



Reentry Resource Guide for Ashe 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.

© 2023 by OurJourney Media

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

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



Resource Guide - Ashe County

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

OurJourney has verified the accuracy of the information in this Resource Guide as of the date printed on the bottom of each page. There may be other service providers in Ashe County not listed. Please call 336-220-9516 or email info@ourjourney2gether.org to report any discrepancies or to suggest other service providers in Ashe County.

NOTE: Because Ashe County is limited in reentry support resources, many of the resource providers listed in this guide are from neighboring counties. Your parole officer will most likely allow you to travel outside of Ashe County for reentry assistance. However, you should always contact your parole officer before leaving Ashe 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 Ashe County may result in a violation of the conditions of your post-release.

One-Stop Resource Centers

United Way - High Country

1675 Blowing Rock Rd., Suite 400
Boone, NC 28607

828-265-2111

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

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

Provides direct support and connects those in need with partner organizations. The information provided is for the United Way located in Boone. In addition to calling the number provided, you can get assistance by calling the United Way hotline by dialing 211.

This United Way’s main office is located in Watauga County, but they also service Ashe County.

Always contact your parole officer before leaving Ashe County.

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

One-Stop Resource Centers

Ashe County Coalition for the Homeless

PO Box 331
West Jefferson, NC 28694

336-846-5719
336-846-5600 (After hours)

<https://ashehomelesscoalition.org/>

Monday through Friday: 9:00 AM to 3:30 PM

Provides support to individuals in Ashe County who are either homeless or those who are at risk for becoming homeless. This support may include shelter, help locating permanent housing, food, clothing and referrals to other organizations and agencies in Ashe County that can provide assistance.

They do not have an office that you can go to, so you will need to call to arrange an initial interview.

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

Food Resources

Byrd Ridge Crisis Center

737 Byrd Ridge Rd.
North Wilkesboro, NC 28659

336-818-9231

<https://www.findpeace.today/outreach.html>

First & Third Wednesdays of every month from 8:00 AM to 1:00 PM

The Food Pantry is open on the 1st and 3rd Wednesday's of each month. Clients can make appointments by calling on the 1st and 3rd Tuesdays between the hours of 8am and 1pm. The Byrd Ridge Crisis Center services clients every 6 weeks with food. Food for the food pantry is provided solely through donations from individuals, local churches, and organizations. They also provide free clothing.

Always contact your parole officer before leaving Ashe County.

Free

Samaritan Kitchen of Wilkes

4187 NC 421
Wilkesboro, NC 28697

336-838-5331

<https://skAshe.org>

Monday, Wednesday & Friday (except for holidays): 9:00 AM to 12:30 PM

The Samaritan Kitchen of Ashe collects food from local grocers, restaurants, and gardeners and give people in need 60 pounds of groceries each month.

Always contact your parole officer before leaving Ashe County.

Free

Food Resources

Ashe Really Cares

204 Beaver Creek School Rd.
West Jefferson, NC 28694

336-846-5234

<https://ashebaptist.org/about-ashe-really-cares>

Monday through Friday: 9:00 AM to 3:00 PM
(May be open until 5:00 PM on some days.)

Operates a free food bank for residents of Ashe County in need. They also have a clothing closet. Ashe Really Cares is a ministry of the Ashe Baptist Association located at the same address.

Free

Ashe Outreach

11719 Hwy 88 W
Creston, NC 28615

336-385-1314
336-385-6804

<https://www.asheoutreach.com/>

Tuesday, Wednesday, Thursday: 9:00 AM to 2:00 PM

Individuals are allowed to pick-up food only once per month. They do ask questions about the number of members in the household and income due to requirements of some government food assistance programs.

Free to those who qualify

Medical / Dental Resources

Ashe County Health Department (part of AppHealthCare)

413 McConnell St.
Jefferson, NC 28640

336-246-9449

<https://www.apphealthcare.com/>

Monday through Friday: 8:00 AM to 5:00 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. Will also help with referrals to other health care providers in Ashe County.

Offers Clinical Services on a sliding fee scale based on income for anyone regardless of ability to pay. They also accept Medicaid, Medicare, and private insurances.

Medical / Dental Resources

Wilkes Public Health Dental Clinic

1915 W. Park Drive, Suite 104
North Wilkesboro, NC 28659

336-903-9399

[https://
www.wilkespublicdentalclinic.com](https://www.wilkespublicdentalclinic.com)

Monday through Friday: 8:00 AM to
5:00 PM (closed one hour for lunch)

Provides public dental care on a sliding fee scale, and is dedicated to serving the unserved and the underserved. Offers services to Wilkes County and surrounding area. Call for application or eligibility information.

