Developmental & Behavioral Services

Resource Guide

Charlotte AHEC
Area Health Education Center

Mecklenburg County Medical Society

SmartStart of Mecklenburg County
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Achieve Speech and Language
Address: 10800 Independence Pointe Pkwy
Phone: (704) 708-8314 Fax: (704) 708-8315
Sliding Scale: No Medicaid: No Insurance: Yes
Comments: Provide speech-language evaluation and treatment

Adaptive Services Inc.
Professional: Gloria Coltharp, LCSW
Address: 2237 Park Road • Charlotte, NC 28203
Phone: (704) 372-0020
Sliding Scale: No Medicaid: No Insurance: Some
Comments: Psychotherapy for ages 18-90 years for individuals, couples or families.

Avenue Home Care
Address: 1511 East 7th Street • Charlotte, NC 28204
Phone: (704) 971-2800 Fax: (704) 527-6616
Sliding Scale: No Medicaid: Yes Insurance: Yes
Comments: Provide pediatric rehabilitation and therapy services including PT, OT, and respite care.

Alexander Youth Network
Professional: Staff of LCSW’s, Psychologists and Psychiatrists
Address: 6220 Thermal Rd. • Charlotte NC 28211
Phone: (704) 362-8470 Fax: (704) 362-6751
Email: www.alexanderyouthnetwork.org
Sliding Scale: Yes Medicaid: Yes Insurance: Yes
Comments: Provides treatment to children with serious emotional and behavioral problems such as ADD, physical or verbal aggression, abuse, clinical depression, uncontrollable tantrum/outburst, academic delays and post traumatic stress syndrome. Willing to work with families on payment arrangements.

Arboretum Behavioral Health
Professional: Dr. Silvia Luccerini and Dr. Kim Ferguson
Address: 3315 Spring Bank Ln, Suite 302 • Charlotte NC 28226
Phone: (704) 540-5566 Fax: (704) 540-5664
Sliding Scale: No Medicaid: No Insurance: Yes
Comments: Dr. Luccerini provides psychiatric evaluation and medication management to women and children (ages 6-60). Cash, check and credit cards accepted. Payment is due at time of service. Dr. Ferguson provides individual and family counseling, play therapy for younger children and psychological testing for learning and emotional issues. Will see children and adolescents ages 2-18 yrs.
### Behavioral Health Center – CMC Randolph (Inpatient)

Professional: David Lelio, MD and Walter Schmalstieg, MD  
Address: 501 Billingsley Rd. • Charlotte, NC 28211  
Phone: (704) 358-2760  
Sliding Scale: Yes   Medicaid: Yes   Insurance: Yes  
Comments: Inpatient psychological and acute care, crisis stabilization unit, psychiatric ER. For Mecklenburg County Residents only; ages 3-17. If beds are available, will take out of county residents.

### Behavioral Health Center - CMC Randolph (Outpatient)

Professional: David Lelio, MD and Walter Schmaltieg, MD  
Address: 501 Billingsley Rd. • Charlotte, NC 28210  
Phone: (704) 444-2400  
Sliding Scale: Yes   Medicaid: Yes   Insurance: Yes  
Comments: General outpatient all ages. Medical clinic all ages. Juvenile sex offenders program. School-based services for CMC. Psychiatric ER- 24 hours/7 days a week.

### Behavioral Health Center- CMC Randolph (Partial Hospitalization Program)

Professional: Dr. Shannon Mitsuka  
Address: 330 Billingsley Rd • Charlotte, NC 28210  
Phone: (704) 444-2444  
Sliding Scale: Yes   Medicaid: Yes   Insurance: Yes  

### Behavioral Pediatrics and Anxiety Disorders

Professional: Donna Dillon-Stout, PhD  
Address: 309 S. Sharon Amity, Suite 302 • Charlotte, NC 28211  
Phone: (704) 442-0083  
sliding scale: No   Medicaid: No   Insurance: Yes  
Comments: Psychological services specializing in treatment of behavioral problems, behavioral pediatrics, and anxiety disorders. Patients must pay at time of service and can be reimbursed by insurance on their own.

