



Reentry Resource Guide for Surry County



2024




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 courtesy of Brian Scott



Resource Guide - Surry County

The service providers listed below are for Surry 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.

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 Surry County not listed. Please call 252-220-9516 or or email contact@ourjourney2gether.com to report any discrepancies or to suggest other service providers in Surry County.

One-Stop Resource Centers



Project Reentry - Surry County Recidivism Reduction Services

2701 University Parkway
Winston-Salem, NC 27105

336-386-4993

[https://www.ptrc.org/services/
criminal-justice/contacts](https://www.ptrc.org/services/criminal-justice/contacts)

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

Provides individual case management/transition planning, deinstitutionalization counseling, employment and vocational training, mental health and substance abuse treatment referrals, housing referrals, basic needs and transportation assistance, family reunification support.
Call to schedule appointment. Their main office is in Winston-Salem, but they provide support for people returning to Surry County. Ask for Tina Whitaker, Reentry Specialist.
Partners with the Goodwill Career Center program.

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

One-Stop Resource Centers

United Way of Forsyth County

301 N Main St #1700
Winston-Salem, NC 27101

336-723-3601

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

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

Provides support to dozens of member agency programs in Forsyth County. In addition to calling the number provided for the Forsyth office, you can get assistance by calling the United Way hotline by dialing 211.

Always contact your Parole Officer before leaving Surry County.

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



Surry County Substance Abuse Recovery

114 West Atkins St.
Dobson, NC 27017

336-366-9064

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

Monday through Thursday: 8:30 AM to 5:00 PM
Friday: 9:00 AM to 5:00 PM

Provides wraparound support for Surry County residents with substance use disorder and others returning after incarceration.

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

Winston-Salem Rescue Mission

718 N. Trade St.
Winston-Salem, NC 27101

336-723-1848

<https://wsrescue.org>

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

The Winston-Salem Rescue Mission is a non-denominational Christian ministry meeting the physical, emotional, and spiritual needs of hurting people in the Triad area. Services include: recovery programs for men facing alcohol and drug addictions, food and clothing for individuals and families in need, and free medical and dental clinics. They have a program specifically aimed at helping formerly incarcerated individuals. You will receive a place to stay, food, clothing, transportation, job training and education in a safe environment.

Always contact your Parole Officer before leaving Surry County.

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

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'll need to set up an account first and you must have an active email account. You'll 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.

Salvation Army - Mount Airy

651 S South St.
Mount Airy, NC 27030

336-786-4075

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

Monday through Thursday: 9:00 AM to 4:00 PM
Friday: 9:00 AM to Noon

The Salvation Army meets human need wherever, whenever, and however they can. They offer a wide variety of services, including Disaster Relief, Shelter, Food, Rent and Utility Assistance, and Holiday Giving.

They also have a Thrift Store at a different location. (See **Clothing Resources** below.)

Free

The Shepherd's House

246 Spring St.
Mount Airy, NC 27030

336-786-1420

<https://shepherdshousema.org/>

Always Open

The Shepherd's House homeless shelter is dedicated to ending family homelessness by providing caring support, education, and innovative programs designed to empower families to achieve self-sufficiency. The Shepherd's House offers emergency shelter, confidential crisis counseling, information & referrals to community resources, food & clothing (in-house), case management (in-house), and other services.

Free

Food Resources

Pilot Mountain Outreach Center

407 E. US Highway 52 Bypass,
Pilot Mountain, NC 27041

336-368-4907

[https://
pilotmountainoutre.wixsite.com/
outreach](https://pilotmountainoutre.wixsite.com/outreach)

Tuesdays, Wednesday and Thursday:
9:00 AM to Noon

The Pilot Mountain Outreach Center provides 10 days worth of food to qualifying clients. Food can be received every 60 days unless there is an emergency. You should call before visiting for the first time to make sure you qualify for assistance. They also have a Thrift Store. (See **Clothing Resources** below.)

Free to those who qualify

Helping Hands of Surry Food Pantry

Main Location:
227 Rockford St.
Mount Airy, NC 27030

Jones Resource Center:
215 Jones School Rd.
Mt Airy, NC 27030

336-673-0215

<https://helpinghandsofsurry.org/>

Monday through Thursday (Main Location): 10:00 AM to 3:00 PM
Friday (Main Location): 10:00 AM to Noon
Friday (Jones Resource Center): Begins at 3:00 PM

Helping Hands Foundation assists families and individuals within the Surry County area with non-perishable food through two different food pantries. They also frequently have personal hygiene items like soap, shampoo, toothpaste, and deodorant available as well. On Fridays they also give away food at the Jones Resource Center. There is no registration required for this. Simply show up and take home a box of fresh produce and whatever else they have available.

