



Reentry Resource Guide for Jackson 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 is of the sculpture "The Journey to Freedom" in Sylva, courtesy of www.seegreatart.art



Resource Guide - Jackson County

The service providers listed below are for Jackson 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 green 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 Jackson County not listed. Please call 252-220-9516 or email contact@ourjourney2gether.com to report any discrepancies or to suggest other service providers in Jackson County.

One-Stop Resource Centers

Mountain Projects

154 Medical Park Loop
Sylva NC 28779

828-586-2345

<https://mountainprojects.org/>

Monday through Thursday: 7:00 AM
to 6:00 PM

Mountain Projects seeks to develop and implement comprehensive programs which are designed to improve the social, economic, educational, health, emotional and environmental aspects of the lives of the families and individuals eligible to participate in programs in Jackson County. They offer Section 8 housing assistance, food assistance, transportation and more. You will need to fill out a pre-application online. Click on “What We Do” on the main menu, then select “Apply for Assistance” from the drop-down menu.

Assistance is free to those who qualify; some services provided by partner organizations may charge fees

One-Stop Resource Centers

United Christian Ministries of Jackson County

191 Skyland Dr.
Sylva, NC 28779

828-586-8228

<https://www.ucmsylva.org>

Monday, Thursday, Friday: 10:00 AM to 3:00 PM

Tuesday: 12:30 PM to 5:00 PM

Wednesday: 10:00 AM to 12:30 PM

Provides assistance to Jackson County residents with urgent physical, economic, social, or spiritual needs so that they can move toward relative independence. They provide a food pantry, personal items, and household items, as well as assistance with necessities (temporary shelter, utilities, heat, rent, medical copays). They also collaborate with many local supportive agencies. Bring a photo ID with you.

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

HERE in Jackson County

77 Eastgate Dr.
Sylva NC

828-477-4946

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

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

HERE's mission is to end homelessness throughout Jackson County by providing temporary emergency shelter, housing-focused case management services and short-term financial assistance. Their vision is to secure stable affordable housing and end homelessness throughout Western North Carolina.

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

United Way of Haywood County

81 Elmwood Way
Waynesville, NC 28786

828-356-2832

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

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

Provides support to dozens of member agency programs in Haywood County, but can also assist residents of Jackson County in certain situations. In addition to calling the number provided for the Haywood office, you can get assistance by calling the United Way hotline by dialing 211.

Always check with your parole officer before leaving Jackson County.

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

One-Stop Resource Centers

WNC Salvation Army

290 Pigeon St.
Waynesville, NC 28786

828-456-7111

<https://southernusa.salvationarmy.org/waynesville>

Monday through Saturday: 9:00 AM
to 4:00 PM

Provides a wide variety of services, including Disaster Relief, Shelter, Food, Rent and Utility Assistance, and Clothing.

Always check with your parole officer before leaving Jackson County.

Assistance is free

Food Resources

Community Table

23 Central St.
Sylva, NC 28779

828-586-6782

<https://communitytable.org/>

Soup Kitchen Hours:
Monday, Tuesday, Thursday, Friday:
4:00 PM to 5:30 PM

Food Pantry Hours:
Monday, Tuesday, Thursday, Friday:
11:00 AM to 5:30 PM

Provides nutritious meals to Jackson County residents in need in a welcoming environment. They have a soup kitchen and a food pantry. You may visit the food pantry once every two weeks. Everyone is welcome! They also often have diapers, toilet paper and pet food to give away.

Free

Medical / Dental Resources

Jackson County Department of Public Health

538 Scotts Creek Rd.
Sylva, NC 28779

Office Hours:

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

Clinic Hours:

Monday through Friday: 7:30 AM to 5:00 PM

217 Frank Allen Rd.
Cashiers, NC 28717

Every third Thursday: 9:00 AM to 4:00 PM (closed one hour for lunch)

825-586-8994

<http://health.jacksonnc.org/>

Offers assistance with a variety of basic health needs, including dental care, disease prevention and others. Also offers free HIV and other STD testing and free COVID testing and vaccinations. Will also help with referrals to other health care providers in Jackson County.

