



# Reentry Resource Guide for Mitchell County



**2024**



*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: The Appalachian Trail, from "Mitchell County Chamber of Commerce" website



## Resource Guide - Mitchell County

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

### One-Stop Resource Centers

#### **United Way - High Country**

1675 Blowing Rock Rd., Suite 400  
Boone, NC 28607

828-265-2111

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

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

Provides direct support and connects those in need with partner organizations. The information provided is for the United Way located in Boone. There is not a United Way in Mitchell County, but the United Way in Boone can help you find local support. In addition to calling the number provided, 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

#### **W.A.M.Y. Community Action**

496 A Balsam Ave.  
Spruce Pine, NC 28777

828-766-9150

[https://wamycommunityaction.org/  
programs](https://wamycommunityaction.org/programs)

Call for Hours of Operation

Provides the disadvantaged with the support and tools they need to become self-sufficient. They will provide food assistance, help with job training and job placement, and financial counsel.

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

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.

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

### Shepherd's Staff

6565 Hwy 226 South  
Spruce Pine, NC 28777  
828-765-5385

<https://www.mcshepherdsstaff.org>

Monday, Tuesday, Thursday: 9:00 AM to 3:00 PM  
Friday: 9:00 AM to 1:00 PM

Provides temporary food and heating assistance to Mitchell County residents who are in need. Their mission is: "No one goes hungry in Mitchell County."

Free

### Manna Food Bank

<https://www.mannafoodbank.org/#>

Manna Food Bank is a free online database of food pantries across WNC. Just enter your zip code to find Food Pantries in you local area

Free

## Medical / Dental Resources

### Mitchell County Health Department

130 Forest Srv Rd A  
Bakersville, NC 28705

828-688-2371

<http://www.toeriverhealth.org>

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

### Mountain Community Health Partnership (MCHP)

86 N Mitchell Ave.  
Bakersville, NC 28705

828-688-2104

<https://www.mchp.care>

Monday: 7:00 AM to 7:00 PM  
Tuesday through Friday: 8:00 AM to 5:00 PM

Services include primary care, medication assistance, prevention services, chronic disease management and more. They also help patients address issues such as transportation, food insecurity, housing, and childcare.

Fees are on a sliding scale (based on what you can afford). No one is turned away because of lack of money. They accept all forms of insurance including Medicaid and Medicare

## 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



### 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.**

## Mental Health & Substance Abuse Resources

### Vaya Health Network

72 Blue Ridge Lane  
Burnsville, NC 28714

1-800-849-6127 (available 24/7)

<https://www.vayahealth.com>

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

Coordinates prevention, treatment, and support services for people with intellectual/developmental disabilities, mental health issues, or substance use needs. The address provided is for RHA Health Services, the local member in the Vaya Health Network.

**Always ask Parole Officer before leaving Mitchell County.**

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

### Celebrate Recovery

327 Bear Creek Church Rd.  
Bakersville, NC 28705

828-467-7549 Josh Wise

Every Thursday Night  
Dinner provided at 6:00 PM  
Meeting starts at 7:00 PM

Celebrate Recovery is a Christ-centered, 12 step recovery program for anyone struggling with hurt, hang-ups, and habits of any kind.

**Note:** Due to location this services is not available if you are required to register on the NC Sex Offender Registry.

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](https://mhascreening.org)

## Job Training / Job Placement Resources



### NCWorks Career Center

200 Mayland Dr.  
Spruce Pine, NC 28777

828-766-1195

<https://www.ncworks.gov>

Monday through Thursday: 8:30 AM  
to 5:00 PM (closed for lunch)

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.  
Located inside Mayland  
Community College.  
Ask for Pam Wilson.

## 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 Free  
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.

## Transportation Resources

### **Mitchell County Transportation Authority**

*Office:*

73 Crimson Laurel Circle  
Bakersville, NC 28705

828-688-4715

<https://www.mitchellcounty.org/departments/transportation/>

*Office Hours:*

Monday through Friday: 7:30 AM to 4:30 PM

Provides public transportation in or out of Mitchell County. Same day shuttle service with ten designated stops is offered Monday through Friday for those within Spruce Pine city limits, with other trips requiring a 24 to 48 hour notice. They will pick you up and return you after your trip.

The shuttle service in Spruce Pines, called The Pine Line Shuttle, is free; scheduled trips may also be free depending on several factors. Call for more details

## Clothing Resources

### **SafePlace Thrift**

11955 Hwy 226-S  
Spruce Pine, NC 28777

828-765-7115

<https://www.mitchellcountysafeplace.org/thrift-stores>

Monday through Friday: 9:30 AM to 5:30 PM  
Sunday: 12:00 to 5:00 PM

Offers previously-owned clothing and other items at extremely low prices. You can often find name-brand clothes in good to great condition. Proceeds go to help eliminate domestic violence and sexual abuse of women and children.

Prices vary depending on item.

### **Hospice Thrift Store**

5233 Hwy 226  
Bakersville, NC 28705

828-688-6400

<https://www.hospiceblueridge.com/our-thrift-store>

Tuesday through 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.

Prices vary depending on item. They have special days when some items are reduced even more

**Directory for Mitchell County Agencies:**

Mitchell County Probation Department	328 Long View Dr. Bakersville, NC 28705	828-688-4316
Mitchell County DMV	12027 NC-226 Spruce Pine, NC 28777	828-766-7649
Mitchell County Dpt. of Social Services	347 Long View Dr. Bakersville, NC 28705	828-688-2175

**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:**

NC Justice Center (provides information about getting a State ID, reclaiming your voting rights and overcoming other barriers to reentry) **Important Message: You can now have your voting rights restored immediately!** 919-856-2570 or online at <https://www.ncjustice.org/projects/fair-chance-criminal-justice-project/overview/project-staff/>

National Suicide Prevention Hotline: Dial 988 or online at <https://988lifeline.org/>

Veterans Resources in Mitchell County (for all military veterans): Call 828-688-2200 or online at <https://www.mitchellcounty.org/departments/veterans-services/>

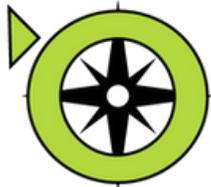
Felony Record Hub (an online resource with jobs, housing and reentry advice for people with criminal records): [www.felonyrecordhub.com](http://www.felonyrecordhub.com)

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](http://www.ourjourney2gether.com/essential-services).





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