



Reentry Resource Guide for McDowell 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.blueridgetraveler.com



Reentry Resource Guide - McDowell County

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

One-Stop Resource Centers



Freedom Life

130 North Logan St.
Marion, NC 28752

828-559-2224

<https://freedomlifeministries.org/>

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

Freedom Life is a nonprofit organization dedicated to helping people in McDowell County rebuild their lives after incarceration. They offer:

- Life/need assessment
- Basic need (food, clothing, etc) resourcing
- Housing resourcing
- Job training/resourcing
- Education need resourcing
- Transportation resourcing
- Medical needs resourcing
- Mental health/substance use disorder resourcing
- Service need connection/resourcing
- And much more.

Call to set up an initial consultation.

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

One-Stop Resource Centers

Salvation Army of Greater Hickory and High Country - Crisis Help Center

771 4th Ave. Place SE
Hickory, NC 28602

828-322-2535

[https://
southernusa.salvationarmy.org/
hickory/](https://southernusa.salvationarmy.org/hickory/)

Monday through Friday: 9:00 AM to
3:30 PM

The Salvation Army meets human need wherever, whenever, and however they can. They offer a wide variety of services, including Disaster Relief, Shelter, Food, Rent and Utility Assistance, and Holiday Giving.
Always check with your Parole Officer before leaving McDowell County.

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

Mission Ministries Alliance

804 State St.
Marion, NC 28752

828-659-6490

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

Mission Ministries Alliance takes a whole person approach to solving homelessness in McDowell. Services include emergency shelter, substance use disorder programs, street outreach, and housing.

Assistance is free



Operation Gateway

828-713-2426 (Deja Benton)

<https://operationgateway.org/>

Office Hours:

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

If you have an emergency after hours,
please call.

Operation Gateway helps address the gaps in services for those who are newly released from prison. They offer Certified Community Health Workers (CCHW) who will work with you one-on-one to identify your needs in a variety of categories, whether that's housing, healthcare, transportation, food and clothing assistance, job training/placement or to help you with any other challenge you may face returning to Western NC from prison. Philip "Change Agent" Cooper, who was himself once incarcerated, is a good friend of OurJourney's and is the leader of a team of dedicated people who want to be a great source of help to you as you rebuild your life.

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?



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



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

MANNA FoodBank

Numerous locations; call or visit website for one closest to you

828-299-3663 (office)
1-800-820-1109 (Helpline)

<https://www.mannafoodbank.org>

Hours vary depending on location

Provides free food to community members via free food distributions, free community meals, and more. Also offers help applying for food stamps.

Free

Dysartsville Food Bank

174 Trinity Church Loop
Nebo, NC 28761

828-448-9054

Find them on Facebook at
Dysartsville Food Bank

Thursday: 3:30 PM to 5:00 PM

They help people in McDowell County and surrounding areas have access to food. If you are having trouble affording food, visit or call the Pantry to see about qualifying.

Free to those who qualify

Foothills Hub Food Distribution

Crooked Creek Fire Department
4503 Bat Cave Rd.
Old Fort, NC

Monday: 4:00 PM to 5:00 PM

608 Jacktown Rd.
Marion, NC

Second and Fourth Tuesday of every month: 4:00 PM to 5:00 PM

828-748-8225

<https://foothillsfoodhub.org/resources>

Provides food boxes to McDowell County residents in need of food.

Free to those who qualify

Food Resources

Martha Simmons Food Pantry at St. Jones Episcopal

339 S. Main St.
Marion, NC 28752

828-652-4144

[https://
www.stjohnsepiscopalwnc.org/
pantry.html](https://www.stjohnsepiscopalwnc.org/pantry.html)

Friday: 4:00 PM to 6:00 PM

Provides food on a first-come-first-serve basis to McDowell County residents in need.

