## Community Resource Assistance Guide

### Craven County, NC

### Agricultural Services

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>NC Cooperative Extension – Craven County Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>300 Industrial Drive, New Bern, NC 28562</td>
</tr>
<tr>
<td>Phone</td>
<td>252.633.1477</td>
</tr>
<tr>
<td>Fax</td>
<td>252.633.2120</td>
</tr>
<tr>
<td>Website</td>
<td><a href="https://craven.ces.ncsu.edu/">https://craven.ces.ncsu.edu/</a></td>
</tr>
<tr>
<td>Hours of Operation</td>
<td>Monday – Friday from 8am-5pm (Except federal holidays)</td>
</tr>
<tr>
<td>Service(s) Offered</td>
<td>Partners with communities to deliver education and technology that enrich the lives, land and economy of North Carolinians.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>USDA North Carolina Farm Service Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>304 Industrial Drive, New Bern, NC 28562</td>
</tr>
<tr>
<td>Phone</td>
<td>252.637.3567 Ext. 2</td>
</tr>
<tr>
<td>Fax</td>
<td>844.325.6900</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:amy.coffey@usda.gov">amy.coffey@usda.gov</a></td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.fsa.usda.gov">www.fsa.usda.gov</a></td>
</tr>
<tr>
<td>Hours of Operation</td>
<td>Monday – Friday from 8am-4:30pm (Except federal holidays)</td>
</tr>
<tr>
<td>Service(s) Offered</td>
<td>Aerial photography, disaster assistance programs, conservation programs, agricultural risk coverage &amp; price loss coverage, energy programs, farm loan programs, farm reconstitutions, public affairs and outreach services.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Veterans Employment Base &amp; Organic Garden</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>901 Chapman Street, New Bern, NC 28560</td>
</tr>
<tr>
<td>Phone</td>
<td>252.617.2848</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:lovayw@gmail.com">lovayw@gmail.com</a></td>
</tr>
<tr>
<td>Website</td>
<td><a href="https://veteransorganicgarden.wpcomstaging.com/">https://veteransorganicgarden.wpcomstaging.com/</a></td>
</tr>
<tr>
<td>Hours of Operation</td>
<td>Tuesday – Saturday from 9am-1pm (Unless it rains)</td>
</tr>
<tr>
<td>Service(s) Offered</td>
<td>Advocates for the socially disadvantaged and veterans who are looking to agriculture as a source of income and a pathway out of the employment challenges in NC. Offer fresh produce for those in need.</td>
</tr>
</tbody>
</table>

### Business Services

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>City of New Economic Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>300 Pollock Street, New Bern, NC 25862</td>
</tr>
<tr>
<td>Phone</td>
<td>252.639.758</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:ohlensehlena@newbernncc.gov">ohlensehlena@newbernncc.gov</a></td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.newbernncc.gov">www.newbernncc.gov</a></td>
</tr>
<tr>
<td>Hours of Operation</td>
<td>Monday – Friday from 8am-5pm</td>
</tr>
<tr>
<td>Service(s) Offered</td>
<td>Improves housing conditions, public facilities, and enhance the quality of life for residents, with emphasis on our community’s economy and its commercial areas. The division is committed to bringing new business to New Bern while working with existing businesses to ensure their success.</td>
</tr>
</tbody>
</table>
Agency Name: Craven County Economic Development/Craven 100 Alliance (C1A)
Address: 406 Craven Street, New Bern, NC 28560
Phone: 252.633.5300
Email: jwood@cravencountync.gov
Website: https://www.cravenbusiness.com/
Hours of Operation: Monday – Friday from 8am-5pm
Service(s) Offered: C1A is a public private partnership created to advance the economic interests of Craven County. With investments from the private sector, Craven County, the City of New Bern and the City of Havelock, the C1A has a track record of moving the economy forward in Craven County by investing in infrastructure, real estate and companies directly.

Agency Name: Havelock Chamber of Commerce
Address: 201 Tourist Center Dr., Havelock, NC 28532
Phone: 252.447.1101
Fax: 252.447.0241
Email: info1@havelockchamber.org
Website: havelockchamber.org
Hours of Operation: Monday – Friday from 9am-4pm
Service(s) Offered: Strengthens and promotes business in the Havelock region to facilitate a robust economic and community environment. We provide a platform for businesses to come together to work towards common goals and serve as a collective voice to advocate business issues.

Agency Name: New Bern Chamber of Commerce
Address: 316 S. Front Street, New Bern, NC 28563
Phone: 252.637.3111
Email: kroberts@newbernchamber.com
Website: www.newbernchamber.com
Hours of Operation: Monday – Friday from 8am-4pm
Service(s) Offered: Cultivates economic stability for the local community by partnering with local businesses to promote and engage its members so they are positioned not only to succeed, but thrive. We are a membership organization that serves to support and engage the business community in an effort to build a healthy and sustainable community where business and commerce continue to grow and flourish.

Childcare/Youth Services

Agency Name: Coastal Community Action
Address: 303 McQueen Blvd., Newport, NC 28570
Phone: 252.223.1630
Email: catissa.head@coastalca.org
Website: www.coastalca.org
Hours of Operation: Monday - Thursday from 8am-5pm & Fridays 8am-4pm
Service(s) Offered: Help change lives by providing needed resources and support. Provides needed services to thousands of residents in our region annually. This includes Head Start and Early Head Start program. Serve the following counties: Carteret, Craven, Jones and Pamlico Counties.
Agency Name: Craven County Schools  
Address: 3600 Trent Road, New Bern, NC 28562  
Phone: 252.514-6300  
Website: www.cravenk12.org  
Hours of Operation: Monday – Friday from 8am-5pm  
Service(s) Offered: Public education system that challenges all students as learners and prepares them to image and create a successful life

Agency Name: Craven Smart Start, Inc.
Address: 2111-F Neuse Blvd., New Bern, NC 28560
Phone: 252.636.3198
Fax: 252.672.5922
Email: pmoore@cravensmartstart.org
Website: www.cravensmartstart.org
Hours of Operation: Monday – Friday from 8am-5pm
Service(s) Offered: Provides programs and services for the youngest citizens and their families of Craven County. Services include Child Care Resource & Referral Services, Child Care Subsidy, Community Outreach, Family Literacy Program, NC Prekindergarten Program, WAGES Project, Raising A Reader Program, Dolly Parton’s Imagination Library and Reach out and Read.

