

At a Glance: (Primary Locations)

Typical Time Allocation

Administration: 40%-49%
Client Care: 40%-49%

Roles

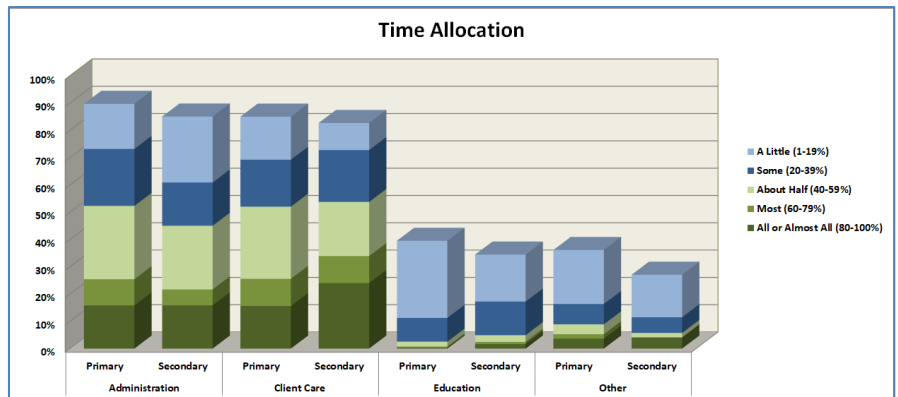
Client Care: 26%
Administration: 25%
Education: 1%

Client Care FSPs

Median Admin. Time: 10%-19%
Avg. Admin. Time: 10%-19%

Source: Va. Healthcare Workforce Data Center

A Closer Look:



Source: Va. Healthcare Workforce Data Center

FSPs spend most of their time performing administrative tasks and attending to clients. In fact, 51% of FSPs fill either an administrative role or a client care role, defined as spending 60% or more of their time in one of those activities.

Time Allocation								
Time Spent	Admin.		Client Care		Education		Other	
	Pri. Site	Sec. Site	Pri. Site	Sec. Site	Pri. Site	Sec. Site	Pri. Site	Sec. Site
All or Almost All (80-100%)	16%	16%	16%	24%	0%	2%	4%	4%
Most (60-79%)	10%	6%	10%	10%	0%	1%	2%	0%
About Half (40-59%)	27%	23%	26%	20%	2%	2%	4%	2%
Some (20-39%)	21%	16%	17%	19%	9%	12%	7%	6%
A Little (1-19%)	16%	24%	16%	10%	28%	17%	20%	16%
None (0%)	10%	15%	15%	17%	61%	66%	64%	73%

Source: Va. Healthcare Workforce Data Center

A Closer Look:

Retirement Expectations				
Expected Retirement Age	All FSPs		FSPs 50 and Over	
	#	%	#	%
Under Age 50	13	2%	-	-
50 to 54	15	3%	3	1%
55 to 59	27	5%	7	2%
60 to 64	77	14%	27	9%
65 to 69	149	26%	75	25%
70 to 74	91	16%	60	20%
75 to 79	46	8%	36	12%
80 or Over	24	4%	19	6%
I Do Not Intend to Retire	124	22%	71	24%
Total	567	100%	298	100%

Source: Va. Healthcare Workforce Data Center

At a Glance:

Retirement Expectations

All FSPs	
Under 65:	23%
Under 60:	10%
FSPs 50 and Over	
Under 65:	12%
Under 60:	3%

Time Until Retirement

Within 2 Years:	10%
Within 10 Years:	26%
Half the Workforce:	By 2051

Source: Va. Healthcare Workforce Data Center

Nearly one out of every four FSPs expect to retire before the age of 65. Among FSPs who are age 50 and over, 12% expect to retire by the age of 65.

Within the next two years, 4% of FSPs expect to increase practice hours, and 3% expect to pursue additional educational opportunities.

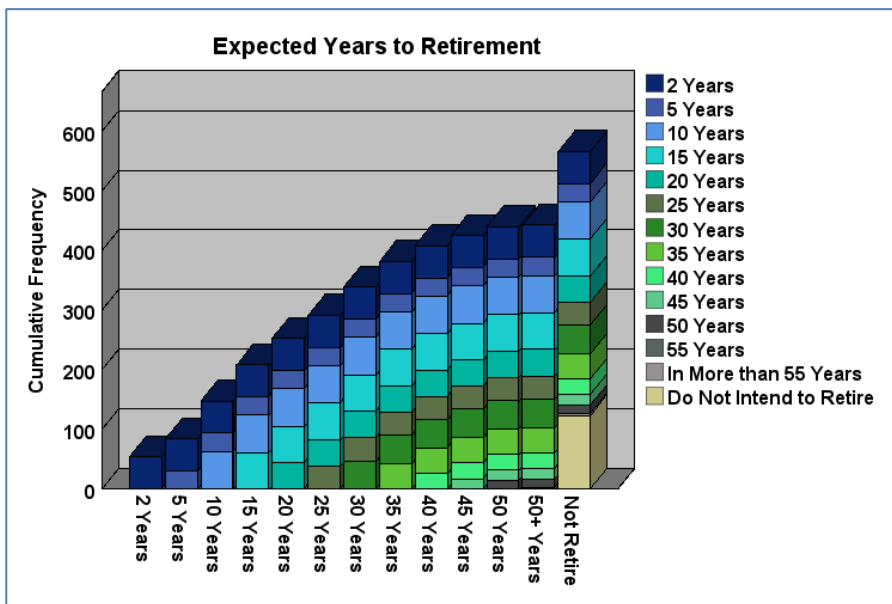
Future Plans		
Two-Year Plans:	#	%
Decrease Participation		
Leave Profession	28	2%
Leave Virginia	17	1%
Decrease Practice Hours	88	7%
Decrease Teaching Hours	3	0%
Increase Participation		
Increase Practice Hours	52	4%
Increase Teaching Hours	22	2%
Pursue Additional Education	43	3%
Return to the Workforce	8	1%

