



Reentry Resource Guide for Robeson County



2024




now with partner info!

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 www.lumbertonnc.gov



Resource Guide - Robeson County

The service providers listed below are for Robeson 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 check mark beside the listing and/or on the Our Partners page of our website.

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 Robeson County not listed. Please call 910-220-9516 or email info@ourjourney2gether.org to report any discrepancies or to suggest other service providers in Robeson County.

One-Stop Resource Centers



Robeson County Offender Resource Center

120 W. 6th St.
Lumberton, NC 28358

910-737-5022

<https://www.co.robeson.nc.us/robeson-county-offender-resources>

Monday through Friday: 8:30 AM to 5:00 PM
Night Treatment: Monday, Tuesday, Wednesday & Thursday: 6:30 to 8:30 PM

Provides assistance for those returning from prison to make a new start through enhanced supervision along with supportive rehabilitation services. By providing alcohol and other drug treatment education, job skills training and other services, the ORC can help individuals get on the right track and support constructive integration into the community. Clients must be on probation or post-release to attend the ORC. David Powell is the director.

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

Lumber River United Way

301 N Water St.
Lumberton, NC 28358

910-739-4249

<https://www.lumberriveruw.org>

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

Provides support to dozens of member agency programs in Robeson County. In addition to calling the number provided for the Robeson 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

One-Stop Resource Centers

Lumbee Regional Development Association

636 Prospect Rd.
Pembroke NC 28372

910-521-8602

<https://www.lumbee.org>

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

LRDA's mission is to continuously assess the needs of Indian people and others in our service area, work to improve the quality of life, and develop and/or obtain resources to fill the gap in the ongoing provision of social, health, economic, housing, education, job development, and training services to meet the needs of our client population.

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

Sacred Pathways

303 W. College St.
Pembroke, NC 28372

910-521-2687

Find them on Facebook at Sacred Pathways, Inc.

Office Hours:

Monday through Friday: 8:30 AM to 4:00 PM

Meals:

Break (Monday through Friday): 9:30 AM

Lunch (Monday through Friday): 12:30 PM

Services are focused on the hungry, the addicted, the dislocated, and persons dealing with all kinds of emergency situations. Counselors are available to assist those who are serious about changing their personal situations. Counseling and referral services are offered on-site.

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

One-Stop Resource Centers

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.



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
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



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

Food Resources

Robeson County Church & Community Center

600 W. 5th St.
Lumberton, NC 28358

910-738-5204

[https://robesontogether.org/
programs%26services](https://robesontogether.org/programs%26services)

Monday, Tuesday, Wednesday &
Friday: 10:00 AM to Noon

Provides an emergency supply of about a week's worth of food for all members of a household, as often as once per month. They also offer a monthly government food giveaway (TEFAP) as well as twice weekly opportunities to receive Food Lion goods that are near their expiration date (Second Harvest). Free

Lumberton Christian Care Center

220 E. 2nd St.
Lumberton, NC 28358

910-739-1204

[https://
www.lumbertonchristiancare.org](https://www.lumbertonchristiancare.org)

Monday through Friday: 10:30 to
11:30 AM
Saturday: Beginning at 10:30 AM

Hot meals are served at the center Monday through Friday. All are welcome. Downtown Lumberton churches take turns providing a meal on Saturday mornings at 10:30 am. Also serves as an emergency shelter for those who need a place to stay – men, women and families. Free

Community Food Pantry

406 W. Broad St.
St. Pauls, NC 28384

910-865-4301

[https://stpaulssp.org/community-
food-pantry/](https://stpaulssp.org/community-food-pantry/)

Second and fourth Tuesdays of each
month from 9:30 to 11:30 AM

Provides food items to residents of Robeson County. The food pantry is a ministry of St. Pauls United Methodist Church. Free

Medical / Dental Resources

Robeson County Health Department

460 Country Club Rd.
Lumberton, NC 28360

910-671-3200

<https://robesoncountyhealthdepartment.com>

Monday through Friday: 8:15 AM to 5:15 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. Will also help with referrals to other health care providers in Robeson County.

Offers Clinical Services on a sliding fee scale based on income for anyone regardless of ability to pay. They also accept Medicaid, Medicare, and private insurances.

Dr. A.J. Robinson Community Health and Wellness Center (RHCC)

800 Martin Luther King Jr. Dr.
Lumberton, NC 28358

910-370-0815

<https://www.rhcchealth.org/ajrobinson>

Monday, Wednesday, Thursday: 8:00 AM to 5:00 PM
Tuesday: 8:00 AM to 7:00 PM
Friday: 8:00 AM to 2:00 PM

Provides primary and preventative health care, substance abuse assistance, HIV care and pharmacy services to Robeson County residents. There are several other RHCC locations in Robeson County.

