



Reentry Resource Guide for Macon 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.AARoads.com



Resource Guide - Macon County

The service providers listed below are for Macon 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.

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 Macon County not listed. Please call 888-50 REENTRY or email contact@ourjourney2gether.com to report any discrepancies or to suggest other service providers in Macon County.

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.

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
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

888-852-0004

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

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.

Free



No Wrong Door

Main Office:
102 Thomas Heights Rd
Franklin, NC 28734

Downtown Substation:
381 E. Main St.
Franklin, NC 28734

828-349-3366

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

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

No Wrong Door is a non profit organization who supports people who are transitioning from detention or treatment facilities, provides community based peer support, family support groups, one on support for those who struggle with substance use and/or mental health issues. They can also provide basic need items such as food and clothing. Call the number listed for more information.

Most services are free. There is a fee for some of the classes that are provided. Call for information

Food Resources

Macon County CareNet

130 Bidwell St.
Franklin, NC 28734

828-369-2642

<https://maconcarenet.org/>

Tuesday and Friday:
10:00 AM to 2:00 PM

The Macon County Care Network, Free also known as CareNet, is a non-denominational ministry that serves as a central location to provide relief for those in crisis.

Manna Food Bank

1-800-820-1109

<https://www.mannafoodbank.org/#>

The MANNA Partner Network of Free more than 220 nonprofit pantries, meal sites, and other community-based organizations help neighbors access free food across 16 western North Carolina counties including the Qualla Boundary. Use the website to find MANNA partners and food distributions close to you.

Bethel Food Pantry- Bethel UMC

81 Bethel Church Rd.
Franklin, NC 28734

828-634-1116

You must call ahead to reserve a box

Every other Friday
10:00 AM to 11:30 AM

Bethel Food Pantry distributes Free boxes every other Friday. To reserve a box you can call beginning Monday of the distribution week and leave the requested information. You will pick up that Friday between 10:00 AM -11:30 AM. You drive behind the church and give your first name and we will load the boxes into your car.

Medical / Dental Resources

Macon County Health Department

1830 Lakeside Drive,
Franklin, NC 28734

828-349-2081

<https://maconnc.org/health-department.html>

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

Our mission is to provide 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 Macon County.

You will need to bring proof of household income and/or insurance information to the first visit. If you have health insurance, it will be filed, but you will be responsible for any co-payment and/or non-covered service charges.

If you do not have health insurance, you may be eligible for discounted services which are based on household income and family size.



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. (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

Our Journey can help you enroll in NC MedAssist's free pharmacy program! Call us 252-220-1956 to learn more.

Medical / Dental Resources



Parks Insurance

153 S. Oakland Ave.
Rock Hill SC 29730

866-932-7200

<https://parksinsured.com/>

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

OurJourney can help you enroll in Parks Insurance's G.I.F.T. program! Call us 888-507-3368 to learn more or call Parks Insurance and speak to a representative.

Community Care Clinic of Franklin

1830 Lakeside Drive,
Franklin, NC 28734

828-349-2085

<https://communitycareclinicfranklinnc.org/>

Office Hours:
Monday-Friday: 8:00AM-2:30PM

Clinic Hours:
Monday & Wednesday:
5:00PM-8:00PM
Tuesday Mornings: 9AM-1PM
Friday Mornings: 9AM-12:00PM
(By Appointment only)

At Community Care Clinic of Franklin, our mission is to provide the best quality healthcare to the uninsured, low-income community of Macon County and the surrounding counties. We strive to create a welcoming and inclusive environment where everyone can feel comfortable seeking medical care. We offer a wide range of services including preventative care, diagnostic testing, and treatment for a variety of medical conditions. Our approach to healthcare is centered around the individual, with a focus on prevention, wellness, and patient education. We are committed to providing comprehensive and accessible healthcare to our patients.

Services provided by the Community Care Clinic of Franklin such as treatment for Acute and Chronic Illnesses are Free to patients who qualify. Lab services provided by the Macon County Health Department are Free of charge to CCCF patients as well. However, if a patient is referred to the hospital for Imaging or Labs, ER Visits, Urgent Care, or referred to a Specialist, these services cannot be paid for by the Community Care Clinic of Franklin.