Source: Va. Healthcare Workforce Data Center

By comparing retirement expectation to age, we can estimate the maximum years to retirement for FSPs. While 10% of FSPs expect to retire in the next two years, 26% expect to retire within the next decade. More than half of the current FSP workforce expect to retire by 2051.

Time to Retirement			
Expect to Retire Within. . .	#	%	Cumulative %
2 Years	54	10%	10%
5 Years	31	5%	15%
10 Years	63	11%	26%
15 Years	61	11%	37%
20 Years	44	8%	45%
25 Years	39	7%	51%
30 Years	47	8%	60%
35 Years	43	8%	67%
40 Years	26	5%	72%
45 Years	17	3%	75%
50 Years	15	3%	78%
55 Years	0	0%	78%
In More than 55 Years	2	0%	78%
Do Not Intend to Retire	124	22%	100%
Total	567	100%	

Source: Va. Healthcare Workforce Data Center



Source: Va. Healthcare Workforce Data Center

Using these estimates, retirement will begin to reach over 10% of the current workforce every five years by 2036. Retirement will peak at 11% of the current workforce at around the same time before declining to under 10% again around 2046.

At a Glance:

FTEs

Total: 1,417
 FTEs/1,000 Residents²: 0.161
 Average: 1.09

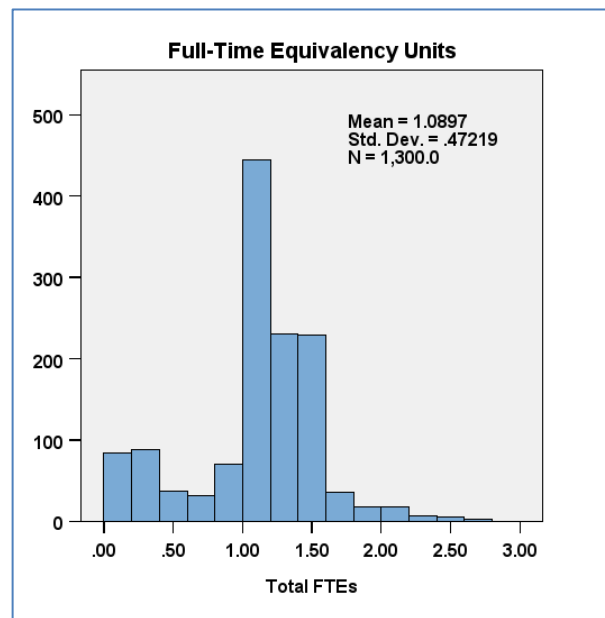
Age & Gender Effect

Age, *Partial Eta*²: Medium
 Gender, *Partial Eta*²: Negligible

*Partial Eta*² Explained:
*Partial Eta*² is a statistical
 measure of effect size.

Source: Va. Healthcare Workforce Data Center

A Closer Look:

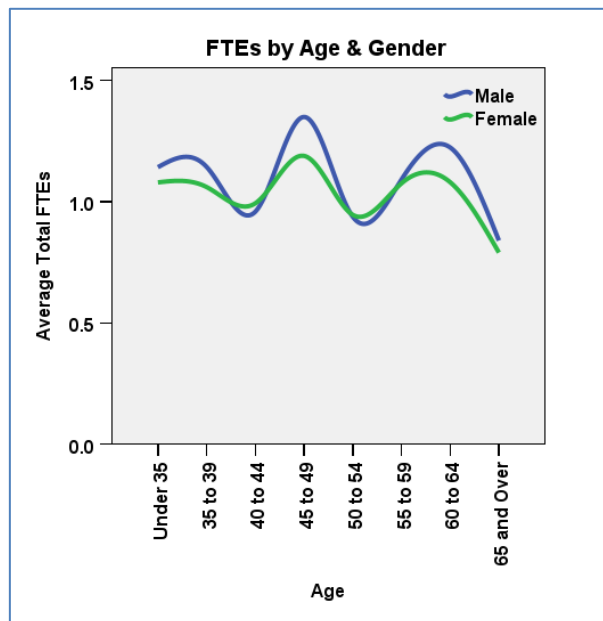


Source: Va. Healthcare Workforce Data Center

The typical FSP provided 1.09 FTEs during the past year, or approximately 44 hours per week for 50 weeks. Although FTEs appear to vary by age, statistical tests did not verify that a difference exists.³

