

Resource Guide



A comprehensive guide to developmental disability, mental health, and substance abuse programs in Mecklenburg County, NC

2016

3900 Park Road, Suite C, Charlotte, NC 28209
704.332.4535 www.arcmeck.org



The *Resource Guide* is updated regularly and distributed to individuals, agencies, and businesses via email, on The Arc of Mecklenburg County's website, and via educational events and transition fairs. Although there is no charge for the *Resource Guide*, contributions to support the work of The Arc of Mecklenburg County and the costs incurred with updating, printing, and binding are greatly appreciated.

The Arc of Mecklenburg County is a 501(c)(3) nonprofit organization, dedicated to serving individuals with intellectual and developmental disabilities and their families by providing information about and access to resources, and promoting and supporting respect, dignity, and meaningful and productive opportunities, and encouraging self-advocacy and independency.

Learn more at www.arcmeck.org



Table of Contents

Category	Page Number
Who We Are	1
Helpful Information	2
Advocacy, Information & Referral	5
Adult Education	11
Adaptive & Assistive Technology & Animal Supports	12
Community Guide	14
Children & Family Support	15
Churches, Spiritual Groups & Faith-Based Ministries	18
Community Based Supports	20
Diagnostic Services, Healthcare & Therapy	24
Emergency Help	28
Employment Resources	29
Financial Planning & Banking	31
Funding Sources	31
Legal Services	32
Leisure and Recreation	34
Legislative Resources	36
Major Providers	38
Private K-12 Schools	44
Residential & Independent Living	45
Respite Care & Caregiver Support	49
Senior Citizens	51
Substance Abuse Services	52
Supported Employment	53
Transportation	56
The Arc Membership	57
Membership Form – Join Today!	58
Index	59

The Arc of Mecklenburg County

The Arc of Mecklenburg County serves individuals with intellectual and developmental disabilities (IDD) and their families by identifying needs, developing programs, and providing resources, in order to promote and support independent and productive citizens within our community.

Who We Are

The Arc of Mecklenburg County (The Arc) was started in 1953 by a small group of parents who wanted a better life for their children. It subsequently expanded, joining the national organization, The Arc of the United States, which has more than 140,000 members and 750 chapters nationwide. The Arc of Mecklenburg County serves Mecklenburg children, adults, and families each year as a local advocacy chapter. The main focuses are case-by-case advocacy, legislative advocacy, and education and awareness of developmental disabilities. The Arc participates in a range of collaborative disability committees to contribute to the conversation and implementation of plans that improve the quality of life for people with developmental disabilities in the community. A major focus is to empower residents of Mecklenburg County with IDD to live more meaningful lives by helping them access the resources they need to choose how they learn, work, and live. The Arc is a 501(c)(3) organization and is funded by memberships, individual and corporate contributions, United Way of Central Carolinas and the ABC Board. To find out more about programs, advocacy services, or for volunteer information please call 704-332-4535, or visit the website at www.arcmeck.org.

Staff

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Foreword

This resource guide provides self-advocates, families, service providers, and members of the community with a comprehensive reference of services and supports available in Mecklenburg County for people with disabilities. The process for obtaining services and supports can be complicated and time-consuming. In the foreword is a list of frequently asked questions, intended to be a quick reference section. Also included in this resource guide are special sections on state and national resources, faith-based institutions, and online resources serving the IDD community.

For any updates or corrections, email nancy@arcmeck.org.

Helpful Information

Things to consider when choosing a provider:

- Make a list of issues that are most important for you. Is it transportation to work? Is it that the staff is highly trained in behavior supports? Is it that the provider closely monitors employees?
- Consider the provider's hiring practices. Providers should consider criminal backgrounds of potential employees, especially violent crimes.
- Consider the policies governing choices and self-determination. Providers should be promoting choice and allowing individuals more control over their services.

Red Flags:

- Providers who do not want to answer your questions.
- Words like "do not allow" or "can't do that" should lead to further questioning.

Listen carefully to the answers to your questions and see how closely the vision of the provider compares to your expectations.

What to look for when visiting group homes:

- Is the house clean and odor free?
- Is the privacy of the residents considered?
- Is the home located near community activities?
- Does the staff simply take care of residents or does the environment support choices and flexibility?
- Does the voicemail message indicate the company or program name or does it give the names of the individuals who live there?
- Do the residents have enough space for their personal belongings as well as sufficient private space?
- Are there personal mementos displayed in the common areas?

Questions to ask when interviewing for case management services:

- Why did your agency decide to provide case management?
- What is the philosophy of your case management services?
- Describe the roles and responsibilities of your case managers.
- How will your case managers advocate for me/my family?
- What methods will you use to implement person centered planning?
- Describe how your case managers will monitor your services.
- How long have you been providing case management services in the Mecklenburg County area?

New to the Area

1) *I just moved here. Who do I call to request services?*

Cardinal Innovations Healthcare should be your first stop. Cardinal Innovations Healthcare manages Medicaid funding for mental health, intellectual and developmental disabilities and substance use/addiction services in Mecklenburg County. Mecklenburg County residents seeking help with mental health, developmental disabilities, or substance abuse disorders can reach Cardinal Innovations Healthcare's access/crisis counselors at 800-939-5911.

2) *How do I apply for Social Security?*

To find out more about how to apply for SS, you can visit their website at www.ssa.gov, or call their toll-free number at 1-800-772-1213. TTY Number is 1-800-325-0778. You can apply for benefits at any SS office.

Consumer Request for Services

Consumers who have mental health problems, a developmental disability, or substance abuse issues have the right to every reasonable opportunity to make informed choices about the services and supports they receive from the local management entity and/or its contract providers. The first step is to call the Access/Crises call center at Cardinal Innovations Healthcare to make an appointment for evaluation and intake.

When you or a family member is speaking with the Access/Crisis call center staff, please be as clear as possible in your questions and in explaining your needs. The Access Call Center staff will try to help by getting the answers to your questions. Often they will be able to connect you with the right provider the first time you call.

1. Cardinal Innovations Healthcare has a 24-hour, toll-free number, which is answered by Access Call Center staff. The access/crisis phone number is **800-939-5911**.
2. Professionals answer the phone at the Access/Crisis center 24 hours per day, seven days per week, and 365 days per year for the following needs:
 - Telephone assessments and enrollment of individuals for mental health, IDD, and substance abuse/addiction services.
 - Information on community resources for mental health, IDD, and substance abuse/addiction.
 - Crisis intervention, by telephone, to arrange for an emergency face-to-face clinical assessment related to a crisis.
 - Referral for services to Cardinal Innovations Healthcare's local network of providers.
3. Cardinal Innovations Healthcare Solutions emergency services are designed to avoid long waits in hospital emergency waiting rooms and to reduce the need for hospitalization as well as assist with identifying detox and treatment for drug and alcohol addiction.

If this is a medical emergency, please call 911 immediately!

There are several ways to receive services during a crisis:

Contact the Cardinal Innovations Healthcare 24-hour Access/Crisis line at 800.939.5911. A counselor will be available to talk to you and determine what services are needed. Counselors may:

- Set an appointment for you to be seen within seven days or less, depending on the urgency of the situation.
- Dispatch Mobile Crisis, which will come to you for face-to-face counseling and support services. Mobile Crisis provides evaluation, treatment, and referral for safe transfer to appropriate supports and services.
- Instruct you to go or have someone take you to the Crisis Recovery Center in Kannapolis or Monroe.

How to File a Grievance

You have the right to file a grievance with Cardinal Innovations Healthcare either orally or in writing.

A grievance is an expression of dissatisfaction by or on behalf of a member about any matter other than a denial, reduction, suspension or termination of a Medicaid-funded service. You may file a grievance with Cardinal Innovations either verbally or in writing. Your provider may also file a grievance on your behalf. Call Cardinal Innovations' toll-free Anonymous Concern Line at 1.888.213.9687 to leave a message about your concern or to file a grievance. Cardinal Innovations' staff members check the concern line daily Monday-Friday. You may also leave an anonymous message on the concern line. Leave your name and a phone number if you want someone to return your call.

Your provider, acting on your behalf, may file a grievance with Cardinal Innovations. You may also discuss your concern informally before filing a grievance by contacting the Cardinal Innovations Healthcare Community Operations Department at 704.939.7700.

Examples of grievances are:

- Concerns about staff not keeping appointments
- Staff not being respectful to you
- Not being able to get help from someone who speaks your language
- Dissatisfaction with quality of care
- Dissatisfaction with access to services
- Attitude of Cardinal Innovations Healthcare or provider staff
- Billing and financial issues
- Quality of the provider's office site

You can call the following numbers to file a verbal grievance or ask for forms to be mailed to you:

- o Concern Line (may be anonymous) - 1.888.213.9687
- o Cardinal Innovations Healthcare 24 hour 800/toll free number - 1.800.939.5911
- o Community Operations - 704.939.7700
- o Quality Management - 704.939.7700

To submit a written grievance, mail the Grievance Form to the following address: Cardinal Innovations Healthcare, Attn: Quality Management Department, 4855 Milestone Avenue, Kannapolis, NC 28081.

Advocacy, Information, & Referral

The Arc of Mecklenburg County, Inc.

A volunteer advocacy organization funded through The United Way of Central Carolinas, the ABC Board memberships, and contributions. Provides information, advocacy, and referrals to individuals with disabilities and their families as well as other professionals in the field. The Arc of Mecklenburg is an affiliate of The Arc of NC and The Arc of United States.

Projects include:

- Aktion Club: social and community services clubs for adults with disabilities and co-sponsored by the Kiwanis Clubs
- Education workshops: quarterly workshops about important issues for people with disabilities and their families
- Noah's Arc: an outreach program for families with premature infants
- Resource Guide: a comprehensive guide containing all of the different services in the community.
- Doors 2 Life: A transition related website for students, parents and employers
- FASDC of Mecklenburg: prevention of Fetal Alcohol Spectrum Disorders, the number one cause of Intellectual Disabilities. All of these supports are provided at little or no charge to consumers.

3900 Park Road, Suite C
Charlotte, NC 28209
Phone: 704-332-4535
Fax: 704-332-3418
Email: arcmeck@arcmeck.org
www.arcmeck.org
www.doors2life.org

The Arc of North Carolina – State Headquarters

The Arc of NC is committed to securing, for all people with developmental disabilities, the opportunity to choose and realize their goals of how they learn, live, work, and play. The Arc of NC is an affiliated chapter of The Arc of the US and provides innovative services and supports designed to assist people with developmental disabilities live successful, meaningful lives. They believe that all people should have access to a quality lifestyle in the community and supports are individually designed to assist people in achieving that lifestyle.

343 East Six Forks Road, Suite 320
Raleigh, NC 27609
Toll Free Phone: 1-800-662-8706
www.arcnc.org
Blog: <http://thearcnc.blogspot.com>

The Arc of North Carolina LIFE Guardianship Program

The Arc of NC provide guardianship services for people with developmental disabilities. Services are provided with funds from the Department of Human Resources of North Carolina. Services for free are also available.

343 East Six Forks Road, Suite 320
Raleigh, NC 27609
Phone: 919-782-4482
Toll Free Phone: 1-800-662-8706
Fax: 919-782-4482
www.arcnc.org/services/life_guardianship/

Autism Foundation of the Carolinas

Their mission is to assist children with an Autism Spectrum Disorder to achieve fulfilling, productive, and independent lives by providing families and caregivers access to information and resources regarding programs, services, therapies, and alternatives to help their children, financial assistance to families and the institutions that support the development of these children throughout their life span, and increasing the knowledge and understanding through community awareness and educational programs.

821 Baxter Street
Suite 320
Charlotte, NC 28202
Phone: 704-910-4512
www.autismcharlotte.org
Email: info@autismcharlotte.org

Autism Services of Mecklenburg County

Please see ASMC's listing under major providers for a list of services provided.

2211-A Executive Street
Charlotte, NC 28208
Phone: 704-894-9678
www.autismsociety-nc.org

Autism Society of North Carolina

The Autism Society of North Carolina is committed to providing support and promoting opportunities which enhance the lives of individuals within the autism spectrum and their families. The Autism Society of North Carolina strives to create a community where people within the autism spectrum and their families receive respect, services, and supports based on individual differences, needs, and preferences.

8420 University Executive Park Drive
Suite 810
Charlotte, NC 28262
Phone: 704-894-9678
www.autismsociety-nc.org
Email: info@autismsociety-nc.org

Autism Speaks

At Autism Speaks, our goal is to change the future for all who struggle with an autism spectrum disorder. We are dedicated to funding global biomedical research into the causes, prevention, treatments and a possible cure for autism. We strive to raise public awareness about autism and its effects on individuals, families, and society; and we work to bring hope to all who deal with the hardships of this disorder. We are committed to raising the funds necessary to support these goals.

8604 Cliff Cameron Dr. Suite 144
Charlotte, NC 28269
Phone: 704-561-0003
www.autismspeaks.org
Email: Carolinas@autismspeaks.org

Butterfly Effects

The goal of Butterfly Effects is to provide parents with the necessary tools to manage and monitor the effectiveness of their therapies and services. They provide a framework that allows all parents, providers, teachers, and caregivers the ability to work in a unified and collaborative way. Butterfly Effects provides assessments, testing, therapy, tutoring, IEP support, and respite and companion services to individuals of all ages.

500 Fairway Dr. Suite 102
Deerfield Beach, FL 33441
Phone: 888-880-9270
www.butterflyeffects.com

CHADD of Mecklenburg County

CHADD works to improve the lives of people with attention deficit/ hyperactivity disorder through education, advocacy, and support. CHADD of Mecklenburg County offers two distinct monthly meetings: one for parents, teachers, and professionals of children with AD/HD and another for adults with AD/HD and their loved ones. They also help people in the surrounding communities organize satellite chapters of CHADD.

PO Box 690753
Charlotte, NC 28227
Phone: 704-551-9120
<http://www.chadd.net/620>
Email: charlottenc@chadd.net

Council For Children's Rights

The Council For Children's Rights, has served as a voice for children in Mecklenburg County since 1979. Their mission is leading the community to stand up for every child's right to be safe, healthy and educated. They advocate for children through individual case advocacy focused on all the needs of the child and systemic advocacy focused on planning, policy and research and evaluation.

601 East 5th Street, Suite 510
Charlotte, NC 28202
Phone: 704-372-7961
Fax: 704-372-5941
www.cfcrights.org
Email: info@cfcrights.org

DHHS CARE-LINE

Department of Health and Human Services

Phone: 1-800-662-7030

Disability Advocacy Network

The Bank of America Disability Advocacy Network (DAN):

- Was established to foster a work environment that accepts, values, respects and supports those affected by disabilities.
- Is a source of support and information for employees and their children, friends and colleagues with disabilities as well as for others who are interested in this subject.
- Sponsors programs and events that encourage partnerships, celebrate and embrace differences, promote creativity and develop opportunities for awareness and education.
- Has a mission to live and promote (internally and externally) the bank's commitment to people impacted by disabilities through awareness and education opportunities and volunteer activities in the local communities where our employees and customers live and work.
- Is committed to creating opportunities for professional advancement and development through networking, mentoring, and information forums.

