



# Reentry Resource Guide for New Hanover County



**2024**




## PLEASE READ THIS FIRST!

Nothing is more frustrating these days than trying to get an actual human being to answer the phone when you call organizations for assistance. This can especially be true for government agencies. If this happens to you when contacting any of the service providers listed in this Reentry Resource Guide, remember the following:

- Try to find all the information you need on the service provider's website, which OurJourney gives for every service provider that has one. That way you won't even need to call. If the website gives an email address, you might try emailing the service provider with your non-emergency questions.
- Sometimes by pressing the zero button on your phone you can skip past the recorded message and be sent straight to a human operator.
- Know ahead of time exactly what you want to ask; have any materials you need on hand before you call (such as ID, application, etc.).
- Be patient. If you simply can't wait on hold any longer, choose the option that lets you leave a voicemail (if available).
- If you leave a voicemail, remember to state your name and phone number clearly, along with the reason for your call.
- Make sure you're available for call-back during normal business hours. If you can't be, when you leave your voicemail provide a time range for call-back.

Also remember, many people in your community need help too. So you may be placed on a waiting list for some services. OurJourney always recommends that you begin your search for assistance by contacting the One-Stop Resource Centers listed at the front of this guide. Why? Because these service providers usually have the resources and connections in the community to provide more immediate and specific help.

Agencies, organizations, ministries or businesses with a  beside their listing are close partners of OurJourney. We have verified not just their basic information but that they are dedicated to helping you rebuild your life. Make sure you mention that OurJourney sent you!

Finally, remember that your success ultimately depends on **YOU!** OurJourney encourages you not to give up if you can't find help when and how you need it. We know firsthand how frustrating it can be when things don't go the way you hope, but we also know that **the worst day in freedom is better than the best day in prison**, and that patience and perseverance are just as important to your success as the assistance you need.

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Picture on the front cover courtesy of Brian Scott



## Resource Guide - New Hanover County

The service providers listed below are for New Hanover County and surrounding areas. Agencies, organizations or businesses may be listed multiple times if they offer services in multiple categories. Agencies, organizations or businesses listed under the category “One-Stop Resource Centers” offer assistance in all or nearly all other categories. OurJourney does not endorse any of the agencies, organizations or businesses listed below, unless otherwise noted by a green check mark.

OurJourney has verified the accuracy of the information in this Resource Guide as of the date printed on the bottom of each page. There may be other service providers in New Hanover County not listed. Please call 888-50-REENTRY or email [contact@ourjourney2gether.com](mailto:contact@ourjourney2gether.com) to report any discrepancies or to suggest other service providers in New Hanover County.

### One-Stop Resource Centers



#### LINC

222 Division Dr.  
Wilmington, NC 28401

910-889-1140

[nhcreentry.org](http://nhcreentry.org)

Monday, Tuesday, Thursday and  
Friday: 9:00 AM to 5:00 PM

Case managers at LINC, Inc.'s Local Reentry Council help returning citizens in a one-on-one setting to match the best resources with needs. Provides assistance for everything from housing to job training and placement, from obtaining ID to transportation.

Assistance is free; some services provided by partner organizations may charge fees



#### You Empower You

2291 Onslow Dr.  
Jacksonville, NC 28540

252-764-5679

Find them on Facebook at You Empower You

Monday through Friday: 9:00 AM to 5:00 PM

Provides assistance to individuals returning after incarceration in several ways, including housing referrals and mentorship. Their founder, Mike Noreski, is formerly incarcerated.

Their office is in Jacksonville but they provide assistance to individuals in New Hanover County.

Call for more information or to speak with Mike.

Assistance is free; some services provided by partner organizations may charge fees

## One-Stop Resource Centers



### Crossroads Reentry

PO Box 861  
Huntersville, NC 28070

704-499-1332

[www.crossroadsreentry.org](http://www.crossroadsreentry.org)

Located near Charlotte, NC, but offers a wide variety of resources and referrals in several categories for those returning from prison regardless of location. Their slogan is "Any need, anywhere." Call and leave a message for Jeff Cloud and he will call you back promptly.

Assistance is free; some services provided by partner organizations may charge fees

### United Way - Cape Fear

5919 Oleander Dr.  
Building II, Suite 115  
Wilmington, NC 28403

910-798-3900

[www.uwcfa.org](http://www.uwcfa.org)

Call for Hours of Operation

Provides support to dozens of member agency programs in New Hanover County. In addition to calling the number provided for the New Hanover office, you can get assistance by calling the United Way hotline by dialing 211.