Full-Time Equivalency Units		
Age	Average	Median
Under 35	1.08	1.05
35 to 39	1.07	1.01
40 to 44	0.99	1.01
45 to 49	1.19	1.01
50 to 54	0.66	0.24
55 to 59	1.18	1.33
60 to 64	1.21	1.22
65 and Over	1.18	1.55
Gender		
Male	1.04	1.09
Female	1.03	1.09

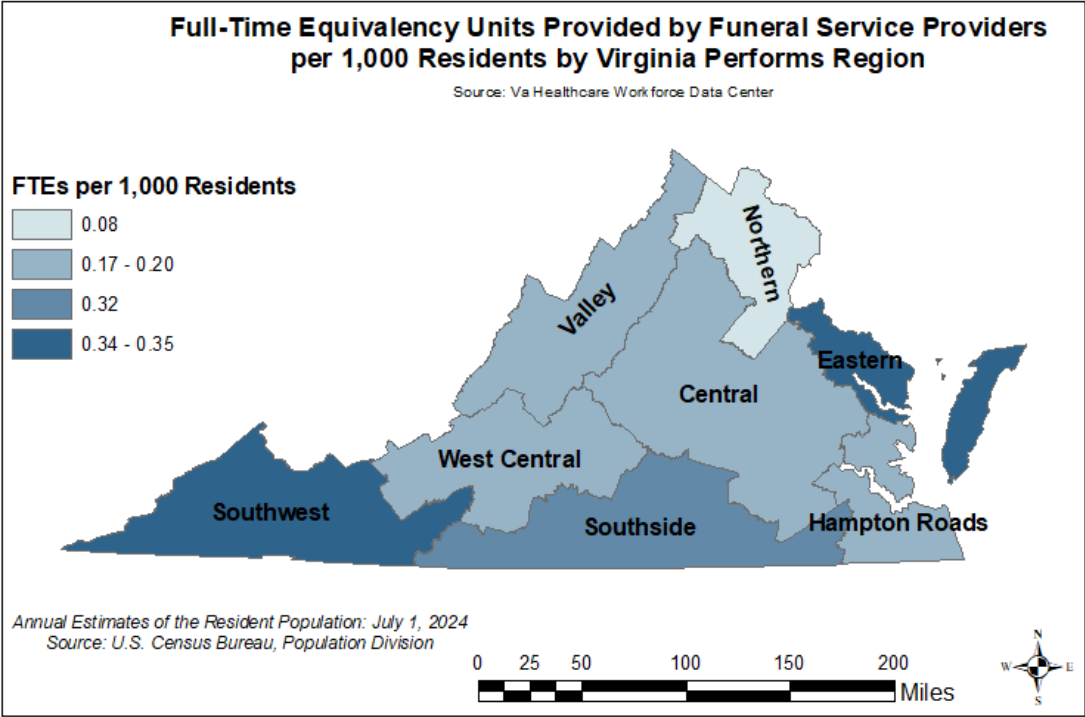
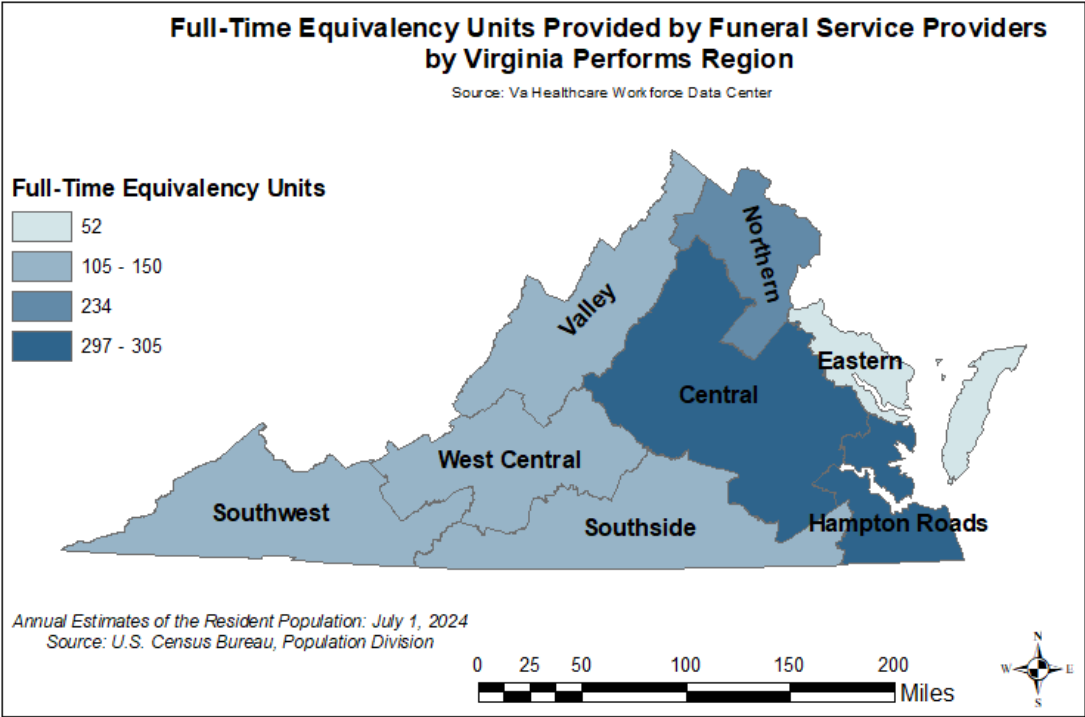
Source: Va. Healthcare Workforce Data Center