Agency Name: Department of Social Services
Address: 2818 Neuse Blvd., New Bern, NC 28561
Phone: 252.636.4900
Emergency Phone: 252.633.2357
Email: cravencountydss@cravencountync.gov
Website: www.cravencountync.gov
Hours of Operation: Monday – Friday from 8am-5pm (Except county holidays)
Service(s) Offered: Housing Expense Assistance, Medical Transportation, Utility Deposit Assistance, Utility Service Payment Assistance, Incidental Medical Expense Assistance, Welfare to Work Programs, Child Care Subsidies, Medicaid, State/Local Health Insurance Programs, Food Stamps, WIC, Service Cost Payment Assistance, Undesignated Temporary Financial Assistance, Adoption Services, Foster Home Placement, Foster Parent/Family Recruitment, Adult Protective Intervention/Investigation, Children’s Protective Services.

Clothing/Furniture

Agency Name: Goodwill Community Foundation (GCF) Global Donation Center & Store
Address: 560 McCarthy Blvd., New Bern, NC 28562
Phone: 252.635.4846
Website: http://www.gcfglobal.org/
Hours of Operation: Monday – Friday from 9am-8:30pm, Saturdays 9am-6pm & Sundays 12-6pm
Service(s) Offered: Retail store, clothing and other items at low cost.
<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Helpings Hands Boutique</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>2721 US Hwy 70, New Bern, NC 28560</td>
</tr>
<tr>
<td>Phone</td>
<td>252.633.6305</td>
</tr>
<tr>
<td>Website</td>
<td><a href="https://www.coastalwomensshelter.org/helping-hands-boutique.html">https://www.coastalwomensshelter.org/helping-hands-boutique.html</a></td>
</tr>
<tr>
<td>Hours of Operation</td>
<td>Monday – Friday from 10am-4pm &amp; Saturday 10am-1pm</td>
</tr>
<tr>
<td>Service(s) Offered</td>
<td>Retail store, clothing and other items at low cost</td>
</tr>
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<thead>
<tr>
<th>Agency Name</th>
<th>Religious Community Services</th>
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<tbody>
<tr>
<td>Address</td>
<td>919 George Street, New Bern 28570</td>
</tr>
<tr>
<td>Phone</td>
<td>252.633.2767</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.rcsnewbern.com">www.rcsnewbern.com</a></td>
</tr>
<tr>
<td>Hours of Operation</td>
<td>Monday – Friday from 11am-1pm</td>
</tr>
<tr>
<td>Service(s) Offered</td>
<td>Assist the poor, homeless, and most vulnerable populations with surrounding counties. Programs include the Community Kitchen, Clothing Closet, Temporary Shelter, Financial, Prescription &amp; Transportation Assistance and Food/Clothing assistance, but we have other thriving programs to help nourish the whole person: Mind, body, and spirit.</td>
</tr>
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<thead>
<tr>
<th>Agency Name</th>
<th>ReStore - Habitat for Humanity of Craven County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>930 Pollock Street, New Bern, NC 28562</td>
</tr>
<tr>
<td>Phone</td>
<td>252.633.5512</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:mwilliams@cravencountyhabitat.org">mwilliams@cravencountyhabitat.org</a></td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.cravencountyhabitat.org">www.cravencountyhabitat.org</a></td>
</tr>
<tr>
<td>Hours of Operation</td>
<td>Wednesday – Saturday from 9am-5pm</td>
</tr>
<tr>
<td>Service(s) Offered</td>
<td>Retail store, clothing and other items at low cost</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Salvation Army Family Store – New Bern</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>310 Queen Street, New Bern, NC 28560</td>
</tr>
<tr>
<td>Phone</td>
<td>252.633.3921</td>
</tr>
<tr>
<td>Website</td>
<td><a href="https://www.salvationarmyusa.org">www.salvationarmyusa.org</a></td>
</tr>
<tr>
<td>Hours of Operation</td>
<td>Monday – Saturday from 9am-4:30pm (Except holidays)</td>
</tr>
<tr>
<td>Service(s) Offered</td>
<td>Retail store, clothing and other items at low or no cost</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Salvation Army Family Store - Havelock</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>1228 E. Main Street, Havelock, NC 28532</td>
</tr>
<tr>
<td>Phone</td>
<td>252.652.7166</td>
</tr>
<tr>
<td>Website</td>
<td><a href="https://www.salvationarmyusa.org">www.salvationarmyusa.org</a></td>
</tr>
<tr>
<td>Hours of Operation</td>
<td>Monday – Saturday from 9am-4:30pm (Except holidays)</td>
</tr>
<tr>
<td>Service(s) Offered</td>
<td>Retail store, clothing and other items at low or no cost</td>
</tr>
</tbody>
</table>
**Disaster/Emergency Services**

**Agency Name:** American Red Cross – Cape Fear Area  
**Address:** 35 Shoreline Drive, New Bern, NC 28562  
**Phone:** 252.288.3674  
**Website:** [www.redcross.org](http://www.redcross.org)  
**Hours of Operation:** Call for an appointment (Except holidays)  
**Service(s) Offered:** Prevents and alleviates human suffering in the face of emergencies. Services include shelter, food, emotional support to victims of disaster; teach life-saving skills; provide international humanitarian aid and support military members and their families. They serve the communities of Brunswick, Carteret, Columbus, Craven, Duplin, Jones, Lenoir, New Hanover, Onslow, Pamlico, Pender, and Wayne Counties.

