



# Reentry Resource Guide for Yancey County



**2024**




*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: Cool Kats Sweet Shop, Burnsville, NC, from "Travel Awaits" website



## Resource Guide - Yancey County

The service providers listed below are for Yancey 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 Yancey 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 Yancey County.

### One-Stop Resource Centers

<p><b>United Way - High Country</b></p> <p>1675 Blowing Rock Rd., Suite 400 Boone, NC 28607</p> <p>828-265-2111</p> <p><a href="https://www.highcountryunitedway.org">https:// www.highcountryunitedway.org</a></p> <p>Monday through Friday: 9:00 AM to 5:00 PM</p>	<p>Provides direct support and connects those in need with partner organizations. The information provided is for the United Way located in Boone. There is not a United Way in Yancey County, but the United Way in Boone can help you find local support. In addition to calling the number provided, you can get assistance by calling the United Way hotline by dialing 211.</p>	<p>Assistance is free; some services provided by partner organizations may charge fees</p>
<p><b>W.A.M.Y. Community Action</b></p> <p>496 A Balsam Ave. Spruce Pine, NC 28777</p> <p>828-766-9150</p> <p><a href="https://wamycommunityaction.org/programs">https://wamycommunityaction.org/ programs</a></p> <p>Call for Hours of Operation</p>	<p>Provides the disadvantaged with the support and tools they need to become self-sufficient. They will provide food assistance, help with job training and job placement, and financial counsel. They have several locations; this is the closest one to Yancey County. Check with your parole officer before visiting.</p>	<p>Assistance is free; some services provided by partner organizations may charge fees</p>

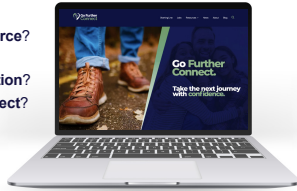
## One-Stop Resource Centers



### Go Further Connect

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



### 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

### 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.

## Food Resources

### Reconciliation House

20 Academy St.  
Burnsville, NC 28714

828-682-7251

<https://rec-house.org>

Monday, Wednesday, Friday: 9:00 AM to 12:00 PM

In addition to providing a choice of packaged foods, they offer fresh produce, eggs, bread, and frozen meats.

You will need to bring a photo ID with you (they will accept your prison ID) and also be able to provide income information for everyone in your household. They suggest you call before coming by for the first time.

Free

### Yancey Baptist Association

101 West Main St.  
Burnsville, NC 28714

828-682-2388

<https://yanceybaptists.org>

Monday through Friday: 8:00 AM to 2:00 PM

Provides food and other assistance to those in need.

Free

### Manna Food Bank

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

Manna Food Bank is a free online database of food pantries across WNC. Just enter your zip code to find Food Pantries in you local area

Free

## Medical / Dental Resources

### Yancey County Health Department

202 Medical Campus Dr.  
Burnsville, NC 28714

828-682-6118

<http://trhd.dst.nc.us>

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

## Medical / Dental Resources

### Mountain Community Health Partnership (MCHP)

71 Blue Ridge Lane  
Burnsville, NC 28714

828-682-8588

<https://www.mchp.care>

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

Services include primary care, medication assistance, prevention services, chronic disease management and more. They also help patients address issues such as transportation, food insecurity, housing, and childcare.

Fees are on a sliding scale (based on what you can afford). No one is turned away because of lack of money. They accept all forms of insurance including Medicaid and Medicare



### 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

## 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

### Vaya Health Network

72 Blue Ridge Lane  
Burnsville, NC 28714

1-800-849-6127 (available 24/7)

<https://www.vayahealth.com>

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

Coordinates prevention, treatment, and support services for people with intellectual/developmental disabilities, mental health issues, or substance use needs. The address provided is for RHA Health Services, the local member in the Vaya Health Network.

Fee based on a sliding scale (what you can afford). They accept all forms of insurance and also offer state funding assistance for the uninsured



### 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)

## Mental Health & Substance Abuse Resources

### **RHA Health Services**

Mobile Crisis Management

888-573-1006

<https://rhahealthservices.org/>

Serving 11 counties in Western NC: Buncombe, Madison, Yancey, Transylvania, Henderson, Polk, Rutherford, McDowell, Mitchell, Alexander & Caldwell. RHA's Mobile Crisis Management teams serve North Carolinians in Eastern and Western NC and are available 24/7/365. MCM includes a team of Behavioral Health Professionals and Crisis Intervention Specialists that offer on-site treatment, stabilization and support for anyone experiencing a mental health or substance use crisis. Free

## Job Training / Job Placement Resources



### **NCWorks Career Center**

1040 East US Hwy 19E Suite L  
Burnsville, NC 28714

828-682-6618

<https://www.ncworks.gov>

Monday through Thursday: 8:30 AM  
to 5:00 PM (closed for lunch)  
Friday: 8:00 AM to 12:00 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



## Financial Resources



### Operation HOPE

704-680-3163 or  
888-388-4673

<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

### Yancey County Transportation Authority (YCTA)

*Office:*  
503 Medical Campus Drive  
Burnsville, NC 28714  
828-682-6144.

<https://yanceycountync.gov/departments/transportation-authority>

Monday through Friday: 7:30 AM to  
4:30 PM

Provides public transportation in or out of Yancey County. Same day shuttle service is offered Monday through Friday for those within city limits, with other trips requiring a 24 to 48 hour notice. They will pick you up and return you after your trip.

Fares are low cost and may be free if you qualify

## Clothing Resources

### **Always Somethin' New**

349 E US Hwy 19E Bypass  
Burnsville, NC 28714

828-284-0949

<https://alwayssomethinnew.com>

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

Saturday: 10:00 AM to 3:00 PM

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

Prices vary depending on item.

### **Reconciliation House**

20 Academy St.  
Burnsville, NC 28714

828-682-7251

<https://rec-house.org>

Monday, Wednesday, Friday: 9:00  
AM to 4:00 PM

Tuesday and Thursday: 9:00 AM to  
2:00 PM

Offers a wide variety of previously-owned clothing, appliances, toys, games, books, home decor, furniture and much more at reduced prices. They also provide some food and temporary housing assistance.

Prices vary depending on item. They have special days when some items are reduced even more

### **Alexandra's Closet**

230 E Main St.  
Burnsville, NC 28714

828-284-4207

<https://alexandras-closet.business.site>

Monday through Friday: 10:00 AM to  
5:30 PM

Saturday: 10:00 AM to 4:00 PM

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

Prices vary depending on item.

### Directory for Yancey County Agencies:

Yancey County Probation Department	110 Town Square # 14 Burnsville, NC 28714	828-682-2330
Yancey County DMV	133 N Main St. Burnsville, NC 28714	828-682-9619
Yancey County Dpt. of Social Services	320 Pensacola Rd. Burnsville, NC 28714	828-682-6148

### 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:

NC Justice Center (provides information about getting a State ID, reclaiming your voting rights and overcoming other barriers to reentry) **Important Message: You can now have your voting rights restored immediately!** 919-856-2570 or online at <https://www.ncjustice.org/projects/fair-chance-criminal-justice-project/overview/project-staff/>

National Suicide Prevention Hotline: Dial 988 or online at <https://988lifeline.org/>.

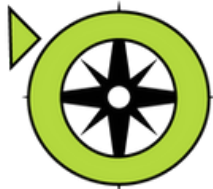
Veterans Resources in Yancey Country (for all military veterans): Call 828-682-1514.

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

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).



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