



Reentry Resource Guide for Avery 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: Waterfall Park in Newland (photo by nctripping.com)



Resource Guide - Avery County

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

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.

One-Stop Resource Centers

FREEDOM LIFE AVERY

725 Cranberry St,
Newland, NC 28657

828-742-2021

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

Call for Hours of Operation

Freedom Life partners with the local reentry counsel to provide support in many areas to justice involved individuals to Avery County

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



Recidivism Reduction Call Center

888-852-0004

<https://rreps.net/recidivism-reduction-hotline>

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.

Free



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?



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

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.



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.

One-Stop Resource Centers

The Black Coalition of Forensic Peer Support Specialists

704-729-4211

<https://www.facebook.com/tbc.fpss/>

Monday-Friday, 9am-5pm.
Appointments available outside of normal business hours.

The Black Coalition of Forensic Peer Support Specialists (TBCFPSS) provides culturally responsive, trauma-informed support for justice-impacted individuals across North Carolina. Led by certified peer specialists with lived experience of incarceration, mental health challenges, and substance use, TBCFPSS offers one-on-one and group peer support, crisis intervention, harm reduction education, and overdose prevention. Services also include reentry planning, housing navigation, expungement referrals, and workforce readiness support. By centering African American and LGBTQIA+ communities disproportionately impacted by systemic inequities, TBCFPSS builds trust, reduces barriers, and promotes healing. Through outreach, training, and collaboration, the coalition strengthens community resilience and expands access to equitable recovery and reentry pathways.

None--Qualified clients must be justice impacted.

Food Resources

Feeding Avery Families Food Pantry

189 Old Vale Road
Newland, NC 28657

828-783-8506

<https://feedingaveryfamilies.org/>

January – October: First 4 Friday of Each Month
May – November: Two Fridays each month, additional pick-up 4-6pm
Shopping: 9:30 – 11:15 AM and 12:30 – 2:15 PM
Drive Thru: 9:30 – 11:30 AM and 12:30 – 2:30 PM

Feeding Avery Families (FAF) is a Free non-profit Christian organization in Avery County, North Carolina, dedicated to eliminating hunger by any means possible including monetary donations, volunteerism, or food pantry donations.

Food Resources

Manna FoodBank

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

Free online service to locate a food bank in WNC

Free

Volunteer Avery County

1655 Shultz Circle
Newland, NC 28657
828-737-0718

Volunteer Avery County matches volunteers with organizations or families needing help and provides food, funds and other resources for those in crisis.

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

[https://www.averycountync.gov/
departments/volunteer_avery_county.php](https://www.averycountync.gov/departments/volunteer_avery_county.php)

Call for Hours of Operation

Medical / Dental Resources

Avery County Health Department

545 Schultz Cir,
Newland, NC 28657

828-733-6031

<https://toeriverhealth.org/>

Monday to Friday:
8:00 AM to 4:30 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.

Offers services on a sliding fee scale based on income for anyone regardless of ability to pay. They also accept Medicaid, Medicare and private insurances.

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 NC MedAssist's free pharmacy program! Call us 888-507-3368 to learn more.



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

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.

Medical / Dental Resources

High Country Community Health

448 Cranberry Street
Newland, NC 28657
828-737-0221

We provide quality, patient-centered, culturally appropriate, affordable and compassionate care that serves the whole person. Also offer Dental services as well

Offers services on a sliding fee scale based on income for anyone regardless of ability to pay. They also accept Medicaid, Medicare and private insurances.

[https://
www.highcountrycommunityhealth.com/](https://www.highcountrycommunityhealth.com/)

Monday - Wednesday 8:00 AM - 5:00 PM
Thursday 8:00 AM - 8:00 PM
Friday 8:00 AM - 5:00 PM
Closed Daily 12:00 PM - 1:00 PM

Mental Health & Substance Abuse Resources



Daymark Recovery Services

360 Beech Street
Newland, NC 28657
828-733-5889
24-Hour Crisis Hotline
866-275-9552

[https://www.daymarkrecovery.org/
locations/avery-center](https://www.daymarkrecovery.org/locations/avery-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

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

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.