**Agency Name:** Craven County Disaster Recovery Alliance (CCDRA)  
**Address:** 601 Broad Street, New Bern, NC 28560  
**Phone:** 252.571.2976  
**Email:** ccdra.ltrg@gmail.com  
**Website:** [www.cravendra.org](http://www.cravendra.org)  
**Hours of Operation:** Call for an appointment  
**Service(s) Offered:** Provides disaster/emergency services.

**Agency Name:** Salvation Army of Craven  
**Address:** 1420 Rhem Ave., New Bern, NC 28560  
**Phone:** 252.637.2277  
**Website:** [www.salvationarmyusa.org](http://www.salvationarmyusa.org)  
**Hours of Operation:** Monday – Thursday from 8:30am-11:30pm & 1pm-3:30pm & Fridays from 8:30am-12pm  
**Service(s) Offered:** Provides disaster/emergency services.

**Domestic Violence/Sexual Assault**

**Agency Name:** Coastal Women’s Shelter  
**Address:** 1333 S. Glenburnie Road, New Bern, NC 28561  
**Phone:** 252.448.9971  
**24-Hour Crisis Line:** [252.638.5995](tel:252.638.5995)  
**Email:** cwspamlico@coastalwomensshelter.net  
**Website:** [www.coastalwomensshelter.org](http://www.coastalwomensshelter.org)  
**Hours of Operation:** Monday – Friday from 8am-5pm (Except holidays)  
**Service(s) Offered:** Offer a comprehensive program to assist victims of domestic and family violence to Craven, Jones and Pamlico Counties. Services include a 24/7 crisis line, a safe house, court advocacy services, support groups, and crisis counseling.
### Agency Information

**Agency Name:** Promise Place  
**Address:** 115 S. Market Street, Trenton, NC 28585  
**Phone:** 252.448.1069  
**24-Hour Crisis Line:** 252.635.7096  
**Email:** promiseplaceinfo@gmail.com  
**Website:** www.promiseplacenewbern.org  
**Hours of Operation:** Monday – Friday from 8am-6pm (Except holidays)  
**Service(s) Offered:** Services include a 24/7 crisis line, advocacy, community outreach, support groups, mental health and crisis counseling for citizens of Craven, Jones and Pamlico Counties.

### Education/Training

**Agency Name:** Craven Community College  
**Address:** 800 College Court, New Bern, NC 28562  
**Phone:** 252.638-7200  
**Website:** www.cravenccc.edu  
**Hours of Operation:** Monday – Friday from 8am-5pm  
**Service(s) Offered:** Academic Programs, Distance Learning, Corporate and Continued Education Training, ED2Go Online Training Courses. HRD/Employability Skills/National Career Readiness Certificate. (HRD classes are fee-waived if you are unemployed, under employed, or have recently received a lay-off notice)

**Agency Name:** Craven Literacy Council  
**Address:** 2507-A Neuse Blvd., New Bern, NC 28562  
**Phone:** 252.637.8079  
**Email:** info@cravenliteracy.org  
**Website:** http://www.cravenliteracy.org/  
**Hours of Operation:** Monday – Friday from 8am-3pm (Except holidays)  
**Service(s) Offered:** Basic Literacy and English Language Proficiency, Math Competency, Skills Related to Computers and Employment, Test-Taking Preparedness for the GED, US Citizenship, etc. Offer free confidential tutoring for adults in Craven, Jones and Pamlico counties.

**Agency Name:** Job Corps  
**Address:** 3101 Bismarck Street, Greenville, NC 27834  
**Phone:** 252.355.9067 Ext. 224  
**Email:** wright.brianna@jobcorps.org  
**Website:** https://www.jobcorps.gov  
**Hours of Operation:** Call to schedule an appointment.  
**Service(s) Offered:** Offers a no-cost education and career technical training program administered by the U.S. Department of Labor that helps young people ages 16 to 24 improve the quality of their lives through career technical and academic training.
Agency Name: **NC Division of Vocational Rehabilitation**  
Address: 2832 Neuse Blvd., New Bern, NC 28562  
Phone: 252.514.4727  
**Toll Free:** **877.858.8470**  
Website: [www.ncdhhs.gov/division/dvrs](http://www.ncdhhs.gov/division/dvrs)  
**Hours of Operation:** Monday - Friday from 8am - 5pm (Except holidays)  
**Service(s) Offered:** Supported Employment Services, Job-Seeking Skills Training, Job Placement, and Follow Up, Independent Living Services, Assistive Technology, Client Assistance Program, and Disability Determination Services.

### Employment Services

**Agency Name:** **Easter Seals UCP NC & Virginia**  
Address: 2801 Neuse Blvd., New Bern, NC 28562  
Phone: 252.636.6007  
Fax: 252.636.3732  
Website: [https://www.easterseals.com/NCVA/](https://www.easterseals.com/NCVA/)  
**Hours of Operation:** Monday - Friday from 8am-4:43pm (Except state holidays)  
**Service(s) Offered:** Leading provider of disability related-services in the communities in which we serve. Our purpose is to provide meaningful and exceptional services so that children and adults living with disabilities and mental health challenges can live, learn, work and play in their communities. We serve Craven, Jones and Pamlico Counties.

