



**LINCOLN COUNTY DEPARTMENT OF SOCIAL SERVICES  
BOARD MEETING MINUTES  
May 20, 2025**

The regular meeting of the Lincoln County Social Services Board was changed and held on Tuesday, May 20, 2025 at 2:00 p.m. in the Board Room of the Social Services Building. The members present were Chrystal Hoyle, Chairperson; Dr. Sherry Hoyle, Vice Chairperson; Jill Eaddy; Daphne Ingram ; and Alex Patton. 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; and, Denise Dula, Business Operations Supervisor/Designated Clerk to the Social Services Board. In addition, Christina Vandiver, Rhea Hunley, Amber Kiser, Stephanie Corry, and Beth Durham attended the meeting to give an overview of eligibility and outreach programs.

**Call to Order**-Chrystal Hoyle called the meeting to order at 2:00 p.m.

**Invocation**-Matt Hillman gave the 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 April 29, 2025 meeting was approved by motion from Alex Patton, second by Daphne Ingram, with all members in favor.

**Old Business**-Matthew Hillman stated the Shelter Plan for disaster responses had been finalized. It is the task of Lincoln County DSS with the assistance of the American Red Cross to open a shelter during events involving displacement of citizens of Lincoln County. During Hurricane Helene, it was found Lincoln County DSS staff should be in teams rather than split up in regions of east, west, and central. There are twelve teams with seven to nine staff on each team. In addition, a Level II Administration has been formed, with the Director, Deputy Director, and Business Manager stationed at the Emergency Operations Center. One team has been picked to activate first should there be a disaster with a rotation of all the teams to follow.

Matthew Hillman followed up on the legislative House Bills before the General Assembly of North Carolina and Senate Bills discussed last month that would impact services/programs within DSS. He explained which House Bills had crossed over from the House to the Senate and

the impact this could have on DSS. Mr. Hillman stated as more information is learned he will update the Board.

**New Business**-Matthew Hillman noted May is Foster Parent Appreciation Month. Jason Hughes presented a slide show giving an overview of events done for foster families. On May 16, 2025, a “Country Hoe Down” was held at Hartsoe Farms. Families played games, learned line dancing, played in a bouncy house, and delicious BBQ was served. There was a good turnout for the event and everyone enjoyed the festivities.

The Board members thanked Mr. Hughes and expressed gratitude to all foster care parents for what they do for the children of Lincoln County.

Matthew Hillman stated May is also Eligibility and Administrative Professionals Appreciation Month. Christina Vandiver, Rhea Hunley, Amber Kiser, Stephanie Corry, and Beth Durham attended the meeting to give an overview of eligibility and outreach programs. A power point was presented reflecting the details of the programs including the requirements and barriers each faced and the impact on staff.

Board members thanked all of the presenters and said they would like to acknowledge each of the eligibility and outreach staff members for their hard work and dedication.

Matthew Hillman stated he attended the Director’s Association Annual Meeting from April 30, 2025 to May 2, 2025 at Wrightsville Beach, North Carolina. The meeting was very informative and included vendors from various programs. There was net-working among those in attendance.

Matthew Hillman noted the Social Services Institute will be held from August 6, 2025 through August 8, 2025 at the Hickory Metro Center in Hickory, North Carolina. As information is learned regarding registration, etc., Board members will be made aware.

Matthew Hillman provided Board members with federal funding information involving Food and Nutrition, Medicaid Expansion, etc. There could be funding cuts in these programs that would greatly impact families. As more information is learned, the Board will be updated.

Matthew Hillman expressed the North Carolina Child and Family Services Review (CFSR) was done recently. Lincoln County DSS normally passes this review. There were no Lincoln County cases pulled this year. When counties do not pass the CFSR, they must establish short term goals, work on reform, and be placed on a Performance Improvement Plan (PIP).

**Budget Reports**-Ruth Lockman gave an analysis of budget items for the remainder of Fiscal Year 2024-2025. She explained various office equipment purchased, and the state and county share involved in buying the apparatus. Ms. Lockman noted line items having the most effect on the budget. She stated Board members could contact her should they have any questions regarding the reports presented.

**Statistical Reports**-Matthew Hillman stated Lincoln County DSS continues to maintain good statistical data. On MOU Child Welfare Services Goal One, the county must initiate 95 percent of all screened-in reports within required time frames. The MOU percentage for May was at 94 percent achieved. Mr. Hillman explained there were three cases initiated out of timeframe with two of those cases being due to the family and children being out of town for spring break. Also, on MOU Work First Goal One, the county must process 95 percent of Work First applications within 45 days of receipt. The MOU percentage for May was 90 percent obtained. This was due to worker error, and plans have been put in place to ensure this will not happen in the future.

**Other**-Matthew Hillman noted there will be a time of fellowship with food being served before the start of the Board meeting on June 24, 2025. More information will be sent out by Denise Dula. Also, each Board member has been provided with a purple ribbon to wear on Elder Abuse Day on June 15, 2025.

**Date of Next Meeting**-Tuesday, June 24, 2025 at 1:30 p.m.

Motion to adjourn by Daphne Ingram, second by Alex Patton, with all members in favor.

This meeting adjourned at 3:15 p.m.

At this time, Board members moved to the training room for Eligibility Specialist and Administrative Professionals Month recognition. Refreshments were served for all to enjoy.

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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  
Business Operations Supervisor;  
Designated Clerk to the Social Services Board of Lincoln County DSS  
Cc: file copy