



**LINCOLN COUNTY DEPARTMENT OF SOCIAL SERVICES
BOARD MEETING MINUTES
July 30, 2024**

The regular meeting of the Lincoln County Social Services Board was held on Tuesday, July 30, 2024, at 1:30 p.m. in the Board Room of the Social Services Building. Members present were Chrystal Hoyle, Dr. Sherry Hoyle, Jill Eaddy, and Daphne Ingram. Others in attendance were Matthew Hillman, Director; Kelley Miles, Deputy Director; Ruth Lockman, Business Manager; Mendie Kelly, Children Services Program Manager; Roni Duckworth, Economic Services Program Manager; Jennifer Sigmon, Adult Services Program Manager; and, Denise Dula, Economic Services Support Supervisor/Designated Clerk to the Social Services Board.

Call to Order-Matthew Hillman called the meeting to order at 1:30 p.m. Mr. Hillman moderated the meeting until the new Chair was elected.

Invocation-Chrystal Hoyle gave an invocation.

Adoption of the Agenda-Adoption of the Agenda was approved by motion from Jill Eaddy, second by Chrystal Hoyle, with all members in favor.

Public Comment-No public comments were made.

Oath of Office-Denise Dula administered the Oath of Office to Jill Eaddy. Ms. Eaddy was appointed by the Social Services Board on June 25, 2024. This will be Ms. Eaddy's first term.

Officers Election-Matthew Hillman opened the floor for nominations for Chair of the Social Services Board. Dr. Sherry Hoyle nominated Chrystal Hoyle, second by Jill Eaddy. Nominations were closed with all members in favor. Chrystal Hoyle accepted the position of Chair of the Social Services Board.

At this time, Mr. Hillman relinquished as moderator of the meeting. Chrystal Hoyle assumed her role as Chair of the Social Services Board.

Chrystal Hoyle opened the nominations for Vice Chair. Jill Eaddy nominated Dr. Sherry Hoyle, second by Daphne Ingram. Nominations were closed with all members in favor. Dr. Hoyle accepted the position of Vice Chair of the Social Services Board.

Board Committee Appointments-Jill Eaddy indicated she would be willing to serve on the Community Child Protection/Fatality Team. Daphne Ingram said she would serve on the Adoption Committee. Other Board members implied they would like to think about the

appointments and decide during the next Board meeting. All Board members were in favor of the nominations.

Minutes-Minutes from the June 25, 2024, meeting was approved by motion from Dr. Sherry Hoyle, second by Daphne Ingram, with all members in favor.

Old Business-Matthew Hillman provided an update on the Recipient Eligibility Determination Audit (REDA)-Round Two. Each month, twenty cases (10 approved and 10 denied) are randomly selected. We had a much better audit month than last. There were three internal control errors. The same error occurred in three different cases dealing with the wording of documentation. Corrections have been implemented. Mr. Hillman stated he is proud of the work being done by managers and staff. DSS will continue to keep the Board up to date on the REDA audit findings.

Matthew Hillman stated DSS would be sending their first social worker to the new state pre-service training redesign in August 2024. With the redesign, a seven week training model will be utilized. The worker will have to travel to Jacksonville, N.C. for the training. DSS will be able to pull down reimbursement to pay a portion of the county cost.

New Business-Jennifer Sigmon expressed the First Annual Senior Fest for Senior Health and Wellness Information Day was a success. There were approximately forty to fifty clients attending. Twenty-five vendors had signed up to participate and twenty-one providers showed up. The Lion's Club was on site giving free hearing and vision tests. I Care-Weatherization Assistance Program was on hand to help clients who meet federal low-income guidelines to lower their energy usage and costs. Some other vendors included Senior Services, Lincoln County Health Department, PACE, Kintegra, Lincoln County Tax Department, etc. There were thirteen door prizes from Chic-fil-A and Starbucks given away during the event. Scooters provided a keg of coffee. Cookies and cupcakes were served. Ms. Sigmon noted staff began to prepare for this event in January 2024. Work will begin in September 2024 for the Second Annual Senior Fest. Board members commended Adult Services, and everyone involved in making this event successful.

Matthew Hillman noted all DSS employees have been migrated to Microsoft 365. The old system utilized was Windows 13, so this was a huge improvement for staff. DSS continues to advocate for new technology to make work easier for employees.

Matthew Hillman stated he attended the North Carolina Director's Association Leadership Retreat held recently in Raleigh, North Carolina. Work focused on setting goals for the group including a day to meet with legislators to discuss needs; passing a budget to include hiring a press release firm to relay information to the public; shorter committee meeting once a month; hybrid meeting options beginning in January 2025. Mr. Hillman noted he was selected to serve on an advisory board working on the informational gap between legislators and local county commissioners. Board members congratulated Mr. Hillman on his advisory board appointment.

Budget Reports-Ruth Lockman presented to the Board a detailed synopsis of all agency line items and end of fiscal year 2023-2024 totals. Ms. Lockman gave a breakdown which included reflected accounts having the most impact due to under/overspending or realization of revenues. Ms. Lockman noted on the budget reports received in the monthly packet, numbers were pulled between July 6, 2024-July 12, 2024, with expenses being at 83.03 percent and revenues at 85.92 percent. As of today, expenses are at 90.9 percent and revenues are at 92.4 percent. There is a significant return cost to the county, however, this number is down from last year. DSS has done upgrades to the building including new doors at the front entrance, windows being sealed, building pressured washed, etc. Board members thanked Ms. Lockman for her thorough presentation.

Statistical Reports-Matthew Hillman stated on the Memorandum of Understanding (MOU) data, DSS did not meet MOU Work First Goal 1 which states the county will process 95 percent of Work First applications within 45 days of receipt. The goal was not met due to a worker error. The worker thought they had completed determination in the state system, but it was not. The worker finalized the application the following day. Mr. Hillman noted he does not anticipate this happening again. Managers and staff work hard to ensure MOU goals are met consistently.

Other-Matthew Hillman stated since implementation of Microsoft 365, Board members will have a new group email address. Mr. Hillman explained various notification options for Board members to decide. Also, the Agency Connection Committee (ACC) hosted a carnival day for staff members on Thursday, July 25, 2024. The event was held in the large training room due to the weather forecast. Food for sale included popcorn, snow cones, nachos, cotton candy, and soda/water. A “Pie in the Face” fundraiser was also done with participants paying money to throw pies in the faces of the DSS Director, Deputy Director, IT staff, and agency attorney. The carnival was well received and a fun time for all. The money raised will fund an agency summer cook out in September 2024.

Date of Next Meeting-August 27, 2024

Motion to adjourn by Daphne Ingram, second by Jill Eaddy, with all members in favor.

This meeting adjourned at 2:30 p.m.

Date Minutes Approved

Chrystal Hoyle, Chairperson

Matthew Hillman, Director

Respectfully Submitted:

Denise S. Dula
Economic Services Support Supervisor;
Designated Clerk to the Social Services Board of Lincoln County DSS
Cc: file copy