



# Reentry Resource Guide for Caldwell County



**2023**




## 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: "Across the Grain" sculpture, downtown Lenoir (courtesy of [thomassayre.com](http://thomassayre.com))



## Resource Guide - Caldwell County

The service providers listed below are for Caldwell 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 and/or on the Our Partners page of our website.

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 Caldwell County not listed. Please call 828-220-9516 or email [info@ourjourney2gether.org](mailto:info@ourjourney2gether.org) to report any discrepancies or to suggest other service providers in Caldwell County.

### One-Stop Resource Centers



#### **Caldwell County R.E.S.T.A.R.T.**

2345 Morganton Blvd.  
Lenoir, NC 28645

828-426-8542 (24/7)

<https://www.caldwellcountync.org/418/RESTART>

*Office Hours:*

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

R.E.S.T.A.R.T. is primarily a place where people who use drugs can find support, harm reduction, treatment and recovery. However, they will also help connect anyone returning from prison with organizations and agencies in Caldwell County that can help them in any number of ways, regardless of whether they have substance abuse issues or not. The phone number provided is available 24/7 to receive calls.

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

## One-Stop Resource Centers

### South Caldwell Christian Ministries

5 Quarry Rd.  
Granite Falls, NC 28630

828-396-4000

Find them on Facebook at South Caldwell Christian Ministries

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

Provides support to citizens in need in Caldwell County through the cooperative efforts of member churches and other organizations. They can help with clothing, diapers, some financial assistance, food, fans, furniture, household needs, counseling, budgeting and more.

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

### United Way - Caldwell County

304 N Main St., Suites 404 and 406  
Lenoir, NC 28645

828-758-9300

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

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

Provides support to dozens of member agency programs in Catawba County. In addition to calling the number provided for the Catawba 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

## Food Resources

### Caldwell County Yokefellow

202 Harper Ave.  
Lenoir, NC 28645

828-754-7088

<https://www.yokefellow.org/services-we-offer/food-pantry>

#### *Food Pantry:*

Monday, Tuesday, Thursday and Friday: 9:00 AM to Noon and 1:00 PM to 4:00 PM

Yokefellow provides food assistance for households in Lenoir, distributing food to those in need on a monthly basis. They have a food bank, which is located on the left side of the building, and also offer "Yoke To Go," a program that makes bagged meals available at Yokefellow on Mondays, Tuesdays, Thursdays and Fridays from 3:00 PM until the bags are gone. They also have a thrift store. **(See Clothing Resources).**

Free

## Food Resources

### **Bags of Blessing Food Bank**

1808 Union Grove Rd.  
Lenoir NC 28645

828-728-9557

Find them on Facebook at Bags of Blessing - Mountain Grove Food Pantry

2nd and 4th Tuesday from 5:00 PM to 7:00 PM

Provides food to those in need in Caldwell County. Free  
Recently relocated from Mountain Grove Baptist Church to Union Grove Baptist Church.

## Medical / Dental Resources

### **Caldwell County Health Department**

2345 Morganton Blvd. SW, Suite B  
Lenoir, NC 28645

828-426-8400

<https://www.caldwellcountync.org/240/Health-Department>

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

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

### **Helping Hands Clinic**

810 Harper Ave. NW  
Lenoir, NC 28645

828-754-8565 Ext. 313 (Medical)  
828-754-8565 Ext. 304 (Pharmacy)

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

#### *Medical Clinic Hours:*

Monday through Thursday: 8:00 AM to 5:00 PM (closed for lunch from 12:30 PM to 1:30 PM)

#### *Pharmacy Hours:*

Monday through Thursday: 1:30 PM to 5:00 PM

The vast majority of patients suffer some kind of chronic condition such as diabetes, hypertension, or COPD. The Clinic also provides same-day sick visits (urgent care visits) for things like sinus infections, strep throat, etc. They also have a pharmacy and offer dental and vision care.

To be eligible for services at Helping Hands Clinic, you must be a resident of Caldwell County between the ages of 18-64, be below 250% of the Federal Poverty Level and have no access to Medicaid, Medicare, or private insurance.

Free to those who qualify

## Medical / Dental Resources



### NC MedAssist

866-331-1348

[medassist.org](http://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 828-220-1956 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 828-220-1956 to learn more or call Parks Insurance and speak to a representative.**

## Mental Health & Substance Abuse Resources



### **Caldwell County R.E.S.T.A.R.T.**

2345 Morganton Blvd.  
Lenoir, NC 28645

828-426-8542 (24/7)

<https://www.caldwellcountync.org/418/RESTART>

#### *Office Hours:*

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

R.E.S.T.A.R.T. provides assistance Free to those in need of help overcoming drug addiction. They offer: Resources, application, and transportation assistance for detoxification, rehabilitation, in-patient treatment facilities. They also have several Medication Assistance Treatment (MAT) options available and can provide Narcan. Their peer support specialists will walk hand in hand with you on your own personal recovery journey.



### **Foothills Area Harm Reduction Mission**

211 NC-127 SE  
Hickory, NC 28602

828-999-0055

Find them on Facebook at The Farm

Foothills Area Harm Reduction, also called The Farm, provides Free peer support and mobile MAT clinics to individuals struggling with drug addiction. The address provided is for their office in Hickory, but they service Caldwell County also. You may need to leave a message but they will call you back.