DAN
Toll Free: 1800 250292
Email: Advocacy@dan.org

Disability Rights North Carolina

Disability Rights North Carolina is the State's federally mandated protection and advocacy system created to protect the legal rights of people with disabilities through individual and systems advocacy. As the protection and advocacy system, Disability Rights NC investigates, negotiates, mediates and litigates solutions to problems expressed by persons with disabilities who are eligible for protection and advocacy services. They provide legal counsel and representation to eligible people with disabilities, along with information and technical assistance to individuals, attorneys, governmental agencies, service providers, and other advocacy organizations.

**3724 National Drive, Suite 100
Raleigh, NC 27612**
Phone: 919-856-2195
Toll Free Phone: 1-877-235-4210
TTY: 1-888-268-5535
Fax: 919-856-2244
www.disabilityrightsncc.org
Email: info@disabilityrightsncc.org

Disability Rights and Resources, Inc.

This agency provides information and referral, peer counseling, independent living skills training, individual and systems advocacy, training on how to use the public bus system, and transition from nursing homes back into the community. They provide consultation and training on ADA at a fee-for-service (no fees charged to people with disabilities).

**5801 Executive Center Drive, Suite 101
Charlotte, NC 28212**
Phone (V/TTY): 704-537-0550
Toll Free: 1-800-755-5749
Fax: 704-566-0507
www.disability-rights.org/
Email: mailto@disability-rights.org

Information and Referral Line

The Mental Health Association of North Carolina operates a non-crisis resource line dedicated to providing accurate information and insight for the mental health community.

**1331 Sunday Drive
Raleigh, NC 27607**
www.mha-nc.org
Phone: 800-897-7494
Email: callctr@mha-nc.org

Just 1 Call

Referral service for senior citizens, adults with disabilities as well as caregivers and services providers

**301 Billingsley Road
Charlotte, NC 28211**
Phone: 704-432-1111
Toll free: 877-889-0323
Fax: 704-319-9199
www.just1call.org

Latin American Coalition

The Latin American Coalition provides direct services for those in transition with immigration services including: an immigrant welcome center that provides referrals, crisis assistance, education, and workshops in labor rights, bed bugs, job banks, and breast cancer prevention; consultations with a board of appeals accredited representative; College Access for Everyone which helps with college applications, SAT prep, and scholarship applications; United 4 the Dream which helps youth learn how to advocate for themselves in politics; Business Conversations which provides an arena for open conversation and feedback about starting a new business; ESL classes; citizenship classes; and computer classes in Spanish. Most services are free. Volunteer opportunities are available as well.

**4938 Central Avenue, Suite 101
Charlotte, NC 28205**
Phone: 704-531-3848
Fax: 704-531-3850
www.latinamericancoalition.org
Email: info@latinamericancoalition.org

Mental Health America of Central Carolinas, Inc

This agency works to promote mental wellness through advocacy, prevention, and education. They provide information and referral via phone, email, and an online directory of Mental Health professionals. They also focus on community education and outreach, including QPR (Question, Persuade, and Refer) suicide prevention training, Advocacy 101 for consumers, de-escalation, etc.

**3701 Latrobe Drive, Suite 140
Charlotte, NC 28211**
Phone: 704-365-3454, 704-793-4106
Fax: 704-365-9973
www.mhacentralcarolina.org
Email: mha@mhacentralcarolinas.org

Metrolina Association for the Blind

Metrolina Association for the Blind provides the following services for Mecklenburg, Union, and Cabarrus County residents who are legally blind or have an eye condition that may result in visual impairment or legal blindness: adaptive devices, low vision equipment and training, transportation, social work, rehabilitation teaching in adaptive techniques, a support group on adjustment to visual impairment, a mini-center that provides a short-term training program for independent living, and public awareness and education.

**704 Louise Avenue
Charlotte, NC 28204**
Phone: 704-372-3870
Toll Free: 1-800-926-5466 ext. 100
Fax: 704-372-3872
www.mabnc.org

Muscular Dystrophy Association

MDA offers a variety of services for people with neuromuscular diseases including muscular dystrophy, ALS, Friedrich's Ataxia, and the Spinal Muscular Atrophies. Services include a summer camp for children, assistance with the repair of durable medical equipment, clinic visits at the Carolinas Neuromuscular/ALS Center, support groups, seminars, flu shots, and social outings. There is no fee for these services and registry with the association is based on diagnosis.

**1515 Mockingbird Lane, Suite 701
Charlotte, NC 28209**
Phone: 704-567-2912
Fax: 704-567-2819
www.mda.org/office/charlotte
Email: charlottesouth@mdausa.org

North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services Advocacy and Customer Service

This resource provides help for individuals and family members who are having problems accessing services or who are not pleased with the services they are being provided. It was created to ensure that people with disabilities are represented at all levels of state reform and that their rights are protected.

306 N. Wilmington St., Bath Building,
MSC# 3001
Raleigh, NC 27601
Phone: 919-715-3197, 919-733-7011, 855-262-1946 (advocacy & customer service)
www.ncdhhs.gov/mhddsas

North Carolina Division of Services for the Blind Technology Resource Center

This agency has adaptive equipment for large-print, speech, and Braille access, which includes scanners, closed circuit TVs, note takers, and laptop computers with braille and voice output. Training on how to use these resources is available to eligible individuals.

Program Contact: Eddie Everett
5855 Executive Center Drive, Suite 100
Charlotte, NC 28212
Phone: 704-563-4168
Toll Free Phone: 1-800-422-1895
Fax: 704-563-4114
<http://www.ncdhhs.gov/dsb/>

Social Security Disability Hotline

Phone: 1-800-772-1213
Fax: 704-567-6568
www.ssa.gov

United Way Information and Referral Services

An information and referral line through the United Way for any type of need. No fee.

301 South Brevard Street
Charlotte, NC 28202
Phone: 211 or 888-892-1162
www.nc211.org

Adult Education

Appalachian State University - Scholars with Diverse Abilities

Appalachian State University has a program called *Scholars with Diverse Abilities (SDAP)*. SDAP is a new, innovative program on campus aimed at providing students with intellectual disabilities access to a 2-year college education. Specifically, the SDAP will aim to provide educational and job preparation opportunities to individuals with intellectual disabilities.

Program Contact: Anna G. Ward
Phone: 828-262-8389

Email: sdap@appstate.edu

www.sdap.appstate.edu

Beyond Academics University at The University of North Carolina at Greensboro

The University of North Carolina at Greensboro supports students with intellectual disabilities in a four-year certificate course of study called *Integrative Community Studies*. This course of study prepares students for a self-determined lifestyle emphasizing careers, meaningful avocations, and community living. Students completing requirements for graduation receive a certificate awarded by the Office of Undergraduate Studies at UNCG.

Program Contact: Eric Marshburn
Phone: 336-334-3905

beyondacademics@uncg.edu

<http://beyondacademics.uncg.edu/>

Central Piedmont Community College

Support Services for Students with Disabilities

Phone: 704-330-6621

Fax: 704-330-6230

Email: disability.counselingservices@cpcc.edu

Services for students based on specific needs and disabilities.

Developmental Disabilities Program

Phone: 704-330-6496

Designed to train students to work with children and adults with physical, mental, and emotional disabilities.

Compensatory Education Classes

Phone: 704-330-6219

Provides classes in basic independent living skills for adults with cognitive impairments. Classes are free and are offered in adult day programs and on the CPCC campus. Classes are offered in reading, mathematics, community living, consumer education, social science, vocational education, and health.

PO Box 35009

Charlotte, NC 28235

www.cpcc.edu

University of North Carolina Charlotte Office of Disability Services

This resource ensures access to academic programs and promotes inclusion across the university. The office determines eligibility and identifies reasonable and appropriate accommodations for students diagnosed with disabilities.

9201 University City Boulevard
Charlotte, NC 28223

Phone: 704-687-0040

www.ds.uncc.edu

Email: disability@uncc.edu

Western Carolina University - University Participant Program

Western Carolina University has the University Participant (UP) Program. The WCU UP Program provides an inclusive, two-year, on-campus living and learning experience for college-aged persons with intellectual disabilities. The goal of the program is to facilitate transition of participants from secondary school to adult life with education, employment and independent living.

Program Contact: David L. Westling EdD
152G Cordelia Camp Building
Cullowhee, NC 28723
Phone: 828-227-3287
Fax: 828-227-7021
Email: westling@email.wcu.edu

Adaptive & Assistive Technology & Animal Supports

NuMotion

We are committed to serving the lifelong needs of our customers through individualized health and mobility solutions. Our team of professionals will support you throughout the equipment evaluation and selection processes, including helping you obtain the necessary medical records and documentation, applying for insurance authorizations and coverage and filing your insurance claim. We will deliver your equipment and provide training to you and your family or caregivers on how to operate your wheelchair. Our vision is to be every customer's choice in their pursuit of mobility and independence.

4347 Statesville Road
Charlotte, NC 28269
Phone: 704-566-1955
www.numotion.com

Canine Companions for Independence

This agency provides assistance dogs to adults and children with disabilities. Assistance dogs can assist in the following manner:

- Service dogs help adults with disabilities by performing a variety of physical tasks, such as retrieving dropped items, turning light switches on and off, and opening doors.
- Skilled companion dogs assist children and adults with disabilities under the supervision of a facilitator, parent, spouse, or caregiver.
- Hearing dogs assist people who are deaf or hard of hearing and alert them to key sounds such as doorbells, alarm clocks, and to someone addressing them by name.
- Facility dogs work alongside able-bodied professionals, interacting with a wide variety of patients in settings such as rehabilitation centers, convalescent homes, hospital burn units, and classrooms.

Southeast Regional Center
8150 Clarcona Ocoee Road
Orlando, FL 32818
Phone: 407-522-3300
Toll Free Phone: 1-800-572-2275
Fax: 407-522-3347
www.cci.org

National Federation of the Blind

National Federation of the Blind is integration of the blind into society on a basis of equality. Their objective involves the removal of legal, economic, and social discriminations; the education of the public to new concepts concerning blindness; and the achievement by all blind people of the right to exercise to the fullest their individual talents and capacities. It means the right of the blind to work along with their sighted neighbors in the professions, common callings, skilled trades, and regular occupations: NFB offers an audio information service for the blind, NFB-NEWSLINE for free. They will read any newspapers and magazines, as well as TV schedules, localized emergency weather alerts, and job listings to anyone with impaired vision.

Sharon Weddington, President
137 Kristens Court Drive
Mooresville, North Carolina 28115
Cell: 704-302-7308
Email: weddington.sharon@gmail.com
Mailing List Server:
<http://www.nfbnet.org/mailman/listinfo/nfbofnc>
Website: <http://www.nfbofnc.org/>

DynaVox Mayer-Johnson

They provide speech generating devices and symbol-adapted special education software to help people overcome speech, language and learning challenges.

Phone: 1-866-396-2869 800-344-1778
www.tobiidynavox.com
support@dynavoxtech.com

Fluent Language Solutions

Fluent Language Solutions, Inc. is one of the largest full-service, language services providers in the country. Headquartered in Charlotte, NC, Fluent offers Telephone Interpreting, Video Interpreting and Translating services to all 50 states and Canada, and local On-Site Interpreting service here in NC.

8801 JM Keynes Drive, Suite 400
Charlotte, NC 28262
Mailing: PO Box 563308
Charlotte, NC 28256-3308
Phone: 704-532-7446
Toll Free Phone: 1-888-225-6056
www.fluentls.com

Guiding Eyes for the Blind

Guiding Eyes for the Blind is dedicated to enhancing the lives of blind and visually impaired men and women by providing them with professionally trained guide dogs, assuring greater independence, mobility, and new horizons of opportunity. Applicants must be legally blind, at least 16 years old, physically and psychologically able to handle a guide dog. Services are provided free of charge. Applications and literature available.

611 Granite Springs Road
Yorktown Heights, NY 10598
Phone: 914-245-4024
Toll Free Phone: 1-800-942-0149
Fax: 914-245-1609
<http://www.guidingeyes.org>

Honor Therapy and Assistance Dogs Inc.

Honor Therapy and Assistance Dogs Inc. has a mission to train service and therapy dogs for special needs circumstances. They continue to support recipients of the dogs through training maintenance and health information for the life of that service/therapy dog.

PO Box 77108
Charlotte, NC 28271
Phone: 704-759-0108
Fax: 704-759-0108
ann@honortherapydogs.org
www.honortherapydogs.org

North Carolina Assistive Technology Program

NCATP can provide hands-on demonstrations of assistive technology devices and computer software, through short-term loans for up to two weeks. They also provide information about, other helpful programs, technical assistance using and maintaining assistive technology, general awareness of NCATP services, and access to a listing of previously owned devices on the NC Technology Exchange Post's website. Assistive devices include augmentative/alternative communication, activities of daily living, vision and hearing, job accommodation, recreation & leisure, mobility aids, and computer access. No fee exists for most services offered.

5501 Executive Center Drive
Suite 105
Charlotte, NC 28212
Phone: 704-566-2899
TTY: 704-568-8573
Fax: 704-566-2862
<http://www.ncatp.org/>
North Carolina Exchange Post Website:
www.ncexchangepost.org

North Carolina Division of Services for the Blind Technology Resource Center

Adaptive equipment for large-print, speech, and braille access, including scanners, closed circuit TVs, note takers, and laptop computers with braille and voice output. Training on how to use these resources is made available to eligible individuals.

5855 Executive Center Drive
Suite 100
Charlotte, NC 28212
Phone: 704-563-4168
Toll Free Phone: 1-800-422-1895
Fax: 704-563-4114
www.dhhs.state.nc.us/dsb

North Carolina Library for the Blind and Physically Handicapped

This library provides books and magazines in large print, braille, tape, or digital to people whose visual loss or other physical disability keeps them from accessing regular printed materials. No fee for services.

N.C. Department of Cultural Resources
State Library of NC
1841 Capital Boulevard
Raleigh, NC 27635
Phone: 1-888-388-2460
Voice: 919-733-4376
TDD: 919-733-1462
Fax: 919-733-6910
ncldbph@ncdcr.gov
<http://statelibrary.ncdcr.gov/lbph/>

Community Guide

The Arc of North Carolina Charlotte Office

Community guides are trained to utilize all avenues of person centered planning to best meet the unique needs of each person they support and develop cohesive, relevant plans with that person and others important in their lives.

11010 David Taylor Drive, Suite 200
Charlotte, NC 28262
Phone: 704-568-0112
Fax: 704-568-7797

First Choice Community Services, Inc.

