



Reentry Resource Guide for Swain County



2025



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.smokymountainnationalpark.com



Resource Guide - Swain County

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

One-Stop Resource Centers

Swain Family Resource Center

300 Hughes Branch Rd
Bryson City, NC 28713
828-488-7505

<https://coreofswaincounty.com/>

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

The Family Resource Center is the heart of family support services for Swain County. A Baby Supply Closet , basic needs, Clothing, Community Resources, Hygiene Supplies, a limited food pantry and more.

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



Catholic Charities Diocese of Charlotte (Western Region Office)

50 Orange Street
Asheville, NC 28801
828-820-5147

<https://ccdoc.org/>

Monday-Thursday 9:30am-4pm

Main office is located in Asheville however some services are virtual or provided in community. Services provided in Swain County include- Case Management- Assistance with resources to transition to stability- Counseling- Licensed clinical counseling (virtual/Spanish counseling available, sliding fee scale). Direct Assistance- financial requests for assistance. Immigration Services- please contact Angie Fernandez alfernandez@ccdoc.org 704-370-3219

Counseling- Sliding Fee Scale
All other services- Free

One-Stop Resource Centers



No Wrong Door

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 supports people who are transitioning from detention or treatment facilities, 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. **Always ask Parole Officer before leaving Swain County.**

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

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

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?



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

Visit www.GoFurtherConnect.com
to start connecting now

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.



Fenced In: Fighting for Freedom Advocacy

336-840-7570

<https://aprilbarberscales.com/#our-services>

Monday - Friday:
9:00 am to 5:00 pm

April spent over 33 years in prison and now helps others returning after long prison sentences of 20 years or more. If that's you, April will prepare a tailored plan according to your vision of release and will provide a prepaid cell phone and gift card as funding permits. She is also a certified peer support specialist who offers support for those who struggle with mental health, psychological trauma, or substance use. April is an OurJourney board member.

Free if you served 20 years or more.

Restoration House

81 Academy Street
Bryson City, NC 28713

828-538-4540

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

Monday to Tuesday:
10:00 AM to 3:00 PM
Thursady to Saturday:
10:00 AM to 3:00 PM

Restoration House WNC is a dedicated nonprofit organization committed to empowering at-risk populations by providing sustainable solutions that cultivate long-term stability and self-sufficiency. The center offers access to the MANNA Food Bank, showers, laundry facilities, a community kitchen, peer support specialists, and resource navigators connecting clients to critical housing, transportation, and employment services.

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

Food Resources

Mountain Meals

81 Academy Street
Bryson City, NC 28713
828-538-4540

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

Monday to Tuesday:
10:00 AM to 3:00 PM
Thursday to Saturday:
10:00 AM to 3:00 PM

Mountain Meals is a vital initiative of Restoration House WNC, designed to combat food insecurity in Western North Carolina by providing warm meals directly to those in need. This program not only ensures access to nutritious meals but also fosters community connections and support. Free

Bryson City Presbyterian Church

311 Everett Street
Bryson City, NC 28713
828-488-2480

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

Monday:
5:00 PM to 7:00 PM
Every Other Wednesday:
11:15 AM to 1:00 PM
Saturday:
10:00 AM to Noon

The Bryson City Food Pantry is a ministry of Manna Food Bank and the Swain County Ministerial Association. Canned goods and staples are available to all individuals in need. The Pantry is housed at the Bryson City Presbyterian Church. Manna delivers food to be distributed at the Bryson City Food Pantry every other Wednesday. Free

Living Waters Lutheran Church

30 Locust Rd
Cherokee, NC 28719
828-788-6455

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

Monday to Friday:
10:00 AM to 3:00 PM

Provides food to low income and families in need. You must call or text to schedule an appointment.

Free to those that qualify.

Medical / Dental Resources

Swain County Health Department

545 Center Street
Bryson City, NC 28713
828-488-3198

[https://www.swaincountync.gov/
health-department/](https://www.swaincountync.gov/health-department/)

Monday – Friday:
7:45 am – 4:45 pm
Closed for lunch 12:00 pm – 1:00 pm

Swain County Health Department offers Family planning, health education, maternity care coordination, nurse screening, medication management, breast/cervical cancer screening, immunizations, laboratory services, communicable disease case management and drug therapy. Appointments are required and are available on a weekly schedule. Call 828-488-3198 to schedule an appointment.

Accepts most major insurance. If uninsured then fees are based on sliding scale based on income. No one is turned away due to inability to pay.



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

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.

Blue Ridge Health - Swain

264 Highway 19 South
Bryson City, NC 28713
828-341-1060

[https://www.brchs.com/locations/
blue-ridge-health-swain/](https://www.brchs.com/locations/blue-ridge-health-swain/)

Monday - Thursday 8 a.m. – 5 p.m.
Friday 8 a.m. – 1 p.m.
Closed from Noon - 12:30 p.m.

Blue Ridge Health of Swain provides services such as Family Medicine, Pediatrics, Behavioral Health / Counseling, Nutrition Services, Screening & Vaccinations, Women's Health.

Accepts most major insurance. If uninsured then fees are based on sliding scale based on income. No one is turned away due to inability to pay.

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. (For example, if you live with one other person, the 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.

