



Reentry Resource Guide for Jones 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 of the Back in Time Museum courtesy of www.trip.com



Reentry Resource Guide - Jones County

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

NOTE: Jones County is limited in reentry support resources, which is why some of the resource providers listed in this guide are from neighboring counties. Your parole officer will most likely allow you to travel outside of Jones County for reentry assistance. However, you should always contact your parole officer before leaving Jones County for any reason, even to visit the reentry resource providers listed in this guide. Failure to obtain permission from your parole officer to travel outside of Jones County may result in a violation of the conditions of your post-release.

One-Stop Resource Centers



You Empower You

2291 Onslow Dr.
Jacksonville, NC 28540

252-764-5679

Find them on Facebook at You Empower You

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

Provides assistance to individuals returning after incarceration in several ways, including housing referrals and mentorship. Their founder, Mike Noreski, is formerly incarcerated.

Call for more information or to speak with Mike.

Always check with your Parole Officer before leaving Jones County.

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

One-Stop Resource Centers



Hope Restorations

611 Mitchell Street
Kinston, NC 28501

252-520-9975

<https://hoperestorationsnc.org>

Monday through Thursday: 8:30 AM
to 2:30 PM

Friday: 8:30 AM to Noon

The purpose of Hope Restorations, Inc. is to provide paid employment, training, and other support to adults recovering from addictions and/or incarceration. They also operate a thrift store and offer assistance in other ways, such as with clothing, transportation, etc. If they can't help you directly, they can refer you to other organizations in the area who can.

Always check with your Parole Officer before leaving Jones County.

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

United Way of Coastal Carolina

601 Broad St.
New Bern, NC 28560

252-637-2460

[https://
www.unitedwaycoastalnc.org/](https://www.unitedwaycoastalnc.org/)

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

Friday: 8:30 AM to 3:00 PM

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

Always check with your Parole Officer before leaving Jones County.

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

Salvation Army of Jones and Onslow County

461 Center St.
Jacksonville, NC 28546

910-333-0453

[https://
southernusa.salvationarmy.org/
jones-onslow/](https://southernusa.salvationarmy.org/jones-onslow/)

Thrift Store Hours:

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

Food Pantry Hours:

Monday through Friday: 1:00 PM to
3:00 PM

Provides food to those in need, along with other services, such as rent and utilities emergency service, clothing vouchers, some job placement help, some transportation help. Bring your prison ID with you to receive service.

Food Pantry hours are Monday through Friday from 1:00 PM to 3:00 PM.

Financial Assistance hours are Monday through Friday from 9:00 to Noon.

Always check with your Parole Officer before leaving Jones County.

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.



Recidivism Reduction Educational Programs Services, Inc. (RREPS)

<https://rreps.net/>

Founded by formerly incarcerated activist Kerwin Williams, RREPS provides support to individuals returning after incarceration. RREPS can help you obtain proper identification from various state and federal agencies.

Through their Transitional Partners (TP) program, they may be able to connect you with a formerly incarcerated person in your area who can help you navigate reentry.

To request assistance, visit the RREPS website, click on the "About" tab, then click on "Contact" and fill out the form with your information. For the field labeled "Focus Area," select "Recidivism Reduction" from the dropdown menu. For the field labeled "Subject", enter "Need Help" and for the field labeled "Message" enter whatever you'd like to say about your current situation. Then click on "Submit". Kerwin and his team will respond to your message within 24 hours.

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

Food Resources

Onslow Community Outreach - Soup Kitchen

1210 Hargett Street
Jacksonville, NC 28540

910-455-5733

onslowco.org/en/services/soup-kitchen/

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

Provides hot meals daily during the week. Also has a monthly food bank and a mobile soup kitchen for those who can't get to their location. They give out grocery boxes on the second and fourth Monday of each month.

Also provide temporary emergency overnight shelter. (To discuss temporary shelter call 910-238-4025 between 8:30 AM to 9:30 AM.) They do not provide shelter services to those convicted of sex offenses or violent crimes.

Always check with your Parole Officer before leaving Jones County.

Free

Mt. Caramel H.E.L.P.S.

715 Gum Branch Rd., Suite 2
Jacksonville, NC28540

910-265-3794

<https://mtcarmelhelpsinc.com/>

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

The assistance provided may include food from their pantry, workforce development, Covid Testing and Vaccination, and referrals to other appropriate helping agencies.

Always check with your Parole Officer before leaving Jones County.