**Agency Name:** **NCWorks Career Center - Craven**  
Address: 2836 Neuse Blvd., New Bern, NC 28562  
Phone: 252.514.4828  
Fax: 252.514.4840  
Email: ncworks.6500@nccommerce.com  
Website: [www.ncworks.gov](http://www.ncworks.gov)  
**Hours of Operation:** Monday – Friday from 8am-4:30pm (Except state holidays)  
**Service(s) Offered:** Job Seeker, Veterans, and Business Services. Provides career counseling, resume/interviewing assistance, labor market info, career assessments and WIOA Training Programs. Offers referrals to community partners i.e. DSS, Craven-Pamlico Re-Entry Services, Coastal Community Action, any others. Career Center has a Computer Resource Center comprised of public computers, free internet, fax, and phone services available for work search purposes.

**Agency Name:** **Personal & Professional Development (Cherry Point)**  
Address: Bldg. 4335, C Street, Marine Corps Air Station, Cherry Point  
Phone: 252.466.4201  
Website: [www.mccscherrypoint.com](http://www.mccscherrypoint.com)  
**Hours of Operation:** Monday – Friday from 7am-4:30pm (Except federal holidays)  
**Service(s) Offered:** Provided Federal Employment Services, Free Federal Resumes Workshops, Interview Preparation, & hosts monthly job and education fairs.
Agency Name: Senior Community Service Employment Program (SCSEP)  
Address: 407 East Blvd., Williamston, NC 27892  
Phone: 252.792.7816  
Mobile: 252.802.1077  
Fax: 252.792.2479  
Email: griffiny273@gmail.com  
Website: https://www.ncdhhs.gov  
Hours of Operation: Monday – Friday from 8am-45pm (Except state holidays)  
Service(s) Offered: If you are 55 years or older and economically disadvantaged, the SCSEP is available to you through the Division of Aging and Adult Services and other agencies in North Carolina. The Senior Community Service Employment Program, funded through Title V of the Older Americans Act, places individuals 55 and older who are economically disadvantaged into useful part-time community service programs while helping them transition into unsubsidized employment.

Financial/Emergency Services

Agency Name: Catholic Charities  
Address: 502 Middle Street, New Bern, NC 28560  
Phone: 252.638.2188  
Fax: 252.638.2417  
Website: http://www.catholiccharitiesraleigh.org/new-bern/  
Hours of Operation: Monday - Thursday from 8:30am-12pm & 1pm-5pm  
Service(s) Offered: Offers financial assistance, counseling, disaster prep & recovery, senior pharmacy and clinical counseling to the poor, isolated and vulnerable families in Eastern Carolina, regardless of faith. Serves Beaufort, Carteret, Craven, Jones, Onslow and Pamlico Counties.

Agency Name: Religious Community Services  
Address: 919 George Street, New Bern 28570  
Phone: 252.633.2767  
Hours of Operation: Monday – Friday from 8am-1pm  
Website: www.rcsnewbern.com  
Service(s) Offered: Assist the poor, homeless, and most vulnerable populations with surrounding counties. Programs include the Community Kitchen, Clothing Closet, Temporary Shelter, Financial, Prescription & Transportation Assistance and Food/Clothing assistance, but we have other thriving programs to help nourish the whole person: Mind, body, and spirit.

Agency Name: Salvation Army  
Address: 1420 Rhem Ave., New Bern, NC 28560  
Phone: 252.637.2277  
Website: https://www.salvationarmycarolinas.org/  
Hours of Operation: Monday – Thursday from 8:30am-11:30am & 1pm-3:30pm & Fridays from 8:30am-12pm  
Service(s) Offered: Enhances the dignity and quality of life of individuals and families by strengthening communities, eliminating barriers to opportunity, and helping people in need reach their full potential through learning and the power of work. Provides rent/utilities assistance.
## Food Pantries/Soup Kitchens

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Address</th>
<th>Phone</th>
<th>Website</th>
<th>Hours of Operation</th>
<th>Service(s) Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Food Bank of Central &amp; Eastern North Carolina</strong></td>
<td>205 S. Glenburnie Road, New Bern, NC 28560</td>
<td>252.577.1912</td>
<td><a href="http://www.newbern.foodbankenc.org">www.newbern.foodbankenc.org</a></td>
<td>Call for an appointment</td>
<td>Distributes food to families who are at or below the poverty line. Serves Carteret, Craven, Jones, Onslow, and Pamlico Counties.</td>
</tr>
<tr>
<td><strong>Promise Place – Food Pantry</strong></td>
<td>271 Hamilton Drive, New Bern, NC 28560</td>
<td>252.633.3381</td>
<td><a href="http://www.promiseplacenewbern.org">www.promiseplacenewbern.org</a></td>
<td>Call for an appointment</td>
<td>Distributes food to families who are at or below the poverty line in Craven County.</td>
</tr>
<tr>
<td><strong>Religious Community Services</strong></td>
<td>919 George Street, New Bern 28570</td>
<td>252.633.2767</td>
<td><a href="http://www.rcsnewbern.com">www.rcsnewbern.com</a></td>
<td>Monday – Saturday from 10:30am-11:45am &amp; Sunday 8:30am-9:45am</td>
<td>Assist the poor, homeless, and most vulnerable populations with surrounding counties. Programs include the Community Kitchen, Clothing Closet, Temporary Shelter, Financial, Prescription &amp; Transportation Assistance and Food/Clothing assistance, but we have other thriving programs to help nourish the whole person: Mind, body, and spirit.</td>
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<tr>
<td><strong>Salvation Army</strong></td>
<td>1420 Rhem Ave., New Bern, NC 28560</td>
<td>252.637.2277</td>
<td><a href="https://www.salvationarmycarolinas.org/">https://www.salvationarmycarolinas.org/</a></td>
<td>Monday – Thursday from 8:30am-11:30am &amp; 1pm-3:30pm &amp; Fridays from 8:30am-12pm</td>
<td>Enhances the dignity and quality of life of individuals and families by strengthening communities, eliminating barriers to opportunity, and helping people in need reach their full potential through learning and the power of work. Provides rent/utilities assistance.</td>
</tr>
</tbody>
</table>
**Former Offender/Justice Involved Services**

