



**LINCOLN COUNTY DEPARTMENT OF SOCIAL SERVICES  
BOARD MEETING MINUTES  
June 25, 2025**

The regular meeting of the Lincoln County Social Services Board was held on Tuesday, June 25, 2025 at 1:30 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; Tiffany Barnette, Medicaid Program Manager; Roni Duckworth, Economic Services Program Manager; and, Denise Dula, Business Operations Supervisor/Designated Clerk to the Social Services Board. Also in attendance was Christina Vandiver, Energy Supervisor, to give an overview of the Low Income Energy Assistance Program (LIEAP) and Crisis Intervention (CIP) Outreach Plan.

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

**Invocation**-Alex Patton gave the invocation.

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

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

**Minutes**-Minutes from May 20, 2025 meeting was approved by motion from Alex Patton, second by Dr. Sherry Hoyle, with all members in favor.

**Old Business**-Matthew Hillman stated next month we should learn the outcome of the Recipient Eligibility Determination Audit (REDA)-Round Two. At that time, DSS will know if they have been placed on an Accuracy Improvement Plan (AIP) and if there are any paybacks. As a result of enough improvements made during REDA-Round Two, DSS is hopeful of not being on a plan or having any money paybacks.

Matthew Hillman gave an update on the legislative House Bills before the General Assembly of North Carolina and Senate Bills discussed in both April 2025 and May 2025 that would impact services/programs within DSS. He explained House Bill (H.B.) 612 did pass. This HB will make various changes to laws affecting juveniles and associated services. In addition, Senate Bill (S.B.) 400 was passed. This SB is an act concerning the establishment of local adult protection multidisciplinary teams. Mr. Hillman noted he is very proud of Lincoln County

Social Services because we have already implemented an Adult Services Multidisciplinary Team.

Matthew Hillman stated the launch of the Partnership and Technology of North Carolina (PATH NC) is well under way. PATH NC is a children services support network that will streamline data collection from multiple agencies and organizations throughout the full life of each case to better support work. Trainings for staff will begin soon with August 11, 2025 being the live date for documentation in the PATH NC system.

Matthew Hillman gave a synopsis of the One Big Beautiful Bill Act signed into Law. He explained the effects it would have on various economic services and how citizens of Lincoln County could be impacted.

Matthew Hillman gave an update on the computer replacements for DSS. There have been 47 new laptops and docking stations purchased. And, with extra funds, updated scanners have been acquired. Mr. Hillman noted the new equipment will help boost morale among staff.

**New Business**-Matthew Hillman noted June is Older American Appreciation/Elder Abuse Awareness Month. Jennifer Sigmon, Adult Services Program Manager, gave a very detailed summary of the statistics for older American contributions and every senior's right to live their golden years with dignity and respect. Ms. Sigmon described the different types of abuse and preventable measures. She noted the number of reports received and the quantity of each worker's caseload. Ms. Sigmon discussed challenges facing older adults and strategies to help with these issues.

The Board members thanked Ms. Sigmon for her presentation and the dedication of all staff members to the older population of Lincoln County.

Next, Christina Vandiver, Energy Supervisor, presented the Low Income Energy Assistance Program (LIEAP) and Crisis Intervention Program (CIP) Outreach Plan. The annual plan must be approved by the Social Services Board. The plan outlines the outreach efforts to notify the community regarding the Low Income Energy Assistance Program and Crisis Intervention Program. The programs are advertised letting the public know how, where to apply for services. Lincoln County DSS has two planned outreach meetings. The first meeting will be on Wednesday, July 23, 2025 at 10:00 a.m. at DSS. The second meeting will take place on November 5, 2025. These meetings are for outreach plan committee members and vendors. Board members are welcome to attend the meetings. The Low Income Energy Assistance Program and Crisis Intervention Program Outreach Plan was approved by motion from Jill Eaddy, second by Dr. Sherry Hoyle, with all members in favor.

Kelley Miles discussed the transition from TIPS-MAPP to MAPP Foundations. This updated version includes new video content, enhanced information on brain science and trauma, updated child scenarios, and expanded materials for birth families, among other improvements. The changeover will kick off in August 2025 with full implementation by June 2026.

Also, Kelley Miles gave details of the new child welfare policy being enacted. These changes include timeframes for initiations, the amount of time to interview victim children, face-to-face visits by the social worker, caseloads of workers, safety providers, and the overall effects these changes will have on child welfare.

**Budget Reports**-Ruth Lockman stated expenditure/revenue reports were included in the Board packets. She expressed if Board members had any questions regarding any line item to please contact her and she will be glad to explain.

**Statistical Reports**-Matthew Hillman stated Lincoln County DSS statistical data continues to remain strong. He is very proud of the hard work of all DSS staff.

**Other**-Matthew Hillman presented Chrystal Hoyle, Chairperson of the Lincoln County Social Services Board, with a Life-Time Recognition Award plaque made of clear glass. Ms. Hoyle has served on the Lincoln County Social Services Board for over 25 years. Board members shared stories of the time spent serving with Ms. Hoyle on the Board. Everyone present thanked Ms. Hoyle for her unwavering dedication to the citizens of Lincoln County. All agreed, she will be greatly missed.

**Closed Session**-No closed session needed.

**Date of Next Meeting**-Tuesday, July 29, 2025 at 1:30 p.m.

Motion to adjourn by Chrystal Hoyle, second by Alex Patton, 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  
Business Operations Supervisor;  
Designated Clerk to the Social Services Board of Lincoln County DSS  
Cc: file copy