Assistance is free; some services provided by partner organizations may charge fees

### The Help Hub

20 North 4th St., Suite 214  
Wilmington, NC 28401

910-769-5357 or 910-343-8212

[www.harrelsoncenter.org/help-hub](http://www.harrelsoncenter.org/help-hub)

Tuesday, Wednesday and Thursday:  
9:00 AM to Noon

Helps reentering men with permanent housing, medications, and essential bills. To receive help you must fill out intake form on their website or pick one up at their office. Call before going to confirm what you will need to bring with you.

Assistance is free; some services provided by partner organizations may charge fees



### Recidivism Reduction Call Center

<https://rreps.net/recidivism-reduction-hotline>

888-852-0004

The Recidivism Reduction Call Center allows people recently released from prison in North Carolina to connect with a RREPS operator to request information about, and set up warm referrals to, employment, housing, healthcare, and public benefits services.

Assistance is free; some services provided by partner organizations may charge fees

## One-Stop Resource Centers



### Go Further Connect

<https://gofurtherconnect.com/>

Introducing a new way to get connected

Do you need a **resource**?  
Do you need a **job**?  
Do you need **inspiration**?  
Do you need to **connect**?



Visit [www.GoFurtherConnect.com](http://www.GoFurtherConnect.com)  
to start connecting now

Go Further Connect is an online resource for connecting returning citizens with programming, services, and community support that meet the individual's needs. You can search for help by zip code and also access some of the other great resources they have available for free, such as a tool for finding a job.

Free

### North Carolina ePASS

<https://epass.nc.gov/>

North Carolina ePASS is a new online way to apply for Benefits and services as a resident of the state. It is made available by the NC Department of Health and Human Services.

You can apply for Food & Nutrition Services, apply for Energy Assistance, register to vote (if eligible) and apply for other state services.

You will need to set up an account first and you must have an active email account. You will also need a photo ID and your birth certificate to set up an account.

Setting up an account is free. To qualify for benefits, you must meet certain guidelines.

## One-Stop Resource Centers

### Good Shepherd Center

811 Martin Street  
Wilmington, NC 28401

910-444-0621 (for Entry Assessment)  
910-763-4424 (Extension 100)

[www.goodshepherdwilmington.org](http://www.goodshepherdwilmington.org)

Monday, Wednesday and Friday:  
10:00 AM to 7:00 PM  
Tuesday and Thursday: 4:00 PM to  
7:00 PM  
May also be open at other times

Offers assistance in multiple ways to those returning to New Hanover County from prison. The number provided is to call to schedule an Entry Assessment, which they will use to determine what help they can provide. They do not help those returning from prison with violent or sex crimes. They also have a specific program at another location just for military veterans. If you're a military veteran, call 910-362-0292.

Assistance is free; some services provided by partner organizations may charge fees

## Food Resources

### Salvation Army of Cape Fear

820 N.2nd Street  
Wilmington, NC 28401

910-762-2070

[www.salvationarmycarolinas.org/capefear/home/](http://www.salvationarmycarolinas.org/capefear/home/)

Monday through Saturday: 9:00 AM  
to 4:45 PM

Provides food to those in need, along with other services, such as temporary shelter (do not offer housing assistance for those convicted of sex offenses). Bring your prison ID with you to receive service.

Free

### First Fruit Ministries

2750 Vance St.  
Wilmington, NC 28412

910-794-9656 (Administration)  
(910) 794-9656 (Food Pantry Info)

[www.firstfruitministries.org](http://www.firstfruitministries.org)

#### *Business Hours*

Monday through Friday: 10:00 AM to  
5:00 PM

#### *Food Bank Hours*

Wednesday: 10:00 AM to 2:00 PM  
Saturday: 10:00 AM to 1:00 PM

Provides food and other assistance to those in need. Bring your own bags for shopping (they recommend 3 to 4 plastic bags per visit).

Free

## Food Resources

### Catholic Charities

20 N. 4th Street Suite 300  
Wilmington, NC 28401

910-251-8130

[www.catholiccharitiesraleigh.org/cape-fear-about/](http://www.catholiccharitiesraleigh.org/cape-fear-about/)

Tuesday and Friday: 9:00 to 11:30 AM

Provides food and other items to those in need. Call before going there to make sure they are indeed open. Free

## Medical / Dental Resources

### New Hanover County Health Department

1650 Greenfield Street  
Wilmington, NC 28401

910-798-3500

[socialservices.nhcgov.com](http://socialservices.nhcgov.com)

Monday, Wednesday through Friday:  
8:00 AM to 5:00 PM  
Tuesday: 8:00 AM to 7:00 PM (last appointment at 6:00 PM)

