

The South Ellerbe Creek Greenway Area Neighborhood
Durham, North Carolina

An Action-Oriented Community Diagnosis:
Findings and Next Steps of Action

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EXECUTIVE SUMMARY

The following document describes the methods and results from an Action-Oriented Community Diagnosis (AOCD) conducted in the Greenway area of Durham, NC in the spring of 2004. This informal neighborhood is a residential area of downtown Durham and is bounded by three active neighborhood associations: Old North Durham, Trinity Park, and Duke Park. Interest in increasing Greenway residents’ participation in civic life, as well as concerns about crime and

housing in the area, prompted Old North Durham's president, Richard Mullinax, to initiate the AOCD process through the UNC School of Public Health. It was his hope that by investigating the area, a better understanding of community goals and future directions might be established.

With the guidance of Mr. Mullinax, five students from the Department of Health Behavior and Health Education collected primary and secondary data concerning the Greenway area as well as Durham as a whole. Students strove to gain an understanding of (1) what it was like to live and work in this area of Durham, (2) who key leaders were, and (3) how the area was viewed by others. Towards this end, the team interviewed community residents, surrounding neighborhood association members, and service providers in order to identify strengths, concerns, and goals.

An analysis of the team's data revealed five primary domains: sense of community, crime and safety, housing, the Greenway trail, and youth. With the help of an advisory committee composed of Greenway area residents and members of the surrounding neighborhood associations, the team identified specific themes which were then presented to the larger community and service providers for discussion. These themes were: (1) Greenway residents want to know their neighbors better; (2) renters, landlords, and neighbors need to know their rights and responsibilities; (3) residents need to increase awareness of and participation in citizen safety initiatives like Partners Against Crime (PAC) II; (4) residents want to increase safety for children in the neighborhood; and (5) people want to feel safer using the Greenway Trail. At a well attended community forum, community members and service providers discussed these themes in small groups facilitated by the student team, and devised action steps for them to carry out. Above all, forum participants expressed a desire to continue discussion through subsequent meetings.

Importantly, the student team identified several strengths that will serve the Greenway neighborhood well in its future endeavors. First, the team recognized several community leaders in the neighborhood, who, on an informal, block-by-block basis help to organize and protect residents. Second, residents and neighbors enjoy the central location and walkability of the Greenway area, and feel interest in this area will increase as revitalization of downtown Durham continues. Third, residents and neighbors appreciate the diversity of the Greenway area neighborhood, both in terms of ethnicity and in terms of housing. Finally, residents and neighbors enjoy the natural space provided by the Greenway Trail and Ellerbe Creek. These sources of pride within the community provide the basis for change.

Action steps from the forum recommend that service providers and neighborhood association members continue to encourage and support the informal community networks established in the Greenway area neighborhood. *Please see page 41 for a complete list of recommendations.* Although residents did not express an interest in creating a formal neighborhood association, they were vocal in their desire to increase communication among themselves as well as collaboration with surrounding neighborhood associations and with service providers like the police and housing departments. The student team hopes that this report will provide supporting evidence and direction for encouraging cooperation among residents, neighborhood association members, and service providers.

A. DURHAM AND THE GREENWAY AREA NEIGHBORHOOD: BACKGROUND & DEMOGRAPHICS

1. Background: Durham, NC

In the mid-nineteenth century, Durham, NC was a tiny hamlet in eastern Orange County, between the better-known towns of Raleigh, Hillsborough, and Chapel Hill (Anderson, 1990). After the Civil War, Washington Duke, John Ruffin Green, and other Durham entrepreneurs transformed the town into a hub for tobacco manufacturing (Davidson, 1996). Duke and his sons were so successful that, by the turn of the century, Durham had become a destination and was known as “The Jewel of the New South” (Davidson, 1996). In accordance with its growing importance, Durham, with its 7,000 inhabitants, became the seat of its own county in 1881 (Anderson 1990; (Davidson, 1996). The rise in popularity of tobacco, particularly cigarettes, built the fortunes of the Durham businessmen and financed the growth of the city (Davidson, 1996). In addition to the tobacco factories, textile mills operated in Durham, and the growing city drew new workers from all over agrarian North Carolina (Davidson, 1996).

Race relations have always featured prominently in Durham’s history, and by the turn of the twentieth century, the city was unique in its possession of an African-American middle class. John Merrick, Aaron Moore, and six other prominent men founded the North Carolina Mutual Life Insurance Company, still a thriving business today (Davidson, 1996). The business spawned a company whose owners founded the North Carolina College (now North Carolina Central University), the first public liberal arts college for African-Americans in the U.S.

Despite Durham’s reputation as a city in which both Whites and African-Americans could prosper, the city hosted a large population of the working poor of both races throughout the twentieth century (Davidson, 1996). Race relations seemed to be cordial between the upper classes, but elite Whites encouraged racial hatred among the working classes and the poor

(Davidson, 1996). Davidson's (1996) book, *The Best of Enemies*, a popular history of Durham depicts the marked discrimination toward poor people of both races. A particularly moving chapter describes the coming together of communities in the 1960's and '70's to discuss differences through a "charrette," which involved a group of people representing the views of diverse members of society meeting with facilitators in a steering committee to plan an event. In Durham in 1971, the leader of the Durham Ku Klux Klan, C.P. Ellis, and the leader of Durham's UOCI (United Organizations for Community Improvement), Ann Atwater, chaired a charrette called Save Our Schools to work out the plan for mandatory desegregation (Davidson, 1996).

Despite such progress, the legacy of past discrimination continues to exist. In 2004, NC Central University's School of Law dean, Janice L. Mills, stated, "*North Carolina's public schools are returning to an era of segregation*" (Stevenson, 2004). Dean Mills went on to cite the problem of under-funded schools in poor areas for both White and African-American students (Stevenson, 2004). The situation is even more prominent in Durham where the public school system currently enrolls almost 31,000 (Durham Public Schools, 2004a). In 1992, at the time of the merger of the Durham city and Durham county school systems, African-Americans comprised the bulk of the city school population while the county schools were predominantly White. Turmoil in the school system ensued and many White parents moved their children to private or charter schools. Since then, the Durham Public School system has developed one of the most flexible school choice policies in the state. Parents may transfer their children to magnet schools, year-round schools, or Career Pathways schools (Durham Public Schools, 2004b). The relevance of school segregation issues is underscored by the prominence of media stories leading up to the thirtieth anniversary of Brown vs. The Board of Education in the spring of 2004.

In addition to its rich history, Durham remains a vibrant and diverse city today. Due to the number of successful healthcare, biotechnology, and pharmaceutical companies in Durham and the surrounding area, the city of Durham has come to be known as the “City of Medicine” (Greater Durham Chamber of Commerce, 2004). In recent years, the city has undertaken increased efforts to revitalize Durham’s downtown, including the development of a Downtown Durham Master Plan. Groups like Downtown Durham, Inc (DDI), a non-profit organization that was established in 1993, and Renaissance Downtown Durham, Inc. (ReDDI), a sister organization to DDI that formed in 2001, have been strong supports of this effort and involved with revitalization projects in the downtown area (Downtown Durham Incorporated, 2004).

Currently, the City of Durham operates with a council-manager form of government, which includes a seven-member city council. The City Council acts as the legislative and policy-making body for the City of Durham, and the council’s responsibilities include establishing general city policies and enacting ordinances. Three of the seven council members represent specific wards, or areas of city, three are at-large members, and the seventh member of the council is the city’s Mayor (City of Durham, 2004).

At one time, the city of Durham was divided into six wards and the city council included twelve members and the mayor, but due to what one city official referred to as “political reasons,” the six wards were combined to create three wards and the city council was reduced from twelve members to seven. As a result of the reduction in the size of the council and the simultaneous restructuring of the city’s wards from three to six, city council members increasingly rely on the city’s PACs (Partners Against Crime) and organized neighborhood associations to keep abreast of what is happening in the community (City of Durham, 2004).

The city police department is split into five patrol districts and each district has its own command staff, patrol squads, Crime Area Target Team, property crime investigators, and

Community Policing Team. Each district also organizes a program called Partners Against Crime, which is generally referred to as PAC. The goal of the program is to promote collaboration among police officers, residents, and city and county government officials to prevent neighborhood crime (Durham Police Department, 2004). There are five PAC groups, one in every district, each of which works to develop programs appropriate to the needs of their area. In addition to the neighborhood level work that the PAC program does to prevent crime, there are many well-established neighborhood associations throughout the city of Durham. These vary in structure, but each association generally has an elected board of directors, organizes monthly neighborhood meetings and activities, and works to maintain and improve quality of life in their neighborhood.

The city of Durham occupies about 70% of the land area in the Durham County and comprises at least 80% of the population. The city and county governments divide responsibilities between them: the county collects taxes and administers the schools, community health programs, and the judicial system. The city oversees inspections, parks and recreation, public works (e.g., water and sewer) and solid waste management. The city and county governments have overlapping responsibilities in the areas of public safety, planning, and roads.

Since 1999, Durham County has been studying the health needs of county residents through Durham Health Partners, Inc. (DHP) as part of the Healthy Carolinians initiative (Harton, 2004). DHP, a coalition among three community health programs, seeks to enhance community health through planning and facilitation (Gambill, 2004). To this end, they commissioned a health assessment survey of the county (Smith, Bazos, & D.M., 2003). For complete data, please refer to their website at <http://www.durhamhealthpartners.org> or follow the link on the UNC Health Sciences Library site. Briefly, the assessment revealed a racially diverse, vibrant county with good access to healthcare. The most significant concerns in the

report center on the high prevalence of obesity and the fear of personal bodily harm related to violent crime, which the authors feel deters physical exercise, especially among the poor. Hispanics were even more likely to be concerned about being the victims of crime than the population in general (Smith et al., 2003).

2. Background: The Greenway Area

While no formal history of the Greenway area neighborhood exists, secondary data analysis has revealed that this residential area developed later than the surrounding neighborhoods. While Trinity Park and Duke Park were designed as suburbs for the burgeoning upper and middle-classes of Durham around the turn of the twentieth century, the Greenway area long remained an undeveloped area between the two communities along the flood plain of the eastern fork of South Ellerbe Creek (Old West Durham Neighborhood Association, 2004). A railroad traversed the area, and at one time, a textile facility, known as Pearl Mill occupied part of the region, with an attendant mill village where working class families eventually settled (National Registrar of Historic Places, 2004).

Today, this part of Durham remains a residential area. Based on a review of records from the Durham Housing Department, the neighborhood appears to contain a higher proportion of renters than surrounding neighborhoods, particularly in its southern half. Apartment buildings and homes are interrupted only by two large substations built by Duke Power Company and the South Ellerbe Creek Greenway Trail, which was built by the city of Durham along South Ellerbe Creek in 1991-1992 as part of the city's first Greenway Master Plan for the purposes of walking and biking. For this reason, the student team chose to call it "the Greenway area," or the area surrounding the South Ellerbe Creek Greenway Trail (Appendix D).

The Greenway area falls within Ward I, and is represented by city council member Cora Cole-McFadden. In addition to the usual city services, this area is also part of District 2 of

the Durham Police Department and is served by an organization called PAC 2 (Partners Against Crime, District 2), which is composed of community members and city officials, including representatives from the police department, housing departments, public works, and animal control (Appendix D). In March 2001, members of PAC 2 conducted a survey in the study area, which they referred to at the time as “No Man’s Land” (PAC 2, 2004). According to Old North Durham Neighborhood Association members, the survey was developed in response to safety concerns that arose when a murder victim was found on the Greenway Trail.

