



Reentry Resource Guide for Burke 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.

© 2024 by OurJourney Media

All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of the publisher, except in the case of brief quotations embodied in critical reviews and certain other noncommercial uses permitted by copyright law. For permission requests, contact info@ourjourney2gether.org.

Picture on the front cover courtesy of www.smliv.com



Reentry Resource Guide - Burke County

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

One-Stop Resource Centers



Freedom Life

130 North Logan St.
Marion, NC 28752

828-559-2224

<https://freedomlifeministries.org>

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

Provides assistance and support specifically for those returning from prison in a lot of different ways, such as helping with:

- Basic needs (food, clothing, etc.)
- Housing and temporary shelter
- Job training
- Education
- Transportation
- Medical needs
- Mental Health/Substance abuse needs
- Case management and one-on-one mentoring

Call to set up a consultation appointment.

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

One-Stop Resource Centers

United Way - Burke County

121 W Union St.
Morganton, NC 28655

828-433-0681

<https://www.bcuw.org>

Monday through Thursday: 9:00 AM
to 2:00 PM

Friday: 9:00 AM to 12:00 PM

Provides support to dozens of member agency programs in Burke County. In addition to calling the number provided for the Burke office, you can get 24-hour assistance by calling the United Way hotline by dialing 211.

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

The Outreach Center

512 E. Fleming Dr.
Morganton, NC 28680

828-439-8300

<https://www.theoutreachcenter.org>

Office Hours:

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

Food Distribution Hours:

Every Tuesday from 10:00 AM to 5:00 PM, except for November and December. In November, the date is the Tuesday before Thanksgiving and in December the date is the Tuesday before Christmas.

Offers a variety of assistance, including food, clothing, job training and temporary shelter. The food is distributed every week food to those in need, such as meat, fresh produce, dairy and eggs. Please make sure your trunk is cleaned out and ready to receive a lot of food. Be prepared to wait for long periods of time. If you have medical issues that require food or water, please go prepared. They move as quickly as possible but the wait is long. Get there early because it's first-come-first-serve while supplies last.

You will need to bring your ID with you (prison ID is accepted) and you will have to register, but you can do that when you get there. If you want to talk to someone about other matters besides food, please call to set up an appointment.

Free

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.

Food Resources

Burke United Christian Ministries

305-B W Union St.
Morganton, NC 28655

818-433-8075

<https://www.bucm.net>

Office Hours:

Monday, Wednesday through Friday:
9:00 AM to 2:00 PM

Tuesday: 9:00 AM to 4:00 PM

Hot Meal Hours:

Monday through Friday: 11:00 AM to
12:30 PM

Saturday: 9:30 to 11:00 AM

Serves a hot, home-cooked lunch Free every day besides Sunday. They also have a Food Pantry that provides all kinds of food once a month. To sign up, you'll need to visit in person.

They also have a thrift store with clothing for sale at reduced prices.

Food Resources

Glen Alpine Food Pantry

410 Linville St.
Glen Alpine, NC 28628

563-920-5000

Find them on Facebook at Glen
Alpine Food Pantry

Tuesdays: 6:00 to 8:00 PM
Thursdays: 10:00 AM to Noon
Fridays: Noon to 2:00 PM

Serves supplemental groceries to Free
needy families at a car line at the
Glen Alpine United Methodist
Church.
Individuals and families may
come once each week.

Oak Hill United Methodist Church

2239 NC 181
Morganton, NC 28655

828-433-5308

<http://ohumc.com/serve/food-pantry>

Food Distribution is Wednesdays
only by appointment

Provides food to those in need. If Free
you are in need of food, please
call the church secretary on
Tuesday or Thursday from
between 9:00 AM and 12:00 PM.
She will ask for your name and
how many people are in your
family. She will tell you when to
come by and pick up your food.
You are allowed to come one time
per month to get food.

Medical / Dental Resources

Burke County Health Department

700 E Parker Rd.
Morganton, NC 28655

828-764-9150

www.Burkecountync.gov/health/

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

Offers assistance with a variety of Free
basic health needs, including
disease prevention and others.
Also offers free HIV and other
STD testing and free COVID
testing and vaccinations.

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 252-220-1956 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.

Medical / Dental Resources

Good Samaritan Clinic

500 E. Parker Rd.
Morganton, NC 28655

828-212-4185

<https://www.gscburke.org>

Health Clinic:

Monday through Thursday: 8:30 AM
to 5:30 PM (closed for lunch)

Pharmacy:

Monday: 9:00 AM to 2:00 PM

Tuesday: 1:00 to 6:00 PM

Thursday: 9:00 AM to 1:00 PM

(Refills require 7-day advance notice)

Provides medical care, dental care, mental health counseling, farmworker outreach, confidential HIV testing and counseling, ancillary services, and prescription medications to Burke County residents who are without government assistance, private insurance, or the financial resources to afford such care. If you need help, please call to begin the screening process.

Free (but only for those who are uninsured)

Mental Health & Substance Abuse Resources

Catawba Valley Healthcare (CVH) – Morganton

301 E Meeting St., Suite 104
Morganton NC 28655

828-624-1900

<https://www.cvhnc.org>

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

Provides a wide range of whole-person healthcare that integrates physical and mental health. They serve people with Medicaid or Medicare, those who are uninsured and underinsured, those who are homeless, those without documentation, and those who are incarcerated or recently incarcerated.

