



# Reentry Resource Guide for Watauga 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: The Blue Ridge Mountains (courtesy of heritagehillcabins.com)



## Resource Guide - Watauga County

The service providers listed below are for Watauga 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 Watauga County not listed. Please call (888) 50 REENTRTY or email [contact@ourjourney2gether.com](mailto:contact@ourjourney2gether.com) to report any discrepancies or to suggest other service providers in Watauga County.

### One-Stop Resource Centers

#### **United Way - High Country**

1675 Blowing Rock Rd., Suite 405  
Boone, NC 28607

828-265-2111

<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. 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**

225 Birch St., Suite #2  
Boone, NC 28607

828-264-2421

<https://wamycommunityaction.org/>

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.

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

## One-Stop Resource Centers

### Hospitality House of Northwest North Carolina

338 Brook Hollow Rd.  
Boone, NC 28607

*Office Hours:*  
Monday through Sunday: 6:00 AM to  
7:00 PM

160 Den-Mac Dr.  
Boone, NC 28607

*Office Hours:*  
Monday through Friday: 9:00 AM to  
5:00 PM

828-264-1237 (both locations)

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

*Kitchen Hours (Brook Hollow location only):*

Breakfast: 6:30 AM to 8:30 AM  
everyday

Lunch: 11:30 AM to 1:30 PM  
everyday

Dinner: 5:30 PM to 6:30 PM

*Food Pantry Hours (Brook Hollow location only):*

Noon to 4:00 PM everyday

Provides the following:  
• Temporary housing assistance  
• Permanent supportive housing  
• Crisis assistance (house utility,  
etc.)  
• Medication assistance  
• Food assistance through their  
Bread of Life Kitchen, which  
serves three hot meals daily,  
and their food pantry (you can  
receive food from the pantry  
twice a month)

Some services are not available at  
both locations, so call before  
visiting.

They also offer a program called  
NetWorX that helps people on  
their path to self-sufficiency. If  
you're interested in learning more  
about this program, call and ask  
for Brandon Poole.

All hot meals are  
completely free daily;  
other assistance is free  
to those who qualify



### 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

### Hunger and Health Coalition

141 Health Center Dr., Suite C

Boone, NC 28607

828-262-1628 (main line)

<https://www.hungerandhealthcoalition.com/foodpantry>

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

Provides food assistance in three ways:

#### *Fresh Food Pantry Market*

Households can receive one box of fresh food once every 14 days. Box items vary depending on the types of foods that have been donated, but a typical box might contain a mix of canned fruits, canned vegetables, tomato products, soups, canned proteins (such as tuna or chicken), frozen meat, dairy, carbohydrates (such as pasta or rice) and breakfast items.

#### *Food Recovery Kitchen*

With each scheduled visit, households can receive a sandwich/soup combination or a to-go meal for each member of their family.

#### *Food Pantry*

Each individual can receive one box once every 14 days. These boxes usually weigh between 35 to 40 pounds. Boxes consist of non perishable items including but not limited to canned vegetables, canned fruit, pasta, breakfast items, tomato sauces and various types of snack items. On certain days meat, eggs and milk are also available in a pantry box.

### Greenway Baptist Church Food Pantry

880 Greenway Rd.  
Boone, NC 28607

828-264-7750

<https://www.greenwaybaptist.com/copy-of-who-is-greenway-1>

Thursdays only from 10:00 AM to  
2:30 PM

People in need in the community can visit the food pantry once a week and receive up to 15 items per week.

The food pantry is located at the east wing of main church building. Call ahead during bad weather to make sure they're open.

## Medical / Dental Resources

### **Watauga Health Center (part of AppHealthCare)**

126 Poplar Grove Connector  
Boone, NC 28607

828-264-4995

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

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 offer dental services such as cleanings, x-rays, extractions and dentures

Free

Monday through Friday: 8:00 AM to 4:45 PM

### **Hunger and Health Coalition**

141 Health Center Dr., Suite C  
Boone, NC 28607

828-262-1628 (main line)  
828-264-5212 (pharmacy)

<https://www.hungerandhealthcoalition.com/pharmacy>

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

Provides medication free of charge to those who qualify. Prescriptions in stock include inhalers, insulin, COPD medications, Hepatitis C medication, anti-anxiety, anti-depressants, antibiotics, and other items. They do not provide any controlled substances. To qualify you must be at or below 200% of the federal poverty level.

