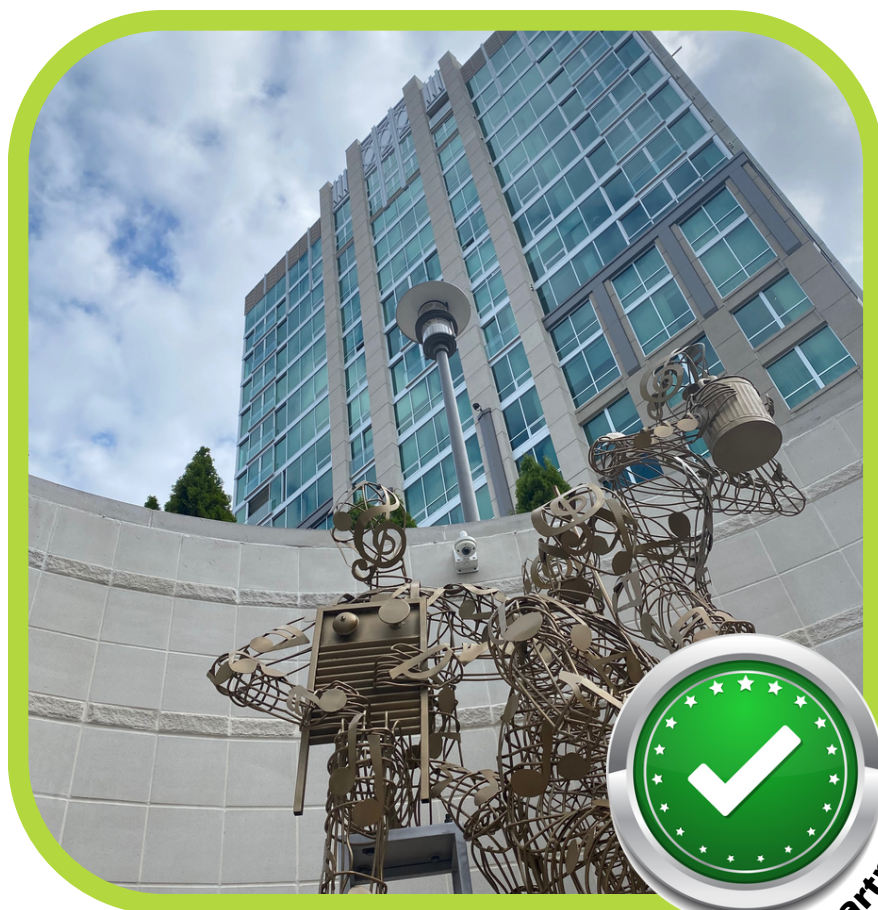




Reentry Resource Guide for Buncombe County



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



Reentry Resource Guide - Buncombe County

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

One-Stop Resource Centers



Buncombe County Re-entry Council

60 Court Plaza (15th Floor)
Asheville, NC 28801

828-250-6401

[www.buncombecounty.org/
governing/depts/justice-services/
programs-services/justice-resource-
center.aspx](http://www.buncombecounty.org/governing/depts/justice-services/programs-services/justice-resource-center.aspx)

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

Provides direct assistance or referrals in many areas, including transportation, job training, transitional housing, education, and mental health/substance abuse.

Provides those returning from prison with a free smartphone and 90 days of free service, as well as a free backpack filled with essentials such as hygiene products.

Also helps people file for food stamps and other government assistance.

Call and ask for Brent Bailey or Ashley Chavez. (Brent is an OurJourney board member.)

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

One-Stop Resource Centers



Operation Gateway

828-318-5234 (Philip Cooper)

<https://operationgateway.org/>

Office Hours:

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

If you have an emergency after hours, please call.

Operation Gateway helps address the gaps in services for those who are newly released from prison. They offer Certified Community Health Workers (CCHW) who will work with you one-on-one to identify your needs in a variety of categories, whether that's housing, healthcare, transportation, food and clothing assistance, job training/placement or to help you with any other challenge you may face returning to Buncombe County from prison. Philip "Change Agent" Cooper, who was himself once incarcerated, is a good friend of OurJourney's and is the leader of a team of dedicated people who want to be a great source of help to you as you rebuild your life.