Free

Appalachian Mountain Community Health Centers

154 Medical Park Loop, Suite A
Sylva, NC 28779

828-307-0900

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

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

Provides health services to Jackson County's most vulnerable and high-risk populations with dignity and respect – regardless of a person's ability to pay. What makes them even more unique is that they integrate behavioral health (such as mental health services) into the primary care setting.

AMCHC never turns away patients based on their ability to pay. They accept many major insurance plans, including Medicaid and Medicare. They also offer pricing discounts and sliding scale fees, based on a patient's family size and income. Discount medications are also available. Restrictions apply.

Medical / Dental 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 252-220-1956 to learn more or call Parks Insurance and speak to a representative.



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 252-220-1956 to learn more or call NC MedAssist and speak to a representative.

Medical / Dental Resources

Caring Hands Support Services

100 County Services Park
Sylva, NC 28779

828-631-8039

<https://www.aging.jacksonnc.org/caring-hands-support-services>

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

Caring Hands Support Services (CHSS) is a collection of services designed to help seniors remain independent in the community. Trained staff in this program work directly with seniors and caregivers to help them access of programs at the Department on Aging and through linking seniors to other services in the community. CHSS is part of the Jackson County Department on Aging.

Free to seniors

Mental Health & Substance Abuse Resources

Meridian Behavioral Health

293 Hospital Rd.
Sylva, NC 28779
828-477-4334

Monday through Thursday: 8:00 AM to 5:00 PM
Friday: 8:00 AM to 3:00 PM

44 Bonnie Lane
Sylva, NC 28779
828-631-3973

Monday through Friday: 8:30 AM to 5:00 PM

<https://www.brchs.com/services/behavioral-health-counseling/>

Provides judgement-free behavioral health and counseling services to people in Jackson County with mental illness and/or substance use issues. They offer a variety of programs to support recovery and recovery maintenance. Meridian is now part of Blue Ridge Health.

They accept Medicaid, Medicare and many forms of private insurance. No one is turned away regardless of their ability to pay.



NC Harm Reduction - Jackson County Mobile Unit

828-283-0690 (Help Line)
828-550-4294 (Veronika Ethereal)

<https://www.nchrc.org/syringe-services-programs/>

Mondays through Friday (call or text for more information and delivery hours)

Provides needle exchange services, fentanyl strips, Narcan and substance use assistance referrals.

Free

Mental Health & Substance Abuse Resources

Appalachian Mountain Community Health Centers

154 Medical Park Loop, Suite A
Sylva, NC 28779

828-307-0900

<https://www.amchc.org/behavioral-health>

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

AMCHC) integrates behavioral health into the primary care atmosphere. They consider the whole person when stress, anxiety, adverse behaviors, emotional concerns, or other life circumstances are interfering with your daily life and overall health. You'll work with a Licensed Behavioral Health Clinician and your primary care provider in tandem to evaluate the mind-body-behavior connection in order to provide solution-focused care and interventions.

AMCHC never turns away patients based on their ability to pay. They accept many major insurance plans, including Medicaid and Medicare. They also offer pricing discounts and sliding scale fees, based on a patient's family size and income. Discount medications are also available. Restrictions apply.

Job Training / Job Placement Resources



NCWorks Career Center

26 Ridgeway St., Suite #2
Sylva, NC 28779

828-586-4063

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

Monday through Thursday: 8:30 AM to 5:00 PM

Friday: 8:30 AM to Noon

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 Center

100 Bonnie Lane, Suite A
Sylva, NC 28779

828-586-4032

<https://www.ncdhhs.gov/divisions/vocational-rehabilitation-services>

Monday through Friday: 8:30 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

Job Training / Job Placement Resources

WestBridge Vocational

140 Little Savannah Rd.
Sylva, NC 28779

828-586-8981

<https://westbridgevoc.org/>

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

Connects people to job opportunity through their quality-driven manufacturing. They are dedicated to empowering all people with barriers to employment by providing training opportunities that inspire them to learn, earn, and thrive in a world that may not understand their needs.