This organization also provides crime statistics, and a snapshot of crime in the area is provided by the last available data which are reported for the month of September 2003. These statistics show that 5 of 66 of the city’s violent crimes (murders, rapes, and aggravated assaults) occurred in District 2, and two of these (both assaults) occurred in the Greenway area. Furthermore, 325 of the city’s 1,287 nonviolent crimes (robberies, larcenies, break-ins, and motor vehicle thefts) were in District II during this month, and 22 of these occurred in the Greenway area (PAC 2, 2004). These statistics do not imply a heavy concentration of crime in the area, perhaps because either there are not many crimes committed in the Greenway area or few crimes are reported to the police.

3. Demographics

Information from the 2000 Census shows a diverse population in Durham County, the city of Durham, and in Census Tract 3.02, which includes the majority of the Greenway area, a large part of Trinity Park, and a small section of Duke Park. Census Tract 3.02 extends from Club Boulevard on the north to Gloria Avenue in the south. Its eastern boundary is Glendale Avenue and western Watts Street and parts of Buchanan Street (Appendix D). Block level data includes sections outside of the Greenway area as well, and does not report most of the

characteristics of interest; therefore, it was excluded from analysis. The following table provides a summary of the relevant data, and is compiled from the U.S. Census Bureau 2000 data.

Table 1. Demographic, economic, and educational characteristics of NC, Durham County, City of Durham, and Census Tract 3.02 in 2000

	<i>North Carolina</i>	<i>Durham County</i>	<i>City of Durham</i>	<i>Census Tract 3.02</i>
<i>Total population</i>	<i>8,049,313</i>	<i>223,314</i>	<i>103,865</i>	<i>3,449</i>
<i>Median Age</i>	<i>35.3 yrs</i>	<i>32.2 yrs</i>	<i>29.8 yrs</i>	<i>32 yrs</i>
<i>Percent Male</i>	<i>49.0</i>	<i>48.2</i>	<i>48.3</i>	<i>48.4</i>
<i>Percent White</i>	<i>72.1</i>	<i>50.9</i>	<i>39.1</i>	<i>64.7</i>
<i>Percent African-American</i>	<i>21.6</i>	<i>39.5</i>	<i>49.7</i>	<i>25.3</i>
<i>Percent Hispanic</i>	<i>4.7</i>	<i>7.6</i>	<i>10.7</i>	<i>11.2</i>
<i>Percent renter-occupied housing</i>	<i>30.6</i>	<i>45.7</i>	<i>61.7</i>	<i>59.5</i>
<i>Percent vacant housing</i>	<i>11.1</i>	<i>6.7</i>	<i>8.1</i>	<i>4.6</i>
<i>Median household income</i>	<i>\$39,184</i>	<i>\$43,337</i>	<i>\$31,402</i>	<i>\$35,467</i>
<i>Percent individuals living in poverty</i>	<i>12.3</i>	<i>13.4</i>	<i>21.1</i>	<i>19.0</i>
<i>Percent completing high school or more</i>	<i>78.1</i>	<i>83.0</i>	<i>75.2</i>	<i>86.5</i>
<i>Percent individuals qualifying for disability status</i>	<i>8.5</i>	<i>8.2</i>	<i>9.1</i>	<i>5.7</i>

(United States Census, 2000)

Census Tract 3.02 illustrates a lower percentage of African-American residents and a higher proportion of White and Hispanic residents than in the city as a whole. While the percentage of renters in the census block is similar to the city as a whole, a perusal of block-by-block data with the city housing inspector confirmed that the Greenway area contained significantly more renters than surrounding areas (Hester, 2004). The Census tract 3.02 map for 2000, shows a similar picture (Appendix D). Although Census tract 3.02 has a larger percentage of high school graduates than the county as a whole, its median household income and proportion of individuals living in poverty is substantially higher.

One of the most notable changes in the demographics of the Greenway area in the last ten years has been the shift in the ethnic make-up of the area, specifically the influx of residents of Hispanic origin. While in 1990, people of Hispanic origin made up approximately 1.7% of the population in the area, by 2000 this number had increased nearly nine-fold to 11.2%. This surge is also apparent in the census data for the City of Durham and Durham County, which experienced increases of 9.4% and 6.5% respectively. Interestingly, this change was not

reflected in the state of North Carolina as a whole, which experienced an increase in people claiming Hispanic origin of 2.5%, which indicates Durham may be a particularly attractive area to this part of the population (United States Census Bureau, 2000).

B. METHODS

1. Overview of the AOCD Process

Richard Mullinax, president of the Old North Durham Neighborhood Association, invited a student team from the Department of Health Education and Health Behavior at the UNC School of Public Health to Durham to conduct an Action-Oriented Community Diagnosis (AOCD) of the Greenway area neighborhood. AOCD is a comprehensive assessment of a community, collecting primary and secondary data to document not only a community's deficits and concerns, but also its strengths and goals, to provide a more complete picture of the community and its avenues for growth (Eng & Blanchard, 1991).

Initial steps in the process included a walking tour of the area identified by Mr. Mullinax which was bounded by Duke St., Washington St., Trinity St., and Club Blvd. Next, the team began the collection of secondary data. Along with participation in community events, these activities helped the team to gain entrée to the community which then facilitated the collection of primary data. Through interviews and focus groups, the team consulted with key informants in order to identify strengths and concerns in the community. The key informants included individuals identified as especially active in the area, including community residents, neighborhood association members, and service providers. The student team eventually narrowed broad issues into specific themes and, along with a planning committee of interested community members, prioritized and presented them to the larger community at a forum. During the community forum, interested parties discussed these themes and action steps for change.

2. Secondary Data Collection

Secondary data provides the historical, political, and cultural context for an evaluation of a community. It consists of existing data sources, such as books, newspaper articles, governmental and nongovernmental websites, and informal personal communication. The team looked at a number of such sources of secondary data to gain additional information about the Greenway area, surrounding neighborhoods, and the city of Durham as a whole. The student team reviewed *The Best of Enemies*, a popular history of Durham, as recommended by two service providers for background on the development of the city (Davidson, 1996). They examined and summarized the 2000 U.S. Census data for information on the current population in Durham and made comparisons with the 1990 Census data to identify trends. The team reviewed two reports from recent area studies: a 2001 Action-Oriented Community Diagnosis of neighboring Old North Durham (Borne et al., 2001) and a District 2 Partners Against Crime 2001 Community Outreach (PAC 2, 2004). Documents and websites from the three neighborhood associations adjacent to Greenway and the city and county websites provided additional context for the community evaluation (Duke Park Neighborhood Association, 2004; Old North Durham Neighborhood Association, 2004; Trinity Park Neighborhood Association, 2004). The team used the information gained from secondary data analysis to refine their interview guides and provide background information to assist in the primary data collection process.

3. Gaining Entrée

Prior to conducting interviews, the team spent November 2003- February 2004 becoming acquainted with the area. This introduction included windshield tours and a walking tour on the Greenway Trail and through the streets with the team's preceptor. Team members also took steps to get to know the surrounding neighborhoods by attending monthly meetings and potlucks

of the three neighborhood associations and by signing up for neighborhood association listservs. The team participated in community events organized by the neighborhood associations, such as holiday caroling and door-to-door flyer distribution to announce the change coming to the local elementary school. These activities not only helped to familiarize the team with the physical area, but also introduced them to service providers and community leaders who would prove to be important for providing primary data through interviews.

4. Overview of Primary Data Collection

The student team collected primary data through participant observation, individual interviews with key informants, and focus groups. Primary data consists of the perceptions of the participants in the AOCD process. Key informants were “community members” (residents of the Greenway area), and “neighboring residents” (residents of nearby neighborhoods, including members of the Duke Park, Old North Durham, and Trinity Park Neighborhood Associations). “Service providers” were individuals who serve the area such as city employees, community organizers, and businesspeople. The team also conducted informal interviews with community members and focus groups with neighborhood association members.

5. Recruitment for Interviews, Informal Interviews, and Focus Groups

Initially, the team’s preceptor identified potential key informants and made initial contact. He explained the project and requested permission for one of the team members to contact the individual to schedule an interview. The team’s preceptor also solicited potential interviewees through posting emails to the listservs of the three surrounding neighborhood associations and Partners Against Crime. This process yielded an initial list of twelve service providers and 3 residents of the adjacent neighborhoods to interview. In addition, the students found service provider interviewees through personal connections and public records, such as the Durham city website. At the conclusion of each interview, the student interviewer asked each

interviewee for recommendations for other potential interviewees with the question “Is there anyone else you think we should interview?” The team asked the interviewee to contact the suggested individuals and obtain their permission for a team member to contact them. The team interviewed nine service providers, eight community members, and twelve neighborhood association members. Please see Appendix A for the demographics of key informant and service provider interviewees.

In addition to the key informant interviews, Spanish-speaking team members conducted fifteen informal interviews with Hispanic residents in the Greenway area neighborhood. Following a formal interview with a leader in the Hispanic community, the team agreed to meet and talk with other nearby residents. The leader introduced the students to each family and obtained permission for the interview. Although the Hispanic residents expressed a reluctance to be recorded, they were eager to share their views and allowed one of the students to take written notes. All of the informal interviews were conducted entirely in Spanish.

6. Development of Interview Guides

The students designed interview guides for individuals and focus groups. Before the students knew the community well, they relied on the guides published in previous AOCD documents for ideas. Among these documents, most useful were those that represented similar community situations like those documents that were divided into residents of the area, neighboring residents, and service providers. With their preceptor’s input, the team adapted the interview guides to the Greenway community, conducted pilot tests and revised them throughout the AOCD process. The student team prepared individual interview guides for community members (in English and Spanish), neighborhood association members, and service providers as well as guides for adult and youth focus groups. As required, the team wrote fact sheets to explain the AOCD process and the rights of participants to the interviewees. The Institutional

Review Board (IRB) reviewed and approved both the initial documents and major revisions (Appendix B- not available electronically).

The interview guides consisted of numerous open-ended questions with suggested probes. The questions addressed the following topics: life in the community, strong points and assets, challenges and needs, access to health, and neighborhood associations. At the end of the interview, the guides included a series of questions to solicit: (1) suggestions for presenting the information back to the community; (2) interest in participating in the forum planning committee; and (3) additional potential interviewees. The last question requested participants' demographic information (age, sex, race/ethnicity, occupation, and language skills).

7. Key Informant Interview and Focus Group Procedure

Two team members were present at each interview. One team member conducted the interview and the second person took notes. On average, interviews lasted about forty-five minutes. Prior to asking the interviewee any questions, the interviewer reviewed the IRB fact sheet. The fact sheet outlined what the study was about, associated risks and benefits, and information about the interviewee's rights and confidentiality (Appendix C). After reading the fact sheet, the student interviewer requested permission to record the interview electronically and obtained a verbal consent from the participant. Interviewees understood that they could (1) refuse to have the interview recorded at all, (2) refuse to answer any questions with which they were uncomfortable, and (3) request that the recording be discontinued at any time. All of the key informants interviewed agreed to have their interview recorded on a digital voice recorder and answered all of the questions. The students uploaded each voice recording at the conclusion of the interview and transferred it to a compact disc. In addition, the note taker recorded written notes on the interviewee's responses, nonverbal reactions, and descriptions of the environment.

A map of downtown Durham with the Greenway area highlighted ensured that the interviewees were clear about the street boundaries of the Greenway area neighborhood (Appendix D). Additionally, the map assisted neighborhood association members in focusing on the area of interest in their responses.

It was the interviewer's responsibility to send a thank you to the interviewee during the following week. The student team employed a similar process for conducting focus groups.

