

HHSINSIGHT



FORSYTH COUNTY Health and Human Services

What is HHS?

HHS stands for Health and Human Services. Forsyth HHS's mission is to advance well-being, safety, and self-sufficiency for all residents. We accomplish this by engaging in community partnerships, education, and regulation and by providing essential coordinated services to address existing and emerging issues. The health and human services departments consist of Behavioral Health Services, Bridges to Hope Family Justice Center, Public Health, and Social Services.

The County Commissioners appoint an HHS board that serves in an advisory capacity and have statutory responsibilities for Public Health and Social Services. The current HHS Board Chair is Heather Parker. The current HHS Director is Shontell Robinson, who also serves as a Deputy County Manager.

Message from the HHS Director

Happy New Year! There are lots of amazing things on the horizon that should be completed (or close to completion) in 2024. We plan to open a new facility-based crisis center at the Highland Avenue Center, located at 650 Highland Avenue in Winston-Salem. The Center will provide residential level care as an alternative to hospitalization for adults experiencing a mental health or substance use crisis. The renovation of an auditorium on the HHS campus will also be completed. This will allow us to provide more programming on the campus and the ability to incorporate arts and healing. A new park will be constructed on the corner of Highland Avenue and 5th Street. It will be the county's first all-inclusive park and will provide an opportunity to incorporate some fun onto the campus.

You will also continue to see our HHS team throughout the community as we are committed to meeting our residents where they are and going beyond the walls of our buildings. Part of this commitment is the upfitting of the County's "WeCare" mobile unit this year which will assist us with visibility and mobile programming space. If you see us out and about, please stop by and say hello! Our goal is to make sure you are fully aware of the programs, services, and resources that we offer. Some things may surprise you!

We are working hard to break down siloes both internally and externally so that we can have the most positive community impact. This is certainly a marathon and not a sprint, and I look forward to continuing to work alongside our awesome team and community partners in 2024. The sky's the limit!

If you have any questions, comments, or suggestions, please don't hesitate to contact me at 336-703-2020 or robinssa@forsyth.cc.

Best Regards,

Shontell A. Robinson
Deputy County Manager
Health and Human Services Director

Learn More About HHS

We want to ensure our residents are aware of the many services and resources that Health and Human Services offers. Below includes information on several programs, services, and resources:

Adolescent Health Programs for Teens

Public Health offers teen programs that provide educational sessions throughout the year for youth ages 9-18. If you know someone who may be interested in joining a program about adolescent health and/or sexual health, please complete the referral form at this link: [Referral Form](#)

Domestic Violence Protective Orders

Anyone seeking relief from interpersonal violence in a relationship as defined under the North Carolina Statute Chapter 50B, may file for an Emergency Ex Parte 50B Domestic Violence Protective Order at Bridges to Hope Family Justice Center, located at 725 North Highland Avenue in Winston-Salem, and have a hearing onsite, on the same date. Clients should plan to be at the Center 8:30am-noon to file. No appointment is necessary; however, clients who arrive close to noon may need to return another day if the docket is at capacity for the day. Clients should plan accordingly for a full day's process to meet with an advocate to complete forms correctly, plan for safety, connect to multiple partner agencies for additional services and resources, and have their hearing with a District Court Judge. A Client Navigator is available throughout the entire process to answer questions, coordinate services with providers, and facilitate follow-up referrals as needed.

The Emergency Order is in effect for up to ten days, if granted by the Judge. Regardless of whether the Order is granted, or denied, all petitioners are provided a hearing date to take place within 10 days for the Order to potentially be put in place for up to one year. For questions regarding this legal process, please contact Bridges to Hope Family Justice Center at (336) 776-3255.

Foster Care Recruitment

Every child deserves a champion - an adult who will never give up on them, who understands the power of connection and insists that they become the best they can possibly be. Could this be you?

We are currently recruiting adults interested in learning more about Foster Parenting and how you can help a child in our community by providing a temporary home so that they can continue to reside in Forsyth County, near their school and the support systems they know. If you have space and a heart for this, please connect with a Foster Home Licensing worker to answer your questions and start the process at (336) 703-CHILD (2445).

Low Income Energy Assistance (LIEAP) and Crisis Intervention Program (CIP)

Social Services operates programs that help with energy costs through direct payments to energy vendors to help eligible households pay their heating bills. Applicants can complete an application by mail, email, fax, or drop-off at Social Services located at 741 North Highland Avenue. A face-to-face interview is not required currently.

