



# Reentry Resource Guide for Craven County



**2024**




## 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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## Resource Guide - Craven County

The service providers listed below are for Craven 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 Craven County not listed. Please call (888) 50 REENTRY or email [contact@ourjourney2gether.com](mailto:contact@ourjourney2gether.com) to report any discrepancies or to suggest other service providers in Craven County.

### One-Stop Resource Centers



#### **Craven-Pamlico Reentry Program**

503 Guion St.  
New Bern, NC 28560

Office:  
252-497-2009  
Emergency:  
252-514-3189

<https://cravencc.edu/search-and-more/graduation-and-beyond/partnerships/craven-pamlico-re-entry-program>

Monday through Thursday:  
8:00 AM to 5:00 PM  
Friday:  
8:00 AM to 12:00 Noon

Provides the following reentry services to individuals returning to Craven County after incarceration: housing assistance, transportation assistance, father initiative programs, legal services, mentorship programs, employment assistance, behavioral health and mental health services, job readiness programs, and basic need assistance.

While they do accept walk-ins, they highly recommend that you call first and set up an appointment. Ashley Lee is the Reentry Program Coordinator. If you do stop by without an appointment, knock on the door and someone will let you in. The Craven-Pamlico Reentry Program is part of Craven Community College.

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

## One-Stop Resource Centers

### **United Way of Coastal Carolina**

601 Broad St.  
New Bern, NC 28560

252-637-2460

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

Monday through Thursday: 8:30 AM  
to 5:30 PM  
Friday: 8:30 AM to 3:00 PM

Provides support to dozens of member agency programs in Craven County. In addition to calling the number provided for the Craven 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 Salvation Army of New Bern - Social Services**

1402 Rhem Ave.  
New Bern, NC 28560

252-637-2277

[https://  
southernusa.salvationarmy.org/new-bern/](https://southernusa.salvationarmy.org/new-bern/)

Monday through Thursday: 9:00 AM  
to Noon

Provides a wide variety of services, including Disaster Relief, Shelter, Food, Rent and Utility Assistance, and Clothing.

Assistance is free

### **Religious Community Services (RCS)**

919 George St.  
New Bern, NC 28560

252-633-2767  
252-633-1887 (shelter after 3:00 PM)

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

*Administrative Hours of Operation:*  
Monday through Friday: 8:00 AM to 2:30 PM  
Hours of Operation for other services vary; call or check website for more details

RCS is a faith-based organization that addresses the basic needs of the Craven County community by providing food, clothing, prescription medication assistance, transportation and shelter to those who need it most.

Assistance is free

## Food Resources

### **Vanceboro Christian Help Center Food Pantry**

411 White St.  
Vanceboro, NC 28586

252-244-1141  
252-514-1322

Find them on Facebook at  
Vanceboro Christian Help Center

Monday, Wednesday and Friday:  
8:00 AM to Noon

Provides food and assistance to those in need in all of Craven County. Must be a resident of Craven County. Free

### **Food Bank of Central & Eastern North Carolina**

1702 Red Robin Lane  
New Bern, NC 28562

252-577-1912

<https://foodbankcenc.org/about-us/locations-contact-info/new-bern/>

Tuesday through Thursday: 8:00 AM  
to 4:00 PM

Provides food and assistance to those in need in all of Craven County. Free

### **Word of God Christian Center Food Pantry**

3650 Neuse Blvd.  
New Bern, NC 28560

252-672-0072 (Main)

<http://www.wogccnb.com/>

Third Saturday of each month from  
9:00 AM to Noon

Offers a food pantry with canned and dry goods, dairy products, fresh produce, and frozen meats. Must bring a valid photo ID with you and proof of address. This food bank operates at the church but you don't have to be a member to receive food assistance. Free

## Medical / Dental Resources

### Craven County Community Health Center

2818 Neuse Blvd.  
New Bern, NC 28561  
252-636-4920

508 US Hwy. 70  
Havelock, NC 28532  
252-444-1533

<https://www.cravencountync.gov/1816/Craven-County-Community-Health-Center>

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 Craven County.