### **The Caldwell House**

951 Kenham Place SW  
Lenoir, NC 28645

828-754-5148

<https://thecaldwellhouse.com>

#### *Office Hours:*

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

The Caldwell House is not a treatment facility but is a residency program for men who are serious about staying sober. They provide no medical or counseling treatment here. It is expected that a resident be fully physically detoxed before entry. They also require that each resident have completed an inpatient substance abuse treatment program. For most facilities this is a 28-day plan. We will accept applicants from facilities with less days only on a case-by-case basis and in consult with that facility's staff. Call to arrange for an interview.

Rent is \$135 per week. This cost covers the room, meal/food, and local transportation (10-mile radius) for work/medical/legal obligations.

## Mental Health & Substance Abuse Resources

### **RHA Health Services - Behavioral Health Services**

2415 Morganton Blvd. SW Suite 100  
Lenoir, NC 28645

828-394-5563

<https://rhahealthservices.org/behavioral-health-services/behavioral-health-services-in-north-carolina/>

Open 24 hours a day

Offers a range of behavioral health services including clinical intake/diagnostic assessments, community support services, crisis interventions, intensive in-home services, jail diversion, reentry programs and several outpatient detox programs.

Free

## Job Training / Job Placement Resources



### **NCWorks Career Center**

1909 Hickory Blvd.  
Lenoir, NC 28645

828-759-4680

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

Monday through Thursday: 7:30 AM to 5:30 PM (closed one hour for lunch)

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

Free

### **Vocational Rehabilitation Center**

675 Pennton Ave SW  
Lenoir, NC 28645

828-572-6600

<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



## Job Training / Job Placement Resources

### AccuForce

2025 Morganton Blvd.  
Lenoir, NC 28645

828-759-9303

<https://accuforce.com/staffing-and-employment-services-for-lenoir-nc/>

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. If you can, they recommend that you apply online and then schedule a follow-up appointment.

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

## Transportation Resources

### Greenway Public Transportation

*Main Office:*  
1515 4th Street SW  
Conover, NC 28613  
828-464-9444

<https://www.mygreenway.org/van-paratransit-service>

*General Services Hours:*  
Monday through Friday: 5:30 AM to 6:00 PM  
*Office Hours (for reservations):*  
Monday through Friday: 8:30 AM to 5:00 PM

Provides transportation by van in Caldwell County through their Demand Response service, which offers shared ride, curb to curb, public transportation. Service is offered upon seat and route availability. New passengers are encouraged to call the scheduling office for service information and individual trip planning. You must call to schedule your ride at least a day in advance.  
The address provided is for Conover because they don't have an actual office in Caldwell County.

\$2.50 per one-way trip.  
Must have exact amount to board because drivers cannot provide change

## Clothing Resources

### Goodwill Industries Thrift Store

960 Blowing Rock Blvd.  
Lenoir, NC 28645  
828-758-7715

<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

### **Caldwell County Yokefellow Thrift Store**

202 Harper Ave.  
Lenoir, NC 28645

828-754-7088

<https://www.yokefellow.org/services-we-offer/thrift-store>

Monday, Tuesday, Thursday and  
Friday: 9:00 AM to 4:00 PM  
Saturday: 9:00 AM to 1:00 PMP

The store provides extremely affordable men's, women's and children's clothing and accessories, as well as household items. A wide range of furniture items are also available in the Thrift Store.

When there is demonstrated need, Yokefellow's Emergency Assistance office issues vouchers that allow clients to receive goods from the thrift store at no charge every 90 days. In addition, thrift store vouchers are provided at any time when there is a personal or household emergency.

Prices vary depending on item.

**Directory for Caldwell County Agencies:**

Caldwell County Probation Department	208 Mulberry St. NW Lenoir, NC 28645	828-757-5633
Caldwell County DMV	309 Pine Mountain Rd. Hudson, NC 28638	828-726-2504
Caldwell County Dpt. of Social Services	2345 Morganton Blvd. SW Lenoir, NC 28645	828-426-8200

**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](http://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](http://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](http://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](http://www.988lifeline.org).

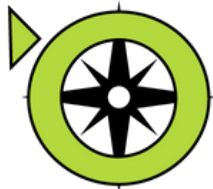
Felony Record Hub (an online resource with jobs, housing and reentry advice for people with criminal records): [www.felonyrecordhub.com](http://www.felonyrecordhub.com)

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](http://www.honestjobs.com)

[NC211.org](http://NC211.org) (an online information and referral service provided by United Way of North Carolina. It offers a searchable database with information about resources for all 100 counties in North Carolina)

**Other Assistance Available through OurJourney:** Anyone returning to any county in North Carolina from any state prison is automatically eligible to participate in the OurJourney **Essential Services** program. The Essential Service programs provides one-on-one, professional assistance, including help with writing a resume, preparing for a job interview, handling stress and rejection, smartphone training, and six other essential services for those rebuilding their lives after incarceration. This program is free of charge. To learn more or to enroll, call 704-220-9516 or visit [www.ourjourney2gether.com/essential-services](http://www.ourjourney2gether.com/essential-services).





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