**Agency Name:** Craven-Pamlico Re-Entry Council  
**Address:** 503 Guion Street, New Bern, NC 28562  
**Phone:** 252.497.2009  
**Email:** angela.wilson@cpreentrync.org  
**Website:** [www.cpreentrync.org](http://www.cpreentrync.org)  
**Hours of Operation:** Please call for an appointment.  
**Service(s) Offered:** Assist former offenders with removing employment, training and housing barriers to they can successfully reenter society.


**Health Care**

**Agency Name:** Craven County Health Department  
**Address:** 2818 Neuse Blvd., New Bern, NC 28562  
**Phone:** 252.636.4920  
**Email:** health@cravencountync.gov  
**Website:** [www.cravencountync.gov](http://www.cravencountync.gov)  
**Hours of Operation:** Monday – Friday from 8am-5pm (Except county holidays)  
**Service(s) Offered:** Promotes sound health policies, prevent and control the spread of disease, and safeguard the integrity of the environment for all citizens of Craven County.

**Agency Name:** Merci Clinic  
**Address:** 1315 Tatum Drive, New Bern, NC 28560  
**Phone:** 252.633.1599  
**Fax:** 252.634.9889  
**Email:** director@merciclinic.org  
**Website:** [www.merciclinic.org](http://www.merciclinic.org)  
**Primary Care Hours:** Tuesdays & Thursdays from 8am-5:30pm & Thurs from 10am-8:30pm  
**Pharmacy Hours:** Tuesdays & Thursday from 10:30am-12pm & 2:30pm-5:50pm  
**Service(s) Offered:** Provide free confidential, limited dental and pharmaceutical services to low income, uninsured residents of Craven, Jones and Pamlico Counties.


**Legal Services**

**Agency Name:** Legal Aid of North Carolina  
**Address:** 301 Evans Street, Suite 102, Greenville, NC 27858  
**Phone:** 252.758.0113  
**Toll Free:** 800.682.4592  
**Website:** [www.legalaidnc.org](http://www.legalaidnc.org)  
**Service(s) Offered:** Provides free legal help to low-income individuals in Beaufort, Carteret, Craven, Hyde, Jones, Martin, Pamlico, Pitt, Tyrell, and Washington Counties.
### Library Services

**Agency Name:** Havelock – Craven County Public Library  
**Address:** 301 Cunningham Blvd., Havelock, NC 28532  
**Phone:** 252.447.7509  
**Fax:** 252.252.447.7422  
**Website:** [http://havelocklibrary.org/](http://havelocklibrary.org/)  
**Hours of Operation:** Monday – Wednesday from 10am-8pm & Thursday - Friday from 10am – 6pm & Saturdays from 10am-4pm  
**Service(s) Offered:** Creates young learners and foster lifelong learning. Provides information, recreational, and educational materials, ample facilities, knowledgeable staff, and access to the online world.

**Agency Name:** New Bern – Craven County Public Library  
**Address:** 400 Johnson Street, New Bern, NC 28560  
**Phone:** 252.638.7800  
**Fax:** 252.6387817  
**Website:** [http://newbern.cpclib.org/](http://newbern.cpclib.org/)  
**Hours of Operation:** Monday – Thursday from 9am-9pm & Friday- Saturday from 9am – 6pm & Saturday from 9am-6pm & Sunday from 2pm-6pm  
**Service(s) Offered:** Creates young learners and foster lifelong learning. Provides information, recreational, and educational materials, ample facilities, knowledgeable staff, and access to the online world.

### Local/County Government

**Agency Name:** City of Havelock  
**Address:** 1 Governmental Ave., Havelock, NC 28532  
**Phone:** 252.444.6400  
**Website:** [www.havelocknc.us](http://www.havelocknc.us)  
**Hours of Operation:** Monday – Friday from 8am-5pm (Except holidays)  

**Agency Name:** City of New Bern  
**Address:** 300 Pollock Street, New Bern, NC 28560  
**Phone:** 252.636.4000  
**Website:** [www.newbernnc.gov](http://www.newbernnc.gov)  
**Hours of Operation:** Monday – Friday from 8am-5pm (Except holidays)  

**Agency Name:** Craven County Government  
**Address:** 406 Craven Street, New Bern, NC 28560  
**Phone:** 252.363.6600  
**Website:** [www.cravencountync.gov](http://www.cravencountync.gov)  
**Hours of Operation:** Monday – Friday from 8am-5pm (Except county holidays)  
**Service(s) Offered:** It serves also as staff support for all departments in the areas of special projects, budgeting, and bidding. Custody of the County seal and official records of the governing body is the responsibility of the Administration Department.
Agency Name: Craven County Register of Deeds  
Address: 226 Pollock Street, New Bern, NC 28560  
Phone: 252.636.6617  
Fax: 252.636.1937  
Email: regdeeds.cravencountync.gov  
Website: www.cravencountync.gov.  
Hours of Operation: Monday – Friday from 8am-5pm (Except county holidays)  
Service(s) Offered: Serves as a depository of record of real estate deeds or other land titles that for the citizens of Craven County.