First Choice is designed to meet the needs of people with developmental disabilities. First Choice offers CAP Waiver services.

5500 Executive Center Drive, Suite 204
Charlotte, NC 28212
Phone: 704-535-4342

Amara Wellness

At Amara Wellness, we are here to help you with all your healthcare needs. We provide a full continuum of services to meet the needs of the individual. We work with you to develop your own personalized treatment plan focusing on individual strengths. We believe that every individual has the potential to improve their quality of life. Ex: community guides, outpatient therapy, assessments, substance abuse and mental illness.

5801 Executive Center Drive, Suite 200
Charlotte, NC 28212
Phone: 704-567-0790
Fax: 704-567-8735

Primary Care Solutions, Inc.

PCS provides the following services: diagnostic assessments, supported employment, intensive in home, outpatient, targeted community guide, community support services, and residential options to provide a well-rounded continuum of care for those served.

5601 Executive Center Drive, Suite 201
Charlotte, NC 28212
Phone: 704-537-1022
Fax: 704-569-0822
www.primarycaresolutions.org

Turning Point Services

Turning Point offers case management services for individuals with developmental disabilities as well as CAP services.

1001 South Sterling Street
Morganton, NC 28655
Phone: 828-433-4719
Fax: 828-433-8174
www.turningpointservicesinc.com

Children & Family Support

Autism Services of Mecklenburg County

See ASMC's listing in the Major Providers section for services provided.

2211-A Executive Street
Charlotte, NC 28208
Phone: 704-392-9220
Fax: 704-392-9221
Email: info@autismservice.org
www.autismservice.org

CHADD of Mecklenburg County

Please see their listing under Advocacy, Education, & Referral listing for services provided.

PO Box 690753
Charlotte, NC 28227
Phone: 704-551-9120
Email: charlottenc@chadd.net
www.chadd.net/620

Charlotte Mecklenburg Public Library

Offers literacy-based programs for children with autism, Down syndrome, sensory processing disorder/ language delays and for children with disabilities.

310 North Tryon Street
Charlotte, NC 28202
Phone: 704-416-0100

CMS Programs for Preschoolers with Disabilities and Exceptional Children

This program provides special education services to eligible preschoolers' ages 3, 4, and 5 years old. Preschool staff works closely with the Children's Developmental Services Agency at the Carlton Watkins Center in transitioning students from the Infant Toddler to the Preschool Program.

Eligibility evaluations are conducted primarily by CMS staff using play based assessment. The Preschool Exceptional Children Department follows federal mandates and the NC Dept. of Public Instruction guidelines for evaluation requirements and program eligibility. The most common eligibility categories for preschool aged students are speech-language impairment and developmental delay. Other eligibility categories may include Autism Spectrum Disorder, hearing impairment, orthopedic impairment, or other health impairment and visual impairment. Support services such as transportation, speech therapy, occupational therapy, and physical therapy may be provided as related services if the child is eligible.

The Individual Education Program plan developed by the IEP team includes placement and amount of service time needed. Special education and related services are provided in a variety of settings throughout the county including, but not limited to, child care centers, community preschools, Bright Beginnings classrooms, homes, and CMS Pre-K center-based sites.

700 East Stonewall Street, Suite 404
Charlotte, NC 28202

Phone: 980-343-6960

Fax: 980-343-5433

<http://www.cms.k12.nc.us/CMSDEPARTM>

[ENTS/EC/Pages/default.aspx](http://www.cms.k12.nc.us/CMSDEPARTM/ENTS/EC/Pages/default.aspx)

Email: ec@cms.k12.nc.us

Child Care Resources

Child Care Resources provides child care resource and referral services including enhanced referral services targeting teenage parents, grandparents raising grandchildren, and parents with a child(ren) with an identified special need. Services are provide at no cost.

4600 Park Road, Suite 400

Charlotte, NC 28209

Phone: 704-376-6697

Fax: 704-376-7865

mailbox@childcareresourcesinc.org

www.childcareresourceSinc.org

Children's Developmental Services Agency

This agency works to help children (birth to 3 years) and their families who are at high risk for developmental delays to grow and develop. The services provided include: assessments, treatment, and case management. Fees are charged for some services based on a sliding fee scale. Insurance and Medicaid are billed for allowable services.

Carlton G Watkins Center

3500 Ellington Street

Charlotte, NC 28211

Phone: 704-336-7100

<http://charmeck.org/mecklenburg/county/PSO/cds/Pages/default.aspx>

Down Syndrome Association of Greater Charlotte

The DSAGC and its families enable individuals with Down syndrome (DS) to reach their full potential and become respected members of their community by enhancing their quality of by providing information and support to families, professionals, and the community through educational and social activities.

PO Box 34787
Charlotte, NC 28234
Phone: 704-536-2163
Fax: 704-705-2438
www.dsa-gc.org

Exceptional Children's Assistance Center (ECAC)

Exceptional Children's Assistance Center (ECAC) ECAC is NC's Parent Training and Information Center (PTI) serving families of children (birth to age 26) with disabilities and special needs. Services include: individual assistance with educational issues, parent education workshops, newsletter, lending library, and parent to parent support. No fee for services.

907 Barra Row, Suites 102 & 103
Davidson, NC 28036
Phone: 704-892-1321
Fax: 704-892-5028
Parent Info Line: 1-800-962-6817
www.ecac-parentcenter.org
ecac@ecacmail.org

Governor Morehead Preschool Satellite Program

This satellite program provides individualized assistance to children with vision impairments. Teachers schedule visitation based on the needs of each child and work to develop skills, lesson plans, to reach their goals.

Website: www.governormorehead.net
301 Ashe Ave
Raleigh, NC 27606
Phone: 919-733-6192

Head Start at Bethlehem Center

This is a federally and locally funded child development program for children 3-5 whose family income meets federal poverty guidelines. They provide screening in speech, hearing, vision, dental needs, transportation services, mental health observations and meals and snacks for all enrolled children. Children with special needs receive a variety of services including, speech therapy, physical therapy, occupational therapy, and mental health services per the child's IEP.

2705 Baltimore Avenue
Charlotte, NC 28203
Phone: 704-333-0203
Fax: 704-494-7073
info@bethlehemcenter.org
www.bethlehemcenter.org

NAMI-Charlotte

NAMI-Charlotte, an affiliate of both the North Carolina State and National Alliance on Mental Illness, is a non-profit 501(c) 3 and is the only Mecklenburg County organization that focuses exclusively on people with serious and persistent mental illnesses such as schizophrenia, bipolar disorder (manic-depression), and unipolar disorder (depression). They provide education, support and advocacy at no cost.

St. John's Baptist Church
300 Hawthorne Lane
Charlotte, NC 28204
Phone: 704-333-8218
www.nami-charlotte.org

ResCare North Carolina

ResCare is a human services company that offers services to people of all ages and abilities to help make their lives more independent. The company serves more than a million people each year with its nearly 50,000 employees at thousands of locations. ResCare provides alternative family living through its Community Alternatives Program and sitter services through its homecare program.

834 Tyvola Road, Suite 108
Charlotte, NC 28217
Homecare Phone: 704-800-4982 &
704-559-8125
Website: www.rescare.com

The Consumer and Family Advisory Committee

The Consumer and Family Advisory Committee (CFAC) is a volunteer committee required by NC law to advise Mecklenburg Area Mental Health, Developmental Disabilities, and Substance Abuse Authority. CFAC reports to the County Commission and NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services. Visitors and new members are welcome. Meets the 3rd Thursday of every month.

Sam Billings Center
100 Billingsley Road
Charlotte, NC 28211
Email:
mecklenburgcfac@cardinalinnovations.org

Churches and Faith-based Ministries

Catholic Social Services

Provides a variety of social services in the community.

1123 South Church Street
Charlotte, NC 28203
Phone: 704-370-3262
Fax: 704-370-3290
www.cssnc.org

Circle of Friends - Forest Hill Church

Circle of Friends is a Christian club for adults with disabilities, which meets every Thursday evening. The group's season begins the first Thursday after Labor Day and runs until Memorial Day. Each week different activities are planned.

7224 Park Road
Charlotte, NC 28210
Phone: 704-716-8772
Email: Rebecca.woodman@foresthill.org

Dilworth United Methodist Church

Dilworth United Methodist Church invites you to a special ministry for adults with developmental disabilities. Come at 3:30pm the first Sunday of every month for worship, fun, snacks, and fellowship.

605 East Boulevard
Charlotte, NC 28203
Phone: 704-333-4173
info@dilworthchurch.org

www.dilworthchurch.org

Jewish Family Services

Jewish Family Services provides comprehensive integrated social services, including a full range of therapy, counseling and social service assistance, to the entire Charlotte area community. JFS serves people of all ages, religions and socio-economic backgrounds with the encouragement and tools they need to become productive and self-reliant. Services include counseling, therapy, emergency assistance, case management, vocational and career resources, senior services, parent and family services, and youth services.

5007 Providence Road, Suite 105
Charlotte, NC 28226
Phone: 704-364-6594
www.jfscharlotte.org

Joni and Friends Charlotte

This group is a Christian disability outreach ministry. Joni and Friends Charlotte offers a 5 day family retreat for entire families affected by disability in a safe, Christian environment. Working to raise disability awareness in the church and community, they train and educate congregations and individuals in disability ministry.

**616-A Matthews-Mint Hill Road
Matthews, NC 28105**
Jim Cashwell
Phone: 704-841-1177
Fax: 704-841-1179
charlotte@joniandfriends.org

www.joniandfriends.org/charlotte

Love, Inc.

The mission of Love in the Name of Christ is to mobilize believers in Christ to meet the physical and spiritual needs of the poor, elderly and disabled in the community. Performance of any requested service is dependent upon the availability of a volunteer willing to donate that service. A few of their services include legal and medical forms, grocery delivery to clients without transportation, help with household chores, minor home repairs, yard work, and handicap ramp building.

**PO Box 18517
Charlotte, NC 28218**
Phone: 704-536-5588
Fax: 704-631-9424
www.loveinc-charlotte.org
information@loveinc-charlotte.org

St. Gabriel Catholic Church

St. Gabriel's provides social and spiritual opportunities for individuals with disabilities. Please contact their offices for more information.

**3016 Providence Road
Charlotte, NC 28211-5049**
Phone: 704-364-5431
www.stgabrielchurch.org

St. Matthew Catholic Church

St. Matthew Catholic Church, through its SPRED (Special Religious Development) program, offers religious education classes for children and adults with developmental disabilities. Each participant is paired with a helper Catechist who guides them during the class. SPRED uses experiences, activities, gestures, and signing to help participants internalize the message. Much of the methodology draws heavily from the work of Maria Montessori. They also have signing for the hearing impaired at the Sunday 9 AM Mass.

**8015 Ballantyne Commons Parkway
PO Box 49349
Charlotte, NC 28277**
Phone: 704-543-7677
Fax: 704-542-7244
www.stmatthewcatholic.org

office@stmatthewcatholic.org

Community Based Supports

Allegro Foundation

Allegro's free movement education classes for children with disabilities combines movement instruction with educational and medical expertise, creating a new method to teach children with disabilities including mental retardation, Down syndrome, orthopedic challenges (wheelchairs and walkers), cerebral palsy, spinal bifida, muscular dystrophy, individuals with learning disabilities, hearing and visual impairments, at-risk children, and children with cancer. Call for the class schedule.

**419 Ardmore Road
Charlotte, NC 28209**
Phone: 704-412-5229 After Hours
Phone: 704-364-4063
Fax: 704-371-8312
Email: pfallegro@aol.com

www.allegrofoundation.net

Autism Services of Mecklenburg County

See ASMC's listing in the Major Providers section for services provided.

**2211-A Executive Street
Charlotte, NC 28208**
Phone: 704-392-9220
Fax: 704-525-2691
www.autismservices.org
info@asmcinc.com

Easter Seals UCP North Carolina and Virginia, Inc.

Please see listing under Major Providers for services provided.

**10150 Mallard Creek Rd., Ste., 510
Charlotte, NC 28262**
Phone: 704-566-6040

Website:
<http://www.easterseals.com/NCVA/>

Family Preservation Services

Family Preservation Services provides community based and outpatient services for adults, adolescents, and children.

**2300 Sardis Road, Suite M
Charlotte, NC 28227**
Phone: 704-344-0491
Fax: 704-344-0493

InnerVision

InnerVision works to create therapeutic partnerships with clients that enrich their lives through support of their choices, personal satisfaction, and successes by engaging them in meaningful activities as they progress towards mental wellness.

**415 E. 4th Street
Charlotte, NC 28202**
Phone: 704-377-5042
Fax: 704-377-5043
www.innervisionnc.org

LifeSpan, Inc.

Please see listing under Major Providers for services provided.

200 Clanton Road
Charlotte, NC 28217
Phone: 704-944-5100
Toll Free: 1-877-944-7800
Fax: 704-944-5102
www.Lifespanservices.org

Maxim Healthcare Services, Inc.

Maxim provides CAP-MR/DD, nursing respite, home and community services, enhanced personal care, enhanced respite, non-institutional respite, individual caregiver training, supported employment, CAP-C, CAP-DA, private duty nursing, and personal care for adults with special needs that don't receive CAP-MR/DD services. *Special Note:* They have CNA I, CNA II, LPN, and RN on staff when Value Option requires staff to have additional requirements for services.

1300 Baxter St., Ste 114
Charlotte, NC 28204
Phone: 704-366-1075
Fax: 855-591-5928
www.maximhomecare.com
charlottenhomecare-045@maxhealth.com

Mecklenburg County Department of Social Services

DSS provides social work and case management assistance for at-risk families, adults, seniors and disabled citizens who fall outside of protective services and public assistance services. These clients need supportive services to navigate multiple systems and guide them as they to grow to reach self sufficiency. Staff work with other County services and external community collaborative partners to connect customers with resources to assist vulnerable and underserved citizens.

Mecklenburg County Department of Social Services
Wallace H. Kuralt Centre
301 Billingsley Road
Charlotte, NC 28211
Phone: 704-336-3000
Emergency Phone: 704-336-2273
Fax: 704-353-1325
www.charmeck.org/mecklenburg

Pinnacle Family Services

We offer a continuum of community-based services—including Therapeutic Foster Care (TFC) and family preservation services—designed to help the children and families we serve build stronger foundations and brighter futures, no matter their background or barriers. Our programs are specifically designed to help youth with emotional, behavioral and medically complex challenges. We specialize in serving children who have experienced trauma, loss, abuse or neglect and develop personalized services to help them heal and move forward with their lives.

831 Baxter St. Ste. 205
Charlotte, NC 28202
Phone: 704-375-6310
Fax: 704-334-2178
www.pinnaclefamilyservices.org

North Carolina Services for the Blind

They provide a variety of services for people with visual impairments including deafness and blindness at a number of locations across the state. They also have a non-profit program that sells small aids and appliances adapted for people with visual impairments including watches, sewing aids, kitchen appliances, etc.

