



Reentry Resource Guide for Wake 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



Resource Guide - Wake County

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

One-Stop Resource Centers



Wake Local Reentry Council (WLRC)

1830-B Tillery Place
Raleigh, NC 27604

919-754-5326

<https://www.wakelrc.org>

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

Case managers at the WLRC 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.

Located in the NCWorks building.

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



Community Success Initiative (CSI)

1830-B Tillery Place
Raleigh, NC 27604

919-754-5332

<https://www.communitysuccess.org/contact-us/>

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

CSI provides access and links those returning from prison to direct services, such as education, medical attention, housing, and employment.

Located in the NCWorks building.

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

One-Stop Resource Centers

Urban Ministries of Wake County

1390 Capital Blvd.
Raleigh, NC 27603

919-836-1642

<https://urbanmin.org>

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

Provides assistance for those with food needs; healthcare, pharmacy and wellness needs; housing needs and other needs.

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

United Way of the Greater Triangle

800 Park Offices Dr., Suite 204
Durham, NC 27709

919-460-8687

<https://www.unitedwaytriangle.org>

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

Provides support to dozens of member agency programs in Wake County. In addition to calling the number provided for the Wake office, you can get assistance by calling the United Way hotline by dialing 211. The address provided is for the Durham County location, but if you call the number provided they can direct you to service providers throughout Wake County.

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

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

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.

Food Resources

Salvation Army of Wake County

1863 Capital Blvd.
Raleigh, North Carolina 27604

919-834-6733

<https://southernusa.salvationarmy.org/wake/home>

Tuesdays and Thursdays only. Must call to make a food pickup appointment.

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. They provide 1 to 3 bags of groceries. You may receive food assistance once every three months.

Call to make an appointment.

Free

Catholic Parish Outreach Food Pantry

2013 Raleigh Blvd.
Raleigh, NC 27604

919-873-0245

<https://www.catholiccharitiesraleigh.org/cpo/>

Monday, Wednesday through Friday:
8:30 to 11:30 AM

Provides food and other assistance to those in need. You may receive food assistance once a month. Must wear facemask inside the building.

Free

Food Resources

Hope Community Church

821 Buck Jones Rd.
Raleigh, NC 27606

919-532-0620

<https://gethope.net/localhope/food-pantry/>

Wednesdays Only from 12:00 to 6:30 PM

This food pantry operates as a drive-thru. Follow the navigation signs when you arrive. They will provide you with a list of food items that they have available, and you can select the items your family needs. You will need to bring some form of ID for you and every member of your household that also needs food assistance. You can come for assistance every other week.

Free

Shepherd's Table Soup Kitchen

121 Hillsborough St.
Raleigh, NC 27603

910-251-8130

<http://www.shepherds-table.org/>

Serving Hours

Monday through Friday: 11:00 AM to Noon

Office Hours

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

Provides a hot meal for lunch every day during the week. Parking is limited. Arrive early if possible.

Free

Medical / Dental Resources

Wake County Health Department

10 Sunnybrook Rd.
Raleigh, NC 27610

919-212-7000

<https://www.wakegov.com/departments-government/health-human-services/health-human-services-locations/sunnybrook>

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 Wake County.

Free

Medical / Dental Resources



NC FIT Wake County

107 Sunnybrook Rd.
Raleigh, NC 27610

984-974-4818 (Office)
919-322-8185 (Jennifer Wade)
984-212-0539 (Kenneth Mee)

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 up to a certain amount. Jennifer Wade and Kenneth Mee are the Community Health Workers for NC FIT Wake County.

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

Advance Community Health

1001 Rock Quarry Rd.
Raleigh, NC 27610

919-833-3111

<https://advancechc.org>

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

Offers a variety of services including primary care, dental care, nutrition education, behavioral health counseling, an in-house pharmacy and more. Pledges to provide assistance no matter your income, insurance status or background. They can also help sign you up for the Affordable Care Act program. They have multiple locations throughout Wake County. Call for the location nearest you.

Fee based on a sliding scale (what you can afford). You'll need to complete their Sliding Scale Discount application first.

Alliance Medical Ministry

101 Donald Ross Drive
Raleigh, NC 27610

919-250-3320

<https://www.alliancemedicalministry.org>

Monday through Thursday: 8:30 AM to 4:00 PM
Friday: 8:00 AM to 12:00 PM

Offers a variety of services such as chronic disease management and preventive care, lab work, and help with non-narcotic prescription medication refills. They also offer speciality care in several areas, such as cardiology.

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

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

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

Catholic Charities of Raleigh

3000 Highwoods Blvd., Suite 128
Raleigh, NC 27604

919-790-8533

[https://
www.catholiccharitiesraleigh.org/
counseling/](https://www.catholiccharitiesraleigh.org/counseling/)

Monday and Wednesday: 8:30 AM to
8:00 PM
Tuesday: 8:30 AM to 4:00 PM
Thursday: 8:30 AM to 6:00 PM
Closed on Fridays and the weekend

Provides counseling for those who are experiencing emotional distress, stress, depression, anxiety, grief, loss or strained relationships.