Free

Friends Feeding Friends

714 N. Main St.
Mount Airy, NC 27030

336-786-5185

[https://fbcmountairy.org/get-
connected/friends-feeding-friends/](https://fbcmountairy.org/get-connected/friends-feeding-friends/)

Every Thursday from 5:30 PM to 6:00 PM

Friends Feeding Friends is a service of First Baptist Church and provides a free, drive-thru pickup meal every week for those in need.

Free

Food Resources

Mt. Airy Wesleyan Church - Community Meal

2063 South Main St.
Mount Airy, NC 27030

336-786-7250

<https://mawchurch.org/home>

Second and Fourth Saturdays of each month beginning at 10:30 AM

Mount Airy Wesleyan Church provides a community meal on the 2nd and 4th Saturdays of each month in the Fellowship Hall. They also distribute bags of non-perishable food items during the meal on the 4th Saturday through their food pantry.

Free

Medical / Dental Resources

Surry County Health & Nutrition Center

118 Hamby Rd.
Dobson, NC 27017

336-401-8400

[https://www.co.surry.nc.us/departments/\(a_through_j\)/health_and_nutrition_center/contact_us.php](https://www.co.surry.nc.us/departments/(a_through_j)/health_and_nutrition_center/contact_us.php)

Monday through Friday: 8:15 AM to 5:00 PM

The mission of the Surry County Health and Nutrition Center is to protect and promote personal, family and community health; ensure a safe and healthy environment; and prevent or control the incidence and spread of disease. Located inside the Surry County Board of Elections building.

Free

Grace Clinic

948 Johnson Ridge Rd.
Elkin, NC 28621

336-855-1467

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

Monday: 8:00 AM to 5:00 PM
Tuesday: 8:00 AM to 7:30 PM
Wednesday: 8:00 AM to 3:00 PM
Thursday: 8:00 AM to 5:00 PM
Closed Friday, Saturday, Sunday

Provides free medical care, health education, and spiritual guidance to those in need. Their team of volunteers and staff provides basic health care service and health education at little to no cost.

Assistance is free to uninsured clients who qualify. No one is turned away because of a lack of money.

Medical / Dental Resources

Surry Medical Ministries Clinic

951 Rockford St.
Mount Airy, NC 27030

336-789-5058

<https://surrymedicalministries.com/>

Monday: 9:00 AM to 5:00 PM
Tuesday: 9:00 AM to 8:00 PM
Wednesday: 9:00 AM to 5:00 PM
Thursday: 9:00 AM to 5:00 PM
(Closed everyday for lunch from
Noon until 1:00 PM)
Closed Friday, Saturday, Sunday

Surry Medical Ministries serves patients in the greater Surry County area who do not have any health insurance nor the ability to pay. Their clinic provides primary care services, including pharmacy, specialized diabetes care, physical therapy, and emergency dental services. Patients are seen by appointment only.

Assistance is free to uninsured clients who qualify. No one is turned away because of a lack of money.



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.

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 (or low-cost, depending on job situation)

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



Surry County Substance Abuse Recovery

114 West Atkins St.
Dobson, NC 27017

336-366-9064

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

Monday through Thursday: 8:30 AM to 5:00 PM
Friday: 9:00 AM to 5:00 PM

Provides wraparound support for Surry County residents with substance use disorder and others returning after incarceration. Also listed under **One-Stop Resource Centers**.

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



Daymark Recovery Service

940 West Lebanon Dr.
Mt. Airy, NC 27030

336-783-6919
866-275-9552 (24-Hour Crisis Hotline)

<http://www.daymarkrecovery.org/locations/surry-center>

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

Emergency Crisis Hours:
Anytime day or night, 24/7

Provides comprehensive outpatient behavioral healthcare services and emergency crisis assistance. Call to set up an initial consultation appointment. If it's an emergency, you may visit without an appointment anytime day or night.

Fees are on a sliding scale, meaning you pay for what you can afford. They also accept Medicaid. No one is turned away for lack of money.

Mental Health & Substance Abuse Resources

Celebrate Recovery of Pinedale

3395 Peters Creek Pkwy
Winston-Salem, NC 27127

336-788-7600

Find them on Facebook at Celebrate Recovery of Pinedale

Meets every Thursday night beginning at 6:00 PM for dinner, followed by a group meeting at 7:00 PM

Celebrate Recovery is a Christian based recovery program for anyone dealing with hurts, habits, or hang-ups.

Meets inside the Pinedale Christian Church, which sponsors the program.

Always contact your Parole Officer before leaving Surry County.

Free

Birches Foundation

Mobile Delivery Only

336-459-0065 (Main Number)
336-401-6349 (Wendy)

<https://www.birchesfoundation.org/home>

Call for Mobile Delivery Hours

Birches Foundation provides many harm reduction resources including naloxone, syringe exchange, drug testing strips, blood testing, and more.

Birches can also connect individuals, when ready, to other resources available, including treatment.

They don't have a fixed-location office.