Charlotte District Office
5855 Executive Center Drive, Suite 100
Charlotte, NC 28212
Phone: 704-563-4168
Toll Free: 1-800-422-1895
Fax: 704-563-4114
www.dhhs.state.nc.us/dsb/

Nevins, Inc.

Nevins Center is a non-profit organization that provides job training and placement services for adults with developmental and intellectual disabilities. The Abilities and Possibilities program is a low cost, private pay day program for adults that provides a structured environment where individuals participate in site-based and community activities.

3523 Nevins Road
Charlotte, NC 28269
Phone: 704-596-1372
Fax: 704-598-7052
www.nevinsinc.org

Nurse Finders of Charlotte, Inc.

This agency provides community-based supports including respite, in-home aide, personal care, nursing respite, and community inclusion.

1100 Kenilworth Ave. Ste. 205
Charlotte, NC 28204
Phone: 704-335-7241
Toll free: 877-214-4105
www.nursefinders.com

Quest Provider Services

Quest Provider Services provides day supports, home supports, and personal care services. More information under the Major Providers section.

2329 East WT Harris Boulevard
Charlotte, NC 28213
Phone: 704-537-4730
Fax: 704-537-4731
285 N. Main Street
Troutman, NC 28166
www.questnc.com

ResCare North Carolina

ResCare provides day supports, home supports, and personal care services.

834 Tyvola Road, Suite 108
Charlotte, NC 28217
Homecare Phone: 704-800-4982 &
704-559-8125
Website: www.rescare.com

Rae's Playze Adult Day Center

Day support services; job training; independent living skills; AFL/residential services; therapeutic treatment; on-site RN/LPN to assist with medical needs; CAN and habilitation tech on-site; games, social setting for relaxation and field trips.

6800 Democracy Drive, Suite 200
Charlotte, NC 28212
Phone: 704-563-3334
Fax: 704-568-7522

Special K Enrichment, Inc.

Services provided by Special K include: alternative family living, crisis stabilization, personal care, family training, home and community support, day support, residential support services (level 1-4) and respite.

2838 Queen City Drive, Suite A
Charlotte, NC 28208
Phone: 704-395-9387
Fax: 704-395-9436
www.skeinc.org

The Exceptional Foundation of Charlotte

The Exceptional Foundation of Charlotte serves individuals with Intellectual and Developmental Disabilities age 14 and over. We offer full day and ½ day programs as well as evening social events. The Mission of The Exceptional Foundation of Charlotte is to provide a facility and programs where individuals with intellectual and developmental disabilities can meet regularly and experience a broad range of social and recreational activities designed to promote healthy living, support social relationships, explore the arts, improve functional skills, and foster community involvement.

First United Methodist Church
3rd Floor Education Building
501 N. Tryon St
Charlotte, NC 28202
Phone: 980-272-7687
Website: www.tefcharlotte.org
Email: info@tefcharlotte.org

Total Care and Concern

Day Supports focus on enabling the individual to attain or maintain his or her maximum functional level and are coordinated with physical, occupational and/or speech therapies listed in the plan of care. In addition, habitation services serve to reinforce skills or lessons taught in school, therapy or other settings. Community Activities that originate from a licensed day facility will be provided and billed as Day Supports. On site attendance at the licensed facility is not required to receive services that originate from the facility. Also a CAP provider.

South Campus
1428 Orchard Lake Drive
Charlotte, NC 28270
Phone: 704.321.1635
Fax: 704.321.1639
www.totalcareandconcern.org

UMAR-WMC

See UMAR's listing under Major Providers for services provided.

PO Box 1558 Suite 190
Huntersville, NC 28070-1558
Phone: 704-875-1328
Toll Free: 888-862-UMAR
Fax: 704-875-9276
www.umarinfo.com

Unique Caring Foundation

Their services include supported employment, therapeutic foster care, and community based services.

5500 Executive Center Drive, Suite 118
Charlotte, NC 28212
Phone: 704-535-0093
Fax: 704-563-8677
<http://www.uniquecaringnetwork.com/>

Diagnostic Services, Healthcare, & Therapy

Achieve Therapy Services

Offering clients evaluations to determine an individual's specific area of need and an individualized plan of treatment to address their needs. They also provide information on community services, a lending library, insurance coverage assistance/appeals, parent support groups, educational consults, IEP reviews, and social skill groups for children.

2301 Crown Pointe Executive Dr. Suite E
Charlotte, NC 28227
Phone: 704-708-8314
www.achievetherapyclinic.com

Bayada Home Health Care

BAYADA Home Health Care specialty practices include home health, adult nursing, assistive care, pediatrics, hospice, and habilitation services to children, adults, and seniors in the comfort of their homes.

8801 J.M. Keynes Drive, Suite 140
Charlotte, NC 28262
Phone: 704-688-2500
www.bayada.com

Butterfly Effects

Butterfly Effects provides parents with the tools to manage and monitor the effectiveness of their child's therapies and services, thereby providing a framework for parents, providers, teachers, and caregivers to work collaboratively.

500 Fairway Dr. Suite 102
Deerfield Beach, FL 33441
Phone: 1-888-880-9270
www.butterflyeffects.com
Email: info@butterflyeffects.com

Charlotte Pediatric Dentistry

Charlotte Pediatric Dentistry provides optimum dental care for infants, children, and adolescents with special health care needs. They have had extensive experience treating children with special needs and serious dental conditions and have helped many families with their dental challenges.

Billingsley Medical Dental Center
411 Billingsley Road, Suite 106
Charlotte, NC 28211
Phone: 704-377-3687
<http://www.cltpediatricdentistry.com/>

Charlotte Speech and Hearing Center

Offering clients comprehensive speech and language evaluations, one-on-one therapy sessions, group therapy and social language programs, progress reports, reassessments, and more. Along with complete hearing and hearing aid assessment (funding is available through their Hearing Aid Bank or Hearing Services Bank for hearing aids), managed care providers, and Medicaid. They also have an assistance fund for speech and hearing services and free mass speech and language screenings to daycares in impoverished areas.

741 Kenilworth Ave, Suite 100
Charlotte, NC 28204
Phone: 704-523-8027
Fax: 704-523-8031
www.charlottespeechhearing.com
cshc@charlottespeechhearing.com

Easter Seals UCP North Carolina and Virginia, Inc.

Please see listing under Major Providers for services provided.

**10150 Mallard Creek Rd., Ste., 510
Charlotte, NC 28262**
Phone: 704-566-6040
Website:
<http://www.easterseals.com/NCVA/>

Genetics and Down Syndrome Clinic

This agency provides genetic evaluations, genetic counseling, and laboratory testing for conditions associated with developmental disabilities. They provide information to assist families in understanding their child's condition and make referrals to community programs, agencies, and parent groups. Insurance, Medicaid, and Children's Special Health Services (CSHS) are accepted, with a sliding scale possible with prior arrangement. They provide a comprehensive team evaluation for children and adults with Down Syndrome. They also provide preventive medical screening, developmental assessment, and family support.

**Levine Children's Hospital
1001 Blythe Boulevard, Suite 200
Charlotte, NC 28203**
Phone: 704-381-6810
Fax: 704-381-6811
<http://www.carolinashealthcare.org/pediatric-clinical-genetics-lch>

Help U Speak, Inc.

Help U Speak Inc. is a private practice providing speech therapy to individuals in homes, schools, child care, and Head Start programs. We also offer screenings, evaluations, and in-services. Therapy services include: articulation, receptive language, expressive language, fluency and more.

**1711 Dartmouth Court
Charlotte, NC 28269-6220**
Phone: 704-756-9324
Fax: 704-947-0262
Email: hlpuspk@carolina.rr.com

Integration Station

Integration Station provides pediatric Occupational Therapy services to children experiencing developmental, neurological, and educational delays through child-directed play with family-driven goals. Services may be provided in the clinic, home, school, or child care.

**2110 Ben Craig Drive, Suite 300
Charlotte, NC 28262**
Phone: 704-595-9363
Fax: 704-595-9365
www.MyIntegrationStation.com
info@myintegrationstation.com

KidsAbilities Occupational Therapy

KidsAbilities is a private pediatric Occupational Therapy practice with a sensory integrative approach, treating children from birth to age 21 in individualized one-on-one sessions. They offer comprehensive evaluations, assessing areas including sensory processing, fine and gross motor skills, handwriting, visual perceptual functioning, and more.

**7735 Beaker Court
Charlotte, NC 28269**
Phone: 704-503-1117
Fax: 704-503-1118
www.kidsabilitiesot.com
OTKidsAbilities@aol.com

KinderMourn, Inc.

KinderMourn provides hope for grieving parents, children, and teens by offering support and counseling programs, creating awareness of bereavement issues and empowering the community to effectively assist those who have suffered an unthinkable loss.

**1320 Harding Place
Charlotte, NC 28204**
Phone: 704-376-2580
Fax: 704-376-0149
www.kindermourn.org
info@kindermourn.org

Mecklenburg County Health Department

Many clinical services are targeted for prevention and treatment of communicable diseases in Mecklenburg County. Health Department clinics include: breast and cervical cancer screenings, childbirth classes, pediatric dental services, family planning clinic, flu and pneumonia shots, health choice coordinators, HIV and STD Testing, immunization clinic, mammograms, medical nutrition therapy, pregnancy testing/counseling, public health laboratory, sexually transmitted disease control clinic, Tuberculosis (TB) control, WIC, and the Women's Health Clinic.

Phone: 704-336-4700
www.charmeck.org/mecklenburg/coun ty/healthdepartment/Pages/

Cardinal Innovations Healthcare

Cardinal Innovations Healthcare Solutions manages, coordinates and monitors the mental health, intellectual/developmental disabilities and substance use/addiction services in North Carolina. They authorize payments for Medicaid, manages a network of community provider agencies and licenses practitioners. Cardinal Innovations promotes a personalized approach to healthcare to further empower individuals. Through person-centered planning philosophies that incorporate both social supports and healthcare services, we are able to better meet the individual needs of our members. The positive outcomes experienced by our members are a direct result of this integrated approach and the infrastructure that links individuals with complex needs to clinical and natural supports in their communities.

Phone: 800-939-5911
www.cardinalinnovations.org

Monarch

Monarch provides outpatient therapy and psychiatric services to children and adults. See residential and independent living for other services.

**350 Pee Dee Avenue
Albemarle, NC 28001**
Phone: 704-986-1500
Toll Free: 800-230-7525
Fax: 800-227-8961
www.monarchnc.org

Pediatric Theraplay

We provide speech-language, physical, and occupational therapy services for children in their "natural" environments including home, child care, or preschool. Therapy administered in these settings is not only convenient for parents/caregivers, but is also more beneficial for the child who is in his/her typical surroundings. Tasks and lessons become more functional and meaningful.

**PO Box 480462
Charlotte, NC 28269**
Phone: 704-258-1724
Fax: 704-598-3024
www.pediatrictheraplay.com
pediatrictheraplay@yahoo.com

Project STAR at Carolinas Rehabilitation

Project STAR develops and supports community-based programs for individuals with TBI. We provide assistance to community agencies that develop programs and opportunities for the TBI population. Project STAR provides the services for the Brain Injury Association of North Carolina's Family and Community Support Office at Carolinas Rehabilitation.

1100 Blythe Boulevard
Charlotte, NC 28203
Phone: 704-355-1502
Fax: 704-355-9480
www.bianc.net

PSA Healthcare

PSA Healthcare offers pediatric private duty home care nursing and day treatment centers for medically fragile children. The staff is trained to care for complications of prematurity, genetic syndromes, nutritional concerns, and more.

4530 Park Road, Suite 105
Charlotte, NC 28209
Phone: 704-335-9797
Toll Free Phone: 1-800-725-5611
www.psahealthcare.com

Speech Unlimited, Inc.

Speech Unlimited, Inc. is a private practice that provides pediatric speech therapy. Services are provided in the child's most natural environment such as home, child care programs, and schools, which enables the therapy to be as effective and functional as possible.

905 Tartan Lane, Concord, NC 28027
Phone: 704-794-4028
Fax: 704-720-7249
www.speechunlimited.net
beth@speechunlimited.net

Summit Psychological Services

Summit offers a variety of services to meet one's needs. The primary goal at Summit is to assist the family, school system, or agency in developing the best combination of support for children and adolescents. Children need opportunities to practice social interactions with others and receive planned feedback to develop the confidence that comes with experiencing social successes.

Summit Psychological Services
PO Box 11325
Charlotte, NC 28220
Phone: 704-672-9965
info@summitpsychservices.com

TEACCH Autism Program

Treatment and Education of Autistic and Communication related handicapped Children provides diagnostic, educational, and vocational assessment and treatment services to children and adults with autism spectrum disorder in the 11 county South Central Region, (which includes Mecklenburg County). They also provide training and consultation for professionals serving clients with autism.

100 Renee Lynne Court
Carrboro, NC 27510
Phone: 919-966-2174
Fax: 919-966-4127
www.teacch.com
TEACCH@unc.edu

Teen Health Connection

This agency provides affordable and accessible physical and mental health care to young men and women ages 11 to 21. Their mission is: "to improve the health of adolescents by providing physical and mental healthcare, education, advocacy and research through connections with teens, parents and the community."

3541 Randolph Road, Suite 206

Charlotte, NC 28211

Phone: 704-381-8336

Fax: 704-381-8822

<http://www.teenhealthconnection.org/>

teenhealthconnection@teenhealthconnection.org

Young and Polite Children's Dentistry

Located in South Charlotte, they specialize in treating children and patients with special needs. As pediatric dentists they have had at least two to three years of training beyond general dental school. The additional training focuses on management and treatment of a child's developing teeth, child behavior, physical and developmental growth, and the special needs of children's dentistry.

11010 South Tryon Street, Suite 101

Charlotte, NC 28273

Phone: 980-245-3451

Fax: (704)587-7579

YoungandPolite@gmail.com

Emergency Help

American Red Cross of the Greater Carolinas

The Greater Carolinas Chapter of the American Red Cross is a non-profit humanitarian organization dedicated to helping people in Mecklenburg and Iredell counties prevent, prepare for and respond to emergencies. The Greater Carolinas Chapter, one of a network of more than 900 Red Cross chapters nationwide, is the largest in the Carolinas - serving more than 1 million people with three service centers in the metropolitan area: Charlotte, Lake Norman area and Statesville.

Charlotte Office

2425 Park Road

Charlotte, NC 28203

Phone: 704-376-1661

Fax 704-370-0244

Crisis Assistance Ministry

Crisis Assistance Ministry serves low-income citizens of Mecklenburg County, often classified as "the working poor," who are facing financial emergencies and are struggling to meet life's basic needs. Included in those they help are the disabled and elderly. Crisis Assistance Ministry offers emergency financial assistance, donated clothing, household items, furniture, appliances, and other items to Mecklenburg County residents.