Always contact your parole officer before leaving Ashe County.

Free to those who qualify

Hunger and Health Coalition

141 Health Center Dr., Suite C
Boone, NC 28607

828-262-1628 (main line)
828-264-5212 (pharmacy)

[https://
www.hungerandhealthcoalition.com/
pharmacy](https://www.hungerandhealthcoalition.com/pharmacy)

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

Provides medication free of charge to those who qualify. Prescriptions in stock include inhalers, insulin, COPD medications, Hepatitis C medication, anti-anxiety, anti-depressants, antibiotics, and other items. They do not provide any controlled substances. To qualify you must be at or below 200% of the federal poverty level.

Always contact your parole officer before leaving Ashe County.

Free

Foothills Free Medical Clinic

1207 Central Street, Suite 7
Wilkesboro, NC 28697

336-667-3191

Find them on Facebook at Foothills Free Medical Clinic

2nd Saturday of every month, beginning at 8:00 AM and until the last patient is seen

Foothills Free Medical Clinic is a non-profit free medical clinic for uninsured patients. They do not have dental providers, OBGYN, vision care, or write prescription pain medications. The Clinic is located just past Cagneys Restaurant and is open on the 2nd Saturday of each month. You must be registered by 10:00am to be seen.

Always contact your parole officer before leaving Ashe County.

Free for those without any form of insurance

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 336-220-1956 to learn more.



Parks Insurance

153 S. Oakland Ave.
Rock Hill SC 29730

866-932-7200

<https://parksinsured.com/>

Monday through Friday: 8:00 AM to 7:00 PM

Parks Insurance is licensed in all 50 states to offer healthcare insurance to individuals returning from prison. Through a special program called G.I.F.T. (Giving Insurance Freely for Transition), you are eligible to receive healthcare insurance with ZERO monthly payments and little, if any, deductibles. This plan covers doctor visits, medication, behavioral health, surgery, hospital stays and more. Everyone qualifies, even those with preexisting conditions.

Free

OurJourney can help you enroll in Parks Insurance's G.I.F.T. program! Call us 252-220-1956 to learn more or call Parks Insurance and speak to a representative.

Mental Health & Substance Abuse Resources

Daymark Recovery Services - Ashe Center

101 Colvard Street
Jefferson, NC 28640

336-246-4542
866-275-9552 (24 Hr. Crisis Hotline)

<http://www.daymarkrecovery.org/locations/ashe-center>

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

Daymark Recovery Services is a non-profit organization established to provide comprehensive behavioral healthcare services to those in need of mental health or substance abuse treatment options. Please contact the center for schedules or further information as programs and meetings vary and often change depending upon attendance and counselor availability.

Fees are based on a sliding scale based on income

Wilkes Recovery Revolution

1907 W Park Dr.
North Wilkesboro, North Carolina 28659,

336-818-1909
336-818-1909 (24/7 Peer Support Line)

<https://wilkesrecoveryrevolution.com>

Someone is always available to take a phone call and schedule an appointment

Seeks to create a community where recovery is possible through navigating quality treatment options, building community resources, providing community outreach and education, and creating an atmosphere where recovery is possible. Programs offered include Transitional Housing (for men and for women), Peer Support groups, Hope Warriors Community Outreach, and Revolution Thrift Store. See website for information about programs, and how to apply. **Always contact your parole officer before leaving Ashe County.**

Fees are based on a sliding scale based on income

Jodi Province Counseling Services

26 Ashe Central School Rd, St. 211
Jefferson, NC 28640

336-818-0733 ext. 301

<https://www.jodiprovinceecs.com/>

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

Provides counseling for ADHD, Oppositional Defiant Disorder/ Conduct Disorder, Parenting Skills, Grief and Loss, Mood Disorders (Depression, Bipolar, etc.), Anxiety Disorders (Panic Disorder, OCD, PTSD, etc.), History of Abuse, Substance Abuse Treatment, Trauma and PTSD. Located in the Family Central Building.

Offers services on a sliding fee scale based on income. They also accept Medicaid, Medicare, and private insurances.

Job Training / Job Placement Resources



NCWorks Career Center

626 Ashe Central School Rd.
Jefferson, NC 28640

336-982-5627 (Ashe County)
336-838-5164 (Wilkes County)

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

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

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

Located in the Family Central
Building.

The Wilkes County NCWorks also
works with individuals in Ashe
County with felony convictions.
The Reentry Specialist there is
Cindy Holloman.