8. Data Analysis

Following each key informant and focus group interview, the note taker listened to the voice recording to elaborate on her written notes of responses from the interviewee. Subsequently, the interviewer listened to the recording and reviewed the electronic transcript to ensure that nothing had been left out of the notes. Then the interviewer and another team member, other than the note taker, coded the transcript. The team coded the first interview together and produced a list of domains and themes. After completing the first thirteen interviews, the team held a special meeting to discuss the coding process and revise the code list. The team used the existing code list and added new codes for emerging and important themes from the interviews. The team uses a similar procedure to code the informal interview notes and their own observations of the Greenway area neighborhood as recorded in their field notes

9. Forum Planning Committee

In the final month of the project, the Greenway team formed a committee to help them plan a community forum. The forum was designed to give the students a venue to present the results of the AOCD to the Greenway area neighborhood residents and to solicit their ideas about and solutions to identified problems. This committee consisted of six Greenway residents, a resident from each of the surrounding neighborhood associations, and the five members of the

Greenway team. The committee met twice prior to the forum to discuss logistics and the AOCD process.

When all of the interviews and field notes from the primary data collection were coded, the team chose the eleven themes most frequently cited in the primary data via a Q-sort procedure and brought them to the forum planning committee for review. Each member of the committee, including the student members, then chose five themes, and ranked them based on perceived importance and changeability. The team used a reverse coding procedure to calculate the top choices and selected these themes for the forum.

10. Forum

The Greenway Community Forum was held on the 25th of April, 2004. In the days prior to the forum, the forum planning committee delivered fliers to the residents of the area, as well as to some of the residents in the surrounding neighborhood associations (Appendix E). On the day of the forum, members of the team, along with some of the neighborhood youth, went door-to-door in the Greenway area inviting residents to the forum.

The forum took place in a grassy area on Green Street in the heart of the Greenway area neighborhood. Approximately 50 residents participated in the forum. Richard Mullinax, the team's preceptor, and Cora Cole-McFadden, the City Council Representative for the Greenway area neighborhood and Durham's Mayor, Pro-Tem, presented the opening remarks. A member of the Department of Health Education and Health Behavior provided Spanish translations. In small-group sessions, residents talked in depth about the themes and arrived at action steps to address some of the issues surrounding them. In each small group, a student served as a facilitator for an empowerment technique to stimulate discussion. The Students chose to use Force Field Analysis when the discussion group expressed agreement on the problems and wished to move quickly to action steps. Alternatively, the students used SHOWED when the

group wanted to explore root causes and develop consensus. Please see Appendix F for an in-depth presentation of the techniques.

Following the small group sessions, the forum became a more celebratory event with food and entertainment for the residents. As time constraints prevented a large group discussion of action steps, the students agreed to distribute flyers with the action steps to community residents (Appendix E).

11. Limitations of Methods

Issues related to gaining entrée and the procedures for participant recruitment limited the effectiveness of the Greenway team in collecting primary data. Research ethics prohibited the students from recruiting key informant interviewees directly. The Institutional Review Board required a referral from either another resident or a service provider. Although the preceptor for the Greenway team is a respected leader for an adjacent neighborhood, he had little direct contact with residents in the Greenway area and could not provide the necessary referrals. Most of the service providers the team originally interviewed did not know Greenway area neighborhood residents, either. Fortunately, a few of the service providers had personal friends living in the Greenway area neighborhood and were willing to contact them to arrange interviews. In addition, although the team's preceptor lacked knowledge of leaders in the Greenway area neighborhood, he did know the leaders of nearby neighborhood associations. After many "outsider" interviews, the students finally identified Greenway area neighborhood key informants through referrals from service providers and members of the surrounding neighborhood associations.

In addition to their concern about the slow pace of identifying Greenway area neighborhood key informants, the students initially were worried about the lack of ethnic diversity among interviewees. Friends of service providers who knew someone in the area

tended to be other White professionals who referred the team to other residents like themselves. The team met African-American and Hispanic residents late in the process, which limited their ability to conduct key informant interviews and focus groups with an ethnically diverse population. In addition, African-Americans are under-represented among interviewees, partially because of a local issue that consumed the time and energy of the leader of Greenway area African-Americans and prevented the leader from organizing a focus group among youth. Fortunately, forum attendees reflected the racial/ethnic diversity of the community and allowed the students to hear from all groups.

While the forum planning committee was ultimately successful in garnering resources for the forum, the process by which success came was sometimes very challenging. The students attempted to target schools and churches as potential contributors to the forum, but the timing was poor, as schools were out for spring break, and churches were busy with Easter celebrations. In retrospect, it may have been better to form the forum planning committee much earlier in the AOCD process so that these institutions could have been contacted earlier about forum needs, though an earlier formation of the planning committee may have excluded members who proved essential for its success. As for the forum itself, the major limitation was the unpredictable nature of holding a large community gathering outdoors. A number of issues came up, including a late start due to the difficulty of getting residents settled in the forum area at the scheduled time, and the unplanned exclusion of a report back session from the small discussion groups. The team had expected this less controlled situation and decided to hold the forum outside for two reasons: (1) community members noted that outdoor events were especially popular with Greenway area neighborhood residents and (2) an outdoor setting would facilitate the inclusion of diverse groups, who may not have been comfortable in a particular church. Nevertheless, the need for flexibility and problem-solving abilities was essential.

C. RESULTS

1. People and Strengths

In addition to secondary data, the team assessed general perceptions about the Greenway area in terms of its population demographics and strengths. Through interviews and focus groups, the impressions of community residents, neighboring residents, and service providers were collected, and the team noted their own impressions as well. These general opinions later gave way to more specific themes which will be addressed more fully in following sections.

Community Residents

When speaking about the people who lived in their neighborhood, community residents most often spoke of their diversity in race and ethnicity, age, and socioeconomic status:

It's a mixed neighborhood. You've got fabulous homes, you've got modest homes, you've got middle-class homes, you've got dumpy homes. It's a good mix.

While some residents identified themselves as members of the surrounding neighborhood association, most identified only with their block; they tended to know and interact with their immediate neighbors. People did, however, speak of informal leaders and gatherings on their block that were important to their quality of life: "We just do what we have to, and we do it together, and it works." Residents also enjoyed the walkability and central location of their neighborhood, and they appreciated the Greenway Trail and South Ellerbe Creek which run through the area. These strengths were seen as an asset to the community.

Neighboring Community Members

The residents of neighboring communities also consistently noted the great diversity of residents in the Greenway Area. While they drew many parallels, they were more likely than Greenway residents to note the differences between the area and neighboring communities; in

general they spoke more often of a lower socioeconomic status, a higher incidence of crime, and the prevalence of renters rather than home owners:

We see a pretty significant Hispanic population, and African Americans...Most of the housing units are pretty small and minimally maintained and therefore draw low rents and therefore they attract relatively low income renters--people who are working two jobs to stay alive who have neither the time nor the inclination to get involved.

Unlike Greenway residents, neighbors of the surrounding area often doubted the existence of community leaders or neighborhood organization in the absence of the neighborhood associations, which was a concern for them because this avenue has traditionally facilitated their own relationship with the city government. Neighboring community members also spoke of the trail as a community strength, and while they were sometimes concerned about safety, they noted using it for walking and biking.

Service Providers

Service providers were often less familiar with the demographics of the area, though several of them noted the high prevalence of renters. Compared to other parts of the city, they found the area to be relatively quiet and noted the participation of the surrounding neighborhood associations as a positive influence in the area. Again, many agreed with residents and named the Greenway Trail and Ellerbe Creek as important assets to the area.

Student Team

As outsiders, the student team considered their own observations to be an important perspective. In terms of demographics the team noted the great diversity in the population in terms of age, ethnicity, socioeconomic class, and sexual orientation. They were struck by the friendliness of residents, especially the neighborhood youth, and believed this characteristic to be one of the area's major strengths. The team encountered many informal leaders in the neighborhood, who on a block-by-block basis organized gatherings and addressed problems. They, too, enjoyed the Greenway Trail and Ellerbe Creek, and felt safe walking the trail and the

surrounding neighborhood during the day. Finally, while the team did not always agree with neighborhood association members' views of the community, the students were impressed by the concern and support offered by neighborhood association members. The student team felt encouraged by these numerous strengths, which gave them a basis for exploring concerns and goals.

2. Domains

The following domains emerged in the student team's data analysis. Out of these came the themes that were prioritized with the help of the advisory committee. For each domain, a short discussion of background data and presentation of the theme is followed by the overall perspectives of community members, residents of nearby neighborhoods, service providers, and the student team. Areas of convergence and divergence between these views are discussed. Finally, forum discussion about the specific themes chosen by the planning committee is summarized, and resulting next steps are listed when applicable. It is the hope of the student team that by presenting information in this manner, this document will be useful and accessible to those who may have a focused interest in the community.

a. SENSE OF COMMUNITY

The Greenway area borders 3 strong neighborhood associations: Duke Park, Old North Durham, and Trinity Park. While a few Greenway residents are members of one of these bordering neighborhood associations, most residents interviewed did not identify with any of these organizations. Duke Park, Old North Durham, and Trinity Park are quite active in that they each have: a board of directors, busy email listservs and websites, newsletters, social gatherings like potlucks, and regular monthly meetings.

Promoting a greater sense of community, neighborhood spirit, and cohesion among Greenway residents were topics discussed during interviews with community members, residents

of nearby neighborhoods, and service providers. In general, those interviewed did not feel the Greenway area as a whole had a sense of community spirit or cohesion, but community residents did express a desire to get to know one another better; this theme was subsequently chosen by the forum planning committee for discussion.

Community Members

Many interviewed residents of the Greenway area described a number of “little pockets of neighborhood” within the Greenway area. While they often reported knowing their immediate neighbors, many did not feel a strong sense of community or connection to their larger community. Residents often expressed eagerness in meeting and getting to know neighbors and promoting a stronger community spirit. In the words of one Greenway resident:

...a few of our neighbors we know pretty well, but a lot we don't know. We've had a few gatherings in the summer and invited all of the neighbors, and get people from 7-8 households, but we still don't know everyone.

Several residents spoke of the desire to create a larger network:

I would love to see families with children and people who care about their property and people who want to create a sense of community. I don't think everyone has to be gung ho, let's do it together, but just taking notice of one another and common courtesy.

While many community members that lack of time and differences in language and culture make interaction challenging, they expressed an interest in increasing social interactions among neighbors.

Residents of Nearby Neighborhoods

Sense of community and overall neighborhood cohesiveness were also discussed during interviews with residents of nearby neighborhoods. Residents of these adjacent neighborhoods with established NAs often said that being in a Neighborhood Association gives residents a “strong sense of community.” Perhaps as a result, these residents felt a lack of community

within the Greenway area because of the absence of a neighborhood association. One neighboring resident went so far as to describe the area as “a kind of nether region.”

Members of neighboring communities often mentioned efforts by their own organizations to reach out to Greenway residents by distributing their newsletters or posting fliers inviting Greenway residents to potlucks. Residents of neighboring communities saw these attempts at inclusion as ways to promote a sense of broader community for a neighborhood they viewed as lacking cohesion.

Service Providers

Service providers shared many of the same sentiments as neighboring community members with regard to Greenway residents lacking a sense of overall community. Many service providers, however were optimistic about some Greenway residents who are already leaders among their immediate neighbors, and could promote broader community spirit and cohesiveness:

We are beginning to see an increased interest. I have one person who has started a neighborhood watch program and is getting ready to have her first block party.

One of [the strengths of the area] is that there is more of a desire to work together. That's my ray of hope. Some people lose vision, some people think they can't make a difference, but hopefully, we can turn those people around.