Offers assistance with a variety of basic health needs, including disease prevention and others. Also offers free HIV and other STD testing and free COVID testing and vaccinations. Free



### NC FIT (part of LINC)

222 Division Dr.  
Wilmington, NC 28401

910-889-1140 or 910-332-1132

[www.med.unc.edu/fammed/service-to-the-community/clinical-care/formerly-incarcerated-transition-program/](http://www.med.unc.edu/fammed/service-to-the-community/clinical-care/formerly-incarcerated-transition-program/)

Call for Hours of Operation

The North Carolina Formerly Incarcerated Transition (NC FIT) Program, sponsored by UNC Family Medicine, connects formerly incarcerated individuals who have a chronic disease, mental illness and/or substance use disorder with appropriate healthcare services and other reentry resources. Also helps to fill medication prescriptions.

Fee based on a sliding scale (what you can afford)



## Medical / Dental Resources



### Coastal Horizons

615 Shipyard Boulevard  
Wilmington, NC 28412

910-343-0145

[coastalhorizons.org](http://coastalhorizons.org)

Wednesday: 10:00 AM to 2:00 PM  
Saturday: 10:00 AM to 1:00 PM

Provides a broad range of effective, evidence-based substance use, mental health, crisis intervention, justice, and wellness services to persons in need, including prescription medication refill. Call to set up an appointment to register to assistance.

Fee based on a sliding scale (what you can afford)

### Cape Fear HealthNet

1601 Doctors Circle  
Wilmington, NC 28401

910-399-2751

[www.capefearhealthnet.org](http://www.capefearhealthnet.org)

Monday through Friday: 8:30 AM to 5:30 PM

Provides a broad range of effective, evidence-based substance use, mental health, crisis intervention, justice, and wellness services to persons in need, including prescription medication refill. Specializes in helping those who are uninsured.

Fee based on a sliding scale (what you can afford)



### NC MedAssist

866-331-1348

[medassist.org](http://medassist.org)

NC MedAssist is a statewide program for those who do not have the means to buy life-saving medications to treat chronic diseases such as heart disease, diabetes, and asthma. To qualify you must live in NC, not have any insurance (not even Medicaid) and have income that is at or below 300% of the national poverty average. (To give you an example, if you live with one other person, the combined yearly income for both of you can't be more than \$54,930, or \$4,577 per month.) Visit their website to enroll or call for more information. They also have a Mobile Free Pharmacy that travels the state handing out free Over The Counter medications to anyone, no ID required.

Free for those who qualify and aren't insured

**OurJourney can help you enroll in NC MedAssist's free pharmacy program! Call us 888-50-REENTRY to learn more.**



## Medical / Dental Resources



### Parks Insurance

153 S. Oakland Ave.  
Rock Hill SC 29730

866-932-7200

<https://parksinsured.com/>

Monday through Friday: 8:00 AM to 7:00 PM

Parks Insurance is licensed in all 50 states to offer healthcare insurance to individuals returning from prison. Through a special program called G.I.F.T. (Giving Insurance Freely for Transition), you are eligible to receive healthcare insurance with ZERO monthly payments and little, if any, deductibles. This plan covers doctor visits, medication, behavioral health, surgery, hospital stays and more. Everyone qualifies, even those with preexisting conditions.

Free (or low-cost, depending on job situation)

**OurJourney can help you enroll in Parks Insurance's G.I.F.T. program! Call us 888-50-REENTRY to learn more or call Parks Insurance and speak to a representative.**

## Mental Health & Substance Abuse Resources



### Coastal Horizons

615 Shipyard Boulevard  
Wilmington, NC 28412

910-343-0145

[coastalhorizons.org](http://coastalhorizons.org)

Wednesday: 10:00 AM to 2:00 PM  
Saturday: 10:00 AM to 1:00 PM

Provides a broad range of effective, evidence-based substance use, mental health, crisis intervention, justice, and wellness services to persons in need, including prescription medication refill. Call to set up an appointment to register to assistance.

Fee based on a sliding scale (what you can afford)

### A Helping Hand of Wilmington

5013 Wrightsville Ave.  
Wilmington, NC 28403

910-796-6868

[www.ahelpinghandofwilmington.com](http://www.ahelpinghandofwilmington.com)

Monday through Friday: 8:00 AM to 5:00 PM

*Telehealth Services*

Monday, Wednesday, Friday from 9:00 AM to Noon

Offers comprehensive mental health services, including mental health screening, mental health medication refills and counseling.