Free



Mental Health America

800-969-6642

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

<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

Job Training / Job Placement Resources



NCWorks Career Center

942 West Pine St.
Mount Airy, NC 27030

336-415-6120

<https://www.ncworks.gov/vosnet/Default.aspx>

Monday through Friday: 8:00 AM to 4:30 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. Partners with Goodwill Training Center. Free

Vocational Rehabilitation

784 W. Lebanon St.
Mount Airy, NC 27030

336-789-5039

<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



Goodwill's Surry County Career Connections Center

1457 N. Bridge St.
Elkin, NC 28621

336-526-2144

<https://www.goodwillnync.org/locations/goodwill-career-center-surry-county/>

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

Goodwill's Career Connections Centers offer free, personalized services to help job seekers including resume-writing assistance, skills assessment, career coaching, access to computers, help with interviewing skills and job placement services. Free

Job Training / Job Placement Resources

Onin Staffing

1249 N South St.
Mt Airy, NC 27030

336-391-1594

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

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 and have reliable transportation. 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 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

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. 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**.

There are no fees to open or maintain an account

Transportation Resources

YVEDDI - Go Transit

Main Office:

533 N. Carolina Ave., Highway 601N
Boonville, NC 27011

336-679-2071

<https://yveddi.com/yveddi-public-transportation/>

Service Hours:

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

Service may be available on holidays and weekends by appointment

YVEDDI - Go Transit provides van transportation for Surry County residents. They offer door-to-door transportation services, but you must schedule your trip before 1:00 PM of the day before you need transportation. The office address listed is in Yadkin County, but you don't need to visit their office to schedule a trip.

Fares vary depending destination but are at least \$2 or \$3 one-way. You can also purchase a Weekly Pass (up to 25 trips) for \$10 and a Monthly Pass (up to 100 trips) for \$30

Transportation Resources

Winston-Salem Transit Authority

Pickup and Drop Off spots at several locations throughout Winston-Salem

Administration Office:
100 W. 5th Street, Winston-Salem,
NC 27101

336-727-2000

<https://wstransit.com>

Pickup and Drop Off times vary depending on route

Provides public transportation throughout the Winston-Salem. Visit their website for specific route maps and times.

Always contact your Parole Officer before leaving Surry County.

Fares are \$1.00 for single ride; \$10 for a 10-ride pass; and \$30 for month-long unlimited pass. For single ride, you must have exact change. Medicare recipients, senior citizens (age 60 and over) and disabled persons may qualify for WSTA's Half Fare Program.

Clothing Resources

Goodwill Industries Thrift - Mt. Airy

1986 Rockford Rd.
Mt Airy, NC 27030

336-786-4350

<https://www.goodwillnwc.org/locations/goodwill-store-mount-airy/>

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. There are numerous locations across Forsyth County. Go online to find the location closest to you.

Men's pants are as low as \$4.50 each, shirts as low as \$2.99 each. Other items are priced low also.

Pilot Mountain Thrift Store

407 E. US Highway 52 Bypass,
Pilot Mountain, NC 27041

336-368-4949

<https://pilotmountainoutre.wixsite.com/outreach>

Tuesdays, Thursday, Friday and Saturday: 9:00 AM to 1:00 PM

Offers many different previously-owned items from household items, toys, clothes, shoes and more at excellent prices. They also have a Food Pantry. (See **Food Resources** above.)

Prices vary by item

Clothing Resources

Salvation Army Thrift Store

220 Frederick St.
Mount Airy, NC, 27030

336-786-9253

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

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

Offers previously-owned clothing and other items at extremely low prices. You can often find name-brand clothes in good to great condition. They often provide clothing vouchers for those returning from prison, but you must ask at the front desk and be prepared to show your prison ID.

Price varies by item

The Humble Hare

705 West Pine St., Suite 300
Mount Airy, NC 27030

336-789-1230

<https://www.mtnvalleyhospice.org/the-humble-hare/>

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

The Humble Hare serves the community by selling new and gently used furniture, household items, clothing, accessories, and books; and redistributing donated appliances and electronics to patients as needed.

Price varies by item

Directory for Surry County Agencies:

Surry County Probation Department	116 W Kapp St., Suite C Dobson, NC 27017	336-386-8433
Surry County DMV	155 Patrol Station Rd. Mt Airy, NC 27030	336-715-7000
Surry County Dpt. of Social Services	118 Hamby Rd. Dobson, NC 27017	336-401-8700

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.

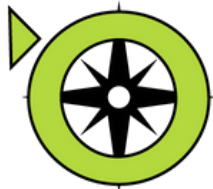
Felony Record Hub (an online resource with jobs, housing and reentry advice for people with criminal records): www.felonyrecordhub.com

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 Surry County (for all military veterans): 336-783-8820 or online at <https://www.co.surry.nc.us/departments/veterans/index.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, 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.



OurJourney
PO Box 2862
Rocky Mount, NC 27802