500 A Spratt Street

Charlotte, NC 28206

Phone: 704-371-3001

www.crisisassistance.org

Matthews HELP Center

The Matthews HELP Center serves and cares for those in our community by providing programs and services that meet life's basic needs. The crisis assistance they provide includes financial assistance (rent, utilities and/or medical bills), food pantry (non-perishable food and hygiene items), clothing, and temporary housing (available to qualifying homeless clients).

119 North Ames Street

Matthews, NC 28105

Mailing Address:

PO Box 91

Matthews, NC 28106

Phone: 704-847-8383

www.matthewshelpcenter.org

National Suicide Prevention Lifeline

This number connects callers to a local Lifeline network staffed by skilled, trained crisis workers who listen and share information about local mental health services.

Phone: 1-800-273-TALK (8255)

Salvation Army

The Salvation Army provides emergency shelter, food, financial aid for women and families, disaster relief, recreational and educational activities for boys and girls, and sponsors the Christmas Bureau.

4015 Stuart Andrew Blvd
Charlotte, NC 28217

Phone: 704-716-2769

www.salvationarmycarolinas.org/

Second Harvest Food Bank

Provide a regional distribution warehouse and branches that supply food and grocery items to charitable agencies that assist people in need. Provide training, consultation, technical assistance, and hunger education to partner agencies.

500-B Spratt Street
Charlotte, NC 28206

Phone: 704-376-1785

Fax: 704-342-1601

<http://www.secondharvestmetrolina.org/>

Uptown Men's Shelter of Charlotte

They provide emergency shelter to homeless men in Mecklenburg County.

1210 North Tryon Street
Charlotte, NC 28206

Phone: 704-334-3187 ext. 0

www.mensshelterofcharlotte.org

Employment Resources

Charlotte Area Fund

The Charlotte Area Fund (CAF) is a private non-profit organization and Mecklenburg County's designated community action agency. The purpose of the agency is to combat poverty by assisting low-income individuals and families with becoming self-sufficient.

901 N. Tryon Street

Charlotte, NC 28206

Phone: 704-372-3010

Fax: 704-344-1655

www.charlotteareafund.org

Charlotte Works

Charlotte Works is a private/public partnership that brings together Charlotte area resources to educate, empower and engage Charlotte's workforce to meet current business climate needs. They provide customized resources including coaching, training and networking opportunities that help to develop, align and connect job-seekers with the changing employment needs of Charlotte-area employers.

Charlotte Works provides services at the Employer Engagement Center and the Job Link Center. These resources are designed to offer comprehensive employment services, bringing together job-seekers, training opportunities, job listings, job search classes, businesses, employment research and job market analysis.

The result is a one-stop career center for individuals seeking employment and training. Charlotte Works is also a resource for employers seeking qualified job candidates, training programs, displaced worker services and more.

Employer Engagement Center
1401 West Morehead Street, Suite 100
Charlotte, NC 28208
Phone: 704-206-1350
Fax: 704-566-2856

NC Works Career Center
5601 Executive Center Dr. Suite 100
Charlotte, NC 28212
704-566-2870

NC Works Career Center
7140 Forest Point Blvd, Suite A
Charlotte, NC 28217
704-565-6865

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

Doors 2 Life Website - The Arc of Mecklenburg County

A resource website to help individuals with developmental disabilities transition into the secondary school and/or work force setting. Information is available for students, parents, and employers on the website.

The Arc of Mecklenburg County
3900 Park Road, Suite C
Charlotte, NC 28209
www.doors2life.org

Easter Seals UCP North Carolina and Virginia, Inc.

Please see listing under Major Providers for services provided.

10150 Mallard Creek Rd., Ste., 510
Charlotte, NC 28262
Phone: 704-566-6040

Website:
<http://www.easterseals.com/NCVA/>

Friendship Community Development Corporation

The Friendship CDC shows individuals how to get the job they want through the Cornerstone Career Development Center and helps them understand the employment process. They introduce individuals to job searches and employment preparation strategies, interviewing techniques, basic computer skills, and important life skills to help them get the job they want.

3301 Beatties Ford Road
Charlotte, NC 28216
Phone: 704-391-6695
Fax: 704-399-6303
www.friendshipcdc.org

Financial Planning & Banking

A Special Needs Plan

A Special Needs Plan™ is a special needs planning advisory firm, offering:

- Planning consultations to families
- Educational workshops and seminars for families, organizations, and financial professionals
- Special needs planning educational resources

1522 Napa Street NW
 Concord, NC 28027
 Phone: 1-800-769-8610
 Email: rplatt@specialneedsplan.com
www.aspecialneedsplan.com

Consumer Credit Counseling United Family Services

This agency offers assistance with money management, foreclosure prevention, credit repair, debt management plans, reverse mortgage, pre-purchase counseling, loan modification, HAFA short sale program, bankruptcy, business debt, and budgeting.

601 East 5th Street, Suite 400
 Charlotte, NC 28202
 Phone: 704-332-9034

GCG Wealth Management – Exceptional Plans for Extraordinary People

Understanding the unique challenges and joys that daily life brings for families with special needs members, and realizing that special needs extend beyond the everyday to long-term financial strategies, they work with clients to create a personalized strategy to help ensure the lifestyle and care for loved ones.

9115 Harris Corners Parkways, Suite 250
 Charlotte, NC 28269
 Phone: 704-372-4491
www.gcgwm.com

Funding Sources

Autism Foundation of the Carolinas

Our mission is to assist children with autism spectrum and related disorders to achieve fulfilling, productive, and independent lives by: providing financial assistance to families and the institutions that support the development of these children throughout their lifespan.

PO Box 12671
 Charlotte, NC 28220
www.autismcarolinas.org

Department of Social Services for Adults

The services provide include case management, in home aid services, adult group care, and a Medicaid division.

301 Billingsley Road
 Charlotte, NC 28211
 Phone: 704-336-3150
 Medicaid Division Phone: 704-336-3278
 Adult Group Care Phone: 704-336-4812

First In Families of Mecklenburg County

First In Families of Mecklenburg County is run through INREACH and partners with families, individuals, and the general community to help fill the unmet needs of people with developmental disabilities and their families. The goal of this project is to provide persons with developmental disabilities and/or their families the opportunity to request assistance with specific needs that cannot be met through other resources.

4425 Randolph Road, Suite 400
Charlotte, NC 28211
Phone: 704-536-6661
www.inreachnc.org

Handi-Clean Family Foundation

This agency provides assistance in purchasing medical aids for people with disabilities; must submit letter stating need, cost of devices, and financial background.

301 S. Swing Rd.
Greensboro, NC 27409
Phone: 1-800-632-0269

Neighborhood Development (City of Charlotte)

Neighborhood Development (City of Charlotte) loans and provides grants for housing rehabilitation and removal of architectural barriers in residences of people with disabilities.

600 East Fourth Street
Charlotte, NC 28202
Phone: 704-336-3380
www.charmeck.org

Legal Services

American Civil Liberties Union (ACLU) of North Carolina

ACLU works through litigation, public education, and lobbying to defend the constitutional rights and civil liberties of everyone in NC. Through its Legal Foundation, ACLU-NC provides representation to people who need legal assistance in matters involving constitutional rights and civil liberties. Contact for information on fees.

PO Box 28004
Raleigh, NC 27611
Phone: 919-834-3390
www.acluofnorthcarolina.org

Council For Children's Rights

The Council For Children's Rights, has served as the voice for children in Mecklenburg County since 1979. Their mission is to lead the community to stand up for every child's right to be safe, healthy and educated. They advocate for children through individual case advocacy focused on all the needs of the child and systemic advocacy focused on planning, policy and research and evaluation.

601 East 5th Street, Suite 510
Charlotte, NC 28202
Phone: 704-372-5941
Fax: 704-943-5941
www.cfcrights.org

Disability Rights North Carolina

Disability Rights North Carolina is the State's federally mandated protection and advocacy system. Their mission is to protect the legal rights of people with disabilities through individual and systems advocacy. As the protection and advocacy system, Disability Rights NC investigates, negotiates, mediates and litigates solutions to problems expressed by persons with disabilities who's eligible for protection and advocacy services. They provide legal counsel and representation to eligible people with disabilities, along with information and technical assistance to individuals, attorneys, governmental agencies, service providers, and other advocacy organizations.

**2626 Glenwood Avenue, Suite 550
Raleigh, NC 27608**
Phone: 919-856-2195
Toll Free Phone: 1-877-235-4210
TTY: 1-888-268-5535
Fax: 919-856-2244
www.disabilityrightsncc.org

Legal Services of Southern Piedmont, Inc.

Legal Services of Southern Piedmont, Inc. assists indigent Mecklenburg County residents with legal representation on a variety of issues including denial of public benefits, tax problems and questions, housing problems, consumer issues (foreclosure, debt collection, unfair trade practices, etc.), nursing and rest home problems, HIV/AIDS legal assistance, access to health care, domestic violence, employment issues, wills and advanced directives, and others. They also provide assistance to Veterans. They do not handle criminal or traffic cases. Low income individuals who cannot afford a private lawyer may contact the office.

**1431 Elizabeth Avenue
Charlotte, NC 28204**
Phone: 704-376-1600
Fax: 704-376-8627
www.lssp.org

Mecklenburg County Clerk Of Courts Administrative Office

The North Carolina Administrative Office of the Courts facilitates the development, implementation, oversight, and support of family courts through the Court Programs Division.

**P.O Box 37971 Courier Box 05-19-43
Charlotte, NC 28237-7971**
Phone: 704-686-0420
www.nccourts.org

Leisure & Recreation

Adaptive Sports and Adventures Program

This agency offers a variety of programs and activities for children and adults with physical disabilities. They include activities like fishing, quad rugby, tennis, kayaking, power soccer, water skiing, hand cycling, jet skiing, educational programs, and Winners on Wheels (a scouting type activity for youth who use wheelchairs). Many activities are free, but some activities do have fees.

**Carolinas Rehabilitation
1100 Blythe Boulevard
Charlotte, NC 28203**
Phone: 704-355-1062
Fax: 704-446-4999
Email: asap@carolinashealthcare.org
Contact: Jackie Campbell

Allegro Foundation

Allegro's free movement education classes for children with disabilities combines movement instruction with educational and medical expertise, creating a new method to teach children with disabilities, including Down syndrome orthopedic challenges (wheelchairs and walkers), cerebral palsy, spinal bifida, muscular dystrophy, individuals with learning disabilities, hearing and visual impairments, at-risk children, and children with cancer. Call for the class schedule.

**419 Ardmore Road
Charlotte, NC 28209**
Phone: 704-412-5229 After Hours
Phone: 704-364-4063
Fax: 704-371-8312
Email: pfallegro@aol.com
www.allegrofoundation.net

Boy Scouts of America

Boy Scouts of America has a variety of programs for all boys ages 7- 18, including boys with disabilities. In addition, the Venture program is a co-ed program focusing on career paths for ages 13 – 21 including medical, law enforcement, veterinary science, aviation, emergency service, accounting, and many more.

**1410 East 7th Street
Charlotte, NC 28204**
Phone: 704-333-5471
Fax: 704-377-4955
www.mccscouting.org

Girl Scouts Hornets' Nest Council

The Girl Scouts builds girls of courage, confidence, and character who make the world a better place. Girl Scouts provides many programs and activities for girls, including girls with disabilities.

**7007 Idlewild Road
Charlotte, NC 28212**
Phone: 704-731-6500
Toll Free Phone: 1-800-868-0528
Fax: 704-567-0598
www.hngirlscouts.org

McDowell Arts Center

Painting and Drawing for children and adults. Participate in a fun, creative and supportive environment. Learn to develop skills in drawing and painting. Have fun creating with paint! Learn to mix colors and experiment with different art techniques.

**100 McDowell Street Ste. E
Matthews, NC 28105**
704-321-7275
Contact: Eileen Schwartz

Mecklenburg County Parks and Recreation Therapeutic Recreation Division

They provide therapeutic recreation services for individuals with disabilities that focus on their abilities and encourage people to attain their highest level of independent leisure functioning. They accomplish this by increasing leisure skills, improving social and communication skills, increasing independent living skills and increasing participants awareness of and involvement in community recreational activities. The Division also advocates for inclusive opportunities in all program services, and advocates for individuals with disabilities by promoting accessibility at all department parks, facilities, programs, special events and classes.

**2219 Tyvola Road
Charlotte, NC 28210**
Phone: 704-432-4322
Fax: 704-523-5352
www.parkandrec.com

North Carolina Lions, Inc

NC Lion Foundation provides recreational opportunities for individuals who are blind or visually impaired, including Camp Dogwood at Lake Norman and a fishing tournament at Nags Head. Call Services for the Blind in Mecklenburg for info.

**7050 Camp Dogwood Dr.
Sherrill's Ford, NC 28673**
Phone: 1-800-662-7401 Ext. 223 &
828-478-2135
Fax: 1-828-478-4419
www.nclionsinc.org

Email: nclions@nclionsinc.org

Search Beyond Adventures

Search Beyond Adventures offers more than 150 tours for adults of all ability levels year around. Trips are available by bus, air, Amtrak, cruise ship, sailboat, and canoe. Customized and wheelchair accessible tours available.

**PO Box 18
Brimfield, MA 01010**
Phone: 1-800-800-9979
www.searchbeyond.com

Special Olympics

Special Olympics is a volunteer committee effort to provide training and competition in a variety of Olympic-type sports for children and adults with intellectual disabilities, including: soccer, bocce, bowling, golf, roller-skating, tennis, figure and speed skating, basketball, skiing, softball, power lifting, track and field, aquatics, motor activities, volleyball, and equestrian.

**2200 Gateway Centre Blvd. Ste. 201
Morrisville, NC 27560**
Phone: 919-719-7662
NC Only Toll Free Phone: 1-800-843-6276
Local Office: 704-358-1935
www.sonc.net
www.specialolympics.org

Trips, Inc.

Trips, Inc. offers all-inclusive vacations for people with intellectual and developmental disabilities ages 16 and older. Each special adventure emphasizes fun, safety, and making friends. Their vacations are offered year-round and include Disneyland, Dolphin Quest, train trips, cruises, and international destinations. Chaperone opportunities are also available.

**PO Box 10885
Eugene, OR 97440**
Phone: 1-800-686-1013 541-686-1013
Fax: 541-465-9355
www.tripsinc.com
trips@tripsinc.com

UMAR-WMC

See UMAR's listing under Major Providers for services provided.

**PO Box 1558 Suite 190
Huntersville, NC 28207-1558**
Phone: 704-875-1328
Toll Free Phone: 888-862-UMAR
Fax: 704-875-9276
www.umarinfo.com

Victory Junction Camp

The mission of the camp is to enrich the lives of children with chronic medical conditions by providing life-changing camping experiences that are exciting, fun, and empowering in a safe and medically sound environment. Further information about the camp, donations, etc. can be found on the website.