Service providers acknowledged small positive steps that had taken place in the past few years and expressed hope in promoting sense of community within the Greenway area.

Student Team

The team also noted that “little pockets of community” existed among Greenway residents and that these play an important role in promoting social interactions among immediate neighbors. However, the team felt the lack of central organization made it difficult for Greenway residents and leaders to join together in order to address common problems and to

celebrate their community. From the team's perspective, there appeared to be many neighborhood leaders in the Greenway area but currently no way to unite these leaders. By joining forces, neighborhood leaders might address neighborhood issues together and promote a broader sense of community though this need not take the form of a neighborhood association.

Similarities and Differences

Community members, residents of nearby neighborhoods, and service providers agreed that the Greenway area lacks a broad sense of community or a network of community leaders. Greenway residents often said they felt a sense of community among immediate neighbors but did not feel a greater community spirit with neighbors a few houses or blocks away that they did not know. Residents of nearby neighborhoods and service providers interviewed, discussed a need to build a sense of community among Greenway residents. Residents belonging to established neighborhood associations believed that a formal neighborhood organization was important in addressing common issues and promoting community cohesion. Outsiders often wondered if residents of the Greenway area were interested in creating their own formal neighborhood organization or becoming part of an existing association.

Community Forum Discussion

The Community Forum brought together Greenway residents, residents of nearby neighborhoods, and service providers in order to discuss one of the day's themes: Greenway residents want to know each other better. Force field analysis, which aims to develop action steps by identifying helping and hindering forces of the current situation (lack of sense of community), was used to develop strategies to promote sense of community among Greenway residents. Action steps developed by the small group included: (1) hosting more neighborhood gatherings like holiday potlucks in central locations such as the open grassy area by the power lines; (2) organizing soccer games within the neighborhood or between the neighborhoods; (3) planning

community events through leaders of existing organizations residents already belong to like local churches; and (4) publicizing community events by talking to residents door-to-door. The group was enthusiastic about their plans and felt that these activities would have broad appeal within the neighborhood.

b. HOUSING

Nearly sixty percent of residences in the Greenway area are renter-occupied, while another five percent of houses are vacant (*2000 Census Gateway*, 2000; United States Census Bureau, 2000). These data imply that there is a lot of shared responsibility of property occurring between landlords and tenants in the Greenway area, and during interviews with community members, residents of nearby neighborhoods, and service providers, housing were a popular topic. The diversity of housing in the area, up-keep of properties, tenant rights and landlord responsibilities were reoccurring themes, but the latter was eventually chosen as a forum theme: people feel that renters and landlords need to be aware of their rights and responsibilities.

Community Members

During interviews with residents, many people mentioned housing as a particular concern particularly with regards to the relationships between renters and their landlords. Respondents felt that neither part really knew their rights, but were especially concerned for renters new to the area. As one resident put it, “People just don’t know what their rights are. If the landlord says it’s one way, then it is, even if it’s the wrong way.” Further, these residents were generally in agreement that landlords often did not articulate their rules for tenants, nor did they take responsibility for the maintenance of their properties, which then led to crime and further neglect. One resident described the situation as “getting worse, because landlords keep thinking they can get away with things, and people that live in their apartments keep letting them.” This

theme of renters being unaware of their rights and landlords not taking care of their properties continued to arise through the team's interviews and focus groups.

Residents of Nearby Neighborhoods and Service Providers

Housing was a theme that emerged from interviews with residents of nearby neighborhoods and service providers as well. Similar to the discussion with Greenway residents, these interviews included discussion of renters' rights and landlords' responsibilities.

Some of the people are very low-income. Each month is a struggle. If they start complaining about the unit, the landlords will want them out and tell them to leave, even though it is illegal. Some of the Latinos especially, don't know their rights, so they will leave or they won't complain. We ask them if the landlord served them papers, and they'll say no, and we tell them they can take him to court. In one situation, a woman called about a landlord, and then called back saying, 'He wants me out.' She moved out.

Though these interviews included discussion of tenant rights and landlord responsibilities, there was also a focus on housing in terms of value and affordability of homes in the area. Outsiders cited the diversity of housing as strength of the area, as it accommodated people of all incomes. While they wanted housing to improve, some expressed concern that "gentrification" might force some families to move as housing prices rose accordingly. Finally, the appearance of housing and properties in the area was discussed, and again, respondents feared that landlords' neglect of their properties resulted in a higher prevalence of crime in the neighborhood.

Student Team

From the team's perspective, housing issues centered on both the diversity of housing, as well as the outward appearance of housing, specifically in terms of yard maintenance. In visiting the Greenway area, the team noted that housing styles changed rapidly, with some streets occupied by larger, more expensive homes, while on the next block were much smaller homes and lots overgrown with weeds. Though the team preferred not to speculate on who was responsible for the upkeep of these homes, field notes from informal interviews cited the same

concerns about tenant rights and landlord responsibilities that were brought up by both community members and outsiders.

Similarities and Differences

Both insiders and outsiders saw a need in the area for improving the appearance of property. Many felt that property that was not cared for, either by tenants or landlords, and would attract crime in the area. Further, they agreed that, whether it was tenants, landlords, or the city, someone had to be held responsible for the upkeep of properties in the area.

Despite insiders' and outsiders' agreement on the need to clean up the appearance of the area, there were differences in the perception of other aspects of the Greenway. While many outsiders commented on what they saw as a "transient" atmosphere in the Greenway area, insiders noted that while there is some turnover in occupancy of rentals, there are also many people in the area that have rented the same dwelling for years. This discrepancy between insiders and outsiders perspectives may contribute to outsiders' views that the Greenway area lacks a sense of stability and community.

Community Forum Discussion

At the forum, the discussion surrounding housing issues continued in the form of a small group discussion, attended by several community members, a service provider from the Durham housing department, and a resident from one of the surrounding neighborhood associations. Once again, the issues of tenant rights and landlord responsibilities emerged, and the group was in general agreement that both these rights and responsibilities needed to be more clearly articulated by the city. After much discussion, the group came up with a plan to send a petition to the city of Durham, requesting clarification about existing property ordinances, as well as the creation of new ordinances for issues, including rules regarding who is responsible for keeping lots mowed, whether or not parking is allowed on front lawns for those without drive spaces, and

whether indoor furniture is allowed to sit on porches or other areas outside of the home. At the end of the group discussion, residents volunteered to take responsibility for the various steps involved in creating and submitting a petition to the city, including drafting the petition, taking the petition around the area for signatures, presenting the signed petition to the city, and following-up with the appropriate department once the petition had been presented. The group generally felt that this was a feasible plan, including the representative from the housing department, which provides hope that these housing issues will be addressed by the city.

c. CRIME PREVENTION

Crime was an issue consistently discussed by interviewees. Concerns ranged from petty crime to more serious issues like drug dealing and shootings. While members of the community pointed to a variety of causes of crime, they interestingly often mention the same solution, citizen participation, and thus, one theme eventually chosen for discussion at the forum was: people want to increase participation in and awareness of citizen crime prevention initiatives like PAC 2 and its Citizen Observer Patrol (COP) program.

The Greenway Area is served by the city's Uniform Patrol District 2 currently under the leadership of Captain Ed Sarvis. The headquarters of this division of the police department is located at Northgate Mall, a distance of one and a half miles from the center of the study area. As well as 911 emergency services and uniform patrol, the department offers a variety of citizen crime prevention programs including the PAC 2 meeting. At this monthly meeting, residents have an opportunity to work jointly with representatives from the police, animal control, and housing departments to address their concerns and organize citizen initiatives (PAC 2, 2004).

Community Members

Community members reported that they generally felt safe in their neighborhood though they often said that crime varied greatly on a block-by-block basis with the southern part of the

study being more greatly affected. Community members perceived property theft and car break-ins to be the most prevalent type of crime, though they also reported hearing gun shots and witnessing drug sales and prostitution. Residents said that in general the area had improved in terms of crime and safety in recent years: “When I first moved in ’97, I heard gunshots all the time...now I hear them just once a month.” People often attributed this change to the influx of Hispanic families and the work of the police department.

Crime was most often associated with African American males, low income residents, and neighborhood youth. One resident said:

I think there is drug activity or used to be on Green Street. You can tell it's a poor area. And probably this is partly my prejudices, too, when I look in the newspaper and see gang activity, it is a young black male. So when I'm driving down Green and see large groups of young black males just hanging out, right away, I think there's drug activity.

Another added:

There are a lot of people of different economic statuses living near one another. There is a perception that people of certain economic statuses are going to perpetrate crime. I don't think that is necessarily true. There is a nagging problem of property crime, though the perception is worse [than the reality].

Many residents spoke in this manner about the way that race, ethnicity, and class were closely tied to people's perceptions of crime, and many argued that the area's reputation for crime is undeserved.

Residents who knew of the PAC II initiative spoke of it positively, and several expressed a desire to increase community participation in this organization. They also noted a low awareness of the monthly meeting: “The area doesn't have a voice because they don't go to the PAC meeting because they don't know about it.” The existence, though underutilization, of PAC II emerged as a community strength.

Residents of Nearby Neighborhoods

Residents of nearby neighborhoods largely echoed community member's concerns about crime. They felt that the reputation was worse than the reality, though they almost always perceived crime as being worse in the Greenway area than in their own neighborhoods. They, too, spoke of the high prevalence of property crime, and the existence of drug dealing, shooting, and prostitution. In this group respondents also linked crime to African American men and youths, but were less likely to comment upon the role that prejudice plays in that perception.

This group also spoke highly of PAC 2 as a place where residents could voice their concerns and feel solidarity with the police department:

PAC 2 has done a lot to address citizen problems. What I love about it, talk about diversity. You've got 82-year-old black women in bad areas chasing off drug dealers with baseball bats to young, white, yuppies styles living in Trinity Heights. Working class folks from all over, White, Black, it's just an incredible mix, who for the most part agree on people's view of the problems. I mean, there's discussion, but a lot of unity.

Again, neighbors to the area suggested that increased participation by community residents in such initiatives was needed. Furthermore, they often spoke of the surrounding neighborhood associations and members' interest in reducing crime in the area.

Service Providers

Service providers were more apt to see the Greenway neighborhood as a relatively quiet area. Particularly in comparison with East Durham, they reported that crime was not unusually high. One said, "As I look through the crime reports from PAC 2, I very seldom see very much crime in that area." They also underscored the importance of the PAC as a vehicle for citizens to voice concerns:

A lot of what happens in the smaller areas is based on complaints coming from communities. Otherwise we depend on the PACs and organized neighborhoods to get us information. It is physically impossible to have contact with everybody in the ward.

Service providers were more likely to say that citizens were responsible for crime prevention efforts in their neighborhood.

Student Team

The team noted feeling safe in the study area, though as in any urban area, the students would not have wanted to walk in the neighborhood alone at night. Team members did not witness any crime, but they were struck by the frequency with which people, even in casual conversation, would connect the Greenway area with crime.

One team member attended a PAC 2 meeting, and was impressed by the diversity of those in attendance, and while it was not needed that night, she heard that simultaneous Spanish translation was provided when needed. Citizens had a true opportunity to voice their concerns and interact with city representatives, and concerns seemed to be taken quite seriously.

Similarities and Differences

A great degree of agreement existed concerning crime and safety, though community members and those who live nearby were more likely than service providers to perceive crime as a serious problem in the neighborhood. Both community and neighboring residents felt that the neighborhood had improved in recent years. All groups discussed the Durham's reputation for crime as being exaggerated, and all noted the "checkerboard," or block-by-block, differences in the city. Respondents in all categories spoke about race and class as related to perceptions of crime, though those living in the study area were more likely to comment on how prejudices shaped these perceptions. Finally, agreement existed with regards to PAC 2. People in all groups felt that the organization that might improve crime and safety in the neighborhood.

