



# Reentry Resource Guide for Union 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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Picture on the front cover: Shanwnee Forest (photo by [www.unioncounty.biz](http://www.unioncounty.biz))



## Resource Guide - Union County

The service providers listed below are for Union 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 Union 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 Union County.

### One-Stop Resource Centers

#### **Safer Communities Ministry**

4207 Paula Lane  
Indian Trail, NC 28079

704-576-3268

<https://safercommunitiesministry.org/>

Call for Hours of Operation

Safer Communities Ministry is currently acting as an intermediary agency working to assemble and secure official state recognition of a reentry council to serve Union and Anson Counties.

A local reentry council is an organized network of individuals and agencies that coordinate resources at a local level to help ex-offenders and their families to create a better transition from incarceration back to society. A local reentry council will help formerly incarcerated individuals become productive citizens and reduce recidivism and the economic strain to county governments of housing more incarcerated individuals.

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

## One-Stop Resource Centers

### Operation Reach-Out

1308 Miller Street  
Monroe, NC 28110

704-289-4237

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

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

Provides the following services for those in need in Union County: clothing, medicine, furniture, household items, and limited financial assistance. Additionally provides a free lunch program. They also operate a thrift store (see Clothing Resources for more information).

Assistance is free to those who qualify



### Crossroads Reentry

PO Box 861  
Huntersville, NC 28070

704-499-1332

[www.crossroadsreentry.org](http://www.crossroadsreentry.org)

Call for Hours of Operation

Offers a wide variety of services to those returning from prison: any need, anywhere. Call and leave a message for Jeff Cloud and he will call you back promptly.

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

### United Way of Central Carolinas - Union County

102 E. Franklin St.  
Monroe, NC 28112

704-283-1537

<https://unitedwaygreaterclt.org/union-county/>

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

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



## Go Further Connect

Introducing a new way to get connected

Do you need a **resource**?  
Do you need a **job**?  
Do you need **inspiration**?  
Do you need to **connect**?



Visit [www.GoFurtherConnect.com](http://www.GoFurtherConnect.com)  
to start connecting now

Go Further Connect is an online resource for connecting returning citizens with programming, services, and community support that meet the individual's needs. You can search for help by zip code and also access some of the other great resources they have available for free, such as a tool for finding a job.

Free



## Recidivism Reduction Call Center

<https://rreps.net/recidivism-reduction-hotline>

888-852-0004

The Recidivism Reduction Call Center allows people recently released from prison in North Carolina to connect with a RREPS operator to request information about, and set up warm referrals to, employment, housing, healthcare, and public benefits services.

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

## 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

### Loaves and Fishes

116 South Church Street  
Monroe, NC 28112

704-960-1486

[http://  
www.loavesandfishesofunioncounty.  
org/](http://www.loavesandfishesofunioncounty.org/)

Wednesday, Thursday & Saturday:  
10:00 AM to Noon

Helps individuals and families who are experiencing a short-term crisis by providing a week's worth of nutritious groceries. Must be referred in order to receive assistance. Your Parole Officer can write you a referral. Located inside the St. Paul's Episcopal Church.

Free

### Common Heart

116 Business Park Dr., Suite A,  
Indian Trail, NC 28079

704-218-9060

[www.hopecharlotte.com/ministries/  
hope-street-food-pantry/](http://www.hopecharlotte.com/ministries/hope-street-food-pantry/)

Provides a week's worth of groceries to hungry families and individuals in Union County. Common Heart has numerous traditional and mobile food pantries throughout Union County. See website for location and hours of operation for a food pantry near you and to see a list of their upcoming mobile food pantry locations and dates/times.

Free

### Community Shelter of Union County

160 Meadow St.  
Monroe, NC 28110

704-289-5300

<https://www.unionshelter.org/food/>

Breakfast: 8:30 to 9:00 AM  
Lunch: 12:30 to 1:00 PM  
Dinner: 6:30 to 7:00 PM

Their kitchen and dining hall provides 3 prepared meals every day to anyone experiencing a need, no certification needed. They also provide short-term shelter while working to help you stabilize and move into permanent housing.