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



Mental Health America

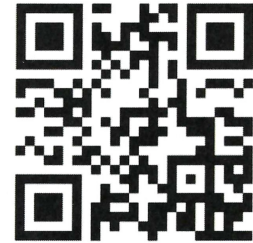
800-969-6642

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

[https://screening.mhanational.org/
screening-tools/](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

SouthLight

3125 Poplarwood Court, Suite 203
Raleigh, NC 27604

919-787-6131

<https://www.southlight.org>

Monday through Friday: 7:00 AM to
5:00 PM

Offers services for substance use and mental health treatment needs in the Triangle. They help individuals gain the tools needed to build a strong foundation for long-term recovery. They have several locations throughout Wake County. Call to set up initial consultation and find out which location is best for you.

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 Coalition - Wake County

Provides needle exchange services, Narcan and other support for those who use drugs.

Free

Mobile Delivery

984-800-4124 (Chelsea Dauphinee)
Mondays Only (call for schedule)

Fixed Site Location

4024 Barrett Dr Suite 101
Raleigh NC 27609
984-800-4124 (Chelsea Dauphinee)
Wednesday through Friday: 11:00 AM to 4:00 PM

<https://www.nchrc.org/syringe-services-programs/>

Job Training / Job Placement Resources



NCWorks Career Center

1830-B Tillery Place
Raleigh, NC 27604

919-715-0111

<https://capitalareancworks.com>

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

They have more than one location in Wake County, so call for the location closest to you.

Vocational Rehabilitation

3080 Hammond Business Pl St. 101
Raleigh, NC 27610

919-664-1200

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 Ministry

1701 Oberlin Rd.
Raleigh, NC 27608

919-781-0156

<https://www.stepupministry.org>

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

Friday: 8:30 AM to 2:30 PM

Offers a framework for anyone looking for a second chance at success. Through partnerships with community members, they provide tools and support that help break barriers to employment and stability. Through their 3-step process you'll work to gain skills that will help you find employment, become financially literate, and obtain housing and transportation needs. Must be between the ages of 18 and 60, have a valid driver's license or ID and social security card, and ready to commit to changing your life. They do not provide their services to anyone who must register as a sex offender.

Free

Hire Dynamics

621 Hutton St Suite 107
Raleigh, NC 27606

919-436-1130

<https://hiredynamics.com/locations/raleigh-nc>

Monday through Friday: 9:00 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. Does not work with those convicted of a sex offense. Requires two IDs (one can be your prison ID)

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

Capital Area Transit

Pickup and Drop Off spots at several locations throughout Wake County

919-485-7433

<https://gotriangle.org>

Pickup and Drop Off times vary depending on route

Provides public transportation throughout Wake County. Visit their website for specific route maps and times.
You can also download the free Transloc app by visiting the app store. (Available for both Android and Apple devices.)

All bus fares are free through June 2023

Clothing Resources

Goodwill Industries - Wake County

11031 Wakefield Commons Dr.
Raleigh, NC 27614

919-556-3435

www.gienc.org

Hours of Operation vary by location

Offers previously-owned clothing and other items at extremely low prices. You can often find name-brand clothes in good to great condition. There are numerous locations across Wake County. Go online to find the location closest to you.

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

Dorcas Thrift Shop

187 High House Rd.
Cary, NC 27511

919-469-9861

<https://dorcascary.org>

Monday through Saturday: 11:00 AM to 5:00 PM

Offers a wide variety of merchandise including clothing for the whole family, shoes, coats, small appliances, vintage items, books, in-store floral arrangements, jewelry, audio books, toys/games, lamps, dishes, and more, all at affordable prices. They offer Daily Sale items at even lower prices.
All money goes to support Dorcas Ministries, a nonprofit organization that helps those in need in the Cary area with food, limited financial assistance (for those who qualify) and job placement assistance.

Prices vary depending on item

Clothing Resources

Salvation Army Family Store

205 Tryon Rd.
Raleigh, NC 27603

919-779-8867

Find them on Facebook at The Salvation Army Family Store and Donation Center - Raleigh, NC

Monday through Friday: 10:00 AM to 6:00 PM
Saturday: 9:00 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. They often provide clothing vouchers for those returning from prison, but you must ask at the front desk and be prepared to show your prison ID.

Prices vary depending on item

First Baptist Church Clothing Ministry

99 North Salisbury St.
Raleigh, NC 27603

919-832-4485

<https://fbcraleigh.org>

Mondays from 10:00 AM to Noon
(Closed on holidays)

Distributes clothing donated by Wake County residents. They strive to provide adequate clothing for families, people experiencing homelessness, those in transition from relocation or reentry into the workforce, or any person with an identifiable need. ID required (your prison ID is accepted).

Free

Directory for Wake County Agencies:

Wake County Probation Department	2020 Yonkers Rd. Raleigh, NC 27604	919-716-3100
Wake County DMV (Main Location)	2431 Spring Forest Rd, Suite 101 Raleigh, NC 27615	919-855-6877
Wake County Dpt. of Social Services	220 Swinburne St. Raleigh, NC 27610	919-212-7000

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.

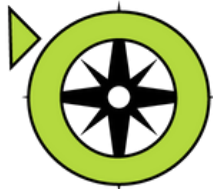
Felony Record Hub (an online resource with jobs, housing and reentry advice for people with criminal records): www.felonyrecordhub.com

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

Veterans Resources in Wake County (for all military veterans): 919-212-8387 or online at <https://www.wakegov.com/departments-government/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
PO Box 2862
Rocky Mount, NC 27802