4500 Adams's Way
Randleman, NC 27317
Phone: 336-498-9055
Toll Free Phone: 1-877-VJG-CAMP
Fax: 336-495-2045
www.victoryjunction.org
info@victoryjunction.org

Legislative Resources

United States House of Representatives

Representative Robert Pittenger
District 9
224 Cannon House Office Building
Washington, D.C. 20515
Phone: 202-225-1976
Fax: 202-225-3389
Website: www.pittenger.house.gov

Representative Alma Adams
District 12
222 Cannon House Office Building
Washington, D.C. 20515-3312
Phone: 202-225-1510
Fax: 202-225-1512
www.adams.house.gov

Representative Richard Hudson
District 8
429 Cannon House Office Building
Washington, D.C. 20515
Phone: 202-225-3715
www.hudson.house.gov

United States Senate Members

Senator Richard Burr
217 Russell Senate Office Building
Washington, DC 20515
Phone: 202-224-3154
Fax: 202-228-2981
Website: www.burr.senate.gov

Senator Thom Tillis
G55 Dirksen Senate Office Building
Washington, DC 20510
Phone: 202-224-6342
Fax: 202-224-6342
www.tillis.senate.gov

North Carolina Senate Members

Jeff Jackson, District 37

16 W. Jones Street, Room 1104
Raleigh, NC 27601-2808
Phone: 919-715-8331
Email: jeff.jackson@ncleg.net

Joel Ford, District 38

16 W. Jones Street Room 1119
Raleigh, NC 27601-2808
Phone: 919-733-5955
Email: joel.ford@ncleg.net

Bob Rucho, District 39

300 N. Salisbury Street, Room 300-A
Raleigh, NC 27603-5925
Phone: (919) 733-5655
Email: bob.rucho@ncleg.net

Joyce Waddell, District 40

300 N. Salisbury Street Room 515
Raleigh, NC 27603-5925
Phone: 919-733-5650
Email: joyce.waddell@ncleg.net

Jeff Tarte, District 41

16 W. Jones St. Room 2108
Raleigh, NC 27601-2808
Phone: 919-715-3050
Email: jeff.tarte@ncleg.net

North Carolina House of Representatives

Rob Bryan, District 88

300 N. Salisbury Street, Room 536
Raleigh, NC 27603-5925
Phone: 919-733-5607
Email: rob.bryan@ncleg.net

Justin Moore, District 92

16 W. Jones Street, Room 1420
Raleigh, NC 27601-1096
Phone: 919-733-5654
Email: justin.moore@ncleg.net

John Bradford, District 98

16 W. Jones Street Room 2123
Raleigh, NC 27601-1096
Phone: 919-733-5828
Email: john.bradford@ncleg.net

Rodney W. Moore, District 99

16 W. Jones Street Room 1219
Raleigh, NC 27601-1096
919-733-5606
Email: Rodney.Moore@ncleg.net

Becky Carney, District 102

16 W. Jones Street Room 1221
Raleigh, NC 27601-1096
Phone: 919-733-5827
Email: becky.carney@ncleg.net

William Brawley, District 103

300 N. Salisbury Street Suite 534
Raleigh, NC 27603-5925
Phone: 919-733-5800
Email: Bill.Brawley@ncleg.net

Dan Bishop, District 104

300 N. Salisbury Street Room 607
Raleigh, NC 27603-5925
Phone: 919-715-3009
Email: dan.bishop@ncleg.net

Scott Stone, District 105

16 W. Jones Street Room 2213
Raleigh, NC 27601-1096
Phone: 919-733-5886
Email: Scott.Stone@ncleg.net

Tricia Ann Cotham, District 100
300 N. Salisbury Street, Room 402
Raleigh, NC 27603-5925
Phone: 919-715-0706
Email: tricia.cotham@ncleg.net

Beverly M. Earle , District 101
300 N. Salisbury Street Room 514
Raleigh, NC 27603
Phone: 919-715-2530
Email: Beverly.earle@ncleg.net

Carla Cunningham, District 106
16 W. Jones Street Room 1109
Raleigh, NC 27601-1096
Phone: 919-733-5807
Email: carla.cunningham@ncleg.net

Kelly Alexander Jr., District 107
300 N. Salisbury Street, Room 404
Raleigh, NC 27603
Phone: 919-733-5778
Email: Kelly.alexander@ncleg.net

Major Providers

The agencies listed here provide a wide array of programs and services. You can also find them under relevant topic searches like employment resources, residential / independent living, supported employment, etc.

Autism Services of Mecklenburg County

ASMC is a local, not-for-profit organization dedicated to supporting individuals with Autism Spectrum Disorders, Traumatic Brain Injury (TBI), and other disabilities.

ASMC supports the belief that people with disabilities have the right to live and work in the most normal, least restrictive setting as is consistent with their abilities and that they should be afforded the same dignity and rights as all other citizens. ASMC encourages each individual's emotional and spiritual growth, family and social relationships, and community involvement.

Services Provided:

Although we have provided other services in the past, including services for children, and hope to again when the opportunity arises, we currently operate eight six-bed group home for adults, which provide an array of support services based on individual need. These include:

- Innovations Residential Supports 1-4
- ICF/IID Group Home services
- Group Living Moderate (IPRS)

Administrative Office:

ASMC, Inc.
2211 Executive Street, Suite A
Charlotte, NC 28208
Tel: 704-392-9220
Fax: 704-392-9221
info@autismservices.org
www.autismservices.org

Established in 1978

Nationally Accredited since 2008

Developmental Disabilities Resources (DDR, Inc.)

DDR, Inc. provides an array of long and short-term options for adults and children with disabilities. They strive to select the best care providers to support consumers and make every effort to serve as advocates to meet the social, physical, and emotional needs of our consumers.

Services Provided:

- CAP Services
 - Home and Community Supports
 - Home Supports
 - Residential Supports
 - Individual Caregiver Training and Education
 - Personal Care
 - Respite
 - Day Supports
- NC Innovations Services
 - In Home Skill Building
 - Personal Care
 - In Home Intensive Supports
 - Residential Supports
 - Respite
 - Community Networking
 - Natural Supports Education
- Additional PBH Services
 - B3 Respite
- Additional Mecklenburg State Funded (IPRS) Services
 - Family Living
 - Developmental Therapy
 - Personal Assistance
- Respite

6824 Wilgrove-Mint Hill Road,
Charlotte, NC 28227

Phone: 704-573-9777

Fax: 704-545-2219

Toll Free Phone: 1-866-313-9777

www.ddrinc.org

Easter Seals UCP North Carolina and Virginia, Inc.

Easter Seals UCP North Carolina creates opportunities, promotes individual choice and changes the lives of children and adults with disabilities by maximizing their individual potential for living, learning and working in their communities.

Services Provided:

- Childcare
 - Children's Centers
 - Early Childhood Outreach
 - Foster Care Services
- Employment
 - Supported Employment
 - Job Development & Placement
 - Job Coaching & Training
 - Vocational Day Support
 - Long Term Vocational Support
 - Benefits Counseling/Work Incentives Planning and Assistance
- Information & Referral
- Supports
 - Clinical & Community Mental Health Services
 - Crisis & Recovery Center
 - Home Supports
 - Day Supports
 - Respite

South Office:

6135 Park South Drive, Suite 350
Charlotte, NC 28210
Phone: 704-566-6040

North Office:

10150 Mallard Creek Road, Suite 510
Charlotte, NC 28262
Phone: 704-566-6040

ACTT Services:

8430 Medical Plaza Drive, Suite 100
Charlotte, NC 28262
Phone: 704-295-4955

Website:

<http://www.easterseals.com/NCVA/>

INREACH

INREACH provides residential and community supports and services for children and adults with developmental and other disabilities in residential and community settings. Services Provided:

- Community Support
 - CAET
 - Open Opportunities Project
 - Personal Assistance
 - First in Families Project
- Employment
 - Work Adjustment Program
 - Supported Employment
- Housing
 - Alternate Family Living
 - Group Homes
 - HUD Housing (condominiums)
 - Supervised Living
- Supports
 - CAP Waiver
 - Respite
 - Home and Community Supports
 - Personal Care Services
 - Residential Supports

Main Office

4530 Park Road
Suite 300
Charlotte, NC 28209
Phone: 704-536-6661
Fax: 704-536-0074
www.inreachnc.org

LifeSpan, Inc.

LifeSpan transforms the lives of children and adults with intellectual disabilities by providing education, employment, and enrichment opportunities that promote inclusion, choice, family supports, and other best practices.

LifeSpan serves over 1200 children and adults from 26 locations between Waynesville and Burlington.

Services Provided in Mecklenburg

- CAET, Community Activity & Transition Services
- CAP, Community Alternative Program
- Day Activity/ICF
- Horticulture/Pottery
- Residential
- Supported Employment & LTVS
- After Hours Enrichment
- ARTS

Corporate Office:
200 Clanton Road
Charlotte, NC 28217
Phone: 704-944-5100
Fax: 704-944-5102
www.lifespanservices.org

Creative Campus- Center City
601 North Graham Street
Charlotte, NC 28202
Phone: 704-333-7109
Email: Panchita Hutchinson-Jackson
phjackson@lifespanservices.org

LifeSpan Creative Campus-West
3127 Kalyne Street
Charlotte, NC 28208
Phone: 704-393-5916
Email: Latoya Anglin
langlin@lifespanservices.org

LifeSpan Arts
2424 North Davidson Street
Suite 110 Unit E
Charlotte, NC 28205
Phone: 704-332-3622
Contacts: Tracey Hartzog
thartzog@lifespanservices.org

Program Director for Residential & CAP Services: Sonya Reid, QP
3127 Kalyne Street
Charlotte, NC 28208
Phone: 704-393-5916
sreid@lifespanservices.org

Quest Provider Services

Quest Provider Services is an internationally accredited and nationally recognized agency providing CAP MR/DD services to persons diagnosed with developmental disabilities and mental health conditions. Quest Provider Services is proud to offer opportunities for empowerment through personal choices, self-determination, and individual growth.

Quest Provider Services offers a variety of CAP services:

- Home Supports
- Residential Supports
- Home & Community Supports
- Supported Employment
- Respite Individual/Group
- Day Supports
- Personal Care
- Enhanced Respite
- Enhanced Personal Care
- Individual Caregiver Training

2329 East WT Harris Boulevard
Charlotte, NC 28213
Phone: 704-537-4730
Fax: 704-537-4731

285 N. Main Street
Troutman, NC 28166

www.questnc.com

ResCare North Carolina

ResCare is a human services company that offers services to people of all ages and abilities to help make their lives more independent. The company serves more than a million people each year with its nearly 50,000 employees at thousands of locations.

ResCare Community Alternatives of NC

- Residential Services for individuals with I/DD
- Alternative Family Living
- Respite Services

ResCare Homecare

- Personal Care (PVT, Medicaid, VA, Long Term Health Insurance)
- Light Housekeeping
- Errands
- Meal Preparation
- 24-hour Care
- Companion/Sitter Care
- Live In Services
- Personal Emergency Response Systems/Rest Assured

834 Tyvola Road, Suite 108
Charlotte, NC 28217
Homecare Phone: 704-800-4982 &
704-559-8125
Website: www.rescare.com

Total Care and Concern	
<p>Total Care & Concern provides an array of services for people with developmental disabilities. Services Provided:</p> <ul style="list-style-type: none"> • CAP • Day Support • Personal Care & Enhanced Personal Care • Home & Community Support • AFL Residential Support "All Levels" • Respite & Enhanced Respite • Supported Employment • Individualized Care Giver Training • Specialized Consultative Services 	<p>South Campus 1404 Orchard Lake Drive Charlotte, NC 28270</p> <p>Administrative 1428 Orchard Lake Dr. Charlotte, NC 28270 Phone: 704-321-1635 Fax: 704-321-1639 www.totalcareandconcern.org</p>

UMAR-WMC	
<p>UMAR's mission is to promote community inclusion, independence, and growth for adults with intellectual and developmental disabilities through residential, employment, and cultural enrichment opportunities.</p> <p>Services Provided:</p> <ul style="list-style-type: none"> • Skill Training & Education <ul style="list-style-type: none"> ○ Volunteering ○ Accessing Community Resources ○ Personal Growth and Development: classes at community college, trade training, internships ○ Skill Development: related to securing employment ○ Social Skill Building ○ Health and Wellness ○ Natural Supports • Employment <ul style="list-style-type: none"> ○ Skill Development: related to securing employment ○ Work Orientation Classes ○ Supported Employment • Group Homes & Apartment Living <ul style="list-style-type: none"> ○ Recreation (UMAR ARTS: art program) 	<p>Office Address: 9800 Kinsey Avenue, Suite 190 Huntersville, NC 28078</p> <p>Mailing Address: PO Box 1558 Ste. 190 Huntersville, NC 28207 Phone: 704-875-1328 Fax: 704-875-9276</p> <p>UMAR ARTS Center 1025 E. 36th Street Charlotte, NC 28205 Phone: 704-348-0994</p> <p>Toll Free: 888-862-UMAR (8627) www.umarinfo.com</p>

Private Schools K-12

Charlotte United Christian Academy

Charlotte United Christian Academy provides quality Christian education for children in kindergarten through 12th grade. Offering a college-prep curriculum, the staff and faculty are dedicated to the academic, spiritual, physical, and social growth of each student. With small classroom sizes they are better able to accomplish their mission to affect the community and the world by developing strong Christian leaders through individualized academic excellence. They offer Spanish, music, computer, art, physical education, quality sports and drama programs, field trips, and weekly chapel services.

7640 Wallace Road
Charlotte, NC 28212
Phone: 704-537-0331
Fax: 704-537-0568
[http://cucawarriors.com/
warriors@cucawarriors.com](http://cucawarriors.com/warriors@cucawarriors.com)

Cyzner Institute

The Cyzner Institute Day School and Therapeutic Center is a private educational, therapeutic, and biomedical center for children with learning disabilities or special developmental and/or behavioral needs. The Day School layers academics with therapy in customized learning environments (preschool thru middle school). Therapeutic services include evaluations, tutoring, ABA, OT, speech-language and music therapies, integration of biomedical/nutritional support, and more (birth to age 18).

7022 Sardis Road
Charlotte, NC 28270
Phone: 704-366-8260
Fax: 704-366-8210
www.cyznerinstitute.com

Manus Academy

Manus Academy is a private 4-12th grade school and tutoring, testing, and consulting service organization. They are dedicated to working with students with special academic needs, such as those with learning disabilities, attention deficit disorder, and those who have fallen behind in school for other reasons.

6203 Carmel Road
Charlotte, NC 28226
Phone: 704-542-6471
Fax: 704-541-2858
www.manusacademy.com

John Crosland School

Crosland is a community of innovative teachers who have created an educational experience for children with learning disabilities and attention deficit disorder (ADHD) that goes beyond the definition of school.