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

Financial Resources



Stretch Financial

877-275-4115

<https://www.stretch.money/>

Monday through Friday: 10:00 AM to 6:00 PM

Offers a free financial account for people returning from prison with features and functionality similar to traditional banks. A Stretch account comes with a MasterCard Debit Card, free direct deposit and customer service to answer any questions you might have. You can even open an account without having any money, so that as soon as you find a job you'll have a financial account already in place. Best of all, you can use your prison ID to open the account. All you'll need is your Social Security number, a physical address so they can mail your debit card and an active email address. They will also ask for your legal name, date of birth and phone number (if you have one). To apply, visit their website, scroll down and click on the "Learn More" button under **Justice-Involved**. Please note: This account does not come with a credit card but with a debit card. A debit card allows you to pay for services and withdraw money using funds already in your account.

There are no fees to open or maintain an account

Transportation Resources

Jackson Public Transit

Main Office:
1148 Haywood Rd.
Sylva, NC 28779

828-586-0233

<https://www.jacksonnc.org/transit>

General Services Hours:
Monday through Friday: 7:00 AM to
5:00 PM

Services include door-to-door scheduled rides for residents of Jackson County for any of the following reasons:

- Shopping
- Banking
- Paying utility bills
- Employment
- Recreational activities
- Congregate meal program
- Senior Center activities
- College and university attendance (SCC and WCU)

Requests for transportation within Jackson County must be received by 2:00 PM the day prior to the date of your trip. Trips outside of Jackson County must be scheduled at least one week in advance. They cannot take reservations from messages left on our answering machine or via email.

One-way fares inside Sylva are \$1.00. Fares for rides to other areas of Jackson County will vary according to destination.

Clothing Resources

Goodwill Industries Thrift Stores

182 Walmart Plaza
Sylva, NC 28779

828-631-3549

<https://www.goodwillnwno.org/shop/>

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

Clothing Resources

Teen Challenge Thrift Store

4812 US 441 South
Sylva, NC 28779

828-586-9966

<https://mtcots.com/thrift-store>

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

Teen Challenge Thrift Store sells a variety of men's, women's, and children's clothes, housewares, furniture, collectibles and much more.

All proceeds support Teen Challenge of the Smokies, a Jackson County nonprofit organization that operates a residential program for men seeking to overcome addiction.

Prices vary depending on item

Pathways Thrift Store

329 Jackson Plaza
Sylva, NC 28779

828-631-5533

Find them on Facebook at Pathways Thrift Store

Tuesday through Saturday: 10:00 AM
to 4:00 PM

Pathways Thrift Store sells a variety of men's, women's, and children's clothes, housewares, furniture, collectibles and much more.

They have special sales every week.

All proceeds support Disability Partners, a Jackson County nonprofit organization that provides services to those with disabilities.

Prices vary depending on item

Directory for Jackson County Agencies:

Jackson County Probation Department	401 Grindstaff Cove Rd., Suite 266 Sylva, NC 28779	828-586-7588
Jackson County DMV	876 Skyland Dr. Sylva, NC 28779	828-586-5413
Jackson County Dpt. of Social Services	15 Griffin St. Sylva, NC 28779	828-586-5546

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.

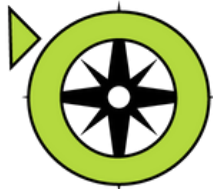
Felony Record Hub (an online resource with jobs, housing and reentry advice for people with criminal records): www.felonyrecordhub.com

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

Veterans Resources in Jackson County (for all military veterans): 828-631-2231 or online at <https://www.jacksonnc.org/veterans>

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.



OurJourney
PO Box 2862
Rocky Mount, NC 27802