



Reentry Resource Guide for Durham 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 is courtesy of www.joycharter.org



Resource Guide - Durham County

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

One-Stop Resource Centers



Durham Local Reentry Council

326 E. Main St.,
Durham, NC 27701
(Located inside the Criminal Justice Resource Center building)

919-560-7589

www.dconc.gov/county-departments/departments-a-e/criminal-justice-resource-center/durham-local-reentry-council/

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

Provides support and the coordination of services for justice involved individuals, including employment assistance/job readiness training, substance use treatment, transportation assistance, mental health referrals, transitional/short term housing assistance, and other basic needs (such as food and clothing). Ask for Coordinator Ontario Joyner. Call to set up intake assessment appointment.

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 .

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

One-Stop Resource Centers



Welcome Home

No physical address because they come to you

919-864-2162

Drew Doll, Coordinator

nonviolentdurham.org

Monday through Friday: 8:00 AM to 6:00 PM

(But feel free to call at other times too if you have a need.)

Offers everyone returning to Durham County from prison a Welcome Home box. This box contains: one month's supply of hygiene products, one week's supply of food, a letter of welcome from Durham's mayor, a \$25 gift card to Walmart (or similar department store) and a smartphone with 30 minutes free service.

Also offers a mentorship program where 5-10 people in the community commit to helping the returning citizen successfully transition back into society by providing ongoing assistance. As long as you stay in the program, Welcome Home will arrange for you to continue to have cellphone service even after your initial 30 free minutes have expired.

Can help with securing identification (Social Security card, birth certificate, driver's license, etc.)

The website listed is for a ministry that supports Welcome Home. Call Drew to arrange a time when Welcome Home can bring your gift box to your place of residence.

Assistance is free

United Way of the Greater Triangle

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

919-460-8687

www.unitedwaytriangle.org

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

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

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

Food Bank CENC of Durham

2700 Angier Ave., Suite A
Durham, NC 27703

919-956-2513

foodbankcenc.org

Monday through Friday: 9:30 AM to
4:00 PM

Provides food to those in need. Visit their website first, click on Find Help, then enter your zip code to find food centers in your area.

Free

Durham Rescue Mission

1201 E Main St.,
Durham, NC 27701

919-688-9641

durhamrescuemission.org

Call for Hours of Operation

Provides food and other assistance to those in need. This is a rescue mission that provides shelter and other services. Call for more information. Also offer a 12-month substance abuse recovery program.

Free

Food Resources

Urban Ministries of Durham

410 Liberty St.
Durham, NC 27701

919-682-0538

umdurham.org

Tuesday: 9:30 AM to 11:30 AM

Offers a food pantry stocked with groceries like canned vegetables and fruit, boxes of pasta, bags of rice. When available, they also offer fresh food and other perishable items like eggs, vegetables, and casseroles. Available once every 30 days. Must provide photo ID and proof of one or more of the following:

- Children (18 or younger) living in the household
- Disability
- 62 years of age or older
- Underemployed (working less than 30 hours per week)

Also, every Monday through Friday from 8:00 AM to 9:00 AM they provide a hot breakfast and provide a lunch bag. They serve dinner during the week from 6:00 PM to 7:00 PM. On the weekends they serve lunch and dinner.

Free

The Salvation Army of Durham, Orange & Person Counties

909 Liberty St.
Durham, NC 27701
(Located in the Fellowship Hall)

919-688-7306

www.salvationarmycarolinas.org/durham/

Friday: 10:00 AM to 12:00 PM
(Or until all food is given out)

Provides food to those in need such as frozen meat, canned goods, drinks, snacks, etc. Also provides some hygiene products, and pet food. Must bring a picture ID with you.

Free

Medical / Dental Resources

Durham County Health Department

414 East Main St.
Durham, NC 27701

919-560-7600

www.dcopublichealth.org

Monday through Friday: 8:30 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.