Mental Health & Substance Abuse Resources



No Wrong Door

Main Office:
102 Thomas Heights Rd
Franklin, NC 28734
828-349-3366

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

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

No Wrong Door is a non profit organization who provides community based peer support, family support groups, one on one support for those who struggle with substance use and/or mental health issues. They can also provide basic need items such as food and clothing. Call the number listed for more information.

Most services like Peer support are free. There is a fee for some of the classes that are provided. Call for information

Behavioral Health – Macon

674 Highlands Road
Franklin, NC 28734
828-349-0001

<https://www.brchs.com/locations/meridian-behavioral-health-services-franklin/>

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

At Blue Ridge Health, we pride ourselves in providing compassionate, personalized behavioral health and counseling services to people in Western North Carolina experiencing mental health and/or substance use challenges.

FQHCs are not free clinics, but they do provide services to all people, regardless of their ability to pay. Sliding-fee scales are available for all service types. Patients will be qualified for discount services based on family size and documented income.



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

Job Training / Job Placement Resources

NCWorks Career Center

23 Macon Avenue,
Franklin, NC 28734

828-332-6060

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

Monday to Thursday:

8:30 AM - 12:00PM,

1:00 PM - 5:00 PM

Friday:

8:30 Am - 12:00 AM

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

CareerOneStop

23 Macon Avenue,
Franklin, NC 28734

828-369-9534

www.careeronestop.org

Monday to Thursday:

8:30 AM - 12:00PM, 1:00 PM - 5:00

PM

Friday:

8:30 Am - 12:00 AM

CareerOneStop is the flagship Free
career, training, and job search
website for the U.S. Department
of Labor. The website serves job
seekers, businesses, students,
and career advisors with a variety
of free online tools, information
and resources. Find career,
training, and job search resources
just for you.

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

Macon County Transit

Main Office:
36 Pannell Ln,
Franklin, NC 28734

828-349-2222

<https://www.macontransit.com/>

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

MCT operates Monday through Friday. Please be ready for your ride at least 15 minutes prior to scheduled pickup time or 1 hour before your scheduled appointment time. Out of county medical transportation will require earlier pick-ups. Requests are taken on a first call first serve basis. Scheduling your ride at least two business days in advance is preferred but requests can be made until 11:00 a.m. the business day prior to the trip. If calls are received after 11:00 a.m. or if route capacity is already met, transportation will not be provided. Ride requests are not taken during the weekend; Monday must be made by 11:00 a.m. the preceding Friday.

Rates are determined by the mileage from the point of origin to your destination. See website for breakdown.

Clothing Resources

CareNet Thrift Store

45 Macon Center Dr.
Franklin, NC 28734

828-349-9064

<https://maconcarenet.org/thrift-store>

Tuesday through Friday:
10:00 AM to 4:00 PM

Offers a wide variety of merchandise including clothing for the whole family, shoes, coats, small appliances, vintage items, books, in-store floral arrangements, jewelry, audio books, toys/games, lamps, dishes, and more, all at affordable prices.

Prices vary depending on item

Reach For Bargains

158 Heritage Hollow Dr,
Franklin, NC 28734

828-369-2040

<https://www.facebook.com/ReachForBargains>

Tuesday through Friday:
10:00 AM to 6:00 PM
Saturday:
10:00 AM to 4:00 PM

They sell a variety of items such as clothing, shoes, household appliances, furniture, toys and books.

Prices vary depending on item



No Wrong Door- Clothing Closet

Downtown Substation:
381 E. Main St.
Franklin, NC 28734

828-349-3366

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

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

No Wrong Door is a non profit organization who provides a community clothing closet and free laundry services.

Free

Directory for Macon County Agencies:

| | | |
|---|--------------------------------------|--------------|
| Macon County Probation Department | 5 W Main St, Franklin, NC 28734 | 828-349-9709 |
| Macon County DMV | 16 Patton Ave, Franklin, NC 28734 | 828-524-3592 |
| Macon County Dpt. of Social Services | 104 E Main St, Franklin, NC 28734 | 828-349-2124 |

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.

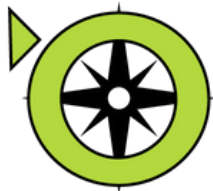
Felony Record Hub (an online resource with jobs, housing and reentry advice for people with criminal records): www.felonyrecordhub.com

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 Macon County (for all military veterans): 828-349-2151 or online at <https://maconnc.org/veterans-services.html>

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, smartphone training, 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.



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