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

The Filling Station

221 Main St.
Pollocksville, NC 28573

252-224-1127

<https://fillingstation1075.com/>

Tuesday and Thursday: 9:00 AM until all Food Boxes are distributed

A faith based organization that provides food and other resources to those who are in need in the Jones County community. Come early before the lines get too long. You will need to answer a few basic questions first. Their Food Boxes contain mostly non-perishable items such as peanut butter, jelly, pasta, canned vegetables, juice boxes, soup, etc.

Free

Food Resources

Religious Community Services (RCS) - Community Kitchen

919 George St.
New Bern, NC 28560

252-633-2767
252-633-1887 (shelter after 3:00 PM)

<https://www.rcsnewbern.com/future-community-kitchen>

Administrative Hours of Operation:
Monday through Friday: 8:00 AM to 2:30 PM

Community Kitchen Hours:
Sunday (breakfast): 8:00 AM until everyone is served
Monday through Saturday (lunch): 10:30 AM until everyone is served

The RCS Community Kitchen serves a variety of hot food. They serve fresh produce, hot pasta, soups, bread, meat, and dishes that fulfill the physical need of hunger. A different meal is chosen on a daily basis. RCS may also be able to help you in other ways, such as by providing clothing, prescription medication assistance, transportation and temporary shelter.

Always check with your Parole Officer before leaving Jones County.

Assistance is free

Medical / Dental Resources

Jones County Health Department

418 Highway 58 N, Unit C
Trenton, NC 28585

252-448-9111

<http://www.jonescountyhealth.com/>

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

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.

Free

Medical / Dental Resources

Onslow Community Outreach - Caring Community Clinic

200 Doctor's Drive, Suite L
Jacksonville, NC 28546

910-346-6149

onslowco.org/en/services/free-medical-clinic/

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

Provides free primary medical care to low-income, uninsured and underinsured persons, age 19-64 years. Also offers limited dental care, such as tooth extraction.

Go to their website and click on "Patient Application" to begin the process of becoming a client. They also have a box outside their office with applications in it. Must call for an appointment! The Onslow Community Outreach center location also offers temporary shelter for the homeless (call 910-238-4025 for shelter information).

Always check with your Parole Officer before leaving Jones County.

Assistance is free to those who qualify, though they do ask clients to consider making a donation if possible

Merci Clinic

1315 Tatum Dr.
New Bern, NC 28560

252-633-1599

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

Eligibility Appointment Hours:
Tuesdays and Thursdays: 8:00 AM to 5:00 PM

Pharmacy Hours:
Tuesdays and Thursdays: 8:00 AM to 5:00 PM

Provides confidential medical, limited dental and pharmaceutical services at no charge to individuals in the community who have no health insurance and are of limited income regardless of race, color, creed, national origin, gender, religion or other legally protected status.

Call to schedule an appointment to see if you're eligible to receive medical and dental assistance. They do not accept walk-ins, so you MUST call before visiting. You must provide a valid photo ID that has your address on it.

Always check with your Parole Officer before leaving Jones County.

Free for those who qualify and aren't insured

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 (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

Hope4NC

855-587-3463

<https://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-abuse/hope4nc>

Available 24/7

Hope4NC is here to connect you with the help you need, whenever you need it, whether that's mental health assistance, substance abuse assistance or if you're having suicidal thoughts.

Assistance is free; some services provided by partner organizations may charge fees. If you don't have health insurance, you may be eligible for behavioral, mental health and substance abuse services. Call Hope4NC for more information.

Port Health

1309 Tatum Dr.
New Bern, NC 28560

252-672-8742
252-639-7414 (Methadone Clinic)

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

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

Offers outpatient treatment programs that provide individual and group therapy, family counseling, psycho-educational and psychotherapy, medication management and more. They also offer help overcoming opioid drug addiction. They have three detox facilities.

Walk-ins accepted but will need to make an appointment. ID required, but prison ID is accepted.

Always check with your Parole Officer before leaving Jones County.

Accepts private insurance, Medicare and Medicaid. If you don't have any of those they may be able to help you find financial help to cover the cost of care



Coastal Horizons

2805A Trent Rd.
New Bern, NC 28562

252-489-9969

<https://coastalhorizons.org/>

Monday through Friday: 8:00 AM to 5:00 PM
(Walk-ins accepted up until 4:00 PM)

Provides a broad range of effective, evidence-based substance use, mental health, crisis intervention, justice, and wellness services to persons in need, including prescription medication refill. Call to set up an appointment to register for assistance. They do take walk-ins also, but they recommend that you arrive early.

Always check with your Parole Officer before leaving Jones County.

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



Mental Health America

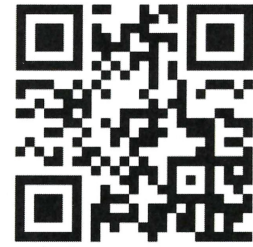
800-969-6642

<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

2832 Neuse Blvd.
New Bern, NC 28562

252-514-4727

<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.

