



Reentry Resource Guide for Cleveland 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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Resource Guide - Cleveland County

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

One-Stop Resource Centers

United Way of Cleveland County

132 W Graham St.
Shelby, NC 28150

704-482-7344

<http://uwclevco.org>

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

Provides support to dozens of member agency programs in Cleveland County. In addition to calling the number provided for the Cleveland office, you can get assistance by calling the United Way hotline by dialing 211.

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

The Salvation Army of Cleveland County

310 W Dixon Blvd.
Shelby, NC 28151

704-482-0375

<https://southernusa.salvationarmy.org/cleveland-rutherford/>

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

Provides clothing, food and other emergency assistance to those in need.

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.



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.

Food Resources

Greater Cleveland County Baptist Association

1175 Wyke Rd.
Shelby, NC 28150
704-481-9119

<http://gccba.org/emergency-relief-services/>

Monday, Tuesday and Thursday:
9:00 AM to 3:00 PM

Provides food boxes once every four months. Also provides some medication assistance.

MUST call for an appointment and MUST provide ID (they will accept your prison ID).

Free

Food Resources

Kings Mountain Crisis Ministry

208 N. Cleveland Ave.
Kings Mountain, NC 28086
704-739-7256

Helps those with emergency food needs. Also provides help with clothing, utilities and medical needs, and limited help with shelter. Call to make an appointment.

Find them on Facebook at Kings Mountain Crisis Ministry

Monday, Wednesday through Friday
(closed Tuesday, Saturday and Sunday): 10:00 AM to 1:30 PM

Upper Cleveland Area Needs (U-CAN)

230 Main St.
Lawndale, NC 28090
704-538-8417

Provides food to those in need such as frozen meat, canned goods, drinks, snacks, etc. Must call to make an appointment. You will most likely have to leave a message, so call early in the week.

Find them on Facebook at Upper Cleveland Area Needs (U-CAN)

Thursdays only by appointment

Medical / Dental Resources

Cleveland County Health Department

200 S Post Rd.
Shelby, NC 28152

980-484-5100

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.

www.clevelandcountyhdnc.com

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

Medical / Dental Resources

Greater Cleveland County Baptist Association

1175 Wyke Rd.
Shelby, NC 28150

704-481-9119

gccba.org/emergency-relief-services/

Monday through Thursday: 9:00 AM
to 3:00 PM

Provides medication assistance for those with chronic diseases such as diabetes, high blood pressure, heart conditions, etc. Does NOT provide any pain medication.
Also provides food assistance. MUST call for an appointment and MUST provide ID (they will accept your prison ID).

Free



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 252-220-1956 to learn more or call Parks Insurance and speak to a representative.



NC MedAssist

866-331-1348

<https://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.

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.

Mental Health & Substance Abuse Resources

Mental Health Association of Cleveland County

200-2 S Post Rd.
Shelby, NC 28151

704-481-8637

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

Call for Hours of Operation

Partner agency of the United Way of Cleveland County. Provides mental health assistance in three main ways: advocacy, education and support. They offer several programs, including a substance abuse program called SOAR and COMPEER, which matches volunteers with adults in mental health recovery programs. Also offer limited emergency medication assistance. Call for hours of operation.

Assistance is free; some services provided by partner organizations may charge fees. They can also provide financial assistance for treatment at partner organizations if needed.

Phoenix Counseling Center - Shelby Outpatient Office

804 N. Lafayette St., Suite 2
Shelby, NC 28150

704-476-4106
855-527-4747 (24 Hours Crisis Line)

<https://phoenixcc.us/>

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

Provides support and treatment for adults with substance abuse issues and can refer you for behavioral disorders or mental illness. Walk-ins accepted but you may want to call to schedule an initial consultation. Must provide ID (prison ID is accepted). They also have a Harm Reduction team that works out of this location to provide peer support, syringe services, overdose response/prevention/education, naloxone distribution, fentanyl test strip distribution, jail-based education, and linkage to care.

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



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

Mental Health & Substance Abuse Resources

Statewide Peer Warm-line

855-733-7762

Available 24/7

The statewide Peer Warm-line is a Free 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 Warm-line is available 24 hours a day, 7 days a week.