Free

Medical / Dental / Mental Health Resources

McDowell Access to Health Care (MATCH)

430 Rankin Dr.
Marion, NC 28752

828-659-5289

<http://matchmcdowell.com/>

Call for Hours of Operation

MATCH seeks to reduce health disparities for the uninsured and underinsured by helping people access the services they need to get well, be well and stay well. They offer:

- Primary Care
- Specialty Care
- Transportation
- Case Management
- Housing Assistance
- Dental
- Vision
- Medical Supplies
- Medication Assistance
- Utility Bill Assistance
- Education
- Behavioral Health
- Employment Assistance
- Preventive Health

Free to residents of McDowell County between the ages of 18 and 64 who don't have private insurance and whose household income is less than 200% of the Federal Poverty Line. Call to see if you qualify.

Medical / Dental / Mental Health Resources

Foothills Health District - McDowell County

408 Spaulding Rd.
Marion, NC 28752.

828-652-6811 Ext. 363

<http://www.foothillshd.org>

Monday through Friday: 8:30 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. They also have a pharmacy at the Windsor location. They will help with referrals to other health care providers in McDowell County.

Fee based on a sliding scale (what you can afford)



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 252-220-1956 to learn more.



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.

Mental Health & Substance Abuse Resources



Points of Hope

Mobile delivery only

828-412-1095

[https://olivebranchministry.org/
syringe-access](https://olivebranchministry.org/syringe-access)

Call for Delivery Hours

Points of Hope is a program of Olive Branch Ministry with multiple aspects of Harm Reduction Outreach including syringe access, naloxone/Narcan distribution, peer support, and justice center education. In McDowell County they only provide mobile delivery. Call to text Tim to schedule a delivery.

Fee based on a sliding scale (what you can afford)

Heels Care Network

[https://care.unc.edu/resource/
mental-health-gps/](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

CareNet Counseling

79 Academy St.
Marion, NC, 28752

828-559-0125

<https://carenetc.org/>

Call for Hours of Operation

CareNet Counseling improves the health of the mind, body, spirit and community through spiritually integrated counseling, psychotherapy, research and education. Their counseling services are available to adults who may be experiencing a wide range of difficulties including:

- Depression
- Family conflict
- Grief and loss
- Anxiety and panic
- Disorders
- Stress
- Addiction (gambling, gaming, eating, exercise, etc.)
- Family violence and abuse
- Sexual dysfunction
- Substance abuse
- And more

Fee based on a sliding scale (what you can afford). No one is turned away because of an inability to pay.

Mental Health & Substance Abuse Resources

RHA Health Services - Marion Behavioral Health

486 Spaulding Rd., Suite B
Marion, NC 28752

828-652-2919

[https://rhahealthservices.org/
behavioral-health-services/
behavioral-health-services-in-north-
carolina/](https://rhahealthservices.org/behavioral-health-services/behavioral-health-services-in-north-carolina/)

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

Provides inpatient treatment, psychiatric stabilization and medical detoxification for people with substance use and other mental health problems. Treatment stay is 5 to 21 days depending on individual need. Call to set up appointment. Must provide photo ID and proof of your financial situation.

Fee based on a sliding scale (what you can afford). No one is turned away because of an inability to pay.



Mental Health America

800-969-6642

<https://www.mhanational.org/>
[https://screening.mhanational.org/
screening-tools/](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

Vocational Rehabilitation

451 North Main St., Suite 107
Marion, NC 28752

828-583-9500

[www.ncdhhs.gov/divisions/
vocational-rehabilitation-services](http://www.ncdhhs.gov/divisions/vocational-rehabilitation-services)

Monday through Friday: 8:30 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

Job Training / Job Placement Resources



NCWorks Career Center - Marion

316 Baldwin Ave., Suite 1
Marion, NC 28752

828-659-6001

Provides job seekers with career information, guidance, and access to education or training, which can lead to sustainable income and meaningful employment.
Offers a computer access room.

Free

<https://mcdowelltech.edu/nc-works-career-center/>

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

Catawba Valley Staffing, Inc.