5146 Parkway Plaza Boulevard
Charlotte, NC 28217
Phone: 704-365-5490
www.johncroslandschool.org

Residential & Independent Living

Autism Services of Mecklenburg (ASMC)

See ASMC listing in Advocacy, Information, and Referral Section for services provided.

2211-A Executive Center Drive
Charlotte, NC 28208
Phone: 704-392-9220
Fax: 704-392-9221

Charlotte Housing Authority

The Charlotte Housing Authority is a non-profit real estate holding company with a public purpose. Their mission is to lead, develop, and execute community-wide strategies that meet the broad range of housing needs for families who cannot otherwise attain conventional housing.

400 East Boulevard
Charlotte, NC 28203
Phone: 704-336-5183
Fax: 704-353-0507
www.cha-nc.org

Community Link

The mission of Community Link is to enable individuals and families to obtain and sustain safe, decent, affordable housing through:

- Travelers Aid (stranded traveler's assistance)
- Homeless to rental housing program
- first-time homeownership education and counseling services
- free tax preparation for low-to-moderate income families

601 East 5th Street, Suite 220
PO Box 37265
Charlotte, NC, 28202
Phone: 704-943-9490
800-977-1969
www.communitylinknc.org
www.facebook.com/communitylinknc

Developmental Disabilities Resources, Inc.

See their listing under Major Providers section for services provided.

9929 Albemarle Road, Suite 4-A
Charlotte, NC 28227
Phone: 704-545-2662
Fax: 704-545-2779
www.ddrinc.org

Disability Rights and Resources

This agency provides information and referral, peer counseling, independent living skills training, and individual and systems advocacy and transition from nursing homes back into the community. They also provide consultation and training on ADA at a fee-for-service (no fees charged to people with disabilities).

3724 National Drive, Suite 100
Charlotte, NC 27612
Phone: 919-856-2195
TTY: 888-268-5535
Toll Free Phone: 1-877-235-4210
<http://disabilityrightsn.org/contact-us>
info@disabilityrightsn.org

Easter Seals UCP North Carolina and Virginia, Inc.

Please see listing under Major Providers for services provided.

10150 Mallard Creek Rd., Ste., 510

Charlotte, NC 28262

Phone: 704-566-6040

Website:

<http://www.easterseals.com/NCVA/>

Goodwill Industries of the Southern Piedmont, Inc.

Employment Skills Training is a community rehabilitation program that prepares clients for career advancement through a series of work-related training experiences. Our program provides clients with opportunities for employment skills building, classroom instruction, skills assessment, community outings, group and individual activities, and paid work training. The core curriculum focuses on work preparation with additional class electives and activities available.

Specialty electives offer classroom and hands-on training in gardening, horticulture and art. Clients have the option to participate in a horticulture certificate program and to learn about the different job functions of a nursery worker, greenhouse worker, floral assistant, arborist assistant, garden maintenance and produce sales and stocking. Thanks to a partnership with the McGill Rose Garden, the course work is experiential and allows clients to learn about plants, harvesting and crop maintenance, while at the same time providing team-building opportunities with classmates and community members.

Classes in mosaics and creative arts offer a meaningful transition from self-exploration to developing real world transferable skills. These classes offer opportunities for clients to create an art product utilizing task focus strategies, art techniques, time management skills, and idea development.

Through collaboration with the Charlotte Art League, participants attend art classes, prepare work for an annual art show, learn about their personal abilities and develop confidence and self-assurance. The ultimate goal of every person attending Employment Skills Training is to secure family-sustaining employment in their community. Goodwill's program and services are available Monday through Thursday from 8:00 a.m.-2:00 p.m.

5301 Wilkinson Boulevard

Charlotte, NC 28208

Mailing Address:

PO Box 668768

Charlotte, NC 28266

Phone: 704-372-3434

Fax: 704-372-3228

<http://www.goodwillsp.org/>

Habitat for Humanity

Habitat for Humanity works in partnership with God and people from all walks of life to develop community with people in need by building and renovating homes.
Habitat Charlotte transforms lives by partnering with families and our communities to create and preserve affordable home ownership solutions.

PO Box 220287
Charlotte, NC 28222
Phone: 704-376-2054
Fax: 704-342-1797
www.habitatcharlotte.org

Homeownership Center of Charlotte

Education and advisory programs include: community outreach seminars, delinquency/foreclosure prevention advising, homebuyer education class, pre-purchase individual advising, post-homeownership classes, and a financial literacy workshop.

The Housing Partnership
4601 Charlotte Park Drive, Suite 350
Charlotte, NC 28217
Phone: 704-377-4663/342-0933
Fax: 704-342-2745
<http://www.cmhp.org/homeownership/info@cmhp.org>

INREACH

See listing under the Major Providers section for information about their services.

4530 Park Road
Suite 300
Charlotte, NC 28209
Phone: 704-536-6661
Fax: 704-536-0074
www.inreachnc.org

Love, Inc.

Provides a range of services for small in home repairs, occasional cleaning, assistance with shopping, yard work, and wheel chair ramp construction.

PO Box 18517
Charlotte, NC 28218
2633 Eastway Dr.
Charlotte, NC 28205
Phone: 704-536-5588
Fax: 704-631-9424
information@loveinc-charlotte.org
<https://loveinc-charlotte.org/>

LifeSpan, Inc.

See listing under the Major Providers section for services provided.

200 Clanton Road
Charlotte, NC 28217
Phone: 704-944-5100
www.Lifespanservices.org

Monarch

Their services include licensed group homes, supervised apartments, and private condominiums for individuals who have severe and persistent mental illness. They also provide a rental assistance program for persons with disabilities who are at risk for being homeless.

**350 Pee Dee Avenue
Albemarle, NC 28001**
Phone: 704-986-1500
Fax: 800-227-8961
www.monarchnc.org

5700 Executive Center Drive, Suite 110
Charlotte, NC 28212
Phone: (866) 272-7826

North Carolina Services for the Blind

See NC Services for the Blind's listing in Community Based Supports section for services provided.

Charlotte District Office
5855 Executive Center Drive, Suite 100
Charlotte, NC 28212
Phone: 704-563-4168
Toll Free: 1-800-422-1895
Fax: 704-563-4114
www.dhhs.state.nc.us/dsb/

Supportive Housing Communities - McCreesh Place

Supportive Housing Communities – McCreesh Place owns and operates McCreesh Place, a 91-unit apartment community with a single-room occupancy design. McCreesh Place offers affordable, drug and alcohol free housing to men who are disabled and exiting homelessness. Case management services are available on-site and rent is based on a percentage of the individual's income

2120 North Davidson Street
Charlotte, NC 28205
Phone: 704-335-9380
Fax: 704-335-8131
www.supportivehousingcommunities.org
shc@aplacetoiveagain.org

Therapeutic Alternatives

Therapeutic Alternatives has been providing quality mental health/developmental disability and substance abuse services to North Carolinians since 1958. Their mission is to deliver comprehensive human services that empower people to achieve their goals in life through Psychosocial Rehabilitation Programs, Adult Developmental Day Programs, Hospital Transition Teams, CAP IDD/Innovations Waiver Services and Geriatric Adult Mental Health Specialty Team Services.

4270 Heath Dairy Road
P.O. Box 814
Randleman, NC 27317
Phone: 1-877-MYTAHOME
Phone: (336) 495-2700
Fax: (336) 495-5552
www.mytahome.com

Total Care and Concern

This service is provided to individuals who live in licensed community residential settings, foster homes, alternative family living homes, as well as unlicensed alternative family living homes that serve one adult. This service also provides assistance, support, supervision, and monitoring that enables individuals to participate in home or community activities.

1428 Orchard Lake Drive
Charlotte, NC 28270
Phone: 704.321.1635
Fax: 704.321.1639
www.totalcareandconcern.org

Respite Care & Caregiver Support

(Also see advocacy and information section)

Adult Care and Share Center, Inc.

Adult Care & Share Center provides day care, health care, meals, socialization and planned activities for older and disabled adults.

6709 Idlewild Road
Charlotte, NC 28212
 Phone: 704-567-2700
www.adultcareandshare.com

Bayada Home Health Care

BAYADA Home Health Care specialty practices include home health, adult nursing, assistive care, pediatrics, hospice, and habilitation services to children, adults, and seniors in the comfort of their homes.

8801 J.M. Keynes Drive, Suite 140
Charlotte, NC 28262
 Phone: 704-688-2500
 Fax: 704-548-9518
www.bayada.com

Comprehensive Community Care

Comprehensive Community Care is a CARF accredited agency that provides Respite. Respite Services include a 24-hour respite home, enhanced respite, and nursing respite services.

3308 Durham Chapel Hill Blvd.
Durham, NC 27707
 Phone: 919-489-4202
 Fax: 704-569-0408
info@compcarenc.com
www.compcarenc.com

Easter Seals UCP North Carolina and Virginia, Inc.

See listing under Major Providers for services provided.

10150 Mallard Creek Rd., Ste., 510
Charlotte, NC 28262
 Phone: 704-566-6040
 Website:
<http://www.easterseals.com/NCVA/>

Helping Outcomes for Parents of Exceptional children-HOPE

HOPE is a non-profit organization established to support parents/guardians of children/adults with disabilities by building personal relationships, reducing stress, and creating community connections.
HOPE understands the daily responsibilities necessary when caring for a loved one with a disability.
HOPE provides the necessary personal time for parents in order to enhance the family bond, which enables parents to better support their loved one.
HOPE creates opportunities for parents to experience the joy of being together while exploring events in their community such as dinner, movies, concerts, sporting events, theaters, spa packages, as well as getaways.

**624 Belmorrow Dr.
Charlotte, NC 28214**
Phone: 828-243-6171
www.parents4hope.org
Contact: Zondra Moss, CEO
Email: zmoss@parents4hope.org

Contact: Clarence Moss, COO
Email: cmoss@parents4hope.org

Piedmont Adult Living Services

This agency provides cost effective alternatives to the institutional care of elders and adults with disabilities by offering them a safe, compassionate, and productive daytime environment.

**1201 South Boulevard
Charlotte, NC 28203**
Phone: 704-370-0093

Quest Provider Services

This company provides respite care, among other services. See their listing under the Major Providers.

**2329 East WT Harris Boulevard
Charlotte, NC 28213**
Phone: 704-537-4730
Fax: 704-537-4731

285 N. Main Street
Troutman, NC 28166

www.questnc.com

ResCare North Carolina

This company provides respite care among other services. See their listing under the Major Providers.

**834 Tyvola Road, Suite 108
Charlotte, NC 28217**
Homecare Phone: 704-800-4982 &
704-559-8125
Website: www.rescare.com

Special K Enrichment, Inc.

Services provided by Special K include: alternative family living, crisis stabilization, day support for adults, personal care, family training, home and community support, residential support services (level 1-4) and respite.

**2838 Queen City Drive, Suite A
Charlotte, NC 28208**
Phone: 704-395-9387
Fax: 704-395-9436
www.skeinc.org

Total Care and Concern

Respite Services provide periodic support and relief to the primary caregiver(s) from the responsibility and stress of caring for the participant.

1428 Orchard Lake Drive
Charlotte, NC 28270
Office: 704.321.1635
Fax: 704.321.1639
www.totalcareandconcern.org

UMAR-WMC

See UMAR-WMC's listing under Major Providers for Services Provided.

PO Box 1558 Suite 190
Huntersville, NC 28070
Phone: 704-875-1328
Fax: 704-875-9276
www.umarinfo.com

Senior Citizens

Alzheimer's Association-Western Carolina Chapter

The Alzheimer's Association is dedicated to creating a world without Alzheimer's disease while optimizing the quality of life for individuals and their families.

4600 Park Road, Suite 250
Charlotte, NC 28209
Phone: 980-498-7760
Toll Free: 1-800-272-3900
Fax: 980-939-1306
www.alz.org/northcarolina
Email: InfoNC@alz.org

Council on Aging

The mission of Council on Aging is to transform Charlotte-Mecklenburg into a *senior-friendly* community through planning, programming, education and advocacy.

3700 Shamrock Drive, 5th Floor
Charlotte, NC 28215
Phone: 704-292-1797
www.charmeckcoa.org

Just 1 Call

This is a referral service for senior citizens, adults with disabilities as well as caregivers and service providers.

Toll free: 877-889-0323
Fax: 704-319-9199
www.just1call.org

Nevins, Inc.

See Nevins, Inc.'s listing in Community Based Supports section for services provided.

3523 Nevins Road
Charlotte, NC 28269
Phone: 704-596-1372
Fax: 704-598-7052
www.nevinsinc.org

Shepherd's Center

The services provided by Shepherd's Center include: educational programs and services, health screenings, social activities and trips, volunteer opportunities, referrals, and lifelong learning opportunities through classes, seminars, and lectures

**3115 Providence Road
Charlotte, NC 28211**
Phone: 704-365-1995
Fax: 704-365-1955
www.shepherdscharlotte.org
plampel@shepherdscharlotte.org

Shepherd's Center South
P.O. Box 472406
Charlotte, NC 28247
704-541-0100
www.shepherdscentersouth.org
Shepherd's Center East
704-338-1511

Substance Abuse Services

Anuvia Prevention and Recovery Services

Anuvia promotes wellness in the community by providing compassionate treatment and prevention services of the highest quality to impact the disease of addiction. Anuvia provides an array of science-based prevention & education services, is recognized by the State of North Carolina for excellence, and offers a full continuum of assessment, pre-treatment and outpatient treatment services. Hablamos Espanola.

**100 Billingsley Road
Charlotte, NC 28211**
Phone: 704-376-7447
www.anuvia.org

Center for Prevention Services

CPS is a resource referral agency, a provider of training, and a source for prevention services and programs. CPS does not provide treatment services, but will help locate appropriate treatment

**1117 East Morehead Street
Charlotte, NC 28204**
Phone: 704-375-3784
www.preventionservices.org
info@preventionservices.org

Hope Haven, Inc.

Hope Haven, a foundation of recovery, provides life skills for homeless, chemically dependent adults and families within a supportive residential environment, leading to independence.

**3815 North Tryon Street
Charlotte, NC 28206**
Phone: 704-372-8809
Fax: 704-376-011
www.hopehaveninc.org

McLeod Addictive Disease Center

The McLeod Center is the largest provider of comprehensive alcohol and drug treatment services in North Carolina. They provide a full array of services from assessment to supportive aftercare.

**515 Clanton Road
Charlotte, NC 28217**
Phone: 704-332-9001 & 855-824-9458
www.mcleodcenter.com

Supported Employment

Easter Seals UCP North Carolina and Virginia, Inc.