Free

### Merci Clinic

1315 Tatum Dr.  
New Bern, NC 28560  
252-633-1599

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

*Eligibility Appointment Hours:*  
Tuesdays and Thursdays: 8:00 AM to 5:00 PM

*Pharmacy Hours:*  
Tuesdays and Thursdays: 8:00 AM to 5:00 PM

Provides confidential medical, limited dental and pharmaceutical services at no charge to individuals in Craven County who have no health insurance and are of limited income regardless of race, color, creed, national origin, gender, religion or other legally protected status. Call to schedule an appointment to see if you're eligible to receive medical and dental assistance. They do not accept walk-ins, so you MUST call before visiting. You must provide a valid photo ID that has your address in Craven County on it.

Free for those who qualify and aren't insured

## Medical / Dental Resources



### NC MedAssist

866-331-1348

[medassist.org](http://medassist.org)

NC MedAssist is a statewide program for those who do not have the means to buy life-saving medications to treat chronic diseases such as heart disease, diabetes, and asthma. To qualify you must live in NC, not have any insurance (not even Medicaid) and have income that is at or below 300% of the national poverty average. (To give you an example, if you live with one other person, the combined yearly income for both of you can't be more than \$54,930, or \$4,577 per month.) Visit their website to enroll or call for more information. They also have a Mobile Free Pharmacy that travels the state handing out free Over The Counter medications to anyone, no ID required.

Free for those who qualify and aren't insured

**OurJourney can help you enroll in NC MedAssist's free pharmacy program! Call us 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



### Coastal Horizons

2805A Trent Rd.  
New Bern, NC 28562

252-489-9969

[coastalhorizons.org](http://coastalhorizons.org)

Monday through Friday: 8:00 AM to  
5:00 PM  
(Walk-ins accepted up until 4:00 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 for assistance. They do take walk-ins also, but they recommend that you arrive early.

Fee based on a sliding scale (what you can afford). They accept all forms of insurance and also offer state funding for the uninsured

### Monarch Health Drive Center

1320 Health Dr.  
New Bern, NC 28560

252-638-5945

<https://monarchnc.org/behavioral-health-services/>

Monday through Friday: 7:00 AM to  
4:00 PM

Provides Behavioral Health Services that cover mental health services and substance use disorders to people who need it—when they need it. Mental health services cover people suffering from anxiety disorders, depression and a variety of other mental illnesses.

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

### Hope4NC

855-587-3463

<https://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-abuse/hope4nc>

Available 24/7

Hope4NC is here to connect you with the help you need, whenever you need it, whether that's mental health assistance, substance abuse assistance or if you're having suicidal thoughts.

Assistance is free; some services provided by partner organizations may charge fees. If you don't have health insurance, you may be eligible for behavioral, mental health and substance abuse services. Call Hope4NC for more information.



## Mental Health & Substance Abuse Resources



### Craven County Harm Reduction Outreach

2110 Neuse Blvd.  
New Bern, NC 28560

252-634-6197

<https://www.cravencountync.gov/2087/Harm-Reduction>

Call for Available Hours

Provides several services to those who use drugs, including: Free

- Needle exchange
- Fentanyl test strips
- Naloxone (Narcan)
- HIV/STI testing
- Wound care
- Referrals for drug programs, housing, medical and other needs

Call and ask for Debra Rogers. The address given is for the Carolina East Foundation, but they do not accept walk-ins. You must call first for service.