Community Forum Discussion

The community forum discussion group devoted to PAC 2 was composed of 13 community members, one service provider, and one neighboring community member. Using force field analysis, the group discussed helping and hindering forces to increasing participation in PAC 2. A helping force included the existence of community members in the area who were already

involved in the initiative, while barriers included the lack of communication, time, awareness, and interest. Most passionately discussed was the mistrust between residents, especially Hispanic residents, of city authorities. Residents felt that they needed to meet with representatives from the police department in order to learn more about the citizen crime prevention initiatives offered, and one community member offered to host the meeting. They hoped to use information gained from the meeting to educate neighbors about how and when to report suspicious activity and how to contribute to citizen crime prevention.

LOCATION, WALKABILITY, AND THE GREENWAY TRAIL

The Greenway neighborhood is located within ten blocks of downtown Durham. Northgate Mall lies to the north of the area, Duke Park to the east, downtown Durham to the south, and Duke University's East Campus is southwest of the neighborhood. During interviews with community members, residents of nearby neighborhoods, and service providers, one of the strengths of the area that people identified was the neighborhood's central location and walkability. In particular, many people that were interviewed talked about the Greenway Trail, a pedestrian and bike trail in the neighborhood. The portion of the trail that runs through the neighborhood was built in the early 1990's and is part of a larger trail system that goes from West Point on the Eno River to Garrett Road Park. The city's General Services Department maintains the trail, but the Department of Parks and Recreation was responsible for the design and construction of the trail, as well as any programs and activities that take place on the trail (Durham Parks and Recreation, 2004). While people were generally positive about the neighborhood's trail, a theme that emerged that was presented at the forum: people would like to feel safer using the trail.

Community Members

When asked about the strengths of the neighborhood, community members described the central location and walkability of the neighborhood as an asset. The following are quotes from two community members regarding the neighborhood:

It's very walkable. We love it that we are not in some suburban sprawl where there is only one place to walk. There are a million walks we can take and we can walk to the farmer's market.

I see a lot of people walking; I think people feel comfortable and safe walking, not at night, but during the day.

While community members described the neighborhood as an area where residents enjoy walking, some community members said that they do not use the neighborhood's Greenway Trail because they feel it is as unsafe due to its isolation:

I walked every morning in this neighborhood--that's the best time for me--I was not afraid. However, there is a pedestrian, a bike thing, and I don't walk that. I'd rather walk where houses are. I've never seen anything wrong there, I've never seen anyone in there that bothered me in any way, but I just have this feeling that if I DID nobody could see me, so I stick to the roads. My reason for that is my own safety.

Not all community members that were interviewed felt unsafe on the trail, but even those who expressed that they were comfortable walking on the trail were sensitive to safety concerns.

Residents of Nearby Neighborhoods

Residents of nearby neighborhoods also described the neighborhood's location and walkability as assets. The following quotations were typical of their comments:

There are so many things to do in the immediate area. You can walk to Duke, several parks, the Northgate Mall, buses.

People from all over these neighborhoods walk to places outside this neighborhood - especially the farmer's market, clay makers, theaters, parks.

Although neighboring community members reported using the Greenway Trail that runs through the neighborhood for recreational purposes, they also expressed apprehension about safety on the trail due to its seclusion.

Service Providers

Overall, service providers did not discuss the neighborhood's location or the Greenway Trail as much as community members and neighboring residents did; however, the service providers that were familiar with the Greenway Trail perceived it as safe to use during the day. In their opinion, people used the trail both for commuting and recreation.

The trail actually gets use all the time. Like many places in Durham, I'm not sure I'd feel completely comfortable on it after dark, but daylight hours, no problem at all. I mean lots of people use it - walking, biking, and walking their dogs or whatever.

One service providers offered the following opinions about the perception of the Greenway Trail as an area of high crime.

Depends on who you ask. I think the people who live around it would probably say "no," but people who don't use it very often who are scared of the neighborhood in general might say "yes" because there are teenagers on their bikes on the trail and they don't look like yuppie, middle-class people. I've never had any problem on there and I go there myself and it's not an issue.

Thus, the combination of isolation and perceived threat of crime is often cited as problematic.

Student Team

An analysis of the student team's field notes also included references to the Greenway Trail. During a walk on the trail on a cool, sunny November day, one entry offered the following description of the trail:

The part of the trail that we walked on was mostly secluded, no houses bordering it directly. The only people we saw on the trail were two women joggers.

The student team's field notes included other observations and their perceptions of the trail. On the days when the team was in the area, occasional joggers, bikers, walkers, and parents with their children were seen using the trail. In general, the team's perception of the trail was that it appeared relatively safe during the day, but for safety reasons, it should not be used alone.

Similarities and Differences

Community members and residents of nearby neighborhoods both identified walkability and the central location of the neighborhood as assets of the Greenway area. Service providers did not identify location and walkability as one of the strengths of the community, but this may be because they were less familiar with the neighborhood. With regards to the Greenway Trail, many of the community members said that they did not use the trail because they felt unsafe. Residents of nearby neighborhoods also expressed some apprehension about using the trail because of its seclusion, but felt that this problem was resolved by walking with someone else. Service providers were aware of the perception of the Greenway Trail as dangerous, but they tended to feel that the trail was well used and generally safe during daylight hours.

Community Forum Discussion

At the community forum, the Greenway Trail was a topic of small group discussion. A group of eight individuals participated, and discussed how to make people feel safer on the trail. The group members felt that the trail was generally safe to use, especially in pairs, but they agreed that many people perceive the trail as unsafe. Through the use of force field analysis, the group identified hindering forces that contribute to the perception of the trail as unsafe, and helping forces that could be augmented to improve perceptions of the trail's safety (Appendix F).

After identifying helping and hindering forces, the group discussed action steps that could be taken to improve the safety of the trail. Thirteen different action steps were identified, and members from the group volunteered to follow-up on each of the tasks (Appendix F). The group identified realistic action steps and appeared enthusiastic and interested in working to improve the trail. Email addresses were collected from each participant so that the group could continue their discussion and keep each other posted on their progress.

e. YOUTH SAFETY

Both the Greenway residents and their neighbors care about creating a safe environment for children. In interviews they discussed the problems facing children in a variety of ways, some of which are covered more completely in the sections on housing and crime. A theme identified by the planning committee was: residents feel that it is unsafe to let children play outside or walk to school. Their concerns fell into two arenas: traffic/lack of sidewalks and areas perceived as dangerous because of delinquent youths.

A snapshot of Durham's youth may be taken from Durham's public school data. Students within the district are racially diverse: 56.3% are African-American, 29.2% are white, 8.9% are Hispanic. Data indicate that the school system has improved in recent years with test scores rising across racial and ethnic categories, due in part to a 2002 initiative to "close the achievement gap." Schools near the Greenway area (George Watts Elementary and Club Boulevard Elementary Schools) both have both shown an increase in reading and math proficiency over the past five years (Durham Public Schools, 2004a).

In addition to the schools, a number of community organizations offer extracurricular programs to area youth. Mayor Bill Bell's Youth Works Summer Program, for example, gives teens an opportunity to gain work experience in city government and a number of businesses. See Saw Studios offers free after-school design programs to budding artists, and the Center for Documentary Studies involves youth in its Youth Document Durham and Durham Works programs.

Community Members

Residents of the Greenway area expressed concerns for both their neighbors' children and their own. As one resident put it, "*Our biggest issue is a sense of safety, particularly for our children.*" They often bemoaned the fact that children could not walk to school or play outside

safely. One resident noted that “children don’t play like they used to,” and another told us, “You probably wouldn’t want your small children to play out here.” Much of this concern is due to the speed of traffic on the streets. Parents were reluctant to let their children walk to school:

I don’t feel safe letting my daughter walk to school- partially because no sidewalks and partially because she’d have to across roads without lights without walking through dangerous areas.

Residents reported that traffic is especially rapid on Green Street, between Washington and Duke Streets. They note that the sections of Green Street to the east and west of the Greenway area have speed bumps, while the Greenway area, with its higher proportion of children has none.

In addition to traffic, residents are concerned about people who might do their children harm, often other young people. One resident told us that gangs recruit younger children to carry drugs because they know that pre-adolescent children are rarely prosecuted. Another felt that youthful delinquency was a major issue for the neighborhood, though some residents are already trying to address it:

I took a stand when I saw the neighborhood changing, because I didn’t want to lose my neighborhood to crime. I get out and play ball with the teenagers and they help me... I treat them like young adults. If I treat them like I’m afraid of them, they’re going to test me... We tell them that they need to respect their neighborhood.

Some residents, thus, felt responsibility for the youth in their neighborhood, and were concerned about that the neighborhood presented many dangers to them.

Residents of Nearby Neighborhoods

The residents of the neighboring communities had similar perceptions about the traffic. They noticed the large numbers of children on the streets, playing, riding their bikes, or waiting for school buses.

[I see] parents team up to wait for the busses with their children, people seem to cooperate, and take turns waiting for the buses with the kids. I see a lot of little kids and elementary age kids... a lot of older kids walking through the neighborhood, walking around a lot together...One of the major [problems] is traffic.

The neighboring community members seemed much more interested in the schools than the Greenway residents. They reported that while the majority of the children in the Greenway area attended George Watts Elementary School, the same school their children would be assigned to, the children of neighborhood association members often go to private schools, charter schools, or magnet schools. They were excited about the prospect of Watts becoming a Montessori Magnet School because they hoped the new program would draw neighborhood residents back to Watts.

Service Providers

For service providers, youth issues were not as salient. One possible reason for this is that most of the service providers interviewed were city officials and the schools are run by the county government. In addition, the team was refused an interview at the local elementary school. One service provider did, however, express concern about the transition of Watts Elementary to a Montessori Magnet School:

Watts ... when it does become a Montessori school is that those folks are actually in that immediate neighborhood will still get priority... the challenge is going to be to make sure that the Latino folks that live there...actually understand what's happening and don't get just a flyer in their house in English saying if your kid is going to be a part of this school then they have to be a part of this lottery and they miss out...if they have the ability to go to a school like a Montessori school that is probably going to be a very good school they need to be given that opportunity.

Not surprisingly, service providers were focused more on their own area of expertise than neighborhood safety.

Student Team

The student team conducted a number of informal interviews among the Hispanic residents of the Greenway area. In general, the residents expressed satisfaction with Watts Elementary

School, where most of them sent their children. They were particularly pleased with the extra after-school programs.

During our walks in the Greenway area, we noticed that few sidewalks exist and that traffic can move rather fast. The traffic on Green Street is especially problematic, both because a significant hill encourages speeding and because a large number of children play outside in the area. We felt that we had to be careful crossing the street both on Green and on Markham.

Until late in the project, the team was unable to make contact with area youth. Those the students met, however, were friendly, polite, and helpful. Neighborhood boys from the Green Street area were instrumental, for example, in setting up chairs and tables for the forum, a project for which they volunteered.

Similarities and Differences

Community members were more likely to focus on the dangers of traffic and crime to children and to see the school as a positive force in the neighborhood. While the residents of nearby communities agreed that the traffic posed hazards to children, they were more interested in the change coming to Watts Elementary School. Service providers worried that Watts' conversion to a magnet program would force the local children out of the school. All groups felt crime affected children and that by playing outside, they risked being drawn into dangerous activities.