Fees are based on a sliding scale based on income. Discounts are available based on family size and income.



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 to most people returning after incarceration

OurJourney can help you enroll in Parks Insurance's G.I.F.T. program! Call us 252-220-1956 to learn more or call Parks Insurance and speak to a representative.

Medical / Dental Resources



NC MedAssist

866-331-1348

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. 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 910-220-1956 to learn more.

Mental Health & Substance Abuse Resources

Monarch - Behavioral Health

2003 Godwin Ave.
Lumberton, NC 28358

910-674-4814
866-272-7826 (24 Hr. Crisis Hotline)

<https://monarchnc.org>

Monday through Friday: 8:00 AM to 5:00 PM (closed for lunch)

Monarch provides trauma-informed care in a nurturing environment for people with intellectual and developmental disabilities, mental illness and substance use disorders. The care they provide is based on each individual's needs and is delivered through a customized treatment plan, designed to help each person we support achieve what is most important in his or her life.

Fees are based on a sliding scale based on income

RHA - Behavioral Health

2003 Godwin Ave, Suite A
Lumberton, NC 28358

910-739-8849

<https://rhahealthservices.org/our-locations/north-carolina/lumberton-behavioral-health/>

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

Services include drug testing, drug counseling, DWI and DUI counseling, plus psychiatric and mental health services.

Fees are based on a sliding scale based on income

Mental Health & Substance Abuse Resources

Heels Care Network

<https://care.unc.edu/resource/mental-health-gps/>

This is an online network of North Carolina and national mental health resources and support groups.

Access is free; some providers listed may charge fees for their services



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



NC Harm Reduction Coalition - Mobile Unit

910-827-6150 (Carisa Collins-Caddle)

<https://www.nchrc.org/syringe-services-programs/>

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

Provides naloxone, clean needles, condoms and other harm reduction products to people in Robeson County who use drugs. They also make referrals for those who want to find a path to wholeness.

This is a mobile delivery service only. Please call or text for more information or to arrange a delivery.

Free

Job Training / Job Placement Resources



NCWorks Career Center

289 Corporate Dr.
Lumberton, NC 28358

910-618-5500

<https://www.ncworks.gov/>

Monday through Friday: 8:30 AM to 5:00 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

289 Corporate Dr., Suite A
Lumberton, NC 28358

910-887-6800

[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

Two Hawk Employment Services

118 W 5th St.
Lumberton, NC 28358

910-738-3014

<https://www.twohawk.net>

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

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.

Free

Financial Resources



Operation HOPE

910-680-3163

<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

South East Area Transit System (SEATS)

Main Office:

15 Carthage Road, Section 6
Lumberton, NC 28358

910-618-5679

<https://www.co.robesson.nc.us/seats>

Office Hours:

Monday through Friday: 8:15 to 5:15 PM

Transportation Hours:

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

Provides transportation services to Robeson County residents and visitors. To request service, call SEATS office by 12:00 noon the day before the service request is needed. Reservations are required, therefore, requests for transportation are considered on a first come – first served basis.

Fares are \$2.00 per person per one-way trip. You can buy tickets ahead of time and get quantity discounts of 2.5% for every 10 tickets you buy

Clothing Resources

The Home Store Thrift Shop

590 W 5th St.
Lumberton, NC 28358

910-536-1133

Find them on Facebook at The Home Store - Robeson County Church and Community Center

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

Saturday: 9:00 AM to 1:00 PM

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

Price varies by item

Repeat Performance Thrift Store

208 N Chestnut St.
Lumberton, NC 28358

910-739-5626

Find them on Facebook at Repeat Performance Thrift Shop

Wednesday & Thursday: 10:00 AM to 4:00 PM

Saturday: 10:00 AM to 2:00 PM

Selling donated items, used or new, at great prices to benefit local charities.

Price varies by item

Directory for Robeson County Agencies:

Robeson County Probation Department	113 W 5th St. Lumberton, NC 28358	910-618-5508
Robeson County DMV	4650 Kahn Dr. Lumberton, NC 28358	910-618-5551
Robeson County Dpt. of Social Services	120 Glen Cowan Rd. Lumberton, NC 28360	910-671-3500

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

LIEAP (Low Income Energy Assistance): 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

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.

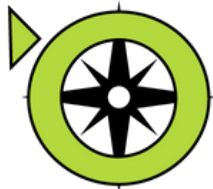
Felony Record Hub (an online resource with jobs, housing and reentry advice for people with criminal records): www.felonyrecordhub.com

Honest Jobs is 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

Veterans Resources in Robeson County (for all military veterans): 910-671-3071 or online at <https://www.co.robesson.nc.us/robesson-county-veterans-services>.

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 910-220-9516 or visit www.ourjourney2gether.com/essential-services.



OurJourney
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