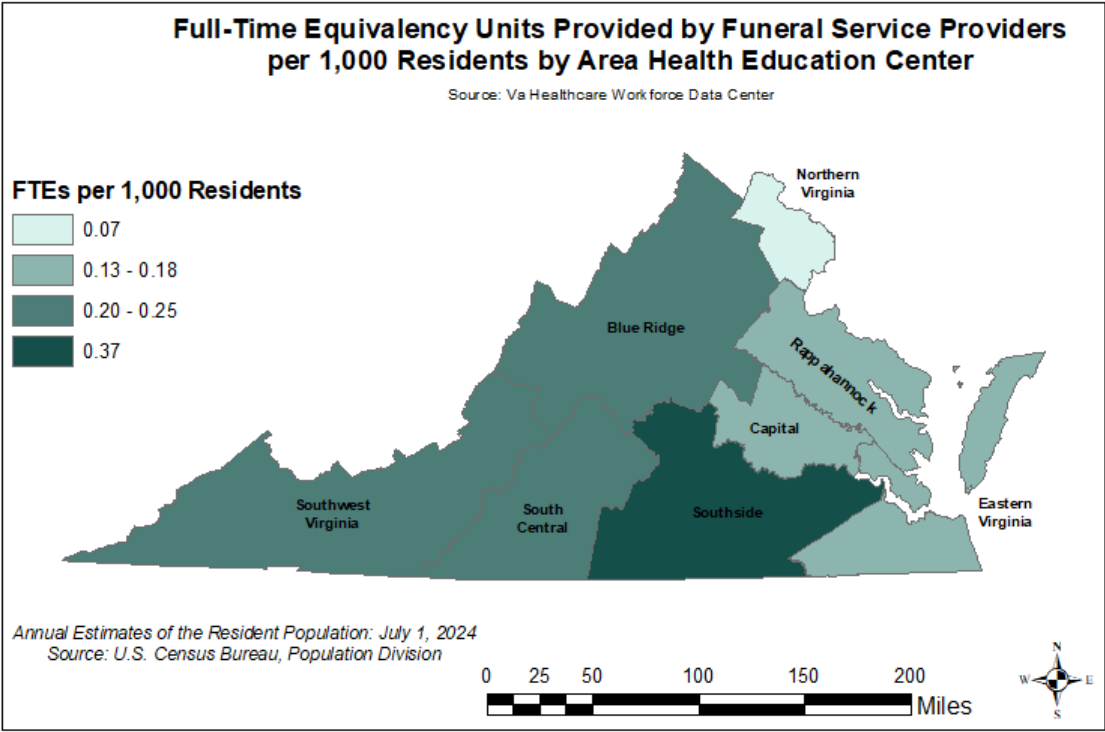
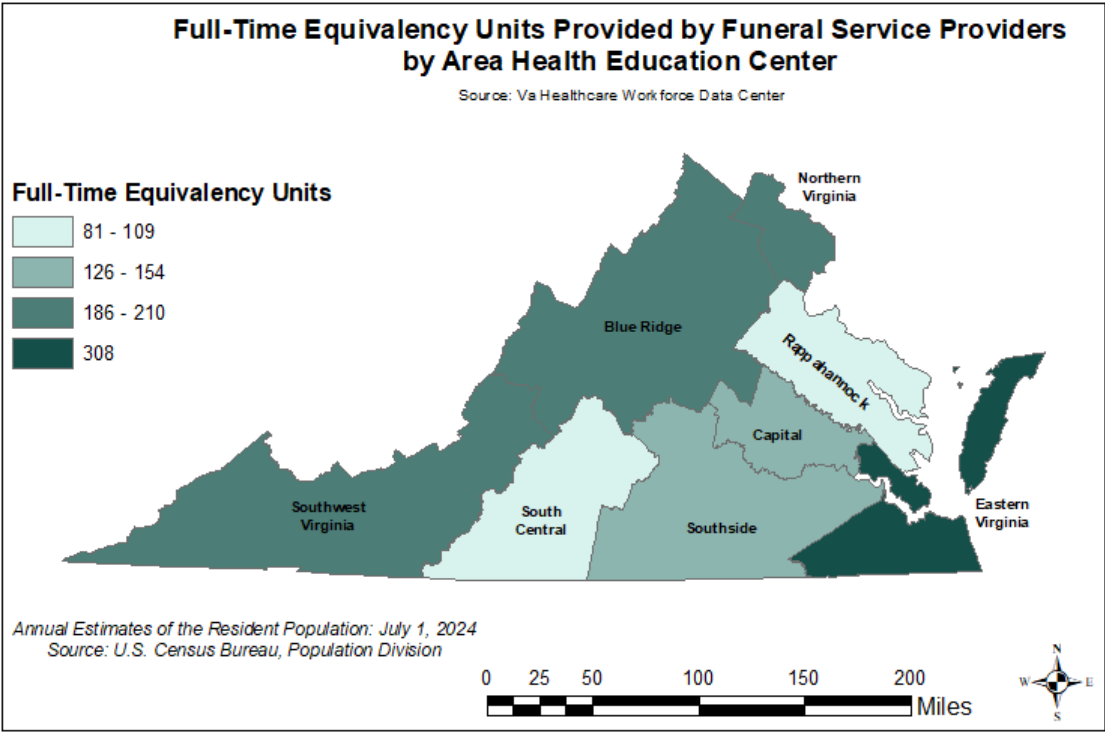