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

United Way of Asheville & Buncombe County

50 South French Broad Ave.
Asheville, NC 28801

828-255-0696

www.unitedwayabc.org

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

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

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



Crossroads Reentry

PO Box 861
Huntersville, NC 28070

704-499-1332

www.crossroadsreentry.org

Call for Hours of Operation

Located near Charlotte, but offers a wide variety of services and referrals to those returning from prison regardless of location: "any need, anywhere" is their slogan. Call and leave a message for Jeff Cloud and he will call you back promptly.

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

One-Stop Resource Centers

Western Carolina Rescue Ministries

Main Location:
225 Patton Ave.
Asheville, NC 28802
Thrift Store:
1425 Patton Ave.
Asheville, NC 28806

828-254-0471

www.westerncarolinarescue.org

Main Office:
Open 24 Hours
Thrift Store:
Monday through Saturday: 10:00 AM
to 5:00 PM

Provides hot meals served daily and food boxes.
Also offers overnight emergency shelter, job training, counseling and substance abuse recovery programs.
Operates a thrift store for clothes, furniture and other goods at low prices.

Free for everything but items at the thrift store, which sell at low prices

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

MANNA FoodBank

Numerous locations; call or visit website for one closest to you

828-299-3663 (office)
1-800-820-1109 (Helpline)

www.mannafoodbank.org

Hours vary depending on location

Provides free food to community members via free food distributions, free community meals, and more. Also offers help applying for food stamps.

Free

Loving Food Resources

123 Kenilworth Rd.
Asheville, NC 28803

828-255-9282

www.lovingfood.org

Tuesday through Friday: 10:00 AM to 4 PM

Saturday: 9:00 AM to 1:00 PM

Provides food, health, and personal care items to people in 18 counties of WNC who are living with HIV/AIDS or who are in Home Hospice care regardless of diagnosis. Loving Food Resources is a partner agency of MANNA.

They serve a hot meal from 11:00 AM to 1:00 PM every Saturday. Require referral from parole officer or other reentry specialist. Located inside the Kenilworth Presbyterian Church at the same address.

Free

Salvation Army Carolinas

204 Haywood St.
Asheville, NC 28801

828-253-4723

www.salvationarmycarolinas.org/asheville/home/

Monday through Friday: 8:30 AM to 4:00 PM

Provides sit-down hot meals, mobile meal service that delivers food to those who cannot reach a food distribution center, and feeding programs across hundreds of shelters and residential facilities. Must have a photo ID and be able to prove that you live in Buncombe County. Call to set up an appointment for mobile food assistance. Also offers clothing vouchers and limited financial assistance.

Free

Food Resources

Biltmore Church of God Food Pantry

1390 Sweeten Creek Rd.
Asheville, NC 28803

828-274-7351

www.biltmorecog.org

Wednesdays: 4:30 PM to 5:30 PM

Provides food on a first-come-first-serve basis. Must fill out application in person and provide photo ID and proof that you live in Buncombe County.

Free

Medical / Dental / Mental Health Resources

ABCCM - Medical Ministry

155 Livingston St.
Asheville, NC 28801

828-259-5339

828-398-6687 (Refill Hotline)

www.abccm.org/medical-ministry

Medical Clinic:

Monday through Thursday: 9:00 AM to 6:00 PM (Call in the morning)

Pharmacy:

Monday: 9:00 AM to 6:00 PM (closed for lunch from 1:00 to 2:00 PM)

Tuesday: 9:00 AM to 1:00 PM, 5:30 PM to 6:00 PM

Wednesday: 9:00 AM to 1:00 PM

Thursday: 9:00 AM to 1:00 PM, 5:30 PM to 6:00 PM

Provides urgent care, medication assistance, and crisis dental care to Buncombe County adults between the ages of 18-65. They will help you even if you don't have any insurance.

Other divisions of ABCCM provide food and clothing assistance and some transitional housing assistance, especially for military veterans. See **Clothing Resources** for more information.

Fee based on a sliding scale (what you can afford)

Medical / Dental / Mental Health Resources

Appalachian Mountain Community Health Centers (AMCHC) - 3 Locations

Dale Fell

7 McDowell St., Suite 200
Asheville, NC 28801
828-257-4745
Monday through Friday: 7:30 AM to
5:30 PM

Leicester

711 New Leicester Hwy.
Asheville, NC 28806
828-253-3717
Monday through Friday: 8:00 AM to
5:00 PM

May's Care Center

225 Patton Ave., Suite 200
Asheville, NC 28802
828-412-5315
Tuesdays & Thursdays: 9:00 AM to
1:00 PM

www.amchc.org

Provides primary care, pharmacy,
mental and behavioral health care
to those without insurance.
First-time patients should call first
to set up an appointment.

