



## **LINCOLN COUNTY DEPARTMENT OF SOCIAL SERVICES BOARD MEETING MINUTES August 27, 2024**

The regular meeting of the Lincoln County Social Services Board was held on Tuesday, August 27, 2024, at 1:30 p.m. in the Board Room of the Social Services Building. Members present were Chrystal Hoyle, Chairperson; Dr. Sherry Hoyle, Vice Chairperson; 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; Jason Hughes, Placement Services Program Manager; Tiffany Barnette, Medicaid 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. In addition, Vicky Bowman, Child Support Supervisor attended to give an overview for Child Support Awareness Month. Also, Donna Corriher, Permanency Placement and LINKS Social Worker was present to talk about "Teens that Lead".

**Call to Order**-Chrystal Hoyle called the meeting to order at 1:30 p.m.

**Invocation**-Matt Hillman gave an invocation.

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

**Public Comment**-No public comments were made.

**Minutes**-Minutes from the July 30, 2024, meeting was approved by motion from Dr. Sherry Hoyle, second by Daphne Ingram, with all members in favor.

**Old Business**-Matt Hillman gave an update on the Food and Nutrition Management Evaluation (ME). Food and Nutrition Services program regulations after the Food and Nutrition Act of 2008 require the state to conduct ME reviews in each county. The objectives of the review provide a method of monitoring and assessing internal controls, strengthen program operations, and managing a continuous flow of information between the county, state, and federal government to develop solutions to problems in program policy and procedures. The ME for Lincoln County was conducted on Tuesday, July 16, 2024. Overall, Lincoln County did very well on the ME. Internal control errors were found with no county paybacks. Mr. Hillman noted if one error is found, there is an automatic Performance Improvement Plan (PIP). All counties within North Carolina end up on a PIP after the ME. Action plans have already been put in place to minimize errors in the future. Mr. Hillman expressed he expects to be off the PIP rather quickly.

Matt Hillman stated the Social Services Institute was held July 31, 2024- August 2, 2024, at the Hickory Metro Convention Center in Hickory, North Carolina. The event was informative and well received by attendees. Mr. Hillman noted the classes offered were advance line worker driven. Staff expressed they enjoyed networking with other agencies.

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. In the monthly follow up call, improvements were noted and over-all the agency is doing better. There was an error found in eligibility we are opposing. Staff are learning and growing through the audit. Mr. Hillman stated he was appreciative of the effort of staff.

**New Business**-Matthew Hillman introduced Vicky Bowman, Child Support Supervisor. Ms. Bowman explained August is Child Support Awareness Month and gave a detailed overview of the child support unit and duties associated with the job. She explained the unit consists of one supervisor, one lead agent, seven agents, and one clerical. There are currently 2104 child support cases open. There are 363 intergovernmental cases and 179 foster care cases. Ms. Bowman noted since they are no longer receiving mandatory referrals from Medicaid, changes were needed to keep the caseloads/workload as even as possible. Cross-training has begun with teaching agents to do both establishment and enforcement actions. An agent will now have the case from the beginning to end by taking the application, establishing an order, and then enforcing the order.

Board members thanked the child support unit of Lincoln County DSS for their hard work and efforts to ensure the children of Lincoln County are taken care of by their parents.

Next, Donna Corriher, Permanency Placement and LINKS Social Worker, was introduced to Board members to discuss Links: Summer Session 2024. Ms. Corriher explained the initiative engaged teen and young adults by giving them a voice in helping make foster care better. Lincoln County's theme was "Teens that Lead". Participants were allowed to pick any topic and get creative. There were eight presenters and topics ranged from artwork, poems, speeches, etc. Cash incentives were given to contestants for taking part in the activity and lunch was provided. The winner received a one-time incentive of \$800.00 from the state for successful completion of the session. Ms. Corriher presented an amazing video depicting the feedback and creativity of a child in foster care.

Board members thanked Ms. Corriher and all foster care staff for their relentless efforts in making the lives of foster children better.

**Budget Reports**-Ruth Lockman stated since we are just one month into fiscal year 2024-2025, there was not a lot to add to the budget reports provided in the monthly packets. Ms. Lockman expressed if Board members had any questions regarding the reports to please reach out and she will be glad to explain.

**Statistical Reports**-Matthew Hillman noted statistical data continues to look good. We are on track for our monthly goals. All staff do a great job in ensuring standards are achieved consistently.

**Other**-Board committee appointments were discussed further to see if any other Board member would like to serve on the Community Child Protection/Fatality Team or the Adoption Committee. Jill Eaddy has agreed to participant on the Community Child Protection/Fatality Team and Daphne Ingram is willing to serve on the Adoption Committee. At this time, no other Board members will serve on either committee.

Matt Hillman noted the agency cookout will be on Friday, September 27, 2024 from 11:30 a.m.-1:30 p.m. Hotdogs, chips, and drinks will be served. All Board members are invited to attend.

**Closed Session**-Chrystal Hoyle expressed a need for Closed Session. Chrystal Hoyle stated the Board would enter Closed Session pursuant to *G. S. 143-318.1*. Jill Eaddy made the motion to enter Closed Session, second by Dr. Sherry Hoyle, with all members in favor. The Board entered Closed Session at 2:15 p.m.

**Return to Regular Session**-Daphne Ingram made the motion to return to Regular Session, second by Jill Eaddy, with all members in favor. The Board returned to Regular Session at 2:40 p.m.

**Date of Next Meeting**-September 24, 2024

Motion to adjourn by Dr. Sherry Hoyle, second by Jill Eaddy, with all members in favor.

This meeting adjourned at 2:45 p.m.

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Date Minutes Approved

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Chrystal Hoyle, Chairperson

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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