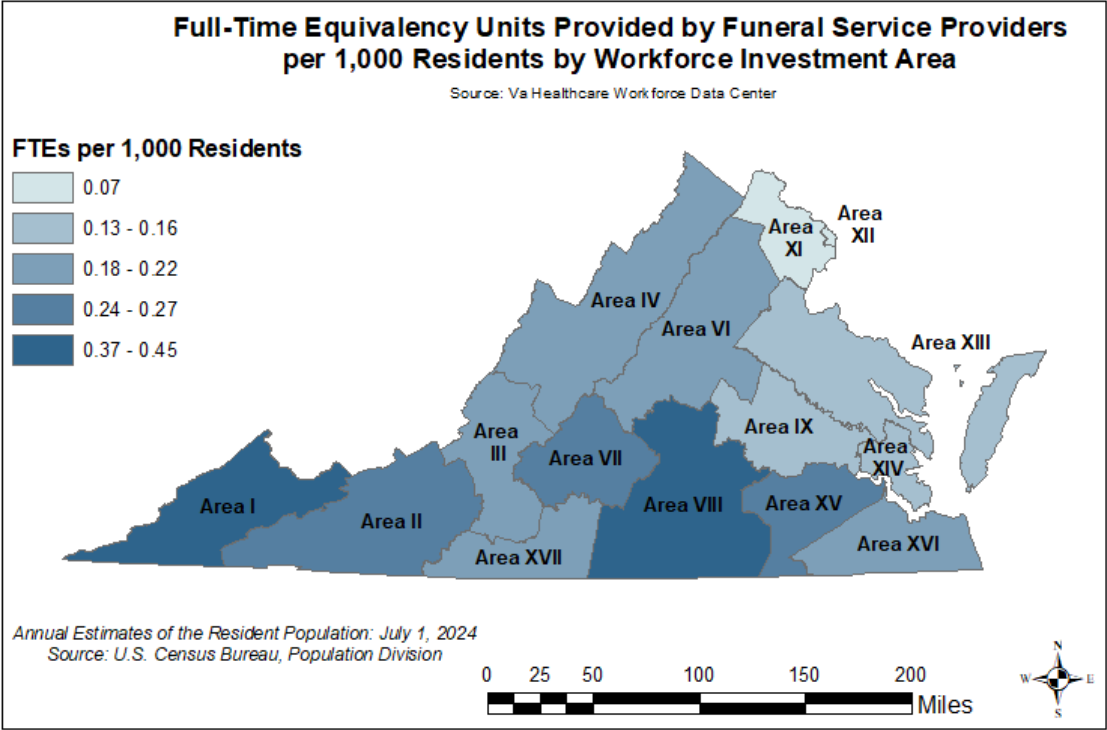
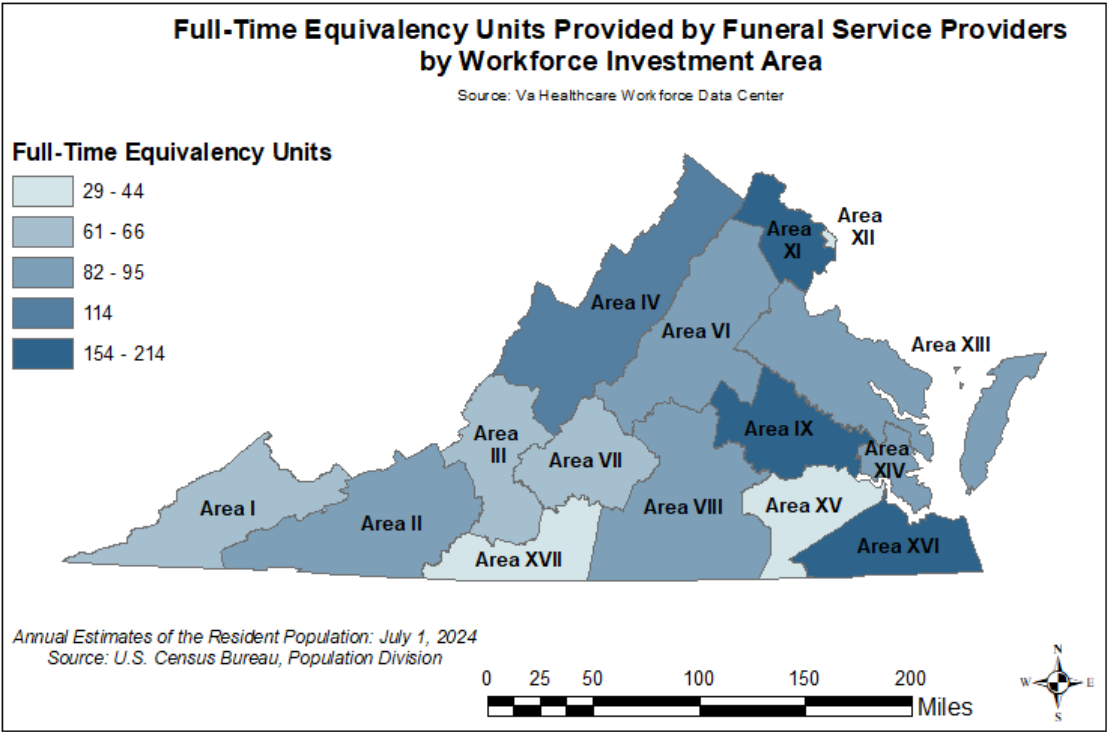
Source: Va. Healthcare Workforce Data Center