Free



NC FIT Durham

414 East Main St.,
Durham, NC 27701

919-672-8929
Dorel Clayton, Community Health Worker

www.dcopublichealth.org/services/nutrition/fit-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)



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.

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.

Project Access of Durham County

4206 N. Roxboro St., Suite 100
Durham, NC 27704

919-213-4077

projectaccessdurham.org

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

Connects people without health insurance into a local network of clinics, laboratories, pharmacies, and hospitals that donate their efforts to help those in need. We serve eligible low-income, uninsured Durham residents who have specialty medical care needs. Must have a referral from a medical doctor before they can see you.

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

CAARE the Healing Center

214 Broadway St.
Durham, NC 27701

919-683-5300

www.caare-inc.org

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

Provides several services to those in need of health care assistance, including HIV counseling and testing, COVID-19 testing and vaccines, substance abuse assistance, health education and referrals and free dental care. Call for appointment.

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

Medical / Dental Resources

Lincoln Community Health Center

1301 Fayetteville St.
Durham, NC 27707

919-956-4000

lincolnchc.org

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

Provides primary care, prescription medication assistance, mental health care and dental care.

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

Mental Health & Substance Abuse Resources

CAARE the Healing Center

214 Broadway St.
Durham, NC 27701

919-683-5300

www.caare-inc.org

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

Provides several services to those in need of health care assistance, including HIV counseling and testing, COVID-19 testing and vaccines, substance abuse assistance, health education and referrals and free dental care.

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

Carolina Community Support Services

2634 Durham Chapel Hill Blvd.
Suite 216
Durham, NC 27707

919-673-1684

carolinacss.com

Monday, Wednesday and Friday:
9:00 AM to 5:00 PM
Tuesday and Thursday: 9:00 AM to 7:30 PM

Provides effective relief and recovery from depression, anxiety, ADHD, and substance abuse for adults of all ages.

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

Mental Health & Substance Abuse Resources

Freedom House Recovery Center

400-D Crutchfield St.,
Durham, NC 27704

919-251-8806

freedomhouserecovery.org/durham

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

Provides support and treatment for adults with behavioral disorders or mental illness, as well as recovery treatment for those struggling with substance abuse. Also offer residential programs for those battling addictions. Does not work with those convicted of a sex offense. Walk-ins accepted but new clients should visit their office in the morning hours.

Fees depend on service provided; do take Medicaid



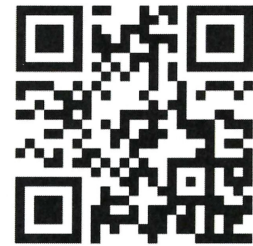
Mental Health America

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

4312 Western Park Place
Durham, NC 27705

984-243-4350

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.

Free

Job Training / Job Placement Resources



StepUp Durham

112 Broadway St., Suite B
Durham, NC 27701

919-813-0207

www.stepupdurham.org

Email Syretta Hill at syretta@stepupdurham.org to set up an appointment to meet with a counselor.

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

Friday: 8:30 AM to 2:30 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. Provide cash bonuses for staying with the same job. Cannot offer assistance to those on the sex offender registry in person, only over the phone, due to the close proximity of a daycare to the facility.

Free

The Criminal Justice Resource Center

326 E. Main St.,
Durham, NC 27701

919-560-0500

www.dconc.gov/county-departments/departments-a-e/criminal-justice-resource-center/reentry-services#

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

Offers the following services specifically for those returning from prison: GED/ Adult Basic Education, employment seeking and retention skills, job club, job skills training, career development workshop, referrals to outside job training/placement services. Also offers Cognitive Behavior Interventions programs, such as Thinking for a Change, and individual case management with referrals for housing, Social Security assistance, etc.