Agency Name: Town of Bridgeton  
Address: 202 B. Street, Bridgeton, NC 28519  
Phone: 252.637.3697  
Website: https://www.bridgetonnc.net/

Agency Name: Town of River Bend  
Address: 45 Shoreline Drive, River Bend, NC 28562  
Phone: 252.638.3870  
Website: http://www.riverbendnc.org/

Agency Name: Town of Trent Woods  
Address: 898 Chelsea Road, Trent Woods, NC 28562  
Phone: 252.637.9810  
Website: https://www.trentwoodsnc.org/

Agency Name: Town of Vanceboro  
Address: 7950 Main Street, Vanceboro, NC 28586  
Phone: 252.244.0919  
Website: http://vanceboronc.com/

Mental Health

Agency Name: Crossroads Adult Mental Health CarolinaEast Medical Center  
Address: 2000 Neuse Blvd., New Bern, NC 28562  
Phone: 252.638.8204  
Website: https://www.carolinaeasthealth.com/  
Service(s) Offered: Provides individualized psychiatric care in a warm, supportive atmosphere.
<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Integrated Family Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td>1916 S. Glenburnie Road, New Bern, NC 28561</td>
</tr>
<tr>
<td>Phone:</td>
<td>252.577.1906</td>
</tr>
<tr>
<td>Fax:</td>
<td>252.577.1907</td>
</tr>
<tr>
<td>24-Hour Crisis Line:</td>
<td>866.437.1821</td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.integratedfamilyservices.net">www.integratedfamilyservices.net</a></td>
</tr>
<tr>
<td>Hours of Operation:</td>
<td>Monday – Friday from 8am-5pm</td>
</tr>
<tr>
<td>Service(s) Offered:</td>
<td>Provided a wide variety of comprehensive mental health services in a manner that promotes dignity, respect, and empowerment to all consumers. They serve the following counties: Beaufort, Bertie, Brunswick, Camden, Carteret, Chowan, Columbus, Currituck, Craven, Dare, Gates, Hertford, Hyde, Jones, Martin, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Tyrell and Washington County citizens regardless of insurance.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>RHA Health Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td>104 Pirates Road, New Bern, NC 28562</td>
</tr>
<tr>
<td>Phone:</td>
<td>800.848.0180</td>
</tr>
<tr>
<td>Fax:</td>
<td>919.803.2963</td>
</tr>
<tr>
<td>24-Hour Crisis Line:</td>
<td>844.709.4097</td>
</tr>
<tr>
<td>Website:</td>
<td><a href="https://rhahealthservices.org/mobile-crisis-management/">https://rhahealthservices.org/mobile-crisis-management/</a></td>
</tr>
<tr>
<td>Service(s) Offered:</td>
<td>Provides a team of Behavioral Health Professionals and Crisis Intervention Specialists for on-site treatment, stabilization and support for the following counties: Brunswick, Carteret, Craven, Jones, New Hanover, Onslow, Pamlico, and Pender.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Trillium Health Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td>201 West First Street, Greenville, NC 27858</td>
</tr>
<tr>
<td>Business Line:</td>
<td>866.998.2597</td>
</tr>
<tr>
<td>Mobile Crisis Line:</td>
<td>855.345.1200</td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.trilliumhealthresources.org">www.trilliumhealthresources.org</a></td>
</tr>
<tr>
<td>Hours of Operation:</td>
<td>Monday – Friday from 8:30am-5pm (Except federal holiday)</td>
</tr>
<tr>
<td>Service(s) Offered:</td>
<td>Manage state and federally funded services for people who receive Medicaid, are uninsured or cannot afford services. Trillium does not provide direct care.</td>
</tr>
</tbody>
</table>

### Referral & Information Services

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>NC 2-1-1</th>
</tr>
</thead>
<tbody>
<tr>
<td>24-Hour Hotline:</td>
<td>2.1.1. or 888.892.1162</td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://https://www.nc211.org">https://www.nc211.org</a></td>
</tr>
<tr>
<td>Hours of Operation:</td>
<td>Available 24 hours a day, 7 days a week, 365 days a year.</td>
</tr>
<tr>
<td>Service(s) Offered:</td>
<td>NC 2-1-1 is an information and referral service provided by United Way of North Carolina. Accessible via an easy-to-remember, three-digit number, families and individuals can call to obtain free and confidential information on health and human services and resources within their community.</td>
</tr>
</tbody>
</table>
**Rent/Utilities/Housing**

**Agency Name:** Catholic Charities  
**Address:** 502 Middle Street, New Bern, NC 28560  
**Phone:** 252.638.2188  
**Fax:** 252.638.2417  
**Website:** [http://www.catholiccharitiesraleigh.org/new-bern/](http://www.catholiccharitiesraleigh.org/new-bern/)  
**Hours of Operation:** Monday - Thursday from 8:30am-12pm & 1pm-5pm  
**Service(s) Offered:** Offers financial assistance, counseling, disaster prep & recovery, senior pharmacy and clinical counseling to the poor, isolated and vulnerable families in Eastern Carolina, regardless of faith. Serves Beaufort, Carteret, Craven, Jones, Onslow and Pamlico Counties.

**Agency Name:** Coastal Community Action  
**Address:** 303 McQueen Blvd., Newport, NC 28570  
**Phone:** 252.223.1630  
**Email:** catissa.head@coastalca.org  
**Website:** [www.coastalca.org](http://www.coastalca.org)  
**Hours of Operation:** Monday - Thursday from 8am-5pm & Fridays 8am-4pm  
**Service(s) Offered:** Help change lives by providing needed resources and support. Provides needed services to thousands of residents in our region annually. This includes Head Start and Early Head Start program. Serve the following counties: Carteret, Craven, Jones and Pamlico Counties.