## Job Training / Job Placement Resources



### NCWorks Career Center

2836 Neuse Blvd.  
New Bern, NC 28560

252-514-4828

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

Monday through Friday: 8:00 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

2832 Neuse Blvd.  
New Bern, NC 28562

252-514-4727

<https://www.ncdhhs.gov/divisions/vocational-rehabilitation-services>

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

Provides a variety of services, depending on your specific needs. They are customized to help you find a job and offer career counseling, education and training, job placement assistance and on-going support, medical treatments and assistive technology. Works specifically with those who have physical, mental or emotional disabilities. Free

## Job Training / Job Placement Resources

### Holden Temporaries

1916 S Glenburnie Rd., Suite 3  
New Bern, NC 28562

252-636-3111

<https://holdentemporaries.net/>

Monday through Friday: 7:30 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. Requires two IDs.

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

### Craven Area Rural Transit System (CARTS)

*Main Office:*  
2822 Neuse Blvd.  
New Bern, NC 28562  
252-636-4917

<https://www.cravencountync.gov/165/Transportation-CARTS>

*Office Hours:*  
Monday through Friday: 7:15 AM to 5:15 PM

*Route Hours:*  
Monday through Friday: 5:00 AM to 6:00 PM

Craven Area Rural Transit System (CARTS) provides van transportation needs for the general public, the elderly, and persons with disabilities. You must call at least 48 hours ahead of time to schedule a ride. They'll pick you up and return you to your house. CARTS also offers three fixed-route bus services in New Bern. Call for more information.

Fares for van transportation will vary depending on origin and destination; fares for the fixed-route bus service in New Bern is \$1 (cash only). They offer discounts for people with disabilities, people aged 65 or older and people with a Medicaid card

## Clothing Resources

### Goodwill Thrift Store - New Bern

560 McCarthy Blvd.  
New Bern, NC 28562  
252-635-4846

<https://www.gienc.org/store/new-bern>

Monday through Friday: 9:00 AM to 8:00 PM  
Saturday: 9:00 AM to 6:00 PM  
Sunday: Noon to 6:00 PM

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

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

## Clothing Resources

### **Salvation Army Thrift Store**

310 Queen St.  
New Bern, NC 28560  
252-633-3921

1228 E Main St.  
Havelock, NC 28532  
252-652-7166

<https://southernusa.salvationarmy.org/new-bern/>

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

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

Price varies by item

### **Vanceboro Christian Help Center Thrift Store**

411 White St.  
Vanceboro, NC 28586

252-244-1141  
252-514-1322

Find them on Facebook at Vanceboro Christian Help Center

Monday, Wednesday and Friday: 8:00 AM to Noon

Offers previously-owned clothing and other items at extremely low prices.

Price varies by item

### Directory for Craven County Agencies:

Craven County Probation Department	403 George St. New Bern, NC 28560	252-514-4746
Craven County DMV (Main Location)	1001 Downey Dr. New Bern, NC 28562	252-514-4734
(Havelock Location)	300 Miller Blvd. Havelock, NC 28532	252-444-6425
Craven County Dpt. of Social Services	2818 Neuse Blvd. New Bern, NC 28562	252-636-4900

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

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

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

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

### Other Organizations that Offer Assistance:

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

National Suicide Prevention Hotline: Dial 988 or online at [www.988lifeline.org](http://www.988lifeline.org).

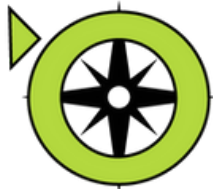
Felony Record Hub (an online resource with jobs, housing and reentry advice for people with criminal records): [www.felonyrecordhub.com](http://www.felonyrecordhub.com)

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

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

**Other Assistance Available through OurJourney:** Anyone returning to any county in North Carolina from any state prison is automatically eligible to participate in the OurJourney

**Essential Services** program. The Essential Service programs provides one-on-one, professional assistance, including help with writing a resume, preparing for a job interview, handling stress and rejection, smartphone training, and six other essential services for those rebuilding their lives after incarceration. This program is free of charge. To learn more or to enroll, call (888) 50 REENTRY or visit [www.ourjourney2gether.com/essential-services](http://www.ourjourney2gether.com/essential-services).



**OurJourney**  
**PO Box 2862**  
**Rocky Mount, NC 27802**  
**(888) 50 REENTRY**