



Reentry Resource Guide for New Hanover County



2023




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: The Riverwalk in Wilmington (courtesy of shebuysttravel.com)



Resource Guide - New Hanover County

The service providers listed below are for New Hanover County and surrounding areas. Agencies, organizations or businesses may be listed multiple times if they offer services in multiple categories. Agencies, organizations or businesses listed under the category “One-Stop Resource Centers” offer assistance in all or nearly all other categories. OurJourney does not endorse any of the agencies, organizations or businesses listed below, unless otherwise noted by a green check mark.

OurJourney has verified the accuracy of the information in this Resource Guide as of the date printed on the bottom of each page. There may be other service providers in New Hanover County not listed. Please call 252-220-9516 or email info@ourjourney2gether.org to report any discrepancies or to suggest other service providers in New Hanover County.

One-Stop Resource Centers



LINC

222 Division Dr.
Wilmington, NC 28401

910-889-1140

nhcreentry.org

Monday, Tuesday, Thursday and
Friday: 9:00 AM to 5:00 PM

Case managers at LINC, Inc.'s Local Reentry Council help returning citizens in a one-on-one setting to match the best resources with needs. Provides assistance for everything from housing to job training and placement, from obtaining ID to transportation.

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



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.

Their office is in Jacksonville but they provide assistance to individuals in New Hanover County.

Call for more information or to speak with Mike.

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

One-Stop Resource Centers



Crossroads Reentry

PO Box 861
Huntersville, NC 28070

704-499-1332

www.crossroadsreentry.org

Located near Charlotte, NC, but offers a wide variety of resources and referrals in several categories for those returning from prison regardless of location. Their slogan is "Any need, anywhere." 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

United Way - Cape Fear

5919 Oleander Dr.
Building II, Suite 115
Wilmington, NC 28403

910-798-3900

www.uwcfa.org

Call for Hours of Operation

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

The Help Hub

20 North 4th St., Suite 214
Wilmington, NC 28401

910-769-5357 or 910-343-8212

www.harrelsoncenter.org/help-hub

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

Helps reentering men with permanent housing, medications, and essential bills. To receive help you must fill out intake form on their website or pick one up at their office. Call before going to confirm what you will need to bring with you.

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

One-Stop Resource Centers

Good Shepherd Center

811 Martin Street
Wilmington, NC 28401

910-444-0621 (for Entry Assessment)
910-763-4424 (Extension 100)

www.goodshepherdwilmington.org

Monday, Wednesday and Friday:
10:00 AM to 7:00 PM
Tuesday and Thursday: 4:00 PM to
7:00 PM
May also be open at other times

Offers assistance in multiple ways to those returning to New Hanover County from prison. The number provided is to call to schedule an Entry Assessment, which they will use to determine what help they can provide. They do not help those returning from prison with violent or sex crimes. They also have a specific program at another location just for military veterans. If you're a military veteran, call 910-362-0292.

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

Food Resources

Salvation Army of Cape Fear

820 N.2nd Street
Wilmington, NC 28401

910-762-2070

www.salvationarmycarolinas.org/capefear/home/

Monday through Saturday: 9:00 AM
to 4:45 PM

Provides food to those in need, along with other services, such as temporary shelter (do not offer housing assistance for those convicted of sex offenses). Bring your prison ID with you to receive service.

Free

First Fruit Ministries

2750 Vance St.
Wilmington, NC 28412

910-794-9656 (Administration)
(910) 794-9656 (Food Pantry Info)

www.firstfruitministries.org

Business Hours

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

Food Bank Hours

Wednesday: 10:00 AM to 2:00 PM
Saturday: 10:00 AM to 1:00 PM

Provides food and other assistance to those in need. Bring your own bags for shopping (they recommend 3 to 4 plastic bags per visit).

Free

Food Resources

Catholic Charities

20 N. 4th Street Suite 300
Wilmington, NC 28401

910-251-8130

www.catholiccharitiesraleigh.org/cape-fear-about/

Tuesday and Friday: 9:00 to 11:30 AM

Provides food and other items to those in need. Call before going there to make sure they are indeed open. Free

Medical / Dental Resources

New Hanover County Health Department

1650 Greenfield Street
Wilmington, NC 28401

910-798-3500

socialservices.nhcgov.com

Monday, Wednesday through Friday:
8:00 AM to 5:00 PM
Tuesday: 8:00 AM to 7:00 PM (last appointment at 6:00 PM)

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



NC FIT (part of LINC)

222 Division Dr.
Wilmington, NC 28401

910-889-1140 or 910-332-1132

www.med.unc.edu/fammed/service-to-the-community/clinical-care/formerly-incarcerated-transition-program/

Call for Hours of Operation

The North Carolina Formerly Incarcerated Transition (NC FIT) Program, sponsored by UNC Family Medicine, connects formerly incarcerated individuals who have a chronic disease, mental illness and/or substance use disorder with appropriate healthcare services and other reentry resources. Also helps to fill medication prescriptions.

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

Medical / Dental Resources



Coastal Horizons

615 Shipyard Boulevard
Wilmington, NC 28412

910-343-0145

coastalhorizons.org

Wednesday: 10:00 AM to 2:00 PM
Saturday: 10:00 AM to 1:00 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 to assistance.

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

Cape Fear HealthNet

1601 Doctors Circle
Wilmington, NC 28401

910-399-2751

www.capefearhealthnet.org

Monday through Friday: 8:30 AM to 5:30 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. Specializes in helping those who are uninsured.

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 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



Coastal Horizons

615 Shipyard Boulevard
Wilmington, NC 28412

910-343-0145

coastalhorizons.org

Wednesday: 10:00 AM to 2:00 PM
Saturday: 10:00 AM to 1:00 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 to assistance.