### Blue Ridge Behavior Systems, Inc.

Professional: Madelyn Tyson, PhD  
Address: Office visits: 10720 Carmel Commons Blvd. Suite 320-A • Charlotte, NC 28226  
Mail correspondence to: PO Box 49468 • Charlotte, NC 49468  
Phone: (704) 540-4291   Fax: (704) 541-0319  
Email: metyson@carolina.rr.com  
Sliding Scale: No   Medicaid: Yes   Insurance: Yes  
Comments: Psychological testing; specializing in children and adolescents, all issues related to behavioral, emotional and educational issues; family therapy; parent training; adults for some issues related to adjustment and relationships; also specializing in persons with developmental disabilities, autism, asperger’s disorder, LD, ADHD, sexual abuse; custody and visitation issues/assessment.
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<tr>
<th><strong>CMC Home Health</strong></th>
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<tbody>
<tr>
<td>Address: 4701 Hedgemoor Dr. • Charlotte, NC 28232</td>
<td>Phone: (704) 355-7227 option 2</td>
</tr>
<tr>
<td>Sliding Scale: Yes</td>
<td>Medicaid: Yes</td>
</tr>
<tr>
<td>Comments: Provide OT, PT, ST, and medical social work for neonatal, pediatric and adolescent patients</td>
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<tr>
<th><strong>CMG Psychiatric and Psychological Associates</strong></th>
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<tr>
<td>Address: 501 Billingsley Rd. • Charlotte, NC 28211</td>
<td>Phone: (704) 358-2938</td>
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<tr>
<td>Sliding Scale: No</td>
<td>Medicaid: No</td>
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<td>Comments: Faculty model physician and psychological group- all ages</td>
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<tr>
<th><strong>Cameron Valley Psychotherapy and Counseling Association</strong></th>
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<tbody>
<tr>
<td>Address: 6845 Fairview Rd. • Charlotte, NC 28210</td>
<td>Phone: (704) 364-2572</td>
</tr>
<tr>
<td>Email: <a href="http://www.camvalley.com">www.camvalley.com</a></td>
<td>Sliding Scale: Yes</td>
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<tr>
<td>Comments: Large practice with multiple providers offering a wide range of services for children, adolescents and adults.</td>
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<tr>
<th><strong>Carlton G. Watkins Center</strong></th>
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<tr>
<td>Address: 3500 Ellington St. • Charlotte, NC 28211</td>
<td>Phone: (704) 336-7100</td>
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<tr>
<td>Sliding Scale: Yes</td>
<td>Medicaid: Yes</td>
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<tr>
<td>Comments: The Carlton Watkins Center is the local Child Developmental Services Agency (CDSA). The CDSA is responsible for Together We Grow, the NC Infant-Toddler program serving children birth to age three. The program provides child and family evaluation, service planning, and child service coordination for eligible children with a known or suspected developmental delay or disorder. The Watkins Center provides/administers the provision of treatment and family support services needed for each child. The program receives referrals from families and health care providers. Fees are not assessed to families for child service coordination or evaluation services. No one is denied service based on inability to pay.</td>
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<tr>
<th><strong>Carolina Center for Development and Rehabilitation</strong></th>
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<tr>
<td>Professional: Ervin Batchelor, PhD</td>
<td>Address: 1718 E. Fourth St Suite 702 • Charlotte NC 28204</td>
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<tr>
<td>Phone: (704) 372-5997</td>
<td>Fax: (704) 372-2330</td>
</tr>
<tr>
<td>Sliding Scale: No</td>
<td>Medicaid: Yes</td>
</tr>
<tr>
<td>Comments: Provides evaluation and treatment of children ages three and up with congenital abnormalities affecting development, acquired brain injury, neurobehavioral problems, and social and family adjustment problems.</td>
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<tr>
<td>Practice</td>
<td>Address</td>
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<tr>
<td>Carolina Counseling Group</td>
<td>7401 Carmel Executive Park Suite 210 • Charlotte, NC 28226</td>
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<tr>