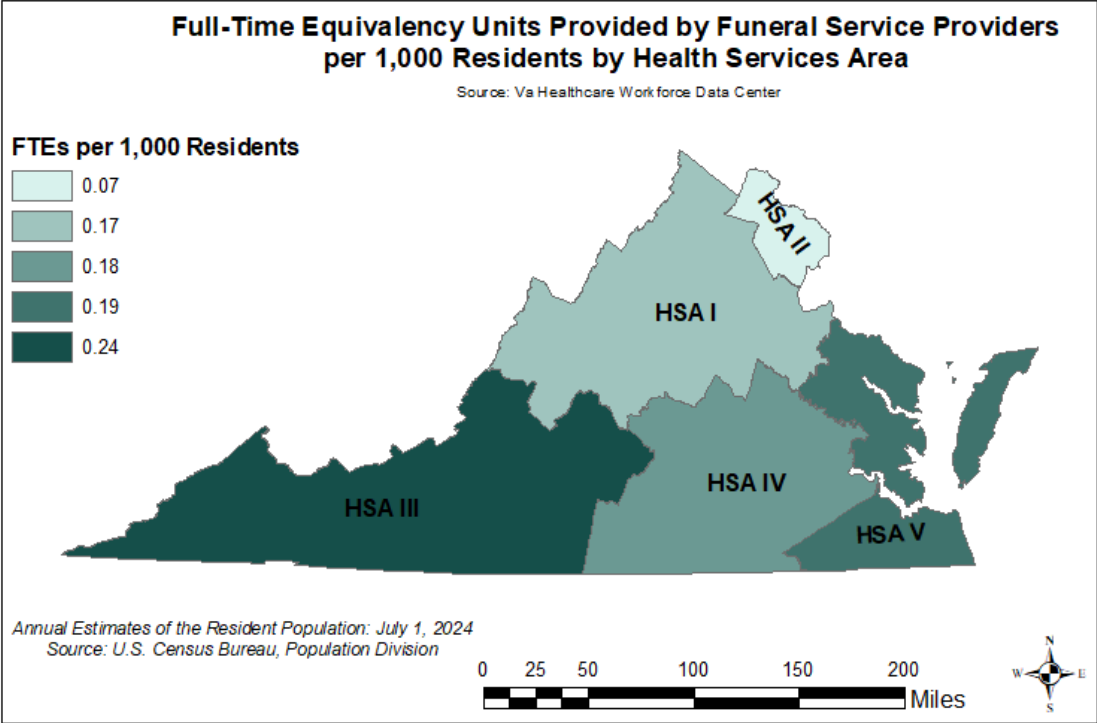
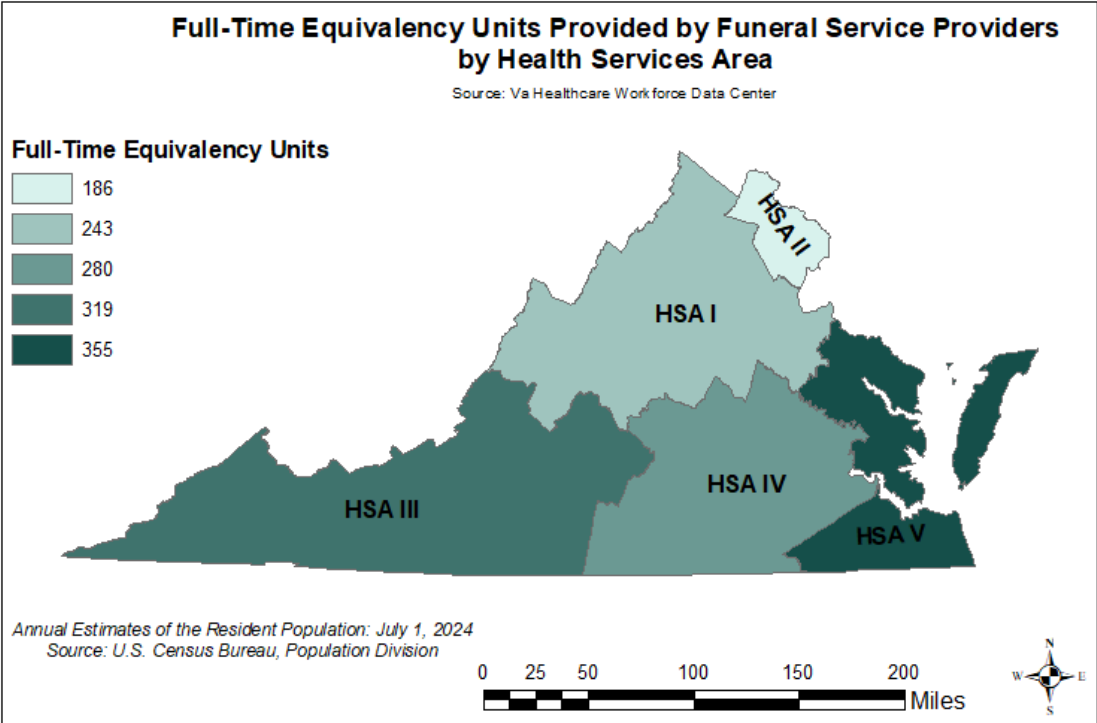
² Number of residents in 2024 was used as the denominator.