Free

## Medical / Dental Resources



### NC MedAssist

4428 Taggart Creek Rd., Suite #101  
Charlotte, NC 28208

866-331-1348

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

*OTC Pharmacy Hours:*  
Monday through Friday: 8:00 AM to  
4:30 PM

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 free OTC store in the Charlotte area, 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.**

### HealthQuest Pharmacy

415 East Franklin St.  
Monroe, NC 28112

704-226-2050

<https://healthquestpharmacy.org/>

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

Provides free prescriptions to qualified residents of Union County who need assistance in order to control chronic medical conditions.

Free

### Union County Health Department

2330 Concord Ave.  
Monroe, NC 28110

704-296-4800  
704-296-4423 (appointment)

<https://www.unioncountync.gov/government/departments-f-p/public-health>

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 Wilkes County.

Free

## Medical / Dental Resources



### Parks Insurance

153 S. Oakland Ave.  
Rock Hill SC 29730

866-932-7200

<https://parksinsured.com/>

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

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

Free (or low-cost, depending on job situation)

**OurJourney can help you enroll in Parks Insurance's G.I.F.T. program! Call us (888) 50-REENTRY to learn more or call Parks Insurance and speak to a representative.**

### Community Health Services of Union County

1338-C East Sunset Dr.  
Monroe, NC 28112

704-296-0909

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

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

Providing community clinics to give basic care and education to people, preventative health assessments; a diabetic service which includes all aspects of diabetic managements; prescription assistance for the purchase of medications for clients in crisis; and other services. You must complete an application packet before they'll provide services.

Free for those without insurance (including Medicaid and Medicare)

## Mental Health & Substance Abuse Resources

### Daymark Recovery Services - Union Center

1408 E. Franklin St.  
Monroe, NC 28112

704-635-2080  
866-275-9552 (24 Hr. Crisis Hotline)

<http://www.daymarkrecovery.org/locations/fbc-union>

Always Open

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



# Mental Health & Substance Abuse Resources



## Mental Health America

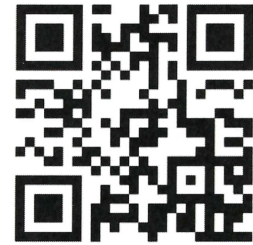
800-969-6642

<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](https://mhascreening.org)

## The Bridge to Recovery

2111 Stafford St Ext  
Monroe, NC 28110

704-909-8025

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

Always Open

Bridge To Recovery (BTR) is a clinical addiction resource center with a gentle Christian emphasis. They offer professional care in a comfortable, “homey” environment, combining Clinical Treatment with 12-Step Intervention and Spiritual Renewal. BTR has several programs, including both residential and day treatment. They have many free services.

Fees are based on which of their services you need; the residential program is 30-days and cost \$2,500 (if you can't afford that, they'll work with you to find a program)

## Center for Emotional Health

1643 Campus Park Dr., Suite C  
Monroe, NC 28112

704-237-4240

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

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

Their outpatient offerings include the treatment of Anxiety and Panic Disorder, Attention Deficit Disorder (ADD), Attention Deficit Hyperactivity Disorder (ADHD), Bipolar Disorder, and Depression. They also offer a medication management program for Suboxone, Sublocade, and Vivitrol and a drug and alcohol treatment program called Footprints that helps patients overcome substance abuse.

Fees are based on a sliding scale based on income

## Mental Health & Substance Abuse Resources

### Celebrate Recovery!

First Baptist of Indian Trail  
732 Indian Trail Fairview Rd.  
Indian Trail, NC 28079

704-882-1005

<https://safercommunitiesministry.org/addiction-recovery-meetings/>

Every Thursday beginning at 6:45 PM

Celebrate Recovery provides a safe and supportive community for individuals who are struggling with various types of addictions and compulsive behaviors and seeking to overcome them through a Christian-based approach.