Community Forum Discussion

The small group discussion that resulted from this theme was called Safety for Children (Seguridad de Niños). The collection of youths and young mothers attending the discussion (in Spanish and English) responded to an empowerment technique called SHOWED. The technique led the group through steps of contemplating a trigger, in this case a photograph of African-American youths playing football in the street. First, participants were asked to relate the

situation to their own lives, then they identified root causes, and brainstormed steps they could take to tackle issues of concern (Appendix F). In the Seguridad de Niños group, the participants identified four ways that children face danger in the area: (1) rapid speed of traffic; (2) unpaved roads (children trip and fall on the loose gravel); (3) unsafe walkways in the apartment buildings (spacing of railings too wide); and (4) encounters with drug addicts and other dangerous people.

The mothers expressed great satisfaction in the opportunity to speak with one another. They discovered that, although they spoke different languages, their concerns for their children were very similar. Hence, they decided they wanted to continue their discussions and build unity among themselves before pressing the city for solutions to the problems. They made a plan to meet again the following week at the home of a community member. A bilingual area resident was identified and invited to attend the next meeting.

D. RECOMMENDATIONS AND CONCLUSIONS

1. Recommendations

AOCD is a process in which a group of outside investigators learns about a community's strengths and weaknesses through (1) review of existing data sources (secondary data), (2) direct observation, (3) interviews and discussions with local service providers, and (4) interviews and discussions with community residents (Eng & Blanchard, 1991). As the reader has probably surmised, the process is complex and often subjective. The student team was thankful for the opportunity to meet and talk with many of the residents of the Greenway area neighborhood, residents of nearby neighborhoods, and service providers of Durham. Based on their experiences getting to know the Greenway area neighborhood residents, the team would like to offer an outsider's perspective of future recommendations for the community. We derived these recommendations based on our perceptions of the goals of neighborhood residents, in part

through interviews, both formal and informal, and in part through discussions at the community forum.

Recommendations to the Greenway Community: *We noticed the presence of several informal social networks among Greenway area residents, though without common goals and activities as of yet. However, many residents expressed a desire to connect with others, especially those who do not share their ethnicity. Many Greenway area residents appear to be unaware of the presence of natural leaders among their neighbors and others do not know that they can take steps to prevent crime. Hence, based on what Greenway area residents told us, we suggest:*

- Continue making an effort to get to know your neighbors, both informally and through committee meetings.
- Protect your neighborhood by reporting suspicious activities and individuals to the police.
- Attend city meetings like PAC 2 or Durham City Council in order to voice your concerns to the city. The PAC 2 and the Citizen Observer Patrol can serve as resources for your community. They can help you organize community meetings and follow through with the city on identified action steps.
- Learn more about local government so that you can be an advocate. Programs include Durham Neighborhood College:
http://www.co.durham.nc.us/departments/bocc/Durham_Neighborhood_College.
- Solicit advice from the surrounding neighborhood associations and their leaders who can suggest ways to approach community concerns. You can find their contact information on the reference page of this report.
- Remember to celebrate together—many people expressed a particular interest in neighborhood potlucks.

Recommendations to Residents of Nearby Neighborhoods: *Neighborhood Association members expressed a willingness to share their knowledge of and connections with the city and county governments with residents of the Greenway area neighborhood. Their long experience has provided valuable insights into addressing neighborhood problems. We hope that leaders in the neighborhood associations will be encouraged in learning that the*

Greenway area neighborhood contains individuals willing to assume leadership roles and we suggest the following:

- Continue to reach out to residents and leaders in the Greenway area.
- When trying to reach Greenway residents, communicate by going door-to-door rather than email alone. Many residents have neither telephone nor email access.
- Make communications, such as potluck flyers, available in Spanish.
- Agree upon neighborhood borders and be as inclusive as possible. The Greenway area neighborhood is very similar to your own.
- Include Greenway youth in service projects. They are hard workers and enjoyable company. Again, you will need to take flyers door-to-door or rely on personal contact to solicit their help.
- Acknowledge that many residents who do not own homes are long-term renters who are invested in the community and willing to participate in its improvement.

Recommendations to the City of Durham: *We were very impressed with the friendliness and professionalism of city employees and officials. Residents and neighborhood association members describe a city government responsive to their needs, but only with persistent effort as the government must limit what actions it can take in the face of competing priorities. The students and residents of the Greenway area neighborhood have identified the following issues as urgent:*

- Offer print materials, resource lists, and community events in Spanish so that non-English speakers can participate fully.
- Pave gravel roads in the community. Unpaved roads lead to a sense of blight and consequent loss of safety.
- Add lights to promote safety, particularly at the intersections of Greenway trail and streets.
- Plough residential roads when it snows.
- Increase renters' rights education, especially among Latino renters.
- Keep grassy areas within the community and the Greenway trail mowed to deter crime and promote recreation.
- Install call boxes along the Greenway trail.

- Paint the street with zebra crossing lines where the street meets the Greenway trail to alert motorists to the presence of pedestrians.
- Add speed humps to reduce the speed of traffic in the residential area, particularly around the intersection of Green Street and Ruffin Street.

2. Conclusions

The team found evidence of many strengths within the Greenway Area, and while this neighborhood may lack formal organization and leadership, the informal networks among neighbors can be the basis for new activity and growth. Furthermore, through the AOCD process, the team encountered leaders in both the city (e.g., the PAC 2 and the COP) and the surrounding neighborhoods who would like to support residents in their endeavors to make their neighborhood safer and more cohesive. It is the hope of the student team that the forum provided an initial step for residents, neighborhood association members, and service providers to work together in establishing and achieving common goals.

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F. APPENDICES

Appendix 1: Demographic Information on Interview and Focus Group Participants

Type of Interviewee	Race/ethnicity	Gender	Age	Occupation
Service providers	3 African-American 4 White 1 Hispanic	5 male 3 female	4 in 50s 3 in 40s 1 in 20s	All professional
Neighborhood Association Members	11 White 1 Asian-American	5 male 7 female	3 in 50s 5 in 40s 2 in 30s 1 in 20s	10 professional 1 trade 1 student
Greenway area residents	7 White 1 African-American 1 Hispanic (14 informal Interviews with Hispanics)	4 male 5 female	1 in 70s 1 in 60s 3 in 40s 4 in 30s	5 professional 1 trade 2 retired

Appendix 2. IRB Approval Letter (Not available electronically)

Appendix 3. Interview Guides and Fact Sheets

a. Community Member Interview Fact Sheet

WHAT IS THIS STUDY ABOUT?

- This research project is being conducted by Kim Faurot (Melissa Gilkey, Becky Ferguson, Jen Levine or Morgan Johnson). We are students at the University of North Carolina at Chapel Hill School of Public Health. We will take notes during our talk. We know that your time is valuable and we thank you for being in this interview.
- We are here to get information for a class research project. One part of our class is to work with a community in North Carolina to do a community diagnosis. This means that we will work with the community to find its strengths, weaknesses, and ways to make this area of Durham a healthy place to live. We will share the information we get with the community in a written paper. Also, we will show our research to the community at a public meeting in the spring. We will call you later to invite you to come to this meeting. The goal of the paper and the meeting is to give your community ways to address your problems. By being in this interview you are helping us get to this goal.

Throughout this document, we will be referring to the community as “this area”. This area is a nine by four block area between the three established neighborhoods of Old North Durham, Duke Park, and Trinity Park. It is bordered by Washington Street on the east, Trinity on the

south, Duke Street on the west, and Club Boulevard on the north. We are using the term, “this area” because the area has several different names and using one of the names could cause confusion. If it would help you understand the area we mean, please take a look at the map we have with the area highlighted.

WHAT WILL I BE ASKED TO DO?

- We want to speak with you today because other community members in this area picked you as a person who could tell us a lot about the area. The point of this interview is to listen to your thoughts and experiences of living, working, and being part of this area. We will ask you questions, like "What are some of the best things about the area?" and "What are the biggest challenges that people in this area face?" The point of the questions is to get your ideas about the physical area, community life, strengths and problems of the study area. We want to know your opinions. There is no right or wrong answer. Do you have any questions so far?
- This interview will take about 45 minutes. Do you have time to do this interview?

WHAT ARE THE RISKS AND BENEFITS OF MY PARTICIPATION?

- By participating in our study, you will be helping us make a report that you will benefit from as a member of the community. This report will help you and your community to find out what your strengths and needs are as a community, and may help to give you an idea of how to fix the problems or needs you have talked about.
- We will make every effort to keep your answers confidential. You may wish to keep your answers confidential as well. No names will be attached to interviews and your answers will be kept in a locked cabinet. The questions do not include asking you offensive, threatening, or embarrassing things. You can refuse to be recorded. You can ask us to turn off the recorder at any time. You can also refuse to answer any question(s). We will destroy the recordings after the project is complete (May, 2004).

ARE THERE ANY COSTS?

- There is no cost for you except for the time it takes to do the interview.

WILL I BE PAID?

- You will not be paid for your interview.

SUBJECT'S RIGHTS AND CONFIDENTIALITY:

- We will do everything we can to protect your identity. Nothing about you will be matched with what you say today. Your name will not show up in any report or publication of this study or its results. Your answers will stay confidential. We will report summaries of the interviews, but we will not identify the names of anyone we interview.
- We want to take notes and record this interview. Your ideas are important. We want to make sure that we record exactly what you tell us. Sharing information might be uncomfortable, so you can refuse to answer any questions at any time. We will not give you a penalty for not answering. You can refuse to be recorded at all. You can also ask us to stop recording at any time. We will store the recording and interview notes in a locked file cabinet in the Department of Health Behavior and Health Education. We will destroy the notes and recordings when the project is finished.

The School of Public Health Institutional Review Board on Research Involving Human Subjects approved this study. This is a group that makes sure that study participants are treated fairly and

protected from harm. If you have any questions about your rights as a study participant or you are dissatisfied at any time with any part of this study, you can contact the School of Public Health Institutional Review Board, University of North Carolina at Chapel Hill, CB # 7400, Chapel Hill, NC 27599-7400, or by phone 919-966-3919. You can call collect. Also, you can call anonymously.

CONTACT INFORMATION:

If you have any questions about this research study, please feel free to contact the following people (you may call collect if you wish):

Kim Faurot, Becky Ferguson, Melissa Gilkey, Morgan Johnson, Jen Levine; UNC Graduate Students (919) 966-5542

Karen Moore, Community Diagnosis Advisor (919) 966-0057

Eugenia Eng, Faculty Advisor (919) 966-3909

b. Community Member Interview Guide

Thank you for taking the time to meet with us. We realize that your time is valuable and appreciate your participation in this interview today. The information you share will give us insight into what you feel are the strengths and challenges faced by community members in the area.

- Review the Fact Sheet
- *Turn on the audiotape.*
- *We have a lot to cover, but we need to clarify a few things before we start.*
- We need to have your permission on record, please state your answer to the following question “do you agree to have this interview taped?” (*get verbal agreement*)
- Remember that we are interested in your opinions. If you don’t have an opinion or don’t want to answer a question, just let us know.
- Please remember to talk in a voice at least as loud as mine.
- Let’s begin.

We are interested in learning more about residents of the area that borders the neighborhoods of Trinity Park, Duke Park, and Old North Durham. In particular, we are looking at the area that is bordered by Washington Street, Trinity Street, Duke Street, and Club Street, including Markham and Urban Streets (refer to map). During the interview, I will be referring to this area of downtown Durham (refer to map again).

Physical Orientation of the area:

What is this area like? How would you describe the overall conditions of the environment in this area?

Probes: Air and water quality? Roads? General safety?

- What are the areas that surround this area like?
How are they similar? Different?