Fee based on a sliding
scale (what you can
afford)

Western Carolina Community Health Services

257 Biltmore Ave.
Asheville, NC 28801
(Located inside the Minnie Jones
Health Center)

828-285-0622

www.wncchs.org

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

Provides primary care, pharmacy,
mental and behavioral health
care, dental care and HIV care
regardless of your ability to pay.
First-time patients should call first
to set up an appointment.
Also has a mobile clinic that
travels the community offering
some services.
Provides COVID-19 testing and
vaccines free of charge but only
at certain times, so call first.

Fee based on a sliding
scale (what you can
afford)

Medical / Dental / Mental Health Resources

Sisters of Mercy Urgent Care

Several locations in Buncombe County. Call for the one closest to you or visit their website.

828-210-2121

mercyurgentcare.org

Hours of Operation vary depending on location

Provides treatment for nonlife-threatening injuries and illnesses, including colds, ear infections, the flu, broken bones, sprains, mild asthma, urinary tract infections, sports physicals and more.

Fee based on a sliding scale (what you can afford)



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 / Mental Health 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

My Mental Health GPS

No physical locations

1-888-672-0365

www.mentalhealthgps.org

Monday through Friday: 12:00 PM to
8:00 PM

Provides referral services that help people access support from a variety of treatment & wellness resources, services and programs throughout Western North Carolina. They do not offer mental health care themselves but listen as you tell them about your needs and then help connect you with a service provider who will work you.

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

Mission Health

100 Hospital Dr.
Asheville, NC 28801

828-213-4696

1-800-849-6127 (Emergency Hotline)

missionhealth.org/services-treatments/mental-behavioral-health/

Call for Hours of Operation

Provides mental and behavioral health services for managing stress, depression, grief and loss, mood swings, PTSD, anger management, anxiety and suicide prevention. Cannot help if the primary problem is substance abuse. Also provides medical services through Mission Hospital. Patients must have transportation, can't be homeless and must have a phone number.

Must have either Medicare, Medicaid or private insurance

Mental Health & Substance Abuse Resources

Julian F. Keith Alcohol and Drug Abuse Treatment Center

201 Tabernacle Rd.
Black Mountain, NC 28711

828-257-6200

www.ncdhhs.gov/divisions/state-operated-healthcare-facilities/facilities/julian-f-keith-alcohol-and-drug-abuse-treatment-center

Call for Hours of Operation

Provides inpatient treatment, psychiatric stabilization and medical detoxification for people with substance use and other mental health problems. Treatment stay is 5 to 21 days depending on individual need. Call to set up appointment. Must provide photo ID and proof of your financial situation.

Fee based on a sliding scale (what you can afford)



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

8 Barbetta Dr.
Asheville NC 28806

828-670-3377

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 - Asheville

48 Grove Street
Asheville, NC 28801

828-251-6200

[www.buncombecounty.org/
governing/depts/nc-works-career-
center/Default.aspx](http://www.buncombecounty.org/governing/depts/nc-works-career-center/Default.aspx)

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

Provides job seekers with career information, guidance, and access to education or training, which can lead to sustainable income and meaningful employment.
Offers a computer access room.

Free

PrideStaff of Asheville

5 Regent Park Blvd., Unit 102
Asheville, NC 28806

828-782-3392

www.pridestaff.com/asheville/

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. They do conduct a background check, and some business they work with will not hire ex-felons, but others will.
They recommend that you call first to set up a time to come in and fill out their application and talk with someone.

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



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

Mountain Mobility

Main Office:

339 New Leicester Hwy., Suite 140
Asheville, NC 28806
(Pickup and Drop-off location
depends on your need)

828-250-6750

[www.buncombecounty.org/
governing/depts/Transportation/](http://www.buncombecounty.org/governing/depts/Transportation/)

Office Hours:

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

Transportation Services:

Monday through Saturday: 5:30 AM
to 7:30 PM

Offers three programs for
transportation to locations
throughout Buncombe County for
residents:

- For those who are age 60 and
over (service is free)
- For those who are disabled
(service is free but must provide
doctor's letter as proof of
disability)
- For those who live in areas
outside of Asheville and
therefore can't ride public transit

Call to see if you're eligible. If you
are, they provide "door-to-door"
service, meaning they pick you up
at your location, take you to your
destination, and bring you back.
Must schedule trip at least 24
hours in advance.