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

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

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. Free

Job Training / Job Placement Resources

Vocational Rehabilitation

1427 E Marion, Suite # A
Shelby, NC 28150

704-480-5412

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

Free



NCWorks Career Center - Cleveland County

1800 E Marion St.
Shelby, NC 28150

704-480-5414

www.ncworks.gov

Monday - Thursday:
8:30 AM - 5:00 PM
Friday: 8:30 AM - 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

Hire Dynamics

1243-2 East Dixon Blvd.
Shelby, NC 28152

704-487-1000

[https://hiredynamics.com/locations/
gaffney-sc/](https://hiredynamics.com/locations/gaffney-sc/)

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

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

Has a referral bonus program where you can earn up to \$100. If you can, they recommend that you apply online and then schedule a follow-up appointment. If you can, call to schedule an appointment or walk in on Tuesdays and Thursdays only. Must have ID (prison ID is accepted)

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

Transportation Administration of Cleveland County (TACC)

952 Airport Rd.
Shelby, NC 28150

704-482-2311

<https://taccshelbync.com/>

Monday through Friday: 7:15 AM to 3:00 PM

Does not operate on major holidays

Provides free transportation by van to any Cleveland County resident over the age of 60 (or under 60 if you have a disability). You must call and schedule your trip ahead of time (they recommend three days before). They'll pick you up, take you to your destination and bring you back.

Free to those over the age of 60 or those under the age of 60 who have a disability

Transportation Resources

Cleveland County Transit (CCT)

Pickup and Drop Off spots at 33 fixed locations throughout Cleveland County

704-482-6465

<https://taccshelbync.com/cct-2/>

Monday through Friday: 7:15 AM to 3:00 PM
Does not operate on major holidays

Provides public transportation throughout Cleveland County.
Call to schedule a ride.

Free

REACH

Pickup and Drop Off spots at 9 fixed locations throughout Shelby

704-482-6465

<https://taccshelbync.com/reach/>

Monday through Wednesdays and Fridays: 9:00 AM to 2:45 PM
Does not operate on major holidays

Provides public transportation to 9 fixed stops in Shelby.
Call to schedule a ride.

Free

Clothing Resources

Goodwill Industries - Shelby

1005 E Dixon Blvd.
Shelby, NC 28152

704-484-8553

<https://goodwillsp.org/shop/retail-stores/shelby/>

Monday, Wednesday through Saturday: 10:00 AM to 9:00 PM
Tuesday: 9:00 AM to 9:00 PM
Sunday: 10:00 AM to 7:00 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.

Clothing Resources

Dust to Treasures

1713 South Post Rd
Shelby, NC 28152

980-404-0857

Find them on Facebook at Dust to Treasure Thrift Store

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

Offers furniture, clothing, household items and much more at extremely low prices. They have a yard sale once a month where everything is priced even lower (most items \$1 a piece).

Prices vary depending on item

Salvation Army Thrift Store

310 W Dixon Blvd.
Shelby, NC 28150
704-482-9502

Find them on Facebook at The Salvation Army Shelby Thrift Store

Monday, Tuesday and Wednesday:
8:00 AM to 10:00 AM

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

Prices vary depending on item

Education Resources

Cleveland County Center

130 S Post Rd, Suite 1
Shelby, NC 28150

704-482-4365

<https://cleveland.ces.ncsu.edu/>

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

The Cleveland County Center has partnered with NC State to offer classes and events for residents of Cleveland County. The classes include topics such as Lawn & Garden classes, Agriculture & Food, Home & Family and more. See the website for more information and dates.

Cost varies per course. See website for details.

Directory for Cleveland County Agencies:

Cleveland County Probation Department	408 E Marion St. Shelby, NC 28150	704-480-5420
Cleveland County DMV	1914 E Dixon Blvd. Shelby, NC 28152	704-480-5408
Cleveland County Dpt. of Social Services	130 S Post Rd. Shelby, NC 28152	704-487-0661

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 Cleveland County (for all military veterans): 704-484-4803 or online at [https://www.clevelandcounty.com/main/departments/veterans_services.php](http://www.clevelandcounty.com/main/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, 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.



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