Households that meet the following criteria may be eligible for **LIEAP**: 1) Have at least one U.S. citizen or non-citizen who meets the eligibility criteria, 2) Meet an income test, 3) Have reserves at or below \$2,250, 4) Be responsible for its heating costs

Households that meet the following criteria may be eligible for **CIP**: 1) Have at least one U.S. citizen or non-citizen who meets the eligibility criteria, 2) Meet the income test, 3) Have an energy related crisis, 4) Have a utility statement that shows how much is owed to alleviate the crisis

[Access the application here.](#) [En Español aplicar aqui.](#)

COVID Tests

Free at-home COVID tests are available to individuals and organizations who may need them. COVID tests are available at Public Health located at 799 North Highland Avenue in Winston-Salem, and at every library across the county. Just stop by the front desk and ask!

Flu and COVID Vaccines

Public Health, located at 799 North Highland Avenue, offers **free** COVID-19 and Flu vaccines on a walk-in basis. Monday-Wednesday 8:30am-4:30pm, Thursday 8:30am-7:30pm, and Friday 8:30am-12:30pm.

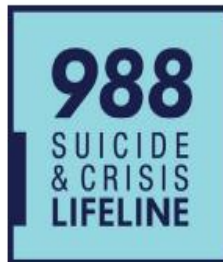
Mental Health and Substance Use Services

The Behavioral Health Services Division manages opioid settlement and behavioral health funding. Many of our community partners receive funding from one or both funding sources. This includes community-based crisis services. If you or someone you know need resources or services, below are some options for you:

- Behavioral Health Urgent Care (BHUC), located at 650 N. Highland Avenue (across from Annex 1), is operated by Daymark Recovery Services and is open 24/7. Individuals may stay for up to 23-hours for purposes of stabilization.
- Mobile Integrated Healthcare, a division of Emergency Management Services, performs medical and behavioral health assessments. They will soon be adding Peer Support Specialists for post overdose response.
- The Forsyth County pharmacy dispenses mental health, substance use, and limited physical health medications. It is in Annex 1 (directly across the street from the BHUC) and is open Monday-Friday 7:30am-5:00pm. This retail pharmacy is open to the public; however, not all medications are available/stocked. The pharmacy accepts Medicaid, Medicare, and many commercial insurances. To learn more, call (336) 703-3250.



If you or someone you know needs support now, call or text 988 or chat 988lifeline.org

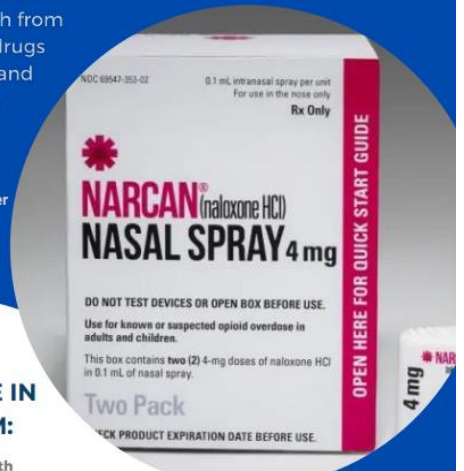


PEP22-08-03-001

Free naloxone is available!

Naloxone (also known as Narcan) is the medication that can prevent death from overdoses related to drugs like Fentanyl, Heroin, and prescription pain pills

Naloxone is a nasal spray that is easy to use and comes with instructions on how to administer



WHERE TO GET FREE NALOXONE IN WINSTON-SALEM:

- ◆ Vending machine at Forsyth County Detention Center (lobby): 201 N. Church Street
- ◆ Forsyth County Public Health Pharmacy: 725 N Highland Avenue Annex 1
- ◆ Forsyth County Substance Use Health Educator: 336-486-0103 (Call or Text)
- ◆ Twin City Harm Reduction Collective: 639 S. Green Street 336-529-4492

For more information about Overdose and Naloxone Trainings please call or email: 336-486-0103 or frost@forsyth.cc



Upcoming Events

Our HHS team works hard every day to serve our community. We participate in many community events throughout the year that are hosted by others, and we sometimes host our own events. Below are several upcoming events that we will be hosting **in partnership with other organizations**.^{*} Our event schedules do change regularly, so please follow us on our website and social media for the most updated information. Check out page 6 for ways to “Connect With Us!”