Fees are on a sliding scale (based on what you can afford). No one is turned away because of lack of money

## Mental Health & Substance Abuse Resources



### NC Harm Reduction - Wilmington

1308 Dock St.  
Wilmington, NC 28401

910-228-7605  
919-703-8867

<https://www.nchrc.org/>

#### Office Hours:

Monday through Friday: 1:00 PM to 5:00 PM

#### Mobile Delivery:

Monday and Friday. You must call at least 24 hours ahead of time

Provides needle exchange and Narcan. You may come by their office or call for mobile delivery. They also provide HIV, syphilis and Hepatitis C testing every Thursday. They can even help you with food and clothing and often have free bus passes to share.

All services are free



### Mental Health America

800-969-6642

<https://www.mhanational.org/>

<https://screening.mhanational.org/screening-tools/>

Provides free mental health screening, which is the quickest and easiest way to determine whether you are experiencing symptoms of a mental health condition. To take the free and confidential mental health screening, visit their website or scan the QR code to the right with your smartphone.



[mhascreening.org](https://mhascreening.org)

## Job Training / Job Placement Resources



### NCWorks Career Center

1994 S 17th St.  
Wilmington, NC 28401

910-251-5777

<https://www.ncworks.gov/vosnet/Default.aspx>

Monday through Friday: 8:30 AM to 4:30 PM

Offers support for everything from creating a resume and finding the right job opportunities to preparing clients for job interviews. Website has links for Finding a Job.

Free

## Job Training / Job Placement Resources

### Vocational Rehabilitation

3340 Jaeckle Dr # 201  
Wilmington, NC 28403

910-251-5710 or 910-746-6800

[www.ncdhhs.gov/divisions/vocational-rehabilitation-services](http://www.ncdhhs.gov/divisions/vocational-rehabilitation-services)

Monday through Friday: 8:00 AM to 5:00 PM

Provides a variety of services, depending on your specific needs. They are customized to help you find a job and offer career counseling, education and training, job placement assistance and on-going support, medical treatments and assistive technology. Works specifically with those who have physical, mental or emotional disabilities.

Free



### StepUp Wilmington

20 North 4th Street, Suite 430  
Wilmington, NC 28401

910-343-8469

[www.stepupwilmington.org](http://www.stepupwilmington.org)

Monday through Thursday: 8:30 AM to 4:30 PM  
Friday: 8:30 AM to 1:30 PM

Offers personalized services to those returning from prison, including resume-writing assistance, advice on how to explain your criminal record, career coaching, access to computers, help with interviewing skills and job placement services. Those who complete the initial 6-day training program receive \$250. Those who work a job for 30 days receive a \$500 bonus. Will work with those who prefer not to go through their program.

Free

### Labor Finders

108 N Kerr Ave., Suite I  
Wilmington, NC 28405

910-794-5340

[www.laborfinders.com/locations/nc/wilmington/37-85/](http://www.laborfinders.com/locations/nc/wilmington/37-85/)

Monday through Friday: 6:00 AM to 6:00 PM  
(Accepts new applications only from 9:00 AM to 3:00 PM on days listed above)

Temporary agency offering job placement in local businesses for clients who can pass a drug test and have reliable transportation. They do conduct a background check, and some business they work with will not hire ex-felons, but others will. Also offer day-labor jobs.

Free

## Financial Resources



### Operation HOPE

704-680-3163

<https://operationhope.org>

Monday through Friday: 8:00 AM to 5:00 PM

Helps individuals of all ages and backgrounds, including the formerly incarcerated, by offering financial education, one-on-one coaching, courses on credit score improvement, as well as pathways toward homeownership and starting a business.

They have eight locations across the state of North Carolina, but since they can also provide their services over the phone, they can help you even if you don't live near one of their locations.

This is a great (and totally free) program for those who want to understand how to rebuild their credit and financial life after incarceration.

Call Alisha Kenny at the number provided to set up an initial appointment.

Free

## Transportation Resources

### Wave Transit

Pickup and Drop Off spots at several locations throughout New Hanover County

910-343-0106

[www.wavetransit.com](http://www.wavetransit.com)

#### *Business Hours*

Monday through Friday: 7:00 AM to 7:00 PM

Saturday and Sunday: 9:00 AM to 5:00 PM

Provides public transportation throughout New Hanover County.

Fares from \$2.00 for one-way ticket to \$80.00 for a one-month unlimited pass. Those on Medicaid can qualify for reduced rates.