**Agency Name:** Department of Social Services  
**Address:** 2818 Neuse Blvd., New Bern, NC 28561  
**Phone:** 252.636.4900  
**Emergency Phone:** 252.633.2357  
**Email:** cravencountydss@cravencountync.gov  
**Website:** [www.cravencountync.gov](http://www.cravencountync.gov)  
**Hours of Operation:** Monday – Friday from 8am-5pm (Except county holidays)  
**Service(s) Offered:** Housing Expense Assistance, Medical Transportation, Utility Deposit Assistance, Utility Service Payment Assistance, Incidental Medical Expense Assistance, Welfare to Work Programs, Child Care Subsidies, Medicaid, State/Local Health Insurance Programs, Food Stamps, WIC, Service Cost Payment Assistance, Undesignated Temporary Financial Assistance, Adoption Services, Foster Home Placement, Foster Parent/Family Recruitment, Adult Protective Intervention/Investigation, Children’s Protective Services.

**Agency Name:** Habitat for Humanity of Craven County  
**Address:** 930 Pollock Street, New Bern, NC 28562  
**Phone:** 252.633.9599  
**Fax:** 252.633.4632  
**Email:** mwilliams@cravencountyhabitat.org  
**Website:** [www.cratenvouncyhabitat.org](http://www.cratenvouncyhabitat.org)  
**Hours of Operation:** Monday – Friday from 8am-5pm  
**Service(s) Offered:** Dedicated to eliminating substandard housing locally and worldwide through constructing, rehabilitating and preserving homes; by advocating
for fair and just housing policies; and by providing training and access to resources to help families improve their shelter conditions.

**Agency Name:** Religious Community Services  
**Address:** 919 George Street, New Bern 28570  
**Phone:** 252.633.2767  
**Website:** [www.rcsnewbern.com](http://www.rcsnewbern.com)  
**Community Kitchen:** Monday – Saturday from 10:30am-11:45am & Sunday 8:30am-9:45am.  
**Service(s) Offered:** Assist the poor, homeless, and most vulnerable populations with surrounding counties. Programs include the Community Kitchen, Clothing Closet, Temporary Shelter, Financial, Prescription & Transportation Assistance and Food/Clothing assistance, but we have other thriving programs to help nourish the whole person: Mind, body, and spirit.

**Agency Name:** Twin Rivers Opportunities, Inc.  
**Address:** 318 Craven Street, New Bern, NC 28560  
**Phone:** 252.637.3599  
**Website:** [www.twinrivershousing.com](http://www.twinrivershousing.com)  
**Community Kitchen:** Monday – Thursday from 8am-5pm  
**Service(s) Offered:** Provides housing assistance and home ownership opportunities to very low and lower income families residing in Craven, Jones, and Pamlico Counties. This includes Section 8 Rental Assistance, FSS Programs and housing counseling.

### Senior/Home Health Services

**Agency Name:** 3HC, Inc.  
**Address:** 150 Techon Way, Pollocksville, NC 28573  
**Phone:** 252.527.3869  
**Toll Free:** 800.753.4443  
**24-Hour Referral:** [800.692.4442](tel:800.692.4442)  
**Website:** [www.3hc.org](http://www.3hc.org)  
**Hours of Operation:** Monday – Friday from 8am-5pm (Except federal holidays)  
**Service(s) Offered:** 3HC continues to provide quality care in the comfort of the place you call home through an array of services, such as skilled nursing, physical therapy, occupational therapy, speech therapy, social work and home health nursing aides. 3HC is accredited by CHAP (Community Health Accreditation Partner), a designation shared by only the best providers, in addition to being Medicare and Medicaid certified. We serve Craven, Jones and Pamlico Counties.

**Agency Name:** City of Havelock Senior Center  
**Address:** 103 Trader Ave., Havelock, NC 28323  
**Phone:** 252.444.6445  
**Website:** [www.havelocknc.us](http://www.havelocknc.us)  
**Hours of Operation:** Monday – Friday from 8am-5pm (Except holidays)  
**Service(s) Offered:** Provides a variety of recreational, fitness and social opportunities for all senior citizens who reside in Havelock.
Agency Name: Coastal Community Action  
Address: 303 McQueen Blvd., Newport, NC 28570  
Phone: 252.223.1630  
Email: catissa.head@coastalca.org  
Website: www.coastalca.org  
Hours of Operation: Monday - Thursday from 8am-5pm & Fridays 8am-4pm  
Service(s) Offered: Offers Foster Grandparent Program, Retired & Senior Volunteer, Senior Companion, HUD Section 8 Rental Assistance, Weatherization Assistance, Essential Single-Family Rehab Program, Heating/Air Repair & Replacement Program & Children’s Services.

Agency Name: Craven County Hospice  
Address: 2818 Neuse Blvd., New Bern, NC 28561  
Phone: 252.636.4930  
Fax: 252.636.5301  
Email: cgaskins@cravencountync.gov  
Website: www.cravencountync.gov  
Service(s) Offered: End-of-life care and support services for patients, their families and caregivers.

Agency Name: Craven County Senior Center  
Address: 811 George Street, New Bern, NC 28560  
Phone: 252.638.1790  
Website: www.havelocknc.us  
Hours of Operation: Monday – Friday from 8am-5pm (Except county holidays)  
Service(s) Offered: Provides home delivered meals each weekday to approximately 160 older adults. Also, provides a variety of recreational, fitness and social opportunities for all senior citizens who reside in Craven County.