<td>Carolina Psychological Association</td>
<td>429 S. Sharon Amity Rd. Suite C • Charlotte, NC 28211</td>
</tr>
<tr>
<td>Carolinas Rehabilitation</td>
<td>1100 Blythe Blvd. • Charlotte, NC 28203</td>
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<tr>
<td>Carolina Therapy Services</td>
<td>8912 Blakeney Professional Dr. Suite 100 • Charlotte, NC 28277</td>
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<tr>
<td><strong>Charlotte Pediatric Therapy</strong></td>
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<tr>
<td>Address: 7001 Wallace Rd. Suite 400 • Charlotte, NC 28212</td>
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<tr>
<td>Phone: (704) 568-5510</td>
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<tr>
<td>Sliding Scale: No</td>
<td>Medicaid: No</td>
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<tr>
<td>Comments: Provide evaluation and treatment for speech therapy, OT and PT for patients ages 0-14 yrs.</td>
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<th><strong>Charlotte Psychotherapy and Consultation Group</strong></th>
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<tr>
<td>Address: 471-A South Sharon Amity Rd. • Charlotte, NC 28211</td>
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<tr>
<td>Phone: (704) 364-0452 Fax: (704) 364-5481</td>
<td></td>
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<tr>
<td>Sliding Scale: limited basis</td>
<td>Medicaid: No</td>
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<tr>
<td>Comments: Evaluation and treatment of children, adolescents and family.</td>
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<tr>
<th><strong>Charlotte Speech and Hearing</strong></th>
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<tr>
<td>Address: 210 East Woodlawn Rd. Suite 150 (Bldg 6) • Charlotte, NC 28217</td>
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<td>Phone: (704) 523-8027 Fax: (704) 523-8031</td>
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<tr>
<td>Sliding Scale: Yes</td>
<td>Medicaid: Yes</td>
</tr>
<tr>
<td>Comments: Perform screening, diagnostic and therapeutic services for children and adults with speech, language and hearing disorders. Have a free hearing aid bank for low-income NC residents. Sell high quality hearing aids to the general public. Provide on site speech specialist services.</td>
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<th><strong>Charlotte TEACCH (Treatment and Education of Autistic and Related Communication Handicapped Children) Center</strong></th>
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<tr>
<td>Address: 5701 Executive Center Dr. • Charlotte, NC 28212</td>
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<tr>
<td>Phone: (704) 563-4103 Fax: (704) 563-4112</td>
<td></td>
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<tr>
<td>Web site: <a href="http://www.teacch.com">www.teacch.com</a></td>
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<tr>
<td>Sliding Scale: No</td>
<td>Medicaid: No</td>
</tr>
<tr>
<td>Comments: Evaluation, diagnosis, treatment and training in autism. All ages are eligible for services. This is a state supported agency. Services are free for NC residents. Fees apply for out-of-state referrals. For out-of-state referrals, the initial screening is free. Fees apply for diagnosis, evaluation and treatment. Fees are payable in advance of sessions. It is up to the family to apply for insurance reimbursement.</td>
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<th><strong>Child and Adolescent Community Support- Division of Area Mental Health</strong></th>
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<tr>
<td>Address: 3430 Wheatley Ave. (Tom Ray Center) • Charlotte NC 28205</td>
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<tr>
<td>Phone: (704) 336-2227 Fax: (704) 353-0390</td>
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<tr>
<td>Sliding Scale: Yes</td>
<td>Medicaid: Yes</td>
</tr>
<tr>
<td>Comments: Provides mental health treatment for children between the ages of 5-18. Residents of Mecklenburg County that have been diagnosed with a mental health, developmental disability or substance abuse disorder are eligible for services. Wide range of treatments available. Services are billed to the appropriate funding source. Clients are not denied services based on inability to pay for care.</td>
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Child and Family Development