Free

## Job Training / Job Placement Resources



### NCWorks Career Center - Union County

1125 Skyway Dr.  
Monroe, NC 28110

704-283-7541

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

Monday through Friday: 8:00 AM to 4:30 PM  
(Closed for lunch from Noon to 1:00 PM daily)

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

### Work First

2330 Concord Ave.  
Monroe, NC 28110

704-296-4300

<https://www.unioncountync.gov/government/departments-a-e/community-support-outreach/work-first>

Call for Hours and for an Appointment

The Work First program promotes a strengths-based, family-centered practice approach. Work First objectives include but are not limited to:

- Job readiness
- Employment
- Child well-being
- Economic self-sufficiency
- Safe and affordable housing
- Improved physical and mental health of families

Free to those who qualify

## Job Training / Job Placement Resources

### Staffmark

312 East Phifer St, Suite 1  
Monroe, NC 28111

704-289-9429 Ext. 2180

<https://www.staffmark.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. They do conduct a background check, and some business they work with will not hire ex-felons, but others will.

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, and 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

### Union County Transportation System

610 Patton Ave.  
Monroe, NC 28110

704-292-2511

<https://www.unioncountync.gov/government/departments-r-z/transportation>

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

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

Provides low-cost transportation services to residents of Union County within Union County and to Charlotte. Appointments: Must call 48 hours before service is needed; Transportation for medical and grocery services, and sometimes to and from work (not guaranteed); can schedule transportation up to 6 months in advance.

Contact your parole officer before traveling out of Union County.

Fares are free for clients sponsored by a human service organization, otherwise \$2 for a one-way trip (\$4 for two-way trip)

## Clothing Resources

### Goodwill Thrift Store - Monroe

4109 W. Hwy 74  
Monroe, NC 28110

704-289-3246

<https://goodwillsp.org/shop/retail-stores/monroe>

Monday, Wednesday through Saturday: 10:00 AM to 9:00 PM  
Tuesday: 9:00 AM to 9:00 PM  
Sunday: 10:00 AM to 7:00 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.

### Operation Reach-Out

800 Skyway Dr.  
Monroe, NC 28110

704-635-8992

Find them on Facebook at Finders Keepers

Tuesday through Friday: 9:30 AM to 4:00 PM  
Saturday: 9:00 AM to Noon

Offers previously-owned clothing and other items at low prices. You can often find name-brand clothes in good to great condition. All proceeds go to support Operation Reach-Out (see **One Stop Resource Centers**).

Prices vary depending on item

## Clothing Resources

### **Good Steward Ministries Thrift Store**

1213 W Roosevelt Blvd., Suite B  
Monroe, NC 28110

704-776-9877

Find them on Facebook at Good  
Steward Ministries

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

Offers previously-owned clothing  
and other items at extremely low  
prices. Clothing starts at \$0.99.  
All proceeds go to support  
mission work around the globe.

Prices vary depending  
on item

### **Directory for Union County Agencies:**

Union County Probation Department	2630 Nelda Dr., Suite A Monroe, NC 28110	704-289-1170
Union County DMV	3122 W Hwy 74 Monroe, NC 28110	704-283-4264
Union County Dpt. of Social Services	2330 Concord Ave. Monroe, NC 28110	704-296-4300

### **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)

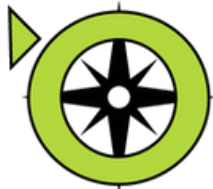
Honest Jobs (the nation's leading job marketplace for people affected by the criminal justice system. Honest Jobs has over 300,000 job openings from 1,000+ fair-chance employers): [www.honestjobs.com](http://www.honestjobs.com)

[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, 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 (888) 50 REENTRY or visit [www.ourjourney2gether.com/essential-services](http://www.ourjourney2gether.com/essential-services).





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