January 12th - 2:00pm-4:00pm - HHS Health and Wellness Event at Healy Towers, 3450 Healy Drive in Winston-Salem

**In partnership with the residents of Healy Towers, Housing Authority of Winston-Salem, Novant Health, and Twin City Harm Reduction*

January 18th - 2:00pm-4:00pm - HHS Health and Wellness Event at Crystal Towers, 625 W 6th Street in Winston-Salem

**In partnership with Crystal Towers United, Housing Authority of Winston-Salem, Novant Health, and Twin City Harm Reduction*

January 27th - 11:00am-2:00pm - HHS Health and Wellness Event at Sunrise Towers, 801 N Martin Luther King Jr. Drive in Winston-Salem

**In partnership with Housing Authority of Winston-Salem, Novant Health, and Twin City Harm Reduction*

January 30th - 5:30pm-7:30pm - Community Suicide Conversation at the Clemmons Branch Library, 6365 James Street in Clemmons

**In partnership with Mental Health Association and Partners Health Management*

February 7th - 1:00pm-4:00pm - Community Support Resource Fair at the Winston-Salem Transit Authority (WSTA) Clark Campbell Transportation Center, 100 West Fifth Street in Winston-Salem

**A collaboration between HHS and WSTA where community partners are invited to table and share resources with riders and others. This event is held monthly on the 1st Wednesday and community partners may change.*

Community Partnerships



Thank you to *Winston-Salem First Church* and *RestoreOne* who donated 50 Thanksgiving meals to Social Services clients!



Thank you to *Sound the Silence in Domestic Violence* Founder *Cassandra Bethea Shine* (Center) for donating diapers to *Bridges to Hope Family Justice Center*!

WeCare

Everything we do at Forsyth County is driven by our Shared Principles, known as WeCare. These principles are a uniting force, connecting us across departments, divisions, and functional areas. These values shape the organization’s culture and enables us to make us a positive difference throughout our workplace and community.

INTEGRITY

We do what’s right. Integrity is the impartial and honest standard by which we make decisions and take actions, large and small, every day. In our practices, integrity is a mandatory standard.

AWARENESS

We strive to gain an understanding of how each department fits into the big picture to make a difference for our employees and this community.

ACCOUNTABILITY

We take personal responsibility. We hold each other accountable for our actions. We learn and grow to develop skills to better serve the community.

RESPECT

We treat all people with dignity and respect. We value diversity and inclusion throughout our workplace and our community.

EXCELLENCE

We encourage forward thinking. We strive to find new ways to innovate and improve service to our citizens.

We care about our customers’ experience, so please let us know how we’re doing. Click here to provide us with feedback as we are committed to continuous improvement: <https://forsyth.cc/feedback.aspx>

County Jobs

We have many job opportunities available. We offer competitive pay and benefits, including medical, dental, vision, and life and disability insurances. We also provide generous paid leave benefits and a 2.5% contribution to the 401(k) plan. All employees participate in the Local Government Retirement System (LGRS), a pension plan that is one of the most secure and responsibly managed defined benefit plans in the nation.

To learn more about our jobs and to apply, please click the below links:

[New Year New Career! Join Team Forsyth](#)
[Job Opportunities | Careers at Forsyth County](#)



Connect With Us

There are always lots of things happening in the County, and there are many ways for you to stay connected. Check us out on the following:

- County Website: <https://forsyth.cc/>
- HHS website: <https://forsyth.cc/hhs/>
- Facebook: <https://www.facebook.com/ForsythCountyNC> and <https://www.facebook.com/FCDPH>
- County Connections: <https://connectwith.forsythcountync.gov/>
- Vimeo: <https://vimeo.com/forsythcountync>
- Flickr: <https://www.flickr.com/people/forsythcountync/>
- YouTube: <https://www.youtube.com/@forsythcountygovernmentnor8016>

Board of County Commissioners



Don Martin, Chair
Dan Besse
Tonya McDaniel
Richard Linville

Gloria Whisenhunt, Vice Chair
David Plyler
Malishai Woodbury

Commissioners meet most Thursdays at 2:00pm at the Forsyth County Government Center. Please click here for the updated schedule and more information: https://forsyth.cc/Commissioners/meeting_schedule.aspx

Health and Human Services Board

Heather Parker, Chair
John Blalock
Carmelita Coleman
John Davenport
Dr. James Doub
Dr. Palmer Edwards
Dr. Brooke Griffith
Dr. Calvert Jeffers
Dr. Charles Massler

Fleming El-Amin, Vice Chair
Dr. Linda Petrou
Sharon Pettiford
Sharon Rimm
Dr. Peter Robie
J. Phil Seats
Dr. Ricky Sides
Gloria Whisenhunt

The HHS Board meets at 5:30pm at the Public Health Department on a bi-monthly basis. The 2024 meeting dates are as follows: February 7, April 3, June 5, August 7, October 2, and December 4.

Health and Human Services Leadership Team

Shontell Robinson, HHS Director/Deputy County Manager
DeWanna Hamlin, Bridges to Hope Director
Denise Price, Behavioral Health Services Director
Christa Smith, Interim Social Services Director
Joshua Swift, Public Health Director