Mental Health & Substance Abuse Resources

Statewide Peer Warmline

855-733-7762

Available 24/7

The statewide Peer Warmline is a phone line staffed by Peer Support Specialists who offer non-clinical support and resources to those in crisis. Peer Support Specialists (or "peers") are people living in recovery with mental illness and/or substance use disorder who provide support to others who can benefit from their lived experience. Their unique expertise helps reduce stigma while strengthening overall engagement in care. Like 988, North Carolina's Peer Warmline is available 24 hours a day, 7 days a week.

Free

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 & Substance Abuse Resources

Hope4NC

855-587-3463

<https://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-abuse/hope4nc>

Available 24/7

Hope4NC is here to connect you with the help you need, whenever you need it, whether that's mental health assistance, substance abuse assistance or if you're having suicidal thoughts.

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

Appalachian Community Services

100 Teptal Terrace
Bryson City, NC 28906

888-315-2880

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

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

Appalachian Community Services offer outpatient treatment services that include, but are not limited to, individual and group therapy, family counseling, psycho-educational and psychotherapy, and peer support. They also offer alcohol and substance use treatment, including MAT. They have a free special program just for people who are justice involved called Treatment for Effective Community Supervision (TECS). The goal of TECS is to decrease the chance that individuals involved with the criminal justice system will have their probation revoked and/or will become incarcerated by helping them address their risks and needs through treatment.

The TESC program is free to those returning from prison. The other services are provided on a sliding scale based on income. They also accept Medicaid, Medicare and many forms of private insurance.

Mental Health & Substance Abuse Resources

Darkness Rising - Rebuild Program

919-589-7808

<https://findmeatherapist.org/>

Monday to Friday:
9:00 Am to 8:00 Pm

The Rebuild program provides therapist connection for the formerly incarcerated while also paying for the first 10 sessions. Rebuild serves the BIPOC community. Black, indigenous, people of color. Call for more information.

Free

AA and Al-Anon

311 Everett Street
Bryson City, NC 28713

828-488-2480

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

AA Meetings:
Mondays at noon, Tuesdays at 5:30 p.m., Thursdays at noon, Fridays at 6:30 p.m., and Saturdays at 7:00 p.m.

Al-Anon Meetings:
Tuesdays at 5:30 p.m.

AA holds meetings in our facility. The meetings are on Mondays at noon, Tuesdays at 5:30 p.m., Thursdays at noon, Fridays at 6:30 p.m., and Saturdays at 7:00 p.m.

Al-Anon also holds a weekly meeting in our facility. The meetings are on Tuesdays at 5:30 p.m.
These meetings are open to anyone, just show up.

Free

Job Training / Job Placement Resources

NC Works Career Center

101 Mitchell Street
Bryson City, NC 28713

828-488-2149

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

Tuesday & Thursday:
8:30 AM - 4:30 PM
Closed: Noon to 1:00 PM

Career and Employment Counseling, Employment and training for Adults, Dislocated Workers, as well as youth, Job Seeking Skills workshops; resume assistance veterans assistance.
Free internet access to search for and apply for job opportunities.

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.

Transportation Resources

Swain Public Transit

125 Brendle St.
Bryson City, NC 28713

828-488-3047

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

Monday to Friday:
7:00 AM to 4:00 PM

Local (Bryson City Area): Free
Requests for transportation are taken on a first-call, first-served basis. Scheduling your ride as far in advance as possible is preferred but can be made no later than 2:00 PM at least one business day prior to the date of the trip. If calls are received after 2:00 PM, or route capacity is already met, transportation will not be provided. Outside Bryson City Area: Trips must be scheduled at least 3 business days in advance of the trip. If appointments are made less than 3 days in advance, they will be taken on availability only. Appointment times for out-of-county trips must be made no earlier than 10:00 AM and no later than 1:00 PM. Ride requests are not taken on the weekend; therefore, a request for transportation on Monday must be made by 12:00 PM.

Clothing Resources

The Bargain Den

411 Veterans Blvd
Bryson City, NC 28713
828-736-6522

[https://www.facebook.com/profile.php?
id=100064310132749](https://www.facebook.com/profile.php?id=100064310132749)

Monday to Saturday:
9:00 AM to 5:00 PM

The Bargain Den carries a larger
variety of items both used and new
at low cost.

Prices vary depending
on item.

P.A.W.S Thrift Shop

95 Slope St
Bryson City, NC 28713
828-333-4267

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

Tuesday, Wednesday and Saturday:
10:00 AM to 4:00 PM
Friday:
10:00 AM to 5:00 PM

Provides a variety of gently used
clothing and other merchandise.
All income earned goes towards
caring for the dogs and cats at
the Shelter. Suite B

Prices vary depending
on item

St Joseph Catholic Thrift Shop

330 Main St
Bryson City, NC 28713
828-488-2266

Tuesday & Thursday:
10:00 AM - 2:00 PM

St Joseph's Thrift Shop
provides for the community by
offering gently used items to
the public at thrift store rates.
Proceeds help to provide
assistance to those in need in
the community.

Prices vary
depending on item.

Directory for Swain County Agencies:

Swain County Probation Department	101 Mitchell St Bryson City, NC 28713	828-488-3782
Swain County DMV	2650 Governors Island Rd Bryson City, NC 28713	828-488-3684
Swain County Dpt. of Social Services	80 Academy St Bryson City, NC 28713	828-488-6921

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 (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 Swain County (for all military veterans): 828-488-9273 or online at <https://www.milvets.nc.gov/>

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**