They have a dedicated program for those returning from prison that includes transportation assistance and even possible temporary housing.

They recommend that you call first to set up an initial appointment. Remember to mention that you were just released from prison.

Fee based on a sliding scale (what you can afford). They accept all forms of insurance and also offer state funding for the uninsured

Mental Health & Substance Abuse Resources

Mimosa Christian Counseling

220 Burkemont Ave.
Morganton, NC 28655

828-433-5600

<https://mimosachristiancounseling.org>

Hours of Operation are flexible,
depending on when you're available

Provides mental health assistance using a combination of professional counseling methods and Biblical truths and principles. Call to set up initial appointment.

They accept private insurance, Medicaid and Medicare. You may be eligible for Financial Assistance. Fill out the Scholarship Fund Application on website under "About – Forms"



Mental Health America

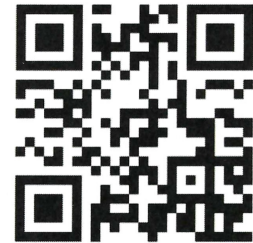
800-969-6642

<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

Vocational Rehabilitation

200 Enola Rd.
Morganton, NC 28655

828-608-5600

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

Job Training / Job Placement Resources



NCWorks Career Center - Burke County

5300-7 Main St.
Shallotte, NC 28470

910-754-6120

www.ncworks.gov

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

Friday: 9:00 AM to 5:00 PM

Offers support for everything from Free
creating a resume and finding the
right job opportunities to
preparing clients for job
interviews. Website has links for
finding a Job.

Labor Connections

1239k Burkemont Ave.
Morganton, NC 28655

828-475-1444

<https://www.laborconnectionsllc.com>

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

Temporary agency offering job Free
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. Also offer day-
labor jobs.

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



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

Greenway Public Transportation

Main Office:
1515 4th Street SW
Conover, NC 28613

There are several designated pick-up and drop-off spots in Burke County.

828-465-7634 (Dispatch)
828-464-9444 (Schedule a Trip)

<https://www.mygreenway.org>

Flex Route Hours:
Monday through Friday: 9:00 AM to 4:00 PM

Provides public transportation throughout Burke County and neighboring counties. In Burke County they offer their Flexible Fixed Route, which combines the benefits of traditional fixed route service and demand response service. Flex is really two types of bus service in one: The bus follows a defined route, picking up and dropping off passengers at designated stops. The bus will also “Flex” or deviate off its route. The driver will reroute to locations within 3/4 of a mile of its usual route when a passenger has made a reservation in advance. They recommend that you make a reservation for a trip at least two days in advance.

The fare is \$1.25 and a reduced fare of \$0.60 is available for qualifying individuals. Call to see if you qualify

Clothing Resources

Goodwill Industries - Morganton

118 Bost Rd.
Morganton, NC 28655

828-433-4557

<https://www.goodwillnwc.org>

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

Salvation Army Family Thrift Store - Morganton

412 W. Fleming Dr., Suite #A
Morganton, NC 28655

828-439-8080

Find them on Facebook at The
Salvation Army Store of Burke,
Caldwell & McDowell

Monday through Saturday: 10:00 AM
to 5:00 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. They may give
you a voucher for free
clothes if you mention
that you just got out of
prison

Foothills Thrift Store

259 Main Street
Valdese, NC 28690
828-874-2521

2886 US Highway 70 W
Drexel, NC 28655
828-437-7772

[https://
www.foothillsserviceproject.org/
thrift-stores](https://www.foothillsserviceproject.org/thrift-stores)

Thursday through Saturday: 9:30 AM
to 5:30 PM

Offers a wide range of affordable
merchandise. Their stores feature
clothing, furniture, jewelry, books,
linens, cookware, electronics, and
more. New items arrive daily.
Both stores offer 25% off on
Saturdays from 9:30 AM to 1:30
PM.

Prices vary depending
on item. They may give
you a voucher for free
clothes if you mention
that you just got out of
prison

Directory for Burke County Agencies:

Burke County Probation Department	201 S Green St Morganton, NC 28655	828-432-2822
Burke County DMV	260 Enola Rd. Morganton, NC 28655	828-438-6294
Burke County Dpt. of Social Services	700 E Parker Rd. Morganton, NC 28655	828-764-9600

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:

NC Justice Center (provides information about getting a State ID, reclaiming your voting rights and overcoming other barriers to reentry) **Important Message: You can now have your voting rights restored immediately!** 919-856-2570 or online at www.ncjustice.org/projects/fair-chance-criminal-justice-project/

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

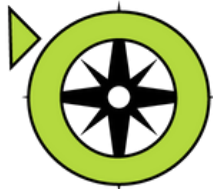
Felony Record Hub (an online resource with jobs, housing and reentry advice for people with criminal records): www.felonyrecordhub.com

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 Burke County (for all military veterans): 828-439-4376 or online at <https://www.burkenc.org/1232/Veterans-Services>

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 252-220-9516 or visit www.ourjourney2gether.com/essential-services.



OurJourney
PO Box 2862
Rocky Mount, NC 27802