451 N Main St, Suite 103
Marion, NC 28752
828-559-2003

<https://cv-staffing.com/>

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

Temporary agency offering job placement in local businesses for clients who can pass a drug test. They do conduct a background check, and some business they work with will not hire ex-felons, but others will.

Free

They recommend that you call first to set up a time to come in and fill out their application and talk with someone.

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

OnTrack WNC

50 S. French Broad Ave., Suite 227
Asheville, NC 28801

877-255-5166

<https://ontrackwnc.org/>

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

Friday (by phone only): 8:30 AM to
5:00 PM

OnTrack WNC is a private non-profit, community-supported agency. Since 1973, OnTrack WNC has helped people in Western North Carolina achieve their money and housing goals through financial education, counseling and support so that they can overcome crises, afford basic needs, improve money management skills and make sound financial choices rooted in their values.

Call to schedule an initial consultation.

Always check with your Parole Officer before leaving McDowell County.

Free

Transportation Resources

McDowell Transit Department

Main Office:
300 Rockwell Dr.
Marion, NC 28752

828-559-0744

<http://mcdowelltransit.org/>

Monday through Friday: 7:00 AM to
5:00 PM

McDowell Transit is a federally and locally funded organization that provides free transportation services to the residents of McDowell County.

All rides must be scheduled by 10:00 AM the day before the ride. Passengers will be picked up and dropped off at the locations specified when the appointment was made.

Free for residents of
McDowell County

Clothing Resources

Goodwill Thrift Store - Marion

535 N. Main St.
Marion, 28752
828-655-7025

[https://www.goodwillnwnc.org/
locations/goodwill-store-marion/](https://www.goodwillnwnc.org/locations/goodwill-store-marion/)

Monday through Saturday: 10:00 AM
to 8:00 PM
Sunday: 1:00 PM to 6:00 PM

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

Men's pants are as low as \$4.50 each, shirts as low as \$2.99 each. Other items are priced low also.

Salvation Army Family Store

2240 US 221 N. Business
Marion, NC 28752
828-659-2522

[https://
southernusa.salvationarmy.org/
hickory/family-thrift-stores](https://southernusa.salvationarmy.org/hickory/family-thrift-stores)

Monday through Saturday: 10:00 AM
to 5:00 PM

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

They also have a small food bank.

Prices are similar to what you will pay at Goodwill Thrift Store. Let a staff member know that you were recently released from prison and may also qualify for free clothing vouchers.

Clothing Resources

Fabulous Finds Thrift Store

290 East Court St.
Marion, NC 28752

828-652-4843

[https://newhopeofmcdowell.org/
thrift-store](https://newhopeofmcdowell.org/thrift-store)

Monday through Friday: 9:00 AM to
3:00 PM
Saturday: 10:00 AM to 2:00 PM

Offers affordable items for almost every customer's shopping needs. They have a wide range of clothing, household items, furniture, toys, and more. Proceeds for Fabulous Finds bring additional funding to New HOPE of McDowell's emergency shelter and other critical services.

Prices vary by item

Kinfolk Co-Op & Variety

1471 N Main St.
Marion, NC 28752

828-335-2407

Find them on Facebook at Kinfolk Co-Op & Variety

Family-owned thrift store that offers affordable items for almost every customer's shopping needs. They have a wide range of clothing, household items, furniture, toys, and more. They also trade, barter and buy.

Prices vary by item

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

Directory for McDowell County Agencies:

McDowell County Probation Department	49 S Main St. Marion, NC 28752	828-652-7919
McDowell County DMV	3975 NC-226 Marion, NC 28752	828-652-5828
McDowell County Dpt. of Social Services	145 E Court St. Marion, NC 28752	828-652-3355

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 <https://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 McDowell Country (for all military veterans): 828-659-0833 or online at <https://mcdowellcountyseniorcenter.org/about-us>.

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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Rocky Mount, NC 27802
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