Vocational Rehabilitation

318 Wilkesboro Ave.
North Wilkesboro, NC 28659

336-818-6070

[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, Free
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 contact your parole
officer before leaving Ashe
County.**

Goodwill's Wilkes County Career Center

1821 US Highway 421
Wilkesboro, NC 28697

336-667-0889

<https://www.goodwillnwno.org>

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

Offers free, personalized services Free
to help job seekers including
resume-writing assistance, skills
assessment, career coaching,
access to computers, help with
interviewing skills and job
placement services.

**Always contact your parole
officer before leaving Ashe
County.**

Job Training / Job Placement Resources

PROMAN

316 Wilkesboro Ave.
North Wilkesboro, NC 28659

336-838-3219

<http://www.promanstaffing.com>

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.

Always contact your parole officer before leaving Ashe County.

Free

Financial Resources



Operation HOPE

336-680-3163

<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

Ashe County Transportation Authority

Main Office:

895 Ray Taylor Rd.
West Jefferson, NC 28694

336-846-2000 (Pickup Service)
336-977-2595 (Fixed Route Service)

<https://www.actatravels.com>

Office Hours:

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

Transportation Hours:

Monday through Friday: 6:30 AM to 7:00 PM

Saturday and Sunday: By appointment only, medical appointments only

Provides van transportation services to Ashe County residents and visitors. They will pick you up and drop you off. You must make a reservation for pickup by 2:00 PM the weekday before you need a ride.

They also offer some fixed route transportation. Visit website or call for route and fare information.

Fares vary depending on pickup and drop-off locations

Clothing Resources

Revolution Thrift Store

337 Wilkesboro Ave.
North Wilkesboro, NC 28659

336-990-0124

<https://wilkesrecoveryrevolution.com/revolution-thrift-store>

Tuesday, Thursday & Friday: 10:00 AM to 6:00 PM

Wednesday & Saturday: 10:00 AM to 3:00 PM

Revolution Thrift Store is one of several programs offered by Wilkes Recovery Revolution (see listing under **Mental Health & Substance Abuse Resources**).

The Thrift Store serves as a work program for those within their programs to support and teach work ethic and skills. They offer gently used clothing, furniture, home accessories, and other merchandise donated by individuals and business in our community with all proceeds going into our recovery programs.

Always contact your parole officer before leaving Ashe County.

Price varies by item

Clothing Resources

Goodwill Thrift Store

1291 Mt Jefferson Rd.
West Jefferson, NC 28694

336-219-0244

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

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

Sunday: 1:00 AM 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.

Ashe Really Cares

204 Beaver Creek School Rd.
West Jefferson, NC 28694

336-846-5234

<https://ashebaptist.org/about-ashe-really-cares>

Monday through Friday: 9:00 AM to
3:00 PM

(May be open until 5:00 PM on some
days.)

Operates a clothing closet for residents of Ashe County in need. Also operates a free food bank. Ashe Really Cares is a ministry of the Ashe Baptist Association located at the same address.

Free

Salvation Army Family Store

753 E Main St.
Jefferson, NC 28640

336-844-4006

Find them on Facebook at The
Salvation Army Family Store of Ashe
and Boone

Monday through Saturday: 9:00 AM
to 5:30 PM

Offers previously-owned clothing and other items at extremely low prices. You can often find name-brand clothes in good to great condition.

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

Directory for Ashe County Agencies:

Ashe County Probation Department	150 Government Cir. # 3500 Jefferson, NC 28640	336-246-3310
Ashe County DMV	140 Government Cir. Jefferson, NC 28640	336-246-5001
Ashe County Dpt. of Social Services	150 Government Cir. #1400 Jefferson, NC 28640	336-846-5719

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!**: 336-856-2570 or online at <https://www.ncjustice.org/projects/fair-chance-criminal-justice-project/>

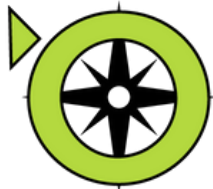
National Suicide Prevention Hotline: Dial 988 or online at www.988lifeline.org.

Veterans Resources in Ashe County (for all military veterans): 336-846-5575 or online at <https://www.ashecountygov.com/departments/veterans-services>

Felony Record Hub (an online resource with jobs, housing and reentry advice for people with criminal records): www.felonyrecordhub.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 336-220-9516 or visit www.ourjourney2gether.com/essential-services.



OurJourney
PO Box 2862
Rocky Mount, NC 27802