



Reentry Resource Guide for Madison 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 www.nikoncafe.com



Resource Guide - Madison County

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

One-Stop Resource Centers

The Salvation Army Hot Springs

3421 NW US 25-70 Hwy,
Hot Springs, NC 28743

828-622-3355

<https://southernusa.salvationarmy.org/sleepy-valley/>

Monday to Thursday:
9:00 AM to 4:30 PM

The Salvation Army Hot Springs provides a wide variety of services, including Disaster Relief, Shelter, Food, Rent and Utility Assistance, and Clothing.

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

One-Stop Resource Centers



Catholic Charities Diocese of Charlotte (Western Region Office)

50 Orange Street,
Asheville, NC 28801

828-820-5147 - Mary Nation

<https://ccdoc.org/>

Monday to Thursday:
9:00 AM to 4:30 PM

Case Management- Assistance with resources to transition to stability.

Counseling- Licensed clinical counseling (virtual/Spanish counseling available, sliding fee scale)

Direct Assistance- financial requests for assistance

Immigration Services- please contact Angie Fernandez

alfernandez@ccdoc.org

704-370-3219

They can also point you to other resources that maybe available.

Food Pantry, Emergency food/ diapers are available in Buncombe County. **Be sure to ask Parole Officer before leaving Madison County.**

Counseling is on a sliding scale.
All other services are free



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



Visit 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

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

Beacon of Hope

5111 US HWY 25/70
Marshall, NC 28753

828-649-3470

bohmarshall.org

Monday- Friday:
12:00 to 4:00 PM

Provides food for any one that is in need regardless of income and residency. You will be ask to fill out a short application prior to food pickup.

Free

The Lord's Harvest

911 Bailey St
Mars Hill, NC 28754

828-808-5002

www.lordsharvestforthehungry.org

Call for hours

Provides food boxes to those in need. Contact Bill Welsch at the number provided with any questions

Free

Medical / Dental Resources

Madison County Health Department

493 Medical Park Dr,
Marshall, NC 28753

828-649-3531

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

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

The Madison County Health Department is dedicated to the purpose of disease prevention and health promotion for all Madison County residents.

Madison County Health Department will deny no one access to services due to the inability to pay. Please call for more information.

May assist with vaccinations, sick visits, prenatal care, child health, testing for communicable diseases,

sexually transmitted infections visits, WIC, BCCCP (Breast Cervical Cancer Control Program) and Wise

Woman, family planning, high-risk pregnancy (CMHRP) and high-risk infant 0-5yo (CMARC) case management programs, Hepatitis C treatment, and opioid use disorder treatment.

Offers a discounted/sliding fee schedule for services, based on family size and income.



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

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.

The Outland Family Clinic

281 Laurel Valley Rd
Mars Hill, NC 28754

828-551-2389

<https://ebbschapelcommunitycenter.org/clinic.html>

By appointments only

People can visit the clinic for acute care, such as cold, flu, COVID tests, minor injuries and other things for which someone would usually visit urgent care. Patients seeking chronic care relating to diabetes, high blood pressure, high cholesterol, anxiety and obesity can also be treated at the clinic. Additionally, the Clinic can administer basic lab tests such as blood sugar, cholesterol, thyroid, flu, strep or drug screens. Special needs such as sports physicals and handicapped permit requests are also available at the clinic, as well as nutrition counseling and diabetes education.

Free for those who qualify and aren't insured

Mental Health & Substance Abuse Resources

Holler Harm Reduction

1685 NC 213, Unit 4
Marshall, NC 28753

828-290-9066

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

Tuesday - Sunday:
10:00 AM - 4:00 PM

Holler Harm Reduction is a free and confidential service that provides delivery of Harm Reduction supplies and overdose prevention materials to folks using drugs in Madison County, North Carolina.

Free



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

RHA Health Services MCM WEST Team

1-888-573-1006

<https://rhahealthservices.org/>

Mobile Unit is available 24/7

MCM (Mobile Crisis Management) Mobile Crisis services provide intensive, on-site intervention to people of all ages who are experiencing a crisis due to mental health disturbances, developmental disabilities, or addiction. Our team of behavioral health professionals are available 24/7/365 to safely stabilize the person at home, work, school or wherever in the community the crisis occurs. MCM serves 11 counties in Western NC: Buncombe, Madison, Yancey, Transylvania, Henderson, Polk, Rutherford, McDowell, Mitchell, Alexander & Caldwell. MCM will have someone there within 1-2 hours of phone call.

Free

Job Training / Job Placement Resources



NCWorks Career Center

4646 US Hwy 25/70,
Marshall, NC 28753

828-782-2632

<https://www.ncworks.gov>

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

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

Vocational Rehabilitation Center

190 Health Care Ln,
Marshall, NC 28753

828-649-2962

<https://www.ncdhhs.gov/eipd>

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

North Carolina's public vocational Free
rehabilitation (VR) programs help
people with disabilities achieve
their goals for competitive
employment and careers. If you
have a disability and want to find
a job, keep working or advance
professionally, VR can help you
chart your path to a career with a
future in North Carolina. Eligible
consumers will partner with a
counselor to develop an
individualized plan for
employment that can include
counseling, education, training,
job placement assistance,
assistive technology and many
other services.

Financial Resources



Operation HOPE

704-680-3163 or
888-388-4673

<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

Madison County Transportation Authority - MCTA

387 Long Branch Road
Marshall, NC 28753

828-649-2219

<https://www.madisoncountync.gov/transportation-authority.html>

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

Residents of Madison County should be eligible for MCTA services, with a few exceptions. The best way to determine eligibility is to call MCTA at (828)-649-2219, and speak to the office staff to answer any questions and register for service. Upon registration, trips may be scheduled between the hours of 8am-4:30pm, Monday through Friday. Note, since drivers and vans must be back at MCTA by 4:30pm, MCTA is unable to provide rides to Buncombe County for appointments later than 2pm.

Free for: 60+, Veterans, and those using it for employment purposes
\$5 Round trip - w/in Madison County
\$6 Round trip - Weaverville
\$12 Round trip - Asheville
A personal care assistant may ride with you at no additional charge

Clothing Resources

Beacon of Hope - Thrift Store

5111 US HWY 25/70
Marshall, NC 28753

828-649-3470

bohmarshall.org

Monday - Saturday:
10:00 AM to 4:00 PM

Offers a wide variety of previously-owned clothing, appliances, toys, games, books, home decor, furniture and much more at reduced prices. They also provide some food and temporary housing assistance. They also have a laundry mat in the rear of the store.

Prices vary depending on item.

Remnants Thrift and Sew

745 Carl Eller Rd.
Mars Hill, NC 28754

828-380-4292

Monday, Wednesday - Saturday:
10:00 AM - 6:00 PM
Sunday: 11:00 AM - 4:00 PM
Closed on Tuesday

Thrift clothing store with community sewing space, where people can sew for free, or take classes.

Prices vary depending on item.

Directory for Madison County Agencies:

Madison County Probation Department	15 Bridge Street Marshall, NC 28753	828-649-3134
Madison County DMV	1685 NC-213, Marshall, NC 28753	828-649-8220
Madison County Dpt. of Social Services	5707 US-25 D, Marshall, NC 28753	828-649-2711

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 <https://988lifeline.org/>.

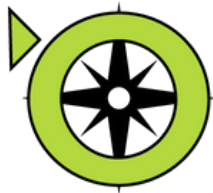
Veterans Resources in Madison County (for all military veterans): Call 828-649-0767 or visit online at <https://www.madisoncountync.gov/veterans-services-office.html>.

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

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

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

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



OurJourney
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