



Reentry Resource Guide for Watauga County



2023




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 252-220-9516 or email info@ourjourney2gether.org 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 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. 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.hosphouse.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

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](https://www.hungerandhealthcoalition.com/foodpantry)

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

Provides food assistance in three Free
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](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 Free
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/>

Monday through Friday: 8:00 AM to 4:45 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. They also offer dental services such as cleanings, x-rays, extractions and dentures

Free

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>

Tuesdays and Thursdays: 10: AM to 3:00 PM
Wednesdays: 11:00 AM to 2:00 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

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 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 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>

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

Job Training / Job Placement Resources



NCWorks Career Center

130 Poplar Grove Road Connector
Boone, NC 28607

828-265-5385

<https://www.ncworks.gov>

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

Vocational Rehabilitation

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

828-278-6250

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. 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

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.goodwillnwc.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

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

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/>.

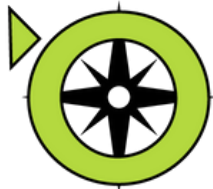
National Suicide Prevention Hotline: Dial 988 or online at www.988lifeline.org.

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



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