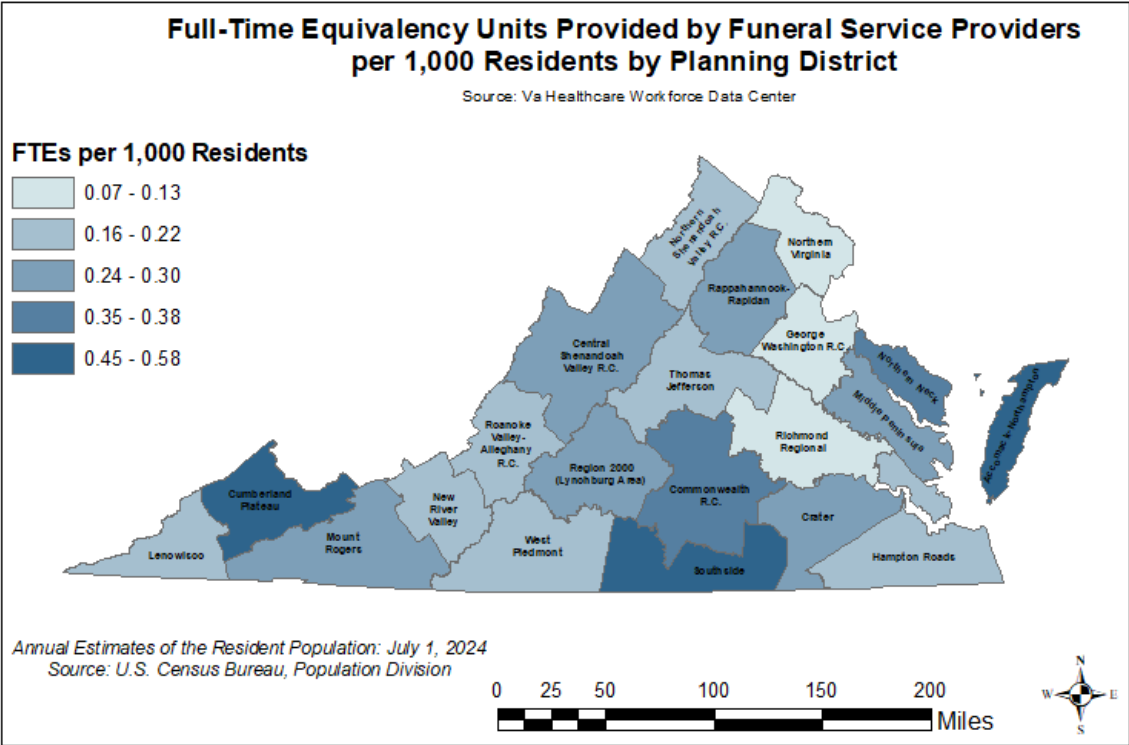
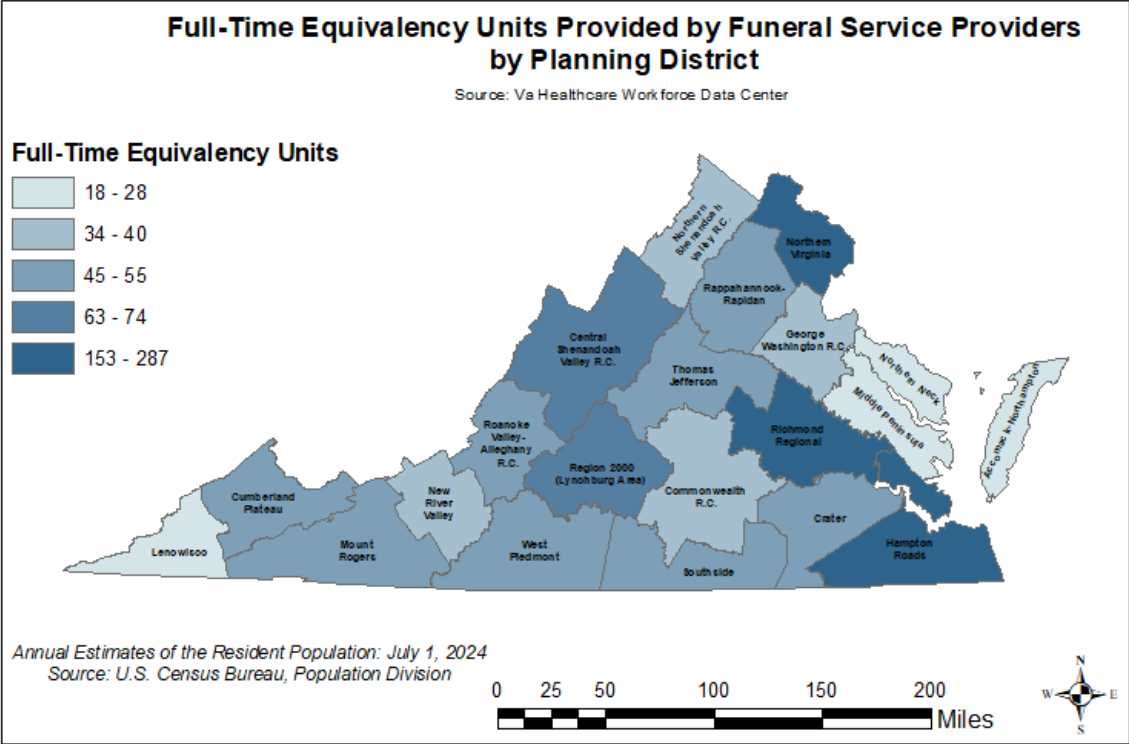
³ Due to assumption violations in Mixed between-within ANOVA (Levene's Test was significant).