## Clothing Resources

### **Goodwill Industries - Wilmington (2 locations)**

709 S Kerr Ave.  
Wilmington, NC 28403

5662 Carolina Beach Rd.  
Wilmington, NC 28412

910-791-2764  
910-769-0121

[www.gienc.org](http://www.gienc.org)

Monday through Friday: 9:00 AM to  
8:30 PM  
Saturday: 9:00 AM to 6:00 PM  
Sunday: 12:00 PM to 6:00 PM

Offers previously-owned clothing  
and other items at extremely low  
prices. You can often find name-  
brand clothes in good to great  
condition.

Men's pants are as low  
as \$4.50 each, shirts as  
low as \$2.99 each.  
Other items are priced  
low also.

### **Lake Forest Baptist Church**

1626 Lake Branch Dr.  
Wilmington, NC 28401

910-763-4078 or 910-762-5797

[www.lakeforestbaptist.org](http://www.lakeforestbaptist.org)

Tuesday: 10:00 AM to 2:00 PM

Offers previously-owned clothing  
free of charge. Also provides  
mobile shower trailers for those  
who need a warm shower. And on  
Mondays and Saturdays  
beginning at 8:30 AM they  
provide breakfast bags.

Free

### **Sister Isaac Center Basilica of St. Mary**

412 Ann Street  
Wilmington, NC 28401

910-762-5491 Extension 135

[www.thesisterisaaccenter.org](http://www.thesisterisaaccenter.org)

Monday through Thursday: 9:00 AM  
to 11:00 AM

Provides clothing, furniture, small  
financial assistance, hygiene  
items, food, sometimes have  
bikes. Also offers limited housing  
assistance. (For housing  
assistance, call 910-782-4021  
and leave a message.)

Free

### **Directory for New Hanover County Agencies:**

New Hanover County Probation Department	254 N Front St. Wilmington, NC 28401	910-251-5751
New Hanover County DMV	2390 Carolina Beach Rd Suite 104 Wilmington, NC 28401	910-251-5747
New Hanover County Dpt. of Social Services	1650 Greenfield St. Wilmington, NC 28401	910-798-3500

### **Directory for State and Federal Government Programs that Offer Temporary Assistance:**

SNAP (Supplemental Nutrition Assistance Program): [www.fns.usda.gov/snap/supplemental-nutrition-assistance-program](http://www.fns.usda.gov/snap/supplemental-nutrition-assistance-program)

LIEAP (Low Income Energy Assistance): [www.ncdhhs.gov/divisions/social-services/energy-assistance/low-income-energy-assistance-lieap](http://www.ncdhhs.gov/divisions/social-services/energy-assistance/low-income-energy-assistance-lieap)

TANF (Temporary Assistance for Needy Families): [www.ncdhhs.gov/divisions/social-services/work-first-family-assistance](http://www.ncdhhs.gov/divisions/social-services/work-first-family-assistance)

### **Other Organizations that Offer Assistance:**

The National Reentry Network for Returning Citizens is a national network comprised of individuals returning from incarceration who support each other's successful reintegration. To learn more, visit their website at <https://thenationalreentrynetwork.org/>.

National Suicide Prevention Hotline: Dial 988 or online at [www.988lifeline.org](http://www.988lifeline.org).

Felony Record Hub (an online resource with jobs, housing and reentry advice for people with criminal records): [www.felonyrecordhub.com](http://www.felonyrecordhub.com)

Honest Jobs (the nation's leading job marketplace for people affected by the criminal justice system. Honest Jobs has over 300,000 job openings from 1,000+ fair-chance employers): [www.honestjobs.com](http://www.honestjobs.com)

Veterans Resources in New Hanover County (for all military veterans): 919-798-7611 or online at <https://www.nhcgov.com/1010/Veteran-Services/>

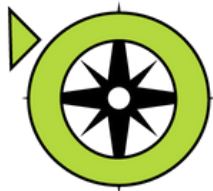
[NC211.org](http://NC211.org) (an online information and referral service provided by United Way of North Carolina. It offers a searchable database with information about resources for all 100 counties in North Carolina)

### **Other Assistance Available through OurJourney:**

Anyone returning to any county in North Carolina from any state prison is automatically eligible to participate in the OurJourney **Essential Services** program. The Essential Service programs provides one-on-one, professional assistance, including help with writing a resume, preparing for a job interview, handling stress and rejection, registering to vote, and six other essential services for those rebuilding their lives after incarceration. This program is free of charge. To learn more or to enroll, call 888-50-REENTRY or visit [www.ourjourney2gether.com/essential-services](http://www.ourjourney2gether.com/essential-services).







**OurJourney**  
**PO Box 2862**  
**Rocky Mount, NC 27802**  
**888-50-REENTRY**