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

A Helping Hand of Wilmington

5013 Wrightsville Ave.
Wilmington, NC 28403

910-796-6868

www.ahelpinghandofwilmington.com

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

Telehealth Services

Monday, Wednesday, Friday from 9:00 AM to Noon

Offers comprehensive mental health services, including mental health screening, mental health medication refills and counseling.

Fees are on a sliding scale (based on what you can afford). No one is turned away because of lack of money

Mental Health & Substance Abuse Resources



NC Harm Reduction - Wilmington

1308 Dock St.
Wilmington, NC 28401

910-228-7605
919-703-8867

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

Office Hours:

Monday through Friday: 1:00 PM to
5:00 PM

Mobile Delivery:

Monday and Friday. You must call at
least 24 hours ahead of time

Provides needle exchange and
Narcan. You may come by their
office or call for mobile delivery.
They also provide HIV, syphilis
and Hepatitis C testing every
Thursday.
They can even help you with food
and clothing and often have free
bus passes to share.

All services are free

Job Training / Job Placement Resources



NCWorks Career Center

1994 S 17th St.
Wilmington, NC 28401

910-251-5777

[https://www.ncworks.gov/vosnet/
Default.aspx](https://www.ncworks.gov/vosnet/Default.aspx)

Monday through Friday: 8:30 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.

Free

Vocational Rehabilitation

3340 Jaeckle Dr # 201
Wilmington, NC 28403

910-251-5710 or 910-746-6800

[www.ncdhhs.gov/divisions/
vocational-rehabilitation-services](http://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



StepUp Wilmington

20 North 4th Street, Suite 430
Wilmington, NC 28401

910-343-8469

www.stepupwilmington.org

Monday through Thursday: 8:30 AM
to 4:30 PM

Friday: 8:30 AM to 1:30 PM

Offers personalized services to those returning from prison, including resume-writing assistance, advice on how to explain your criminal record, career coaching, access to computers, help with interviewing skills and job placement services. Those who complete the initial 6-day training program receive \$250. Those who work a job for 30 days receive a \$500 bonus. Will work with those who prefer not to go through their program.

Free

Labor Finders

108 N Kerr Ave., Suite I
Wilmington, NC 28405

910-794-5340

www.laborfinders.com/locations/nc/wilmington/37-85/

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

(Accepts new applications only from
9:00 AM to 3:00 PM on days listed
above)

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. Also offer day-labor jobs.

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

Wave Transit

Pickup and Drop Off spots at several locations throughout New Hanover County

910-343-0106

www.wavetransit.com

Business Hours

Monday through Friday: 7:00 AM to 7:00 PM

Saturday and Sunday: 9:00 AM to 5:00 PM

Provides public transportation throughout New Hanover County.

Fares from \$2.00 for one-way ticket to \$80.00 for a one-month unlimited pass. Those on Medicaid can qualify for reduced rates.

Clothing Resources

Goodwill Industries - Wilmington (2 locations)

709 S Kerr Ave.
Wilmington, NC 28403

5662 Carolina Beach Rd.
Wilmington, NC 28412

910-791-2764
910-769-0121

www.gienc.org

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

Saturday: 9:00 AM to 6:00 PM

Sunday: 12:00 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.

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

Lake Forest Baptist Church

1626 Lake Branch Dr.
Wilmington, NC 28401

910-763-4078 or 910-762-5797

www.lakeforestbaptist.org

Tuesday: 10:00 AM to 2:00 PM

Offers previously-owned clothing free of charge. Also provides mobile shower trailers for those who need a warm shower. And on Mondays and Saturdays beginning at 8:30 AM they provide breakfast bags.

Free

Sister Isaac Center Basilica of St. Mary

412 Ann Street
Wilmington, NC 28401

910-762-5491 Extension 135

www.thesisterisaaccenter.org

Monday through Thursday: 9:00 AM
to 11:00 AM

Provides clothing, furniture, small financial assistance, hygiene items, food, sometimes have bikes. Also offers limited housing assistance. (For housing assistance, call 910-782-4021 and leave a message.)

Free

Directory for New Hanover County Agencies:

New Hanover County Probation Department	254 N Front St. Wilmington, NC 28401	910-251-5751
New Hanover County DMV	2390 Carolina Beach Rd Suite 104 Wilmington, NC 28401	910-251-5747
New Hanover County Dpt. of Social Services	1650 Greenfield St. Wilmington, NC 28401	910-798-3500

Directory for State and Federal Government Programs that Offer Temporary Assistance:

SNAP (Supplemental Nutrition Assistance Program): www.fns.usda.gov/snap/supplemental-nutrition-assistance-program

LIEAP (Low Income Energy Assistance): www.ncdhhs.gov/divisions/social-services/energy-assistance/low-income-energy-assistance-lieap

TANF (Temporary Assistance for Needy Families): www.ncdhhs.gov/divisions/social-services/work-first-family-assistance

Other Organizations that Offer Assistance:

The National Reentry Network for Returning Citizens is a national network comprised of individuals returning from incarceration who support each other's successful reintegration. To learn more, visit their website at <https://thenationalreentrynetwork.org/>.

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

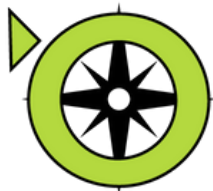
Felony Record Hub (an online resource with jobs, housing and reentry advice for people with criminal records): www.felonyrecordhub.com

Honest Jobs (the nation's leading job marketplace for people affected by the criminal justice system. Honest Jobs has over 300,000 job openings from 1,000+ fair-chance employers): www.honestjobs.com

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

Other Assistance Available through OurJourney:

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



OurJourney
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