Address: 2034 Randolph Rd. Suite 300 • Charlotte, NC 28207
10508 Park Rd Suite 130 • Charlotte, NC 28210
Phone: (704) 332-4834 Fax: (704) 372-9653
(704) 541-9080 Fax: (704) 542-0699
Web site: www.childandfamilydevelopment.com
Sliding Scale: No Medicaid: Yes Insurance: Yes
Comments: Physical therapy, occupational therapy, speech therapy, educational services and testing, psychological counseling, evaluation and testing for ages. Group therapy across disciplines and many specialty services/groups ages birth – 21 yrs. Cash, check or credit card accepted.

CMC Mercy Horizons

Address: 2001 Vail Ave. • Charlotte, NC 28207
Phone: (704) 379-5248 Fax: (704) 379-5514
Sliding Scale: No Medicaid: Yes Insurance: Yes
Comments: Inpatient medical detoxification for patients ages 18 and up. The only medical detox in Mecklenburg County. Fee assessment for adult substance with no referral. Relationship to children: at risk children often have parents with alcohol or substance abuse issues. 24 hr/365 day call center staffed by RNs or Master’s level clinicians to assist in assessment, intervention and placement.

Cyzner Institute

Address: 6401 Carmel Road Suite 101 • Charlotte, NC 28226
Phone: (704) 542-9473
Website: www.cyznerinstitute.com
Comments: Therapeutic center for children with special needs. Many services offered including weekday school, evaluations, training in academic skills, parent coaching, OT, case management, and mild hyperbaric oxygen therapy.

Developmental Disabilities Resources, Inc

Address: 9929 Albemarle Road Suite 4A • Charlotte, NC 28227
Phone: (704) 573-9777 Fax: (704) 545-6481
Comments: Provide services for all age groups including CAP-MR/DD (home and community supports, residential supports, personal assistance and respite), DD respite, Infant/Toddler Respite, Personal assistance and Family Living Low. We provide State and Medicaid waiver services.

Dilworth Psychotherapy Associates

Address: 1717 Cleveland Ave. • Charlotte, NC 28203
Phone: (704) 334-4300 Fax: (704) 334-8639
Website: www.dilworthpsychotherapy.com
Sliding Scale: Sometimes Medicaid: Yes Insurance: Yes
Comments: Provide individual and family counseling, treatment for ADD and ADHD, testing and psychological assessments.
**Dore Academy**

Address: 1727 Providence Rd. • Charlotte, NC 28207  
Phone: (704) 365-5490  
Fax: (704) 365-3240  
Comments: The school serves students with average to above average cognitive ability, but who have been diagnosed with a specific learning disability or attention disorder. Cash, checks, money orders, credit cards and wire transfers accepted.

**Easter Seals UCP North Carolina**

Address: 5700 Executive Center Dr. • Charlotte, NC 28212  
Phone: (704) 566-6040  
Website: www.nc.eastersealsucp.com  
Sliding Scale: Yes  
Medicaid: Yes  
Insurance: Yes  
Comments: Provide a wide variety of services for patient’s birth- adult. Services include group homes I and II, respite, personal care, day care center, OT, PT, ST, residential placement, developmental services.

**Elon Homes for Children**

Address: 1717 Sharon Road West • Charlotte, NC 28210  
Phone: (704) 369-2500 X 519  
Fax: (704) 369-2561  
Website: www.elonhomes.org  

**Exceptional Children’s Assistance Center**

Address: 907 Barra Row Suites 102-103 • Davidson, NC 28036  
Phone: (704) 892-1321  
Fax: (704) 892-5028  
Comments: The Exceptional Children's Assistance Center is a state-wide, non-profit parent organization committed to improving the lives and education of ALL children through a special emphasis on children with disabilities. As the state-wide parent training and information center, ECAC provides a variety of services at no cost to parents. These include assistance with educational issues, toll free phone number, lending libraries, newsletters, and workshops on a variety of topics. ECAC is a resource tool, not a provider of services.

**Horizon Outpatient Services**

Address: 1816 Lyndhurst Ave. • Charlotte, NC  
Phone: (704) 379-5248  
Fax: (704) 379-5583  
Comments: Intensive outpatient treatment for alcohol and drug abuse ages 18 and up. Day and evening programs available. Family treatment component offered. Many families’ alcohol or substance abuse problems are first discovered through their children. DWI assessment available.
**Kids Central of the Carolinas**

Address: 1717 Sharon Road West • Charlotte, NC 28210  
Contact person: Karen Amrhein  
Phone: (704) 688-2983  Fax: (704) 688-2960  
Sliding Scale: Yes  Medicaid: Yes  Insurance: Some  
Comments: Services include individual, family and group counseling, assessments and psychological testing.

**Laurie Reed, LCSW**

Address: 118 Colonial Ave. Suite 300 • Charlotte, NC 28207  
Phone: (704) 335-8716  Fax: (704) 335-8717  
Sliding Scale: No  Medicaid: Yes  Insurance: Yes  
Comments: Services include child and adolescent counseling. Specialize in adjustment disorders, abuse, and family counseling.

**Learning Assessment Service**

Address: 6733 Fairview Rd. • Charlotte, NC 28210  
Phone: (704) 333-3990  Fax: (704) 333-3991  
Email: ckaplan@carolina.rr.com  
Sliding Scale: No  Medicaid: No  Insurance: Yes  
Comments: Developmental and psycho educational evaluations for children preschool through high school, including diagnostic evaluations of AD, ADD, and other developmental disabilities.