Life in the Community:

- What can you tell me about the history of the area?
 - Significant events?

- *What are the different racial and ethnic groups in the area?*
- Has there been a change in the ethnic and cultural environment in the area since you've lived in Durham? If so, when did it occur?
- How do the different racial and ethnic groups interact?
- How well would you say that people in your community know people in this area?
- Where do people gather in the area?
- Is there a system of public transportation that serves the area? How does transportation, or lack of it, affect life in the area? How do most people get around?
- How about youth? What is life like for youth in the area?
- What do you think kids in your community think about kids from the area?
- Do kids in your community go to school with youth that live in the area?
- If so, what issues does this bring up?
- Realistically, in what direction do you see this area going? (ask about 5yrs or 10 yrs depending on case) What would you like to see happen in this area?

Strong Points or Assets:

- What are the strengths of the area and its community members?
- Who do you identify as leaders in the area?

Challenges and Needs:

- What common problems or issues do the residents of this area face?
- What would you say are the most important problems/needs of the residents of the area?
- What unique problems do racial or ethnic groups in the area have?
- What health issues are important to the residents of the area?
Probes: General health? Social? Environmental? Safety?
- Which of these issues are more important than others?

Addressing challenges and making decisions:

- Who do residents of the area go to when there is a community-wide problem?
 - Example- ice storm- no power?
- Who makes decisions on how to solve those problems?
Probes: City council? Mayor? Church leaders? Community leaders?

Services and Businesses:

- What services or businesses serve this area?
 - Examples: landlords, Neighborhood associations, health department
 - Others?
- Do they provide services for young people? What are they? Are they used?
 - for families? Are they used?
 - for women? Men? Are they used?
 - for ethnic groups? Are they used?
- What activities do service providers organize for the area?
 - Do people get involved in these activities? Do they go to events?
- What services or businesses are needed in the area?
 - Health care? Employment? Recreational?

Access to Health

- What are the major sources of health care in this area of Durham? Who do they serve?
- Do the health professionals reach out to the community? How?
- Do people here use the services of herbalists or traditional healers? Do you think that it is common?
- What would you say are the barriers to accessing health care services for people in this community?

Additional Information:

- What else should we know about the area?
- Who else do you think we should talk to? (referral form)
- Do you know anyone who lives in this area?

Forum:

- We are planning on sharing the information that we gather at a community meeting in April/May.
- • What suggestions do you have on where and when we might hold the forum?
- • What suggestions do you have on how we might go about organizing the forum?
- • What would be the best way to let the residents of the area know about the forum?
- • Would you be interested in being a part of the planning committee?

Demographic Information:

- For our data collection we want to get as much information as possible while keeping you unidentified. The following questions are for that reason.
- • Age?
- • Sex?
- • Racial/Ethnic group?
- • Job/Occupation?
- End tape

Thank you very much for your participation in this interview. We appreciate your time and the information you provided. As I mentioned, we are planning a community forum in which we will share the information we gather with community members from the Greenway area neighborhood, Trinity Park, Duke Park, and Old North Durham area. We would like to get your contact information (name, address, phone number) so we can invite you to the forum. This information will not be connected to the answers you provided today; it will strictly be used to contact you about the forum.

c. Neighborhood Association Interview Fact Sheet

WHAT IS THIS STUDY ABOUT?

- This research project is being conducted by Kim Faurot (Melissa Gilkey, Becky Ferguson, Jen Levine or Morgan Johnson). We are students at the University of North Carolina at Chapel Hill School of Public Health. We will take notes during our talk. We know that your time is valuable and we thank you for being in this interview.
- We are here to get information for a class research project. One part of our class is to work with a community in North Carolina to do a community diagnosis. This means that we will work with the community to find its strengths, weaknesses, and ways to make this area of Durham a healthy place to live. We will share the information we get with the community in a written paper. Also,

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- This interview will take about 45 minutes. Do you have time to do this interview?

WHAT ARE THE RISKS AND BENEFITS OF MY PARTICIPATION?

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d. Neighborhood Association Interview Guide

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- What are the areas that surround this area like?
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- *What are the different racial and ethnic groups in the area?*
- Has there been a change in the ethnic and cultural environment in the area since you've lived in Durham? If so, when did it occur?
- How do the different racial and ethnic groups interact?
- How well would you say that people in your community know people in this area?
- Where do people gather in the area?
- Is there a system of public transportation that serves the area? How does transportation, or lack of it, affect life in the area? How do most people get around?
- How about youth? What is life like for youth in the area?
- What do you think kids in your community think about kids from the area?
- Do kids in your community go to school with youth that live in the area?
- If so, what issues does this bring up?
- Realistically, in what direction do you see this area going? (ask about 5yrs or 10 yrs depending on case) What would you like to see happen in this area?

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- What would you say are the most important problems/needs of the residents of area?
- What unique problems do racial or ethnic groups in the area have?
- What health issues are important to the residents of the area?
Probes: General health? Social? Environmental? Safety?
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- Who do residents of the area go to when there is a community-wide problem?
 - Example- ice storm- no power?
- Who makes decisions on how to solve those problems?
Probes: City council? Mayor? Church leaders? Community leaders?

Services and Businesses:

- What services or businesses serve this area?
 - Examples: landlords, Neighborhood associations, health department
 - Others?

- Do they provide services for young people? What are they? Are they used?
 - for families? Are they used?
 - for women? Men? Are they used?
 - for ethnic groups? Are they used?
- What activities do service providers organize for the area?
 - Do people get involved in these activities? Do they go to events?
- What services or businesses are needed in the area?
 - Health care? Employment? Recreational?

Access to Health

- What are the major sources of health care in this area of Durham? Who do they serve?
- Do the health professionals reach out to the community? How?
- Do people here use the services of herbalists or traditional healers? Do you think that it is common?
- What would you say are the barriers to accessing health care services for people in this community?

Additional Information:

- What else should we know about the area?
- Who else do you think we should talk to? (referral form)
- Do you know anyone who lives in this area?

Neighborhood Associations

- Up until now, we've talked about this area. How would you define your community?
- How long have you lived in Trinity Park, Duke Park, or Old North Durham?
- Are you a member of a neighborhood association?
- If yes, which one and how long have you been a member?
- How did you become a member?
- What is the role of neighborhood associations? What do they do?
- What are the borders of the different neighborhood associations? Specific streets, geographic markers, etc..
- Are your neighbors members of a neighborhood association?

Forum:

- We are planning on sharing the information that we gather at a community meeting in April/May.
- • What suggestions do you have on where and when we might hold the forum?
- • What suggestions do you have on how we might go about organizing the forum?
- • What would be the best way to let the residents of the area know about the forum?
- • Would you be interested in being a part of the planning committee?

Demographic Information:

- For our data collection we want to get as much information as possible while keeping you unidentified. The following questions are for that reason.
- • Age?
- • Sex?
- • Racial/Ethnic group?

- • Job/Occupation?
- End tape

Thank you very much for your participation in this interview. We appreciate your time and the information you provided. As I mentioned, we are planning a community forum in which we will share the information we gather with community members from this area and the Trinity Park, Duke Park, and Old North Durham area. We would like to get your contact information (name, address, phone number) so we can invite you to the forum. This information will not be connected to the answers you provided today; it will strictly be used to contact you about the forum.

e. Service Provider Interview Fact Sheet

WHAT IS THIS STUDY ABOUT?

- This research project is being conducted by Kim Faurot (Melissa Gilkey, Becky Ferguson, Jen Levine or Morgan Johnson). We are students at the University of North Carolina at Chapel Hill School of Public Health. We will take notes during our talk. We know that your time is valuable and we thank you for being in this interview.
- We are here to get information for a class research project. One part of our class is to work with a community in North Carolina to do a community diagnosis. This means that we will work with the community to find its strengths, weaknesses, and ways to make the study area a healthy place to live. We will share the information we get with the community in a written paper. Also, we will show our research to the community at a public meeting in the spring. We will call you later to invite you to come to this meeting. The goal of the paper and the meeting is to give your community ways to address your problems. By being in this interview you are helping us get to this goal.

Throughout this document, we will be referring to the community of interest as “this area”. This area is a nine by four block area between the three established neighborhoods of Old North Durham, Duke Park, and Trinity Park. It is bordered by Washington Street on the east, Trinity on the south, Duke Street on the west, and Club Boulevard on the north. We are using the term, “this area” because the area has several different names and using one of the names could cause confusion. If it would help you understand the area we mean, please take a look at the map we have with the area highlighted.

WHAT WILL I BE ASKED TO DO?

- We want to speak with you today because you have been identified by community members and/or service providers as someone who could represent the views of working professionals providing services in the community of the study area. The purpose of talking with you today is to find out about your thoughts and experiences living, working and being part of the community. As a service provider, we will be asking you about the services you provide, the population you serve, challenges you face, and important issues in the study area. Examples of questions include: “Which groups in the area tend to be most in need of your services?” and “What would you say are the strengths of the community?” We are interested in your opinions. There is no right or wrong answer.

This interview will last 30-45 minutes. We would like to give you the opportunity to tell us as much as you would like, but (mention if you have limited time/ask if they do).

WHAT ARE THE RISKS AND BENEFITS OF MY PARTICIPATION?

- By participating in our study, you will be helping us make a report that you will benefit from as a service provider in this area of Durham. This report will help you and your community to find out what the strengths and needs are of the study area, and may help to give you an idea of how to address the problems or needs you have talked about.
- Since the study area is a small community, you might run into other people who are in the study too after the interview session. To stop any harm from sharing information after the interview, we will ask you for a verbal agreement to not repeat anything from the discussion after you leave. If you are a service provider or community leader, you might say bad things about the community. If other people heard your answers you might lose your job. It could also hurt your political career. But, no names will be attached to interviews and your answers will be kept confidential in a locked cabinet. The questions do not include asking you offensive, threatening, or embarrassing things. You can refuse to be tape recorded. You can ask to turn off the tape recorder at any time. You can also refuse to answer any question(s). We will erase the tapes after the project is complete (May, 2004).

ARE THERE ANY COSTS?

- There is no cost for you except for the time it takes to do the interview.

WILL I BE PAID?

- You will not be paid for your interview.

SUBJECT'S RIGHTS AND CONFIDENTIALITY:

- We will do everything we can to protect your identity. Nothing about you will be matched with what you say today. Your name will not show up in any report or publication of this study or its results. Your answers will stay confidential. We will report summaries of the interviews, but we will not identify the names of anyone we interview.
- We want to take notes and tape record this interview. Your ideas are important. We want to make sure that we record exactly what you tell us. Sharing information might be uncomfortable, so you can refuse to answer any questions at any time. We will not give you a penalty for not answering. You can refuse to be audio taped at all. You can also ask us to stop recording at any time. We will store audio tapes and interview notes in a locked file cabinet in the Department of Health Behavior and Health Education. We will erase or destroy the notes and tapes when the project is finished.

The School of Public Health Institutional Review Board on Research Involving Human Subjects approved this study. This is a group that makes sure that study participants are treated fairly and protected from harm. If you have any questions about your rights as a study participant or you are dissatisfied at any time with any part of this study, you can contact the School of Public Health Institutional Review Board, University of North Carolina at Chapel Hill, CB # 7400, Chapel Hill, NC 27599-7400, or by phone 919-966-3919. You can call collect. Also, you can call anonymously.

CONTACT INFORMATION:

If you have any questions about this research study, please feel free to contact the following people (you may call collect if you wish):

Kim Faurot, Becky Ferguson, Melissa Gilkey, Morgan Johnson, Jen Levine; UNC Graduate Students (919) 966-5542

Karen Moore, Community Diagnosis Advisor (919) 966-0057
Eugenia Eng, Faculty Advisor (919) 966-3909

f. Service Provider Interview Guide

Thank you for meeting with us. We realize that your time is valuable and appreciate your participation. The information you share will give us insight into what you feel are the strengths and challenges faced by the community members in the study area.