Free

## Medical / Dental Resources



### NC MedAssist

866-331-1348

[medassist.org](http://medassist.org)

NC MedAssist is a statewide program for those who do not have the means to buy life-saving medications to treat chronic diseases such as heart disease, diabetes, and asthma. To qualify you must live in NC, not have any insurance (not even Medicaid) and have income that is at or below 300% of the national poverty average. (To give you an example, if you live with one other person, the combined yearly income for both of you can't be more than \$54,930, or \$4,577 per month.) Visit their website to enroll or call for more information. They also have a Mobile Free Pharmacy that travels the state handing out free Over The Counter medications to anyone, no ID required.

Free for those who qualify and aren't insured

**OurJourney can help you enroll in NC MedAssist's free pharmacy program! Call us 704-220-1956 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 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

**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

### Daymark Recovery Services - Watauga Center

132 Poplar Grove Connector, Suite B  
Boone, NC 28607-5915

828-264-8759  
866-275-9552 (24 Hr. Crisis Hotline)

[http://www.daymarkrecovery.org/  
locations/watauga-center](http://www.daymarkrecovery.org/locations/watauga-center)

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

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

Fees are based on a sliding scale based on income



### Mental Health America

800-969-6642

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

[https://screening.mhanational.org/  
screening-tools/](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](https://mhascreening.org)

### 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



### 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



### NCWorks Career Center

130 Poplar Grove Road Connector  
Boone, NC 28607

828-265-5385

<https://www.ncworks.gov>

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

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

## Job Training / Job Placement Resources

### Vocational Rehabilitation

245 Winklers Creek Rd., Suite A  
Boone, NC 28607

828-278-6250

[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. Works specifically with those who have physical, mental or emotional disabilities.

Free

## 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.

Free

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

### AppalCART

*Office:*  
305 NC Highway 105 Bypass  
Boone, NC 28607  
  
828-297-1300  
  
<https://www.appalcart.com/>

*Office Hours:*  
Monday through Friday: 8:00 AM to  
5:00 PM

AppalCART provides 13 fare-free, fixed bus routes throughout Boone, and 10 routes with their van services (Paratransit, Rural General Public, and Project on Aging) throughout Watauga County.  
Visit website for more information about routes and schedules.

All fixed-route bus fares are free  
Van fares for their Rural General Public service range from \$1 to \$2  
People over the age of 65 may qualify for free rural transportation

## Clothing Resources

### Goodwill Thrift Store

128 Crossing Way  
Boone, NC 28607  
828-264-8523

237 Boone Heights Dr.  
Boone, NC 28601  
828-264-4174

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

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

### Ram's Rack Thrift Store

877 W King St.  
Boone, NC 28607  
828-262-5029

Find them on Facebook at Ram's Rack Thrift Store

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

Offers a wide variety of previously-owned clothing, appliances, toys, games, books, home decor, furniture and much more at reduced prices.

Prices vary depending on item. Every week they reduce certain categories of items even more

## Education Resources

### **Watauga County Center**

971 W King St,  
Boone, NC 28607

828-264-3061

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

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

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

**Directory for Watauga County Agencies:**

Watauga County Probation Department	133 Water St, Suite A Boone, NC 28607	828-265-5423
Watauga County DMV	4469 Bamboo Rd. Boone, NC 28607	828-265-5384
Watauga County Dpt. of Social Services	132 Poplar Grove Conn., Suite C Boone, NC 28607	828-265-8100

**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](http://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](http://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](http://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](http://www.988lifeline.org).

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

Veterans Resources in Watauga County (for all military veterans): (828) 265-8065 or online at [https://www.wataugacounty.org/App\\_Pages/Dept/Vets/home.aspx](https://www.wataugacounty.org/App_Pages/Dept/Vets/home.aspx)

[NC211.org](http://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](http://www.ourjourney2gether.com/essential-services).



**OurJourney  
PO Box 2862  
Rocky Mount, NC 27802  
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