



Reentry Resource Guide for Avery 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 www.nikoncafe.com



Resource Guide - Avery County

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

FREEDOM LIFE AVERY

725 Cranberry St,
Newland, NC 28657

828-742-2021

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

Call for Hours of Operation

Freedom Life partners with the local reentry counsel to provide support in many areas to justice involve individuals to Avery County

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



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



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

Food Resources

Feeding Avery Families Food Pantry

189 Old Vale Road
Newland, NC 28657

828-783-8506

<https://feedingaveryfamilies.org/>

January – October: First 4
Wednesdays of Each Month
November – December: First 3
Wednesdays of Each Month
Shopping: 9:30 – 11:15 AM and 1:00
– 2:45 PM
Drive Thru: 9:30 – 11:30 AM and 1:00
– 3:00 PM

Feeding Avery Families (FAF) is a non-profit Christian organization in Avery County, North Carolina, dedicated to eliminating hunger by any means possible including monetary donations, volunteerism, or food pantry donations.

Free

Manna FoodBank

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

Free online service to locate a food bank in WNC

Free

Volunteer Avery County

1655 Shultz Circle
Newland, NC 28657

828-737-0718

[https://www.facebook.com/
VolunteerAveryCounty](https://www.facebook.com/VolunteerAveryCounty)

Call for Hours of Operation

Volunteer Avery County matches volunteers with organizations or families needing help and provides food, funds and other resources for those in crisis.

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

Medical / Dental Resources

Avery County Health Department

545 Schultz Cir,
Newland, NC 28657

828-733-6031

<https://toeriverhealth.org/>

Monday to Friday:
8:00 AM to 4:30 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.

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



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

OurJourney 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.

High Country Community Health

448 Cranberry Street
Newland, NC 28657

828-737-0221

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

Monday - Wednesday 8:00 AM - 5:00 PM

Thursday 8:00 AM - 8:00 PM

Friday 8:00 AM - 5:00 PM

Closed Daily 12:00 PM - 1:00 PM

We provide quality, patient-centered, culturally appropriate, affordable and compassionate care that serves the whole person. Also offer Dental services as well

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

Mental Health & Substance Abuse Resources



Daymark Recovery Services

360 Beech Street
Newland, NC 28657

828-733-5889
24-Hour Crisis Hotline
866-275-9552

<https://www.daymarkrecovery.org/locations/avery-center>

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

Daymark Recovery Services is a non-profit organization established to provide comprehensive behavioral healthcare services to those in need of mental health or substance abuse treatment options. Please contact the center for schedules or further information as programs and meetings vary and often change depending upon attendance and counselor availability.

Fees are based on a sliding scale based on income



Mental Health America

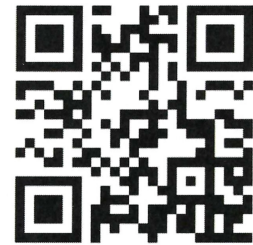
800-969-6642

<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-Avery

785 Cranberry St,
Newland, NC 28657

828-766-1385

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

Monday to Thursday:
8:00 AM to 5:00 PM (closed for lunch
12:00 PM to 1:00 PM)
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

Job Training / Job Placement Resources

Vocational Rehabilitation Center

815 Pineola St,
Newland, NC 28657

828-733-9345

<https://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

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

Avery County Transportation (ACT)

Main Office:
34 Pershing Street
Newland NC 28657

828-733-0005

<https://business.averycounty.com/list/member/avery-county-transportation-3213>

HOURS OF OPERATION

Monday – Friday:
8:00am – 4:30pm

The Avery County Transportation Department helps to provide safe, quality and low-cost transportation to the citizens of Avery County. The Transportation Authority provides transportation not only within the County, but also to the surrounding areas for medical appointments. Free maps and schedules are available at the Avery County Transportation office or from any transportation driver.

Round Trip in County: \$3.00
Out of County varies by milage. (See website for list)

Clothing Resources

Avery Family Impact Thrift Store

1301 Millers Gap Hwy,
Newland, NC 28657

828-737-0968

https://www.facebook.com/people/Avery-family-impact-thrift-store/100057628261821/?_rdr

Monday, Tuesday, Thursday, Friday
10:00 AM - 5:00 PM
Saturday
10:00 AM - 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

Clothing Resources

Yellow Mountain Treasure Box

442 West Mitchell St,
Newland, NC 28657

828-733-0149

Monday to Friday:
9:00 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

"Reaching Avery" Ministry - RAM's Rack Thrift Store

147 New Vale Road
Newland, NC 28657

Office Phone: 828-733-5127
Store Phone: 828-733-5095

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

Monday -Friday: 9:30 - 4:30
Saturday: 9-3pm

RAM has been in existence for over 40 years serving those in need in Avery County. We help families with food, clothing, furniture, household items, crisis situations and emergency financial assistance.

The RAM's Rack Thrift Store helps to make this possible. Your donations to our thrift store enable us to help those in need. Your donations are tax-deductible and we offer pick-up service for furniture and household items.

Prices vary depending on item

Directory for Avery County Agencies:

Avery County Probation Department	175 Linville St, Newland, NC 28657	828-733-8201
Avery County DMV	301 Cranberry St, Newland, NC 28657	828-733-8284
Avery County Dpt. of Social Services	358 Beech St, Newland, NC 28657	828-733-8230

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.

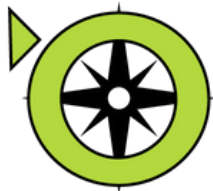
Felony Record Hub (an online resource with jobs, housing and reentry advice for people with criminal records): www.felonyrecordhub.com

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 Avery County (for all military veterans): 828-733-8211 or online at https://www.averycountync.gov/departments/veterans_services.php

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
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