Appendices

Appendix A: Weights

Rural Status	Location Weight			Total Weight	
	#	Rate	Weight	Min.	Max.
Metro, 1 Million+	736	79.35%	1.260	1.177	1.366
Metro, 250,000 to 1 Million	143	84.62%	1.182	1.104	1.281
Metro, 250,000 or Less	132	84.85%	1.179	1.101	1.278
Urban, Pop. 20,000+, Metro Adj.	40	80.00%	1.250	1.175	1.355
Urban, Pop. 20,000+, Non-Adj.	0	NA	NA	NA	NA
Urban, Pop. 2,500-19,999, Metro Adj.	109	79.82%	1.253	1.170	1.358
Urban, Pop. 2,500-19,999, Non-Adj.	82	78.05%	1.281	1.197	1.389
Rural, Metro Adj.	59	83.05%	1.204	1.125	1.305
Rural, Non-Adj.	36	94.44%	1.059	0.989	1.104
Virginia Border State/D.C.	221	86.43%	1.157	1.081	1.254
Other U.S. State	70	87.14%	1.148	1.072	1.244

Source: Va. Healthcare Workforce Data Center

Age	Age Weight			Total Weight	
	#	Rate	Weight	Min.	Max.
Under 35	197	75.63%	1.322	1.244	1.389
35 to 39	133	79.70%	1.255	1.089	1.318
40 to 44	164	79.88%	1.252	1.087	1.315
45 to 49	141	85.82%	1.165	1.012	1.224
50 to 54	172	87.79%	1.139	0.989	1.197
55 to 59	196	87.24%	1.146	0.995	1.204
60 to 64	176	86.93%	1.150	0.999	1.209
65 and Over	449	78.62%	1.272	1.104	1.336

Source: Va. Healthcare Workforce Data Center

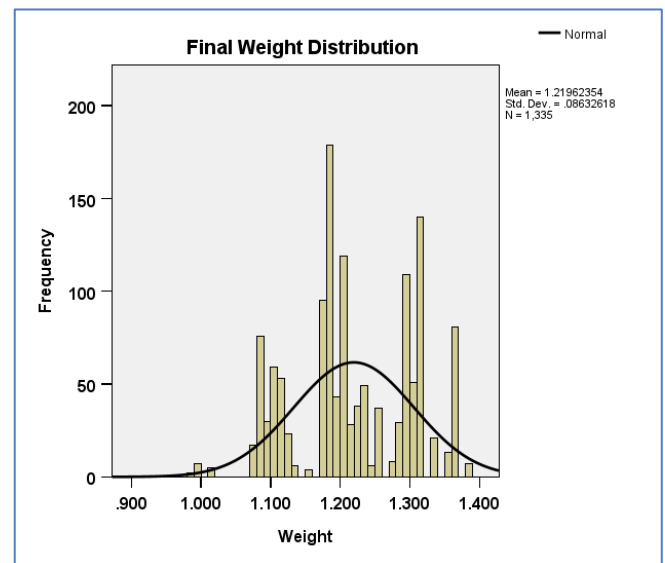
See the Methodology section on the HWDC website for details on HWDC methods:

<https://www.dhp.virginia.gov/PublicResources/HealthcareWorkforceDataCenter/>

Final weights are calculated by multiplying the two weights and the overall response rate:

Age Weight x Rural Weight x Response Rate
= Final Weight.

Overall Response Rate: 0.820025



Source: Va. Healthcare Workforce Data Center