Heels Care Network

<https://care.unc.edu/resource/mental-health-gps/>

This is an online network of North Carolina and national mental health resources and support groups.

Access is free; some providers listed may charge fees for their services

Mental Health & Substance Abuse Resources

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.

Job Training / Job Placement Resources



NcWorks Career Center-Avery

785 Cranberry St,
Newland, NC 28657

828-766-1385

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

Mondays:
9:00 AM to 4:00 PM (closed for lunch
12:00 PM to 1:00 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

Job Training / Job Placement Resources

Vocational Rehabilitation Center

815 Pineola St,
Newland, NC 28657

828-733-9345

<https://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



Find A Job - OurJourney's Employment Assistance Program

888-507-3368

<https://www.ourjourney2gether.com/find-a-job>

Monday - Friday:
9:00 AM to 5:30 PM

Finding a good job is a top priority for most people after their release from prison, yet it's often one of the most difficult challenges to overcome. OurJourney is partnering with Honest Jobs to help you meet that challenge head on through our Find A Job program. Honest Jobs was created by people with criminal records or people with criminal records, and now OurJourney can help you take full advantage of their services through their innovative Reentry Navigator system, which allows us to work with you to access Second Chance jobs in your area. To learn more or to enroll, visit the website.

Free to residents of NC with criminal records

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

Avery County Transportation (ACT)

Main Office:
34 Pershing Street
Newland NC 28657

828-733-0005

<https://business.averycounty.com/list/member/avery-county-transportation-3213>

HOURS OF OPERATION
Monday – Friday:
8:00am – 4:30pm

The Avery County Transportation Department helps to provide safe, quality and low-cost transportation to the citizens of Avery County. The Transportation Authority provides transportation not only within the County, but also to the surrounding areas for medical appointments.

Free maps and schedules are available at the Avery County Transportation office or from any transportation driver.

Round Trip in County:
\$3.00
Out of County varies by mileage. (See website for list)

Clothing Resources

Avery Family Impact Thrift Store

1301 Millers Gap Hwy,
Newland, NC 28657

828-737-0968

[https://www.facebook.com/people/
Avery-family-impact-thrift-store/
100057628261821/?rdr](https://www.facebook.com/people/Avery-family-impact-thrift-store/100057628261821/?rdr)

Monday, Tuesday, Thursday, Friday
10:00 AM - 5:00 PM

Saturday
10:00 AM - 3:00 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

Yellow Mountain Treasure Box

442 West Mitchell St,
Newland, NC 28657

828-733-0149

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

Monday to Friday:
9:00 AM to 4:00 PM

They sell a variety of items such as clothing, shoes, household appliances, furniture, toys and books.

Prices vary depending on item

"Reaching Avery" Ministry - RAM's Rack Thrift Store

147 New Vale Road
Newland, NC 28657

Office Phone: 828-733-5127
Store Phone: 828-733-5095

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

Monday -Friday: 9:30 - 4:30
Saturday: 9-3pm

RAM has been in existence for over 40 years serving those in need in Avery County. We help families with food, clothing, furniture, household items, crisis situations and emergency financial assistance.

The RAM's Rack Thrift Store helps to make this possible. Your donations to our thrift store enable us to help those in need. Your donations are tax-deductible and we offer pick-up service for furniture and household items.

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.

Avery County Center

661 Vale Rd,
Newland, NC 28657

828-733-8270

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

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

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

Education Resources

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.

NC DIT Tech Resource Finder

[https://www.ncbroadband.gov/
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

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.

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. We also provide as much 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 Avery County Agencies:

Avery County Probation Department	175 Linville St, Newland, NC 28657	828-733-8201
Avery County DMV	301 Cranberry St, Newland, NC 28657	828-733-8284
Avery County Dpt. of Social Services	358 Beech St, Newland, NC 28657	828-733-8230

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 is 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 Avery County (for all military veterans): 828-733-8211 or online at https://www.averycountync.gov/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, smartphone training, and six other essential services for those rebuilding their lives after incarceration. This program is free of charge. To learn more or to enroll, call (888) 50-REENTRY or visit www.ourjourney2gether.com/essential-services.



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