



Reentry Resource Guide for Yancey County



2026



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) 507-3368 or email contact@ourjourney2gether.com to report any discrepancies or to suggest other service providers in Yancey County.

One-Stop Resource Centers

United Way - High Country

1675 Blowing Rock Rd., Suite 400
Boone, NC 28607

828-265-2111

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

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

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.

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

W.A.M.Y. Community Action

496 A Balsam Ave.
Spruce Pine, NC 28777

828-264-2421

[https://wamycommunityaction.org/
programs](https://wamycommunityaction.org/programs)

Call for Hours of Operation

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.

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

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
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.

One-Stop Resource Centers



Rise 4 Me

<https://www.rise4me.com/>

Rise4Me is a free, online tool that offers a directory of reentry resources made available in an easily accessible format. RISE stands for Resources for Improvement, Support and Empowerment for Returning Citizens.

Free



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.



Harvest Solutions

<http://www.harvestsolutions.com/>

Available 24/7

Harvest Solutions is a free, all-in-one digital platform that offers life-skills education, job and housing resources, mental health support, and recovery tools. Available to anyone for free, users earn giftcard rewards for engaging in courses. The platform is mobile-friendly, easy to access, and designed to support people navigating transition or reentry.

Free

One-Stop Resource Centers



Freedom Life Ministries

617 West Bypass US hwy 19 E
Burnsville NC 28714

828-536-4044

<https://freedomlifeministries.org/>

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

Freedom Life is a nonprofit organization dedicated to helping people 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.

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 your local area

Free

Medical / Dental Resources

Yancey County Health Department

202 Medical Campus Dr.
Burnsville, NC 28714

828-682-6118

<https://sites.google.com/view/yanceycountyhealthdepartment?usp=sharing>

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.

Free

Mountain Community Health Partnership (MCHP)

71 Blue Ridge Lane
Burnsville, NC 28714

828-682-8588

<https://www.mchp.care>

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

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

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. (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 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.



Parks Insurance

153 S. Oakland Ave.
Rock Hill SC 29730

866-932-7200

<https://parksinsured.com/>

Monday through Friday: 9:00 AM to 5:00 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) 507-3368 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

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

Mental Health & Substance Abuse Resources



Project VBOT

<http://projectvbot.com/>

910-765-1003

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

Project VBOT is a Virtual Based Opioid Treatment program that provides virtual MAT to patients all across NC. They serve patients 18 and older who have an internet enabled device. You can sign up for Project VBOT on the website provided or on the OurJourney website.

Accepts Medicaid, Medicare and all major insurance. Also has a self-pay option

Hope 4 NC

1-855-587-3463

<https://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-use-services/hope4nc-helpline-1-855-587-3463>

Offers free and confidential emotional support, counseling referrals and community resources for those in crisis. Available 24 hours a day, seven days a week.

A real person will always answer.

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

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

Statewide Peer Warm-line

855-733-7762

Available 24/7

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

Free

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



Better Life Partners

866-679-0831

<https://betterlifepartners.com/north-carolina>

Monday-Sunday:
8:00 AM to 6:00 PM

Better Life Partners, an outpatient treatment provider dedicated to supporting individuals aged 18 and above with Substance Use Disorder (SUD) and Alcohol Use Disorder (AUD). Our comprehensive approach includes medication-assisted treatment (MAT) and substance use-related responsive care. These services are paired with counseling sessions facilitated by licensed counselors in virtual group settings. Our Telehealth model streamlines an innovative approach to care and support for our members.

Accepts most major insurances. Flex pay is available if uninsured and payment is based on income.



Narcotics Anonymous

855-227-6262

<https://ncregion-na.org/>

Looking for a NA meeting in North Carolina?

Free

Use any of these methods to find a meeting in North Carolina:
Use the Online Meeting Finder
Use the online North Carolina Meeting Finder using Map or Text View the NC Meeting Printable List
Go to <https://ncregion-na.com/list> and view, print or download.
Call 1-855-227-NCNA (6262) to find a meeting or to talk to an addict.
Text Your Address to 1-855-227-6262 and get a text with the next 5 upcoming meetings near you.

Job Training / Job Placement Resources



NCWorks Career Center

1040 East US Hwy 19E Suite L
Burnsville, NC 28714
828-682-6618

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

<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

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.

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

[https://yanceycountync.gov/181/
Transportation-Authority](https://yanceycountync.gov/181/Transportation-Authority)

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

Clothing Resources

Always Somethin' New

349 E US Hwy 19E Bypass
Burnsville, NC 28714
828-284-0949

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.

<https://alwayssomethinnew.com>

Tuesday through Friday: 10:00 AM to 5:00 PM
Saturday: 10:00 AM to 3:00 PM

Reconciliation House

20 Academy St.
Burnsville, NC 28714
828-682-7251

<https://rec-house.org>

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

Monday, Wednesday, Friday: 9:00 AM to 4:00 PM
Tuesday and Thursday: 9:00 AM to 2:00 PM

Clothing Resources

Alexandra's Closet

230 E Main St.
Burnsville, NC 28714
828-536-5044

<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.