Agency Name: Department of Social Services  
Address: 2818 Neuse Blvd., New Bern, NC 28561  
Phone: 252.636.4900  
Emergency Phone: 252.633.2357  
Email: cravencountydss@cravencountync.gov  
Website: www.cravencountync.gov  
Hours of Operation: Monday – Friday from 8am-5pm (Except county holidays)  
Service(s) Offered: Housing Expense Assistance, Medical Transportation, Utility Deposit Assistance, Utility Service Payment Assistance, Incidental Medical Expense Assistance, Welfare to Work Programs, Child Care Subsidies, Medicaid, State/Local Health Insurance Programs, Food Stamps, WIC, Service Cost Payment Assistance, Undesignated Temporary Financial Assistance, Adoption Services, Foster Home Placement, Foster Parent/Family Recruitment, Adult Protective Intervention/Investigation, Children’s Protective Services.
Agency Name: Eastern Carolina Council
Address: 233 Middle Street, Suite 300, New Bern, NC 28563
Phone: 252.638.3185 ext. 3001
Website: [http://www.eccog.org/](http://www.eccog.org/)
Hours of Operation: Monday – Friday from 8am-5pm (Except holidays)
Service(s) Offered: To advocate, plan, develop and support comprehensive system of quality services designed to attain and preserve quality of life, health, and independence of older adults, individuals with disabilities, and caregiver.

**Services for the Blind**

Agency Name: NC Division of Services for the Blind
Address: 3240 Burnt Mill Drive, Suite 7, Wilmington, NC 28403
Phone: 910.251.5743
Fax: 910.251.2660
Email: kim.joyner@dhhs.nc.gov
Website: [https://www.ncdhhs.gov](https://www.ncdhhs.gov)
Hours of Operation: Monday – Friday from 8am-5pm (Except federal holidays)
Service(s) Offered: Provides services to people who are visually impaired, blind, and deaf-blind to help them reach their goals of independence and employment.

**Services for Deaf & Hard of Hearing**

Agency Name: NC Division for the Deaf & Hard of Hearing
Address: 2705 Wooten Blvd., Wilson, NC 27893
Toll Free: **800.999.6828**
Video Phone: 252.674.1141
Fax: 252.243.7634
Website: [https://www.ncdhhs.gov](https://www.ncdhhs.gov)
Hours of Operation: Monday – Friday from 8am-5pm (Except federal holidays)
Service(s) Offered: Work to ensure all Deaf, Hard of Hearing, or Deaf-Blind North Carolinians have the ability to communicate their needs and to receive information easily and effectively in all aspects of their lives.
# Substance Abuse Services

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Service(s) Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcoholics Anonymous Eastern North Carolina</td>
<td>Narcotics Anonymous is a global, community-based organization with a multilingual and multicultural membership. Membership is free. Down East Area covers the following counties: Beaufort, Carteret, Craven, Jones, Pamlico, Pitt and Wayne.</td>
</tr>
<tr>
<td>NC Region of Narcotics Anonymous - Down East Area</td>
<td>Narcotics Anonymous is a global, community-based organization with a multilingual and multicultural membership. Membership is free. Down East Area covers the following counties: Beaufort, Carteret, Craven, Jones, Pamlico, Pitt and Wayne.</td>
</tr>
<tr>
<td>Port Health Services</td>
<td>Improves the lives, health, and well-being of individuals and families dealing with substance use and mental health disorders by providing a comprehensive range of services.</td>
</tr>
</tbody>
</table>
Transportation

Agency Name: Craven Area Rural Transit System (CARTS)
Address: 2822 Neuse Blvd., New Bern, NC 28562
Phone: 252.636.4917
Fax: 252.636.4919
Website: [www.cravencountync.gov](http://www.cravencountync.gov)
Hours of Operation: Monday – Friday from 7am-5:15pm (Except county holidays)
Service(s) Offered: Operates a fleet of 29 vehicles to accommodate the elderly and/or handicapped and a variety of other vehicles. It provides scheduled routes to Human Service Agencies served by the system (i.e. DSS, Monarch, Port Human Services, Senior Citizen’s Center, etc.). Fares ranges from $1 to $6.75 according to zoned distances.

Veteran Services

Agency Name: Craven County Veteran Services Office
Address: 2402 Dr. M.L.K. Jr. Blvd., New Bern, NC 28562
Phone: 252.636.6611
Email: jfutrell@cravencountync.gov
Website: [www.cravencountync.gov](http://www.cravencountync.gov)
Hours of Operation: Monday - Friday from 8am-5pm (Except county holidays)
Service(s) Offered: Assist all Craven County military veterans and their eligible family members with applying for benefits through the Department of Veteran Affairs and other agencies. Please call and schedule an appointment.

Agency Name: NCServes - Coastal
Address: 237 New River Drive Suite 1, Jacksonville, NC 28540
24 Hour Hotline: 844.435.1838
Website: [http://coastal.americaserves.org/](http://coastal.americaserves.org/)
Hours of Operation: Tuesday, Wednesday & Thursday from 11am-3pm
Service(s) Offered: Offer service members veterans, and their families access to a class-leading continuum of providers that runs the gamut from superior housing and emergency service providers to employment, recreation and fitness, financial capabilities and more.

Agency Name: Veteran Crisis Line
24 Hour Hotline: 800.273.8255 and Press 1
Website: [https://www.veteranscrisisline.net/](https://www.veteranscrisisline.net/)
Service(s) Offered: If you’re a Veteran in crisis or concerned about one, there are caring, qualified VA responders standing by to help 24 hours a day, 7 days a week. The Veterans Crisis Line is a free, anonymous, confidential resource that’s available to anyone, even if you’re not registered with VA or enrolled in VA health care.