Free for those age 60
and over or those with
a disability. Fees for
others who qualify for
service are similar to
fees for public
transportation, or
around \$2 one-way.

Asheville Rides Transit (ART)

Main Office:

360 West Haywood St.
Asheville, NC 28801
(Pickup and Drop-off locations vary)

828-253-5691

[www.ashevillenc.gov/services/bikes-
buses-cars/transit-services/](http://www.ashevillenc.gov/services/bikes-buses-cars/transit-services/)

Office Hours:

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

Transportation Services:

Sunday and Holidays: 8:00 AM to
6:00 PM

Offers city bus service throughout
Asheville with routes to Black
Mountain as well. They have 18
bus routes in Asheville with over
600 bus stops throughout the city.

Fares are \$1 one-way
and \$9 for a ticket
booklet of 11 rides.
Monthly unlimited pass
is \$20. Discounts are
available to those over
the age of 65.

Clothing Resources

ABCCM Crisis Ministries

Cumberland Location:
24 Cumberland Ave.
Asheville, NC 28801
828-259-3500

South Location:
10 Buck Shoals Rd.
Arden, NC 28704
828-259-5302

Hominy Valley Location:
1914 Smokey Park Hwy.
Candler, NC 28715
828-259-5301

North Samaritan Location:
403 Weaverville Hwy
Asheville, NC 28804
828-259-5303

www.abccm.org/crisis/

Cumberland, South and Hominy Valley Locations:
Monday through Friday: 8:30AM to 4:30 PM

North Samaritan Location:
Monday: 10:00 AM to 2:00 PM

Provides clothing once a month to those in need. Must have ID (they will accept your prison ID) and Social Security Number. Also provides monthly food box to those who have a Buncombe County address. Also have used furniture to give away, but you must pick it up yourself. ABCCM also offers medical care through another division. See **Medical/Dental/Mental Health Resources** for more information.

Goodwill Industries of Northwest NC

Multiple locations throughout Asheville and surrounding areas

Multiple phone numbers; visit website for numbers of locations near you

www.goodwillnwnc.org

Hours of Operations for MOST locations:
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. Also offers skills training classes in partnership with AB Tech Community College. (Call 828-298-9023 for more information.)

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 Carolinas

Asheville:

91 New Leicester Hwy.
Asheville, NC 28806
828-254-6836

Arden:

2247 Hendersonville Rd.
Arden, NC 28704
828-687-7148

Black Mountain:

3018 US-70
Black Mountain, NC 28711
(828) 484-0237

828-253-4723

[www.salvationarmycarolinas.org/
asheville/help/family-stores/](http://www.salvationarmycarolinas.org/asheville/help/family-stores/)

Tuesday through Saturday: 10:00 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.

Prices are similar to what you will pay at Goodwill Industries. You may also qualify for free clothing vouchers. To get clothing vouchers, visit the Center of Hope campus located at 204 Haywood St., Asheville, NC 28801 from between 8:30 AM and 4:00 PM. No appointment required.

Directory for Buncombe County Agencies:

Buncombe County Probation Department	60 Court Plaza #10 Asheville, NC 28202	828-232-5059
Buncombe County DMV	1624 Patton Ave. Asheville, NC 28806	828-782-9600
Buncombe County Dpt. of Social Services	40 Coxe Ave. Asheville, NC 28802	828-250-5500

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 <https://988lifeline.org/>.

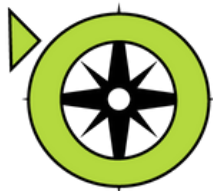
Felony Record Hub (an online resource with jobs, housing and reentry advice for people with criminal records): www.felonyrecordhub.com

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 Buncombe County (for all military veterans): 828-250-5726 or online at www.buncombecounty.org/Governing/Depts/Veterans/Default.aspx. Veterans in Buncombe County can also receive help through ABCCM's Veterans Services of the Carolinas in Asheville. Call 855-962-8387 or visit online at www.abccm-vsc.org.

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. 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