



Reentry Resource Guide for Mecklenburg County



2023




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: Uptown Charlotte, from www.schooljusticepartnership.org



Resource Guide – Mecklenburg County

The service providers listed below are for Mecklenburg 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 Mecklenburg County not listed. Please call 252-220-9516 or email info@ourjourney2gether.org to report any discrepancies or to suggest other service providers in Mecklenburg County.

One-Stop Resource Centers



Freedom Fighting Missionaries

222 S Church St.
Charlotte, NC 28202

704-526-7415

www.freedomfightingmissionaries.org

Monday through Saturday: 9:00 AM to 6:00 PM
Sundays: By appointment only

Focuses on supporting those who have been incarcerated in jails and prisons by connecting them with services and resources that are specific to them, including housing assistance, help obtaining ID, healthcare referrals, job training and placement, etc. Founded and operated by a formerly incarcerated man.

Assistance is free



Mecklenburg County Reentry Services

715 East 4th St.
Charlotte, NC 28202

980-314-1703 Hope Marshall,
Program Manager

<https://cjs.mecknc.gov/Services/Re-Entry>

Call for hours

Offers a comprehensive list of services for anyone returning to freedom from prison, including job placement, housing, mental health assistance, healthcare assistance, substance abuse assistance, transportation and even clothing and food assistance. Must complete the intake process in the Reentry Services office before being accepted as a client.

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

One-Stop Resource Centers



Crossroads Reentry

PO Box 861
Huntersville, NC 28070
704-499-1332

www.crossroadsreentry.org

Call for Hours of Operation

Offers a wide variety of services to those returning from prison: any need, anywhere. Call and leave a message for Jeff Cloud and he will call you back promptly.

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

The Center for Community Transitions (CCT)

5825 Old Concord Rd.
Charlotte, NC 28213
704-494-0001

<https://centerforcommunitytransitions.org>

Call for Hours of Operation

Through their LifeWorks! program, CCT works with people who have criminal records to provide them with the help and support they need to overcome the challenges of reentry. While their main focus is job preparation and employment, they can connect you with resources to help with nearly any need you have.

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

Charlotte Area Fund

901 N. Tryon St.
Charlotte, NC 28206
704-372-3010

www.charlotteareafund.org

Call for Hours of Operation

Offers a wide variety of services for those who are trying to rebuild their lives, including workforce development training, transportation assistance, and direct guidance with a Success Coach. Also has a network of Strategic Partners in Mecklenburg County for referrals.

Assistance is free but provided to those most in need. Call to arrange an appointment so they can find out if you qualify for their assistance.

United Way of Central Carolinas

601 E 5th St.
Charlotte, NC 28202
704-372-7170

uwcentralcarolinas.org

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

Provides support to dozens of member agency programs in Mecklenburg County. In addition to calling the number provided for the Mecklenburg 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

Food Resources

Loaves and Fishes

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

704-523-4333

www.loavesandfishes.org

Hours vary depending on location

Helps individuals and families who are experiencing a short-term crisis by providing a week's worth of nutritious groceries. Must be referred in order to receive assistance. Call the number provided and ask for Louise McCrorie to learn more about how you can get a referral.

Free

Hope Street Food Pantry

4100 Johnston Oehler Rd
Charlotte, NC 28269

704-584-9073

www.hopecharlotte.com/ministries/hope-street-food-pantry/

Every Thursday: 4:00 to 7:00 PM

Provides a three day supply of groceries and toiletries to every family that walks in their doors each week.

Free

Care to Share

5232 The Plaza
Charlotte, NC 28215

980-430-5913

www.caretosharenc.org

Call for Hours of Operation

The purpose of the agency is to combat hunger by assisting low-income individuals and families by providing nourishing food and groceries. Located in the Greater Bethel AME Church at the same address.

Free

Hearts and Hands

202 South Old Statesville Road
Huntersville, NC 28078

980-292-0357

www.heartsandhandsfoodpantry.com

Tuesdays: 3:00 to 6:00 PM
Thursdays: 12:00 to 3:00 PM
Every other Saturday: 10 AM to 12 PM

Provides shelf-stable and perishable (think fruits, veggies, milk etc.) groceries, personal care supplies, baby needs including diapers and formula, pet supplies and more. Their curbside pickup serves anyone in need who can get to their facility. Their delivery service is for those that qualify within Mecklenburg County.

Free

Medical / Dental / Mental Health Resources



NC FIT

5301 Wilkinson Blvd.
Charlotte, NC 28208.

980-556-2993

www.med.unc.edu/fammed/service-to-the-community/clinical-care/formerly-incarcerated-transition-program/

Call for Hours of Operation

The North Carolina Formerly Incarcerated Transition (NC FIT) Program, sponsored by UNC Family Medicine, connects formerly incarcerated individuals who have a chronic disease, mental illness and/or substance use disorder with appropriate healthcare services and other reentry resources. Also helps to fill medication prescriptions. Ask for Thermon Sellers. Located at the Goodwill Opportunity Campus.

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

See “One-Stop Resource Centers” for more Medical/Dental/Mental Health Resource Contacts for Mecklenburg County



NC MedAssist

4428 Taggart Creek Rd., Suite #101
Charlotte, NC 28208

866-331-1348

medassist.org

OTC Pharmacy Hours:
Monday through Friday: 8:00 AM to 4:30 PM

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 free OTC store in the Charlotte area, no ID required.