Easter Seals UCP's Supported Employment enables people with disabilities to not only earn a sustainable wage and/or volunteer their talents, but also give back to their communities. We provide one-on-one assistance at a person's job site to help develop skills and build supportive relationships with co-workers and employers. Our employment services also help individuals with disabilities identify career interests and skills and match them with meaningful, competitive jobs with community employers. Employment services include job coaching & training, long term vocational support, and vocational day supports.

**10150 Mallard Creek Rd., Ste., 510
Charlotte, NC 28262**
Phone: 704-566-6040
Website:
<http://www.easterseals.com/NCVA/>

Goodwill Industries of the Southern Piedmont, Inc.

Goodwill's Coaching Services offers career planning, job development and placement assistance for individuals with obstacles to obtaining employment. Trained vocational coaching specialists assist the employee (or trainee) and his or her employer throughout the entire process. Each client is assigned a Goodwill vocational coach whose work is to support and encourage the individual to identify their skills and set goals that will enable them to pursue a path into paid employment. Once interviews are completed and the individual has landed a job, one-on-one job coaching in the workplace occurs until the individual can do the tasks independently or with minimal support.

Goodwill's Vocational Coaching team works with many disability types. These include persons with intellectual disabilities, developmental disabilities, mental illness, visual impairment, hearing impairment and many others.

Long-Term Support Services:

After the client is independent and the job placement is considered stable, the vocational coach will continue to visit the worksite, but on a much less frequent basis. Clients receive monitoring and interventions as needed to assist them in

**5301 Wilkinson Boulevard
Charlotte, NC 28208**
Mailing Address:
**PO Box 668768
Charlotte, NC 28266**
Phone: 704-372-3434
Fax: 704-372-3228
Contact Person: Michelle Sterling, EST
Manager
704-332-0335

<p>keeping his or her employment. The vocational coach also serves as an advocate for the client to ensure that they receive equal benefits, opportunities for promotion, and chances to learn new tasks requiring greater levels of skill and responsibility. The Long-Term Vocational Support Coach will help the individual identify ongoing natural supports in the workplace to optimize his or her success.</p>	
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INREACH	
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<p>See INREACH's listing under Major Providers for a list of services provided.</p>	<p>4530 Park Road Suite 300 Charlotte, NC 28209 Phone: 704-536-6661 www.inreachnc.org</p>
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LifeSpan, Inc.	
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<p>See LifeSpan, Inc's listing in Major Providers section for services provided.</p>	<p>200 Clanton Road Charlotte, NC 28217 Phone: 704-944-5100 Toll Free: 1-877-944-7800 Fax: 704-944-5102 www.LifeSpanservices.org</p>
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Nevins, Inc.	
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<p>See Nevins Center's listing in Community Based Supports sections for services provided.</p>	<p>3523 Nevins Road Charlotte, NC 28269 Phone: 704-596-1372 Fax: 704-598-7052 www.nevinsinc.org</p>
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North Carolina Services for the Blind	
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<p>See NC Services for the Blind's services in the Community Based Support section for services provided.</p>	<p>Charlotte District Office 5855 Executive Center Drive, Suite 100 Charlotte, NC 28212 Phone: 704-563-4168 Toll Free: 1-800-422-1895 Fax: 704-563-4114 www.dhhs.state.nc.us/dsb/</p>
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Quest Provider Services

This company provides respite care among other services. See their listing under the Major Providers.

2329 East WT Harris Boulevard
Charlotte, NC 28213
Phone: 704-537-4730
Fax: 704-537-4731
285 N. Main Street
Troutman, NC 28166
www.questnc.com

Supported Employment Training, Inc. (SET, Inc.)

This agency provides on-the-job vocational training for adults with DD. SET, Inc. provides whatever level of training assistance and support the individual needs to be successful in a competitive job placement. No fees to families.

10150 Mallard Creek Road, Suite 150
Charlotte, NC 28262
Phone: 704-333-8220

Total Care and Concern

When supported employment services are provided at a work site in which persons without disabilities are employed, payment will be made only for the adaptations, supervision and training required by individuals receiving waivers services as a result of their disabilities, and will not include payment for the supervisor activities rendered as a normal part of the business setting.

1428 Orchard Lake Drive
Charlotte, NC 28270
Office: 704.321.1635
Fax: 704.321.1639
www.totalcareandconcern.org

UMAR-WMC

See UMAR-WMC's listing in the Major Providers section for Services Provided.

PO Box 1558
Huntersville, NC 28070
Phone: 704-875-1328
Toll Free: 888-862-UMAR
Fax: 704-875-9276
www.umarinfo.com

Unique Caring Foundation

Their services include supported employment, therapeutic foster care, and community based services.

5500 Executive Center Drive, Suite 118
Charlotte, NC 28212
Phone: 704-535-0093
Fax: 704-563-8677
<http://www.uniquecaringnetwork.com/>

Vocational Rehabilitation Services

Vocational Rehabilitation Services assists eligible people with disabilities to achieve gainful employment and increase their ability to live independently. Also provides school-to-work transition services.

5501 Executive Center Drive, Suite 101
Charlotte, NC 28212
Phone: 704-568-8804
[www.http://dvr.dhhs.state.nc.us/](http://dvr.dhhs.state.nc.us/)

Transportation

CATS Serving People with Disabilities

CATS' goal is to serve all citizens of the region including those with special needs. Special Transportation Service (STS) provides door-to-door transit services within Charlotte's City limits, including the towns of Matthews and Pineville, for individuals with disabilities certified as eligible according to the Americans with Disabilities Act (ADA).

545 Spratt Street
Charlotte, NC 28202
Phone: 704-336-2637

TSA Helpline for Travelers with Disabilities

The Transportation Security Administration (TSA) launched TSA Cares, a new helpline designed to assist travelers with disabilities and medical conditions prior to getting to the airport. Travelers may call TSA Cares toll free prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. Travelers with hearing impairments can use a relay service to contact TSA Cares or can e-mail. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support.

Toll Free Number: 1-855-787-2227
Email: TSA-ContactCenter@dhs.gov

Get Involved with The Arc

The Arc is an established network that connects families and individuals with developmental disabilities to community resources. We do this by:

- creating awareness of intellectual and developmental disabilities.
- advocating to legislators and policy makers to ensure the needs of people with developmental disabilities are met. (i.e. education, housing, services, and funding)
- helping people with developmental disabilities access services and the supports they need.
- encouraging personal empowerment and self-advocacy.
- educating the community about receiving, embracing, and engaging people with developmental disabilities in all facets of the community.

Why Become a Member of The Arc?

- To help secure national, state, and local representation for individuals with intellectual and developmental disabilities (IDD)
- To help provide services and support to individuals with disabilities and their families
- To support or volunteer your time and talents with a national advocacy organization
- To access specialized trainings, workshops, forums, and conventions
- To receive the latest information about governmental affairs and legislative issues pertaining to individuals with IDD
- To encourage progressive legislation
- To help increase public awareness of the needs, rights, and abilities of people with IDD



Membership Application
 The Arc of Mecklenburg County, Inc.
 3900 Park Road, Suite C
 Charlotte, NC 28209

Renew New

Date: _____

Name: _____

Address

Home: _____ Work: _____

Phone

Home: _____ Work: _____

E-mail: _____

Would you like to receive our Arc Voice Newsletter via E-mail? Yes No

Membership categories (please check one):

- | | | | |
|---|----------|--|---------|
| <input type="checkbox"/> Self-Advocate | \$20 | <input type="checkbox"/> Arc Corporate Sponsor | \$100 |
| <input type="checkbox"/> Individual | \$30 | <input type="checkbox"/> Arc Friend | \$500 |
| <input type="checkbox"/> Family | \$40 | <input type="checkbox"/> Arc Angel | \$1,000 |
| <input type="checkbox"/> General Donation | \$ _____ | | |

Amount Enclosed: \$ _____ Visa _____ MasterCard _____ Discover _____

Credit Card # _____ CVV # _____ Exp. Date: _____

Date: _____ Signature: _____

Join our network of community members and support educational programming, increase public awareness, and promote inclusion of individuals with developmental disabilities. The Arc is the leading national organization for persons with developmental disabilities with over 750 chapters nationwide and 140,000 members.

Mail this membership form with payment to address listed above or email to nancy@arcmeck.org. Donations and membership dues may also be paid online at www.arcmeck.org. Click on the Donate/membership tab.

Index

A

A Special Needs Plan	31
Achieve Therapy Services	24
Adaptive Sports & Adventures Program	33
Adult Care & Share Center	49
Allegro Foundation	20,34
Alzheimer's Association (Western Carolina Chapter)	51
Amara Wellness	15
American Civil Liberties Union of NC (ACLU)	32
American Red Cross of the Greater Carolinas	28
Anuvia Prevention & Recovery Center	52
Appalachian State University- Scholars with Diverse Abilities	11
The Arc of Mecklenburg County	1,5,29
The Arc of NC LIFE Guardianship Program	5
The Arc of NC Charlotte Office	14
The Arc of NC	5
ATG Rehab	11
Autism Foundation of the Carolinas	6,31
Autism Services of Mecklenburg County	6,15,20,38,45
Autism Society of North Carolina	6
Autism Speaks	6

B

Bayada Home Health Care	24,49
Beyond Academics UNC Greensboro	11
Boy Scouts of America	34
Butterfly Effects	6,24

C

Canine Companions for Independence	12
Cardinal Innovations Healthcare	26
Catholic Social Services	18
CATS Serving People with Disabilities	56
Central Piedmont Community College	11
Center for Prevention Services	52
CHADD of Mecklenburg County	7,15
Charlotte Area Fund	29
Charlotte Housing Authority	45
Charlotte Mecklenburg Public Library	16
Charlotte Works	30

CMS Programs for Preschoolers with Disabilities & Exceptional Children	16
Charlotte Pediatric Dentistry	24
Charlotte Speech & Hearing	24
Charlotte United Christian Academy	44
Child Care Resources	16
Children's Developmental Services Agency	16
Circle of Friends – Forest Hill Church	18
Community Link	45
Comprehensive Community Care	49
Consumer Credit Counseling United Family Services	31
Council for Children's Rights	7,32
Council on Aging	52
Crisis Assistance Ministry	28
Cyzner Institute	44

D

Department of Social Services for Adults	31
Developmental Disabilities Resources, Inc.	39,45
DHHS Care Line	7
Dilworth United Methodist Church	18
Disability Advocacy Network	7
Disability Rights North Carolina	8,33
Disability Rights & Resources	8,45
Doors 2 Life Transition Website	30
Down Syndrome Association of Charlotte	17
DynaVox Mayer-Johnson	13

E

Easters Seals UCP North Carolina and Virginia	20,25,30,40,46,49,53
Exceptional Children's Assistance Center	17

F

Family Preservation Services	21
Family Support Network Charlotte	15
First Choice Community Services, Inc.	14
First In Families	32
Fluent Language Solutions	13

Friendship Community Development Corp.	30
--	----

G

GCG Wealth Management	31
Genetics & Down Syndrome Clinic	25
Girl Scouts Hornets' Nest	34
Goodwill Industries of the Southern Piedmont	46,53
Governor Morehead Preschool Satellite Program	17
Guiding Eyes for the Blind	13

H

Habitat for Humanity	47
Handi-Clean Family Foundation	32
Head Start Bethlehem Center	17
Help U Speak, Inc.	25
Helping Outcomes for Parents of Exceptional Children - HOPE	50
Homeownership Center of Charlotte	47
Honor Therapy & Assistance Dogs, Inc.	13
Hope Haven, Inc.	52

I

Information and Referral Line	8
Innervision	20
INREACH	40,47,54
Integration Station	25

J

Jewish Family Services	18
John Crosland School	44
Joni & Friends Charlotte	19
Just 1 Call	8,52

K

KidsAbilities Occupational Therapy	26
KinderMourn, Inc.	26

L

Latin American Coalition	9
Legal Services of Southern Piedmont, Inc.	33
LifeSpan, Inc.	21,41,47,54
Love, Inc.	19,47

M

Manus Academy	44
---------------	----

Maxim Healthcare Services, Inc.	21
Matthews HELP Center	28
McLeod Addictive Disease Center	53
McDowell Arts Center	34
Mecklenburg County Clerk of Courts	33
Mecklenburg County Department of Social Services	21
Mecklenburg County Health Department	26
Mecklenburg County Parks & Recreation Therapeutic Recreation Division	34
Mental Health America of Central Carolinas, Inc.	9
Mental Health Association of NC	7
Metrolina Association for the Blind	9
Monarch	26,48
Muscular Dystrophy Association	9

N

NAMI Charlotte	17
National Federation for the Blind	13
National Suicide Prevention Hotline	29
NC Assistive Technology Program	14
NC Division of Mental health, Developmental Disabilities, & Substance Abuse Services, Advocacy, & Customer Service	10
NC Division of Services for the Blind Technology Resource Center	14
NC House of Representatives	37
NC Library for the Blind & Physically Handicapped	14
NC Lions, Inc.	35
NC Senate Members	37
NC Services for the Blind	22,48,54
Neighborhood Development	32
Nevins Center, Inc.	22,51,55
NuMotion	12
Nurse Finders of Charlotte, Inc.	22

P

Pediatric Theraplay	26
Piedmont Adult Living Services	50
Pinnacle Family Services	21
Primary Care Solutions	15
Project STAR at Carolinas Rehabilitation	27
PSA Healthcare	27

Q-R	
Quest Provider Services	22,42,50,55
Rae's Playze Adult Day Center	22
ResCare North Carolina	18,22,42,50

S	
Salvation Army	29
Search Beyond Adventures	35
Second Harvest Food Bank	29
Shepherd's Center	52
Social Security Disability Hotline	10
Special K Enrichment	23,51
Special Olympics	35
Speech Unlimited	27
St. Gabriel Catholic Church	19
St. Matthew Catholic Church	19
Summit Psychological Services	27
Supported Employment Training, Inc. (SET)	51
Supportive Housing Communities McCreesh Place	48
T	
Teen Health Connection	28
Teach Autism Program	28
The Consumer and Family Advisory Committee	18

The Exceptional Foundation of Charlotte	23
Therapeutic Alternatives	48
Total Care & Concern	23,43,48,51,54
Trips, Inc.	35
Turning Point Services	15
TSA Helpline for Travelers with Disabilities	32,56
U	
UMAR	23,36,43,51,54
Unique Caring Foundation	24,52
US House of Representatives	36
US Senate Members	36
United Way Information & Referral Services	10
UNC Charlotte Office of Disability Services	11
Uptown Men's Shelter of Charlotte	29
V	
Victory Junction Camp	36
Vocational Rehabilitation Services	55
W	
Western Carolina University	12
Y	
Young & Polite Children's Dentistry	28

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The Arc of Mecklenburg County is a 501(c)(3) organization serving individuals with intellectual & developmental disabilities and their families by identifying needs, developing programs, and providing resources to promote and support independent and productive citizens within our community. Contributions are welcome and tax deductible.

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