**Manas Academy**

Address: 6203 Carmel Rd. #101 • Charlotte, NC 28226  
Phone: (704) 542-6471  Fax: (704) 541-2858  
Comments: Manas Academy is a school, grades 4-12, for students with learning disabilities, attention issues and neurological deficits. Ratio 1 teacher to 5 students. Educational assessments, parent coaching and extended day enrichment programming included.

**Mecklenburg County Health Department Child Service Coordination Program**

Address: 2845 Beatties Ford Rd. • Charlotte, NC 28216  
Phone: (704) 336-5458  
Sliding Scale:  Medicaid: Yes  Insurance:  
Comments: This program serves Mecklenburg County residents birth to age five that meet risk conditions determined by the state. The CSC staff provides teaching, guidance, do developmental screenings and assist families in learning how to stimulate their children and maintain them along lines of normal growth and development. Income is not a consideration for services.
Mecklenburg Psychological Group

Address: 1132 Greenwood Cliff • Charlotte, NC 28204
Phone: (704) 376-6577    Fax: (704) 335-8941
Sliding Scale: No    Medicaid: No    Insurance: Yes
Comments: Psychological services including individual therapy, family therapy, marital counseling, personality assessment, assessment for ADHD and learning disabilities. See children ages 2-18. Payment or co-payment is due at time of service.

North Carolina Neuropsychiatry, PA

Address: 5208 Park Road • Charlotte, NC 28209
Phone: (704) 529-4101    Fax: (704) 529-6655
Sliding Scale: No    Medicaid: Yes    Insurance: Yes
Comments: Neuropsychiatric and psychiatric evaluation for children, adolescents, and adults. Areas of expertise include brain injury, ADD/ADHD, mild cognitive impairment, learning disabilities, autism and mental retardation, rare or unusual neuropsychiatric disorders and general psychiatry. Services include: evaluation and consultation, neurocognitive testing, day treatment programs, medication management, counseling and clinical trials.

Parents as Teachers

Website: www.ncpat.org
Comments: Parents as Teachers is a family education and support program for parents of young children. They provide free information to parents about their child’s development as well as ideas and activities to promote learning.

SMART Start Polliwog Project

The Smart Start Polliwog Project offers a safety net of services for children in Mecklenburg County whose needs are not currently being met through existing community agencies. The project serves children birth to 5 years of age whose challenging behavior places them at risk of losing their childcare placement. The Polliwog Project also serves children ages 3-5 whose therapeutic needs do not qualify for Charlotte Mecklenburg Schools Pre-K exceptional Children’s Program, as well as those who are 3 years of age and transitioning out of the North Carolina Infant Toddler Program. This project provides child centered behavioral therapy; group instruction for early childhood professionals and families; and specialized therapies including speech-language, occupational and physical therapy.

Southeast Psychological Services

Address: 6115 Park South Dr. Suite 130 • Charlotte, NC 28210
Phone: (704) 552-0116
Website: www.southeastpsych.com
Sliding Scale: No    Medicaid: Yes    Insurance: Yes
Comments: Outpatient therapy for individuals, groups and families. Psychological assessments: LD, ADHD, parent capacity, etc. Consultations with parents and professionals and in-service training. All ages 0-adult. There are 10 therapists: some specialize in children, adolescents and families; see website for bios.
Support Works
Phone: (704) 331-9500 Website: www.supportworks.org
Comments: Support Works helps people find and form support groups as well as research medical information. This site provides useful information about local and national resources. It is a volunteer organization. Phone lines are open Monday - Thursday from 9:00 am - noon.

Teen Health Connection
Address: 251 Eastway Dr. • Charlotte, NC 28213
Phone: (704) 921-6074 Fax: (704) 921-6076
Sliding Scale: Yes Medicaid: Yes Insurance: Yes
Comments: Provides affordable, assessable physical and mental healthcare for young men and women ages 11-21, emphasizing a family-centered approach. To serve as a health education and advocacy resource to teens, their families and the community.

The Confident Voice, Inc.
Address: 10722 Carmel Commons Blvd. Suite 450 • Charlotte, NC 28226
Phone: (704) 543-9903 Fax: (704) 543-9986
Sliding Scale: No Medicaid: No Insurance: Some
Comments: Pediatric speech-language assessment and therapy with a unique process that keeps family highly involved. Cash, check or insurance accepted. Prefer payment at time if service and will reimburse families if third party monies are received.