Education Resources



In The Beginning Incubator

919 E Main St
Richmond, Va 23219
804-468-8141
<https://inthebeginningco.com/>

Monday - Friday:
10:00 AM to 5:00 PM

In The Beginning Incubator and Fund (ITB) was founded in 2021 with a simple but powerful mission: To empower entrepreneurs who have been historically overlooked — and help them build legacies, not just businesses. What started as a single-location incubator in Richmond, Virginia has grown into a multi-state platform. Our model is research-backed through our partnership with Langston University, focusing on entrepreneurs from underserved, rural, minority, disabled, and returning citizen communities. ITB offers Culturally centered entrepreneur training ,Mental health and business development integrated in all programs, Real capital access through KIVA partnerships and the ITB Fund Federal research partnership to design better entrepreneur support models and Specialized niche services (grant readiness, virtual business services, procurement certification support)

Programs and packages vary in cost. See website or call for information. Also has grant programs to help cover cost for those that qualify.

Education Resources

Yancey County Center

30 E U.S. Hwy 19E Bypass,
Burnsville, NC 28714

828-682-6186

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

Monday - Friday:
8:00 AM to 4:30 PM

The Yancey County Center has partnered with NC State to offer classes and events for residents of Yancey County. The classes include topic 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.

House Of Resilience LLC

910-249-9426

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

Monday - Friday:
8:30 AM - 5:30 PM
Available on some Saturdays

House of Resilience Empowerment Coaching (HOR) provides trauma-informed, strengths-based coaching for justice-involved Men seeking personal growth, emotional healing, and successful reentry. We specialize in mindset development, identity rebuilding, and purpose-driven goal setting through structured coaching frameworks. Services include one-on-one virtual or in-person sessions, personalized reentry planning, and empowerment programs that promote self-worth, accountability, and long-term transformation. We welcome individuals with criminal backgrounds but currently do not serve registered sex offenders. Clients may apply through our website or be referred by a facility or partner agency. The first step is a free 15-minute discovery session to determine program fit. Contact: Crystal Jackson, Founder & Lead Coach, at info@gobuildresilience.com or 910-249-9426.

Free for incarcerated individual and affordable for those released. Call or email for more information.

Education Resources

NC Work From Anywhere

<https://communitydevelopment.ces.ncsu.edu/local-economic-development-programs/nc-work-from-anywhere/>

NC Work From Anywhere is your gateway to remote work success – whether you want to stay in your rural community while working for top employers or develop the skills needed to thrive in a remote job.

Live Here. Work Anywhere. If you love your rural community and want a remote job that allows you to stay, we offer training and resources to help you succeed in a virtual environment.

Course Fee is \$200 dollars.

Digital Access / Literacy Resources

NC DIT Tech Resource Finder

<https://www.ncbroadband.gov/resource-finder>

Provides more than 1,100 resources that help North Carolinians use the internet, find public computers and Wi-Fi and access technical support and digital skills classes across the state. Tech Resource Finder users can search for local offerings by county, zip code or type of resource and can select a map view or table view. Each resource includes a description, address, website, contact information and directions.

Free

Apollo Net

984-250-0081

<http://www.apollonet.org/>

Monday - Friday:
9:00 AM - 5:00 PM
Saturday:
9:00 AM - 12:00 PM

We provide low-cost broadband access for underserved communities and students. Our program is open to anybody enrolled in any state/federal assistance program

\$35 per month for unlimited 5G wifi home internet.

Digital Access / Literacy Resources

OurJourney's Essential Services Program

888-507-3368

www.ourjourney2gether.com

The Essential Services Program

Free at OurJourney provides practical, one-on-one support to individuals returning to the community after incarceration. The program helps participants build stability and independence by addressing everyday reentry needs such as employment readiness, budgeting, basic computer skills, medication access, stress management, and healthy life skills. There is **no time requirement** related to how long someone has been out of the system to enroll, and services are tailored to each person's individual goals and circumstances.

Housing Resources

Transitional Housing

855-860-3119

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

Transitional housing is supportive housing that helps fight the homeless problem in today's society. Transitional housing is generally for a limited time period. Stays can be from two weeks to twenty four months.

Transitional housing provides people with help after a crisis such as homelessness or domestic violence. Currently we have over 7,035 transitional housing locations in our database. It also provides information on each housing location along with pictures.

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

Oxford House, Inc.

1010 Wayne Avenue,
Silver Spring, MD 20910

800-689-6411

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

Oxford House is a shared residence where people in recovery from drug and alcohol addiction can live together and support each other in a drug and alcohol-free environment. It provides housing in 47 states. Use <https://oxfordvacancies.com/> to search for a house in your local area.

See website for housing cost as it varies from house to house

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

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:

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

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) 507-3368 or visit www.ourjourney2gether.com/essential-services.



**OurJourney
PO Box 2862
Rocky Mount, NC 27802
(888) 507-3368**