Free



NCWorks Career Center Durham

1105 S Briggs Ave.
Durham, NC 27703

919-560-6880

www.ncworks.gov

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

Friday: 8:30 AM to 1:00 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

Job Training / Job Placement Resources

Hire Dynamics

5410 NC Hwy 55, Suite AE
Durham, NC 27713

919-314-0192

hiredynamics.com/locations/durham-rtp/

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. 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

Financial Resources



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

GoDurham

Pickup and Drop Off spots at several locations throughout Durham County

919-485-7433

godurhamtransit.org

Monday through Saturday: 5:30 AM to 12:30 AM
Sundays & Holidays: 6:30 AM to 9:30 PM (No service on Christmas Day)

Provides public transportation throughout Durham County.

One Ride Pass = \$2
10 Ride Pass = \$20
24-Hour Pass = \$5
7 Day Pass = \$20
31 Day Pass = \$80

Clothing Resources

Goodwill Industries - Durham (3 locations)

4318 Garrett Rd.
Durham, NC 27707

5200 Wake Forest Rd.
Durham, NC 27703

5267 North Roxboro Rd.
Durham, NC 27712

919-493-1182
919-294-4724
919-479-1141

www.gienc.org

Monday through Friday: 9:00 AM to
8:00 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.

Durham Rescue Mission (3 locations)

3220 NC Hwy 55
Durham, NC 27713
919-401-1936 (Press 4)
Monday through Saturday: 9:00 AM
to 7:00 PM

3900 Chapel Hill Blvd.
Durham, NC 27707
919-401-1935 (Press 2)
Monday through Saturday: 9:00 AM
to 7:00 PM

2425 S Alston Ave.
Durham, NC 27713
No Phone Number
Tuesday through Saturday: 8:00 AM
to 2:00 PM

drmthriftstore.org

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

Clothing Resources

TROSA Thrift Store

3500 N. Roxboro St.
Durham, NC 27704

919-220-6119

trosathriftstore.org

Tuesday through Friday: 12:00 PM to 6:00 PM

Saturday: 10:00 AM to 6:00 PM

Sunday: 12:00 PM to 6:00 PM

Offers furniture, clothing, household items and much more at extremely low prices. All proceeds go to support TROSA, a nonprofit residential recovery program that empowers men and women with substance use disorder to change their lives.

Prices vary depending on item

Urban Ministries of Durham

410 Liberty St.
Durham, NC 27701

919-682-0538

umdurham.org

Thursdays: 10:00 AM to 12:00 PM

Clothing is available for curbside pickup. You can choose two tops, two bottoms, a pair of shoes, new socks and underwear, and a few miscellaneous items per person in your family.

Free

Open Table Ministry

215 N. Church St.
Durham, NC 27701

919-412-7011

www.opentableministry.org

Tuesdays: 9:30 AM to 11:30 AM

Has a Free Store event every Tuesday to provide clothing, personal items, and hot showers. Only provides one Free Store kit per month.

Also helps people get a State ID as well as copies of their birth certificate and Social Security card.

On Wednesdays only, they offer one-on-one consultation to those who have other needs.

Free

Directory for Durham County Agencies:

Durham County Probation Department	119 W Orange St., Suite 100 Durham, NC 27701	919-560-6871
Durham County DMV	3825 S Roxboro St. Durham, NC 27701 101 S. Miami Blvd. Durham, NC 27703	919-560-3378 919-560-6896
Durham County Dpt. of Social Services	414 E Main St. Durham, NC 27701	919-560-8000

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.

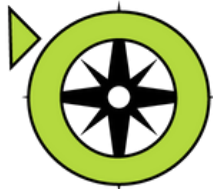
Felony Record Hub (an online resource with jobs, housing and reentry advice for people with criminal records): www.felonyrecordhub.com

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 Durham County (for all military veterans): 919-560-8387 or online at <https://www.dconc.gov/county-departments/departments-f-z/veteran-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 704-220-9516 or visit www.ourjourney2gether.com/essential-services.



OurJourney
PO Box 2862
Rocky Mount, NC 27802