Always check with your Parole Officer before leaving Jones County.

Free



NCWorks Career Center

2836 Neuse Blvd.
New Bern, NC 28560

252-514-4828

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

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.

Always check with your Parole Officer before leaving Jones County.

Free

Job Training / Job Placement Resources

Jones County Affiliate Workforce Center

509 Highway 58 North
Trenton, NC 28585

252-448-5021

[https://www.ecwdb.org/
location.php?Jones-County-
NCWorks-Career-Resource-Center-5](https://www.ecwdb.org/location.php?Jones-County-NCWorks-Career-Resource-Center-5)

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

The Jones County Affiliate Workforce Center is a part of the NCWorks Program. They provide career counseling, resume/interviewing assistance, labor market info, career assessments and WIOA Training Programs. Virtual and in Person Services by Appointment only.

Free

Holden Temporaries

1916 S Glenburnie Rd., Suite 3
New Bern, NC 28562

252-636-3111

<https://holdentemporaries.net/>

Monday through Friday: 7:30 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. Requires two IDs. **Always check with your Parole Officer before leaving Jones County.**

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



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

Craven Area Rural Transit System (CARTS)

Main Office:
1106 Clarks Rd.
New Bern, NC 28562

252-636-4917

<https://www.cravencountync.gov/165/Transportation-CARTS>

Office Hours:
Monday through Friday: 7:15 AM to 5:15 PM

Route Hours:
Monday through Friday: 5:00 AM to 6:00 PM

Craven Area Rural Transit System (CARTS) provides van transportation needs for the general public, the elderly, and persons with disabilities throughout Jones, Craven and Pamlico counties. You must call at least 48 hours ahead of time to schedule a ride. They'll pick you up and return you to your house. CARTS also offers three fixed-route bus services in New Bern. Call for more information.

Always check with your Parole Officer before leaving Pamlico County.

Fares for van transportation will vary depending on origin and destination; fares for the fixed-route bus service in New Bern is \$1 (cash only). They offer discounts for people with disabilities, people aged 65 or older and people with a Medicaid card.

Clothing Resources

Richlands Community Outreach Ministry Thrift Store

8701 Richlands Hwy
Richlands, NC 28574

910-324-6586

Find them on Facebook at Richlands Community Outreach Ministry Thrift Store

Monday, Tuesday, Thursday, Friday and Saturday: 9:00 AM to 1:00 PM
Closed Wednesdays

Sells clothing and household goods at bargain prices. Call first so that they can arrange for someone to meet you and help you pick out clothes at no cost.

Always check with your Parole Officer before leaving Pamlico County.

All items sell at low prices, and they will give you some clothes for free if you call first and make an appointment.

Clothing Resources

Goodwill Thrift Store - New Bern

560 McCarthy Blvd.
New Bern, NC 28562

252-635-4846

<https://www.gienc.org/store/new-bern>

Monday through Friday: 9:00 AM to 8:00 PM
Saturday: 9:00 AM to 6:00 PM
Sunday: Noon 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.

Always check with your Parole Officer before leaving Pamlico County.

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

Goodwill Industries - Kinston

4190 W Vernon Ave.
Kinston, NC 28504

252-520-6624

<https://www.gienc.org/store/kinston>

Monday through Friday: 9:00 AM 8:00 PM
Saturday: 9:00 AM to 6:00 PM
Sunday: Noon 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.

Always check with your Parole Officer before leaving Pamlico County.

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

Vanceboro Christian Help Center Thrift Store

411 White St.
Vanceboro, NC 28586

252-244-1141
252-514-1322

Find them on Facebook at Vanceboro Christian Help Center

Monday, Wednesday and Friday:
8:00 AM to Noon

Offers previously-owned clothing and other items at extremely low prices.

Always check with your Parole Officer before leaving Pamlico County.

Price varies by item

Directory for Jones County Agencies:

Jones County Probation Department	101 Market St. Trenton, NC 28585	252-448-6581
Jones County DMV (In Lenoir County)	2214 W Vernon Ave. Kinston, NC 28501	252-526-4432
Jones County Dpt. of Social Services	418 NC Hwy 58, Unit D Trenton, NC 28585	252-448-2581

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.

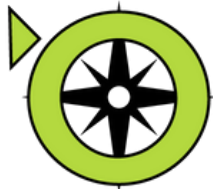
Felony Record Hub (an online resource with jobs, housing and reentry advice for people with criminal records): www.felonyrecordhub.com

Honest Jobs is 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 Jones County (for all military veterans): 252-448-1121 or online at <https://jonescountync.gov/departments/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
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