

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.

We also have 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.

Message from Deputy County Manager

I'm Shontell Robinson, Deputy County Manager, and I also proudly serve as the Health and Human Services (HHS) Director. I am excited to introduce you to our first HHS newsletter: *HHS Insight*. This newsletter will serve as a mechanism for us to share information across HHS, which consists of Behavioral Health Services, Bridges to Hope Family Justice Center, Public Health, and Social Services.

Our goal is to become a one-stop shop for our residents, and we are working hard to integrate services across the HHS campus, located on North Highland Avenue in Winston-Salem. We are continuing to look for ways to enhance services for our residents and want everyone to have a welcoming and seamless experience, regardless of the door you walk in.

This first edition of *HHS Insight* is focused on informing you about who we are, what we do, some campus updates, and we'll spend a little time talking about Medicaid Expansion as that will take effect on December 1st.

There are a lot of amazing things happening in HHS, and we have the most dedicated team working hard behind the scenes. I look forward to providing you with some insights about all things HHS.

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,

A handwritten signature in blue ink, appearing to read "Shontell".

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

Learn More About HHS

Behavioral Health Services works with community and other stakeholders to build a community-based continuum to address the needs of individuals with a behavioral health diagnosis, including the needs of individuals experiencing a behavioral health crisis. The Division offers programs and services, manages funding to many community organizations and providers, facilitates Opioid Settlement responsibilities, and serves as a convener between the state, community providers, the LME/MCO, and the community. Services and supports reporting to the Division include the pharmacy, Stepping Up/Mental Health Court, library-based peer support services, and substance use education.

Bridges to Hope Family Justice Center provides services at no cost, in one location, to individuals and families impacted by domestic violence, sexual assault, child maltreatment, elder abuse, and human trafficking. Clients can file a complaint for the Emergency 50B Domestic Violence Protective Order onsite, have a virtual hearing with a District Court Judge onsite, and learn whether their complaint was granted or denied on the same day. In collaboration with community partners, they offer a range of services, including crisis intervention, counseling, legal advocacy, and resources to help survivors rebuild their lives.

Public Health works to promote and protect the health of the community. They offer various services such as immunizations, disease prevention and control, health education, and access to healthcare resources. Their goal is to ensure the well-being of all residents through preventive measures and health promotion.

Social Services focuses on providing assistance and support to individuals and families in need. They offer programs and resources related to food assistance, financial aid, housing support, child and adult protective services, and more. Their aim is to enhance the quality of life and promote self-sufficiency among vulnerable populations.

Meet Our Directors



Shontell Robinson

Deputy County Manager and Director of HHS



Denise Price

Director of Behavioral Health
Services



DeWanna Hamlin

Director of Bridges to Hope



Joshua Swift

Director of Public Health



Christine Dowdell

Director of Social Services

HHS Campus Updates

The County Commissioners have invested a substantial amount of funding towards renovations on the HHS campus. Public Health and Social Services will be undergoing some interior renovations. The Highland Avenue Center is undergoing renovations that will add a new facility-based crisis center, upfit of provider offices, counseling rooms, and will also see the relocation of the pharmacy and Behavioral Health Services Division. The Annex 1 auditorium will be renovated, to include new lighting and interior finishes. A new park on the corner of Highland Avenue and 5th Street will be constructed as well. Annex 2 is currently vacant, and we are working towards plans for future usage. We are also working towards the overall beautification of the HHS campus, so that it has a more enhanced look and feel. Below are visuals of the campus:



Public Health and Social Services



Highland Avenue Center



Annex 1 and Annex 2



Future Home of Highland Avenue Park

Medicaid Expansion

Great news for our community! Beginning December 1, 2023, approximately 600,000 North Carolinians will be able to get health care coverage through Medicaid. NC Medicaid will cover people aged 19 through 64 years with higher incomes. Many North Carolinians who did not qualify for health insurance through NC Medicaid before, may soon qualify.

Forsyth County has approximately 112,000 residents currently receiving Medicaid. We anticipate an additional 45,000 Forsyth County residents will be eligible through Medicaid Expansion.

Medicaid provides health coverage at no cost or low cost to those who are eligible. There are no monthly premiums, and the highest copay is \$4 for some services. Services include, but are not limited to: primary care, inpatient and outpatient, maternity and postpartum care, vision and hearing, prescription drug benefits, behavioral health, preventative and wellness, devices and other therapies.

Individuals can apply starting December 1st online through [ePass.nc.gov](https://epass.nc.gov), by phone 336-703-3800, by mail or by visiting Social Services located at 741 N. Highland Avenue, Winston-Salem NC 27101. We are open Monday through Friday 8am-5pm. It may take up to 45 days for applications to be processed.

We are holding Medicaid Expansion Townhalls to inform the public about who is eligible for coverage. The Townhalls are led by Marissa Adams, Medicaid Services Division Director. The meetings are open to the public and no registration is required. Upcoming meetings are as follows:

- Nov. 4, 1:00-2:00 p.m. at Lewisville Library, 6490 Shallowford Road
- Nov. 8, 6:30-7:30 p.m. at Reynolda Manor, 2839 Fairlawn Drive
- Nov. 9, 6:30- 7:30 p.m. at Southside Library, 3185 Buchanan St.
- Nov. 29, 6:30-7:30 p.m. at Central Library, 660 W 5th St.

Please also visit <https://medicaid.ncdhhs.gov/north-carolina-expands-medicaid> to learn more about Medicaid Expansion.



Medicaid Services Division Director Marissa Adams and team at the first Town Hall at Walkertown Library on October 24th

HHS Team In Action

Our HHS team works hard every day to improve the lives of the residents that we serve. While we are creating a one-stop shop on our campus, our teams are in the community each and every day as we understand that we also have to go beyond the walls of our buildings. Below are a few pictures of our team in action over the last few months:



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 (LGERS), 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 visit:

<https://www.governmentjobs.com/careers/forsythcountync>



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>

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