Free for those who qualify and aren't insured

OurJourney can help you enroll in NC MedAssist's free pharmacy program! Call us 252-220-1956 to learn more.

Medical / Dental / Mental Health Resources



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

OurJourney can help you enroll in Parks Insurance's G.I.F.T. program! Call us 828-220-1956 to learn more or call Parks Insurance and speak to a representative.

Mental Health & Substance Abuse Resources

First Family Community Services

3705 Latrobe Dr., Suite 340
Charlotte, NC 28211

704-364-3989

www.familyfirstcommunity.com

Monday through Friday: 8:30 AM to
7:00 PM

Offers an array of community behavioral health and substance abuse services to adults with emotional, behavioral, and/or substance abuse challenges.

Accepts various forms of insurance, including Medicaid, but will also work with those who can't afford treatment.

Charlotte Rescue Mission

907 W. 1st St.
Charlotte, NC 28202

704-333-4673

www.charlotterescuemission.org

Call for Hours of Operation

Offers a Christian-based program for drug and alcohol recovery, including a residential program. Also offers physical fitness programs and continuing education for those who complete their programs.

Free

Mental Health & Substance Abuse Resources



Center for Prevention Services

811 Eastway Dr.
Charlotte, NC 28205

Always Text First!
980-395-2199 (General Inquiries)
980-395-9082 (Mobile Outreach)

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

Monday and Wednesday: 10:00 AM
to 3:00 PM
Friday: 10:00 AM to 4:00 PM

Through their QCHR program, they offer direct services to people who use drugs and who are at high risk for Hepatitis C, HIV, overdose, and other major health issues. Their staff and volunteers offer free sterile equipment and Naloxone (Narcan) to people who use drugs, people who use hormones, people who do sex work, and other marginalized groups. They also offer housing assistance to qualified clients by connecting clients with affordable housing and covering the rent for the first 6 to 9 months. They offer life-saving supplies and empower people directly impacted through connection, education, and linkage to a variety of healthcare options and social resources.

Free

Job Training / Job Placement Resources

Center for Employment Opportunities

5301 Wilkinson Blvd.
Charlotte, NC

704-388-8924

www.ceoworks.org/locations/charlotte

Call for set up appointment

Offers comprehensive employment and training services to help individuals connect to a job and career. CEO exists to create greater opportunities for people who face multiple barriers to economic success and exclusively serve people who have recently returned home from incarceration. By appointment only.

Free

Job Training / Job Placement Resources



Charlotte Works

Two locations:
8601 McAlpine Park Drive, Suite 110
Charlotte, NC 28211

7140 Forest Point Blvd., Suite A
Charlotte, NC 28217

704-566-2870
704-565-6865

www.charlotteworks.com

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

Through their NCWorks Career Center, they provide job seekers with career information, guidance, and access to education or training, which can lead to sustainable income and meaningful employment.

Free

Hire Dynamics

5510 77 Center Dr., Suite 125
Charlotte, NC 28217

980-207-6800

<https://hiredynamics.com/locations/charlotte/>

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. They do conduct a background check, and some business they work with will not hire ex-felons, but others will.

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

Charlotte Area Transit System

Several pickup locations in the City of Charlotte

704-336-7433

www.charlottenc.gov/cats

Buses operate 24/7

CATS provides bus and rail transportation for people throughout the Charlotte area, with hundreds of pickup and drop-off points.

Fares range from \$2.20 for one-way pass to \$30.80 for weekly unlimited rides pass.

See “One-Stop Resource Centers” for more Transportation Resource Contacts for Mecklenburg County

Clothing Resources

Goodwill Industries - Charlotte

Multiple locations throughout Charlotte and surrounding areas

Multiple phone numbers; visit website for numbers of locations near you

www.goodwillsp.org/shop/retail-stores/

Hours of Operations for MOST locations:

Monday, Wednesday and 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.

Community Thrift Store

3016 Freedom Drive
Charlotte, NC 28208

704-393-3117

Find them on Facebook at
Community Thrift Store

Monday through Saturday: 9:00 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. Also offers a consignment shop.

Prices are similar to what you will pay at Goodwill Industries

Salvation Army Family Store

1011 Central Ave.
Charlotte, NC 28204

704-348-2838

www.charlotte.satruck.org

Monday through Saturday: 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.

Prices are similar to what you will pay at Goodwill Industries

Directory for Mecklenburg County Agencies:

Mecklenburg County Probation Department	800 East 4th Street Charlotte, North Carolina 28202	704-342-6836
Mecklenburg County DMV	6635 Executive Cir #130 Charlotte, NC 28212	704-531-5563
Mecklenburg County Dpt. of Social Services	301 Billingsley Rd. Charlotte, NC 28211	704-336-3000

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/>.

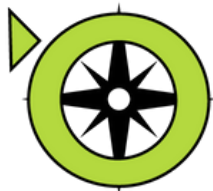
National Suicide Prevention Hotline: Dial 988 or online at www.988lifeline.org.

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

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 704-220-9516 or visit www.ourjourney2gether.com/essential-services.



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