The Fletcher School
Address: 8500 Sardis Road • Charlotte, NC 28270
Phone: (704) 365-4658 Website: www.thefletcherschool.org
Comments: Remediation for children with specific learning disabilities or attention deficit disorders. Cash or check accepted.

Thompson Child and Family Focus
Address: 6801 St. Peter’s Lane • Matthews, NC 28105
Phone: (704) 536-0375 Fax: (704) 531-9266
Sliding Scale: Yes Medicaid: Yes Insurance: Some
Comments: Residential and day treatment services for children 6-12 years of age with behavioral and emotional disabilities. Offer community support services such as case management and therapeutic services. Specialize in attachment disorders.

United Family Services
Address: 9600 Holly Point Dr. Suite 200 • Huntersville, NC 28078
Phone: (704) 655-8745 Fax: (704) 655-0234
(704) 332-9034 Fax: (704) 373-1604
Sliding Scale: Yes Medicaid: Coming Soon Insurance: Yes
Comments: Counseling for individuals, couples and families. See children ages 5 and up.
University Psychological Associates

Address: 10001 Old Concord Rd. • Charlotte, NC 28213
Phone: (704) 547-1483       Fax: (704) 547-0052
Providers: Jennifer Thomas-Hammett LPC, Patricia Holbrook LPC, David Oates PhD
Sliding Scale: Yes       Medicaid: No       Insurance: Yes
Comments: Services provided include individual counseling, academic testing, family therapy, ADHD, anxiety, behavioral problems, depression, Divorce/separation, grief counseling and abuse.
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<th>Neurologists</th>
<th>Carolina Neurological Clinic</th>
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<tr>
<td>Address: 1001 Blythe Blvd Suite 601 • Charlotte, NC 28203</td>
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<tr>
<td>Phone: (704) 377-9323</td>
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<td>Providers: Dr. Usha Dayal, Dr. Teresita Nelson</td>
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<td>Phone: (704) 377-9323</td>
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<td>Providers: Dr. Usha Dayal, Dr. Teresita Nelson</td>
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<th>CMC Neurology</th>
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<tr>
<td>Phone: (704) 446-6257</td>
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<tr>
<td>Providers: Dr. James Parrott, Dr. Daniel Shanks</td>
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<th>Mecklenburg Neurological Associates</th>
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<td>Address: 1900 Randolph Rd. Suite 1010 • Charlotte, NC 28207</td>
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<tr>
<td>Phone: (704) 334-7311</td>
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<tr>
<td>Providers: Dr. Carolyn Hart, Dr. Robert Nahouraii, Melissa Gibbons CPNP</td>
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<td>Address: 149 Providence Rd. • Charlotte, NC 28207</td>
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<td>Phone: (704) 384-1390</td>
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<td>Providers: Dr. James Nelson</td>
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Parents of preschoolers (children from ages three to four as well as those five year olds who are not yet eligible for kindergarten due to birthdate) sometimes suspect delays in the development of speech-language, school readiness, motor, social-behavior, and self-help skills. Concerned parents can contact the Charlotte-Mecklenburg Schools (CMS) Preschool Exceptional Children Program to request evaluations to be considered for Exceptional Children services.

What are the steps involved in this process?

1. Concerned parents call the CMS Exceptional Children intake telephone line at 980-343-6960. A case history is completed and the information is forwarded to the preschool evaluation team.
2. The evaluation and IEP team meet with the parents to discuss their concerns, gather data, and conduct a developmental screening.
3. The evaluation team obtains written permission for testing, gathers any already completed test reports, and conducts a comprehensive assessment.
4. The evaluation and IEP team schedules a final conference with the child’s parents to discuss the evaluation results and decide whether or not special education and support services are needed.
5. If the child is eligible for special education and support services, an Individualized Education Program (IEP) is written based on the child’s needs and parent consent for services is obtained.
6. Special education and support services can be put in place through the CMS Preschool Exceptional Children Program.

The Charlotte-Mecklenburg School System does not discriminate against any person on the basis of sex, national origin, race, ethnic background, color, religion, age or disability in any of its educational or employment programs or activities.
Additional Resources