****Review Fact Sheet**

****Turn on Tape Recorder**

We have a lot to cover, but we need to clarify a few things before we start. We need to have your permission on record. Please state your answer to the following questions: “Do you agree to have this interview taped?”

Remember that we are interested in your opinions. If you don’t have an opinion or don’t want to answer a question, please let us know. Please remember to talk in a voice at least as loud as mine. Let’s begin.

We are interested in learning more about the area that is bordered by the neighbourhoods of Trinity Park, Duke Park, and Old North Durham. In particular, we are looking at the area that is bordered by Washington St., Trinity St., Duke, and Club. It includes Green, Markham, and Knox between Washington and Duke. (refer to map) For the purposes of this interview, we will call this area the study area. Whenever I say “study area,” I will be referring to this part of downtown Durham. (refer to map)

Overview of Services

1. What services does your agency provide to people living in this area?
2. How much contact do you have with the residents living in the study area? (probe: certain ethnic groups specifically? how often? future plans?)
3. What criteria must people meet to be eligible for your services?
4. How would you characterize this area as compared to Durham as a whole? (probe: socioeconomics, age, ethnicity, employment, is it underserved comparatively)
5. What barriers do you encounter in trying to serve residents in this area (probe: transportation, language, transience)
6. What other organizations are active in the area?

Community

7. What do you feel are the strengths of the study area? (probe: why would people want to live there?)
8. To what degree do you feel that the residents of this area consider themselves a community?
9. Can you think of an instance in which residents of the area came together to solve a problem? What was the situation and who was involved?
10. What do you feel to be the greatest unmet needs of people in this area? How are residents currently coping? (probe: how difficult is it for residents to get food, etc.)
11. Who are the people who make decisions in this community? (probe: community members or more often outsiders like city officials)

Access to Health

12. Where do residents go to get health care?
13. What are their greatest health concerns?
14. Do people use the services of herbalists or traditional healers? (probe: what types?)
15. What would you say are the barriers to accessing health care services for people in this community?

Other

16. Is there anything else that you consider important to know about the area? (a focus of activity for the area like religion, recreation)
17. Can you think of other people I should talk to?
18. Does your agency have any useful documents that we might have a copy of (annual reports, funding applications)?
19. We would like to present our findings to the community at the end of our study. What's the best way to do this? Where?

Demographics

For our data collection we want to get as much information as possible while keeping you unidentified. The following questions are for that reason.

Age?

Sex?

Racial/Ethnic group?

Job/Occupation?

Are you bilingual? (speaking, writing)

* End tape

Thank you very much for your participation in this interview. We appreciate your time and the information you provided. As I mentioned, we are planning a community forum in which we will share the information we gather with community members from the study area, Duke Park, Trinity Park and Old North Durham area. We would like to get your contact information (name, address, phone number) so we can invite you to the forum. This information will not be connected to the answers you provided today, it will strictly be used to contact you about the forum.

g. Focus Group Interview Fact Sheet

WHAT IS THIS STUDY ABOUT?

- This research project is being conducted by Kim Furot (Melissa Gilkey, Becky Ferguson, Jen Levine or Morgan Johnson). We are students at the University of North Carolina at Chapel Hill School of Public Health. We know that your time is valuable and we thank you for being in this focus group.
- We are here to get information for a class research project. One part of our class is to work with

a community in North Carolina to do a community diagnosis. This means that we will work with the community to find its strengths, weaknesses, and ways to make the community a healthy place to live. We will share the information we get with the community in a written paper. Also, we will show our research to the community at a public meeting in the spring. We will call you later to invite you to come to this meeting. The goal of the paper and the meeting is to give the community (including Trinity Park, Old North Durham, Duke Park, and the area in between these neighborhoods) ways to address identified issues. You are helping to achieve this goal by your participation in the focus group

WHAT WILL I BE ASKED TO DO?

- We want to speak with you today because other community members picked you as people who could tell us a lot about the area. The point of this group talk is to listen to your thoughts and experiences of living, working, and being part of the community. We are especially interested in your thought concerning the area bordered by Trinity Avenue, Washington Street, Club Blvd, and Duke Street. We will ask you questions, like "What are some of the best things about this area?" and "What are the biggest challenges that people in this area face?" The point of the questions is to get your ideas about the physical area, community life, strengths and problems of the area. We want to know your opinions. There is no right or wrong answer. This discussion will take about an hour to an hour and a half. We would like to take notes and record our discussion. We have brought light refreshments for you.

WHAT ARE THE RISKS AND BENEFITS OF MY PARTICIPATION?

- By participating in our study, you will be helping us make a report that you may benefit from as a member of the larger community. This report will help you and your community to find out what your strengths and needs are as a community and can shed light on the strengths and needs of the people in the area we mentioned. Our discussions may help to give you an idea of how to fix the problems or needs you have talked about.

- Since this is a small community, you might run into each other, or other people who are in the study too after the group talk. To stop any harm from sharing information after the talk, we will ask you for a verbal agreement to not repeat anything from the talk after you leave. If you say bad things about the community and other people find out, you could lose your job or be disliked. No names will be attached to your comments and all answers will be kept confidential in a locked cabinet. The questions do not include asking you offensive, threatening, or embarrassing things. We would like to record your responses electronically, though anyone can refuse. Anyone can ask to turn off the recorder at any time. Anyone can also refuse to answer any question(s). We will destroy the recordings after the project is complete (May, 2004).

ARE THERE ANY COSTS?

- There is no cost for you except for the time it takes to do the group talk.

WILL I BE PAID?

- No one will be paid for the group talk. However, food will be provided during the group talk.

SUBJECT'S RIGHTS AND CONFIDENTIALITY:

If you agree to participate in this study, please understand that your participation is voluntary (you do not have to do it). You have the right to withdraw your consent or stop your participation at any time without penalty. You have the right to refuse to answer particular questions.

- We will do everything we can to protect your identity. Nothing about you will be matched with what you say today. Your name will not show up in any report or publication of this study or its results. Your answers will stay confidential. We will report summaries of the group talks, but we will not identify the names of anyone here.
- We want to take notes and record this discussion. Your ideas are important. We want to make sure that we record exactly what you tell us. Sharing information might be uncomfortable, so you can refuse to answer any questions at any time. We will not give you a penalty for not answering. You can refuse to be audio taped at all. You can also ask us to stop recording at any time. We will store recordings and notes in a locked file cabinet in the Department of Health Behavior and Health Education. We will destroy the notes and recordings when the project is finished.

The School of Public Health Institutional Review Board on Research Involving Human Subjects approved this study. This is a group that makes sure that study participants are treated fairly and protected from harm. If you have any questions about your rights as a study participant or you are dissatisfied at any time with any part of this study, you can contact the School of Public Health Institutional Review Board, University of North Carolina at Chapel Hill, CB # 7400, Chapel Hill, NC 27599-7400, or by phone 919-966-3919. You can call collect. Also, you can call anonymously.

CONTACT INFORMATION:

If you have any questions about this research study, please feel free to contact the following people (you may call collect if you wish): Kim Faurot, Becky Ferguson, Melissa Gilkey, Morgan Johnson, Jen Levine (Graduate Students) (919) 966-5542

Karen Moore, Community Diagnosis Advisor (919) 966-0057

Eugenia Eng, Faculty Advisor (919) 966-3909

h. Focus Group Interview Guide

Thank you for taking the time to meet with us. We realize that your time is valuable and appreciate your participation in this interview today. The information you share will give us insight into what you feel are the strengths and challenges faced by young people in the area.

- Review the Fact Sheet
- **Turn on the recorder.**
- *We have a lot to cover, but we need to clarify a few things before we start.*
- ***We need to have your permission on record, please state your answer to the following question “do you agree to have this interview taped?” (get verbal agreement)***
- *Remember that we are interested in your opinions. If you don't have an opinion or don't want to answer a question, just let us know.*
- *Please remember to talk in a voice at least as loud as mine. Please remember to take turns speaking. We will ask you to pass the microphone from speaker to speaker so that everyone has a chance to have their say.*
- *Let's begin.*

We are interested in learning more about the area that borders the neighborhoods of Trinity Park, Duke Park, and Old North Durham. In particular, we are looking at the area that is bordered by Washington Street, Trinity Street, Duke Street, and Club Street, including Markham and Urban Streets (refer to map). During our time together, I will be referring to this area of Durham (refer to map again). We are using the term “this area” because the area has several different names. You could be confused if we used only one of the names.

Introduction/Geographic issues

How would you describe this area?

Is this area different from the surrounding communities?

Life in the Community

Where do the children in this area go to school?

How do you feel about the schools?

What do you do with your spare time?

What do you think other people in this area do in their spare time?

What do you hope to see happen in this area?

Strong Points or Assets

What are the strengths of this area?

What could people build on in this area?

Challenges and Needs

What common problems or issues do people here face?

How do you feel about how people are heard when they voice a problem?

What health issues are important to people in this area?

What do you think would make the most difference for their health?

Services and Businesses

What services or businesses do people use here?

What services or businesses would you like to see in this area?

Recommendations for Discussing Teams' Findings in a Community Forum

We plan to get the community together to talk about the things we have learned from you. Do you have any ideas about how we should do that?

Would any of you like to participate in the planning committee?

Recommendations for other Potential Interviewees

Is there anyone else we should talk with?

Thank you very much for your participation in this focus group. We appreciate your time and the information you provided. As I mentioned, we are planning a community forum in which we will share the information we gather with community members from this area, Duke Park, Trinity Park and Old North Durham. We would like to get your contact information (name, address, phone number) so we can invite you to the forum. This information will not be connected to the answers you provided today; it will strictly be used to contact you about the forum.

i. Parent Permission for Youth Focus Group

Dear Parent or Guardian:

We would like to have your child participate in our focus group (group talk) as part of a study of your community.

WHAT IS THIS STUDY ABOUT?

We are graduate students in the UNC Chapel Hill School of Public Health in the department of Health Behavior and Health Education. We are here to get information for a class research project. One part of our class is to work with a community in North Carolina to do a community diagnosis. This means that we will work with the community to find its strengths, weaknesses, and ways to make this area of Durham a healthier place to live. We will share the information we get with the community in a written paper. Also, we will show our research to the community at a public meeting in the spring. We will contact you later to invite you to come to this meeting. The goal of the paper and the meeting is to give your community ways to celebrate your successes and address your problems.

WHAT WILL MY CHILD BE ASKED TO DO?

- A focus group consists of 3-10 people who share their ideas and opinions about certain issues. The point of this group talk is to listen to your son or daughter's ideas and opinions about what growing up in this area of Durham is really like. We will ask questions, like "What are some of the best things about this area?" and "What are the biggest challenges that youth in this area face?" The point of the questions is to get youth ideas about the physical area, community life, strengths and problems of the area. We want to know their opinions. There is no right or wrong answer. This discussion will take about an hour to an hour and a half. We will bring light refreshments for the young people.

With your permission and theirs, we will take notes and use an electronic recorder during the group talk. We would like to record youth responses electronically, though anyone can refuse. Anyone can ask to turn off the recorder at any time. Anyone can also refuse to answer any question(s). The notes and recordings will be destroyed at the end of this project in the spring of 2004. Everything your child says in the interview is strictly confidential and his/her name will not be associated with any of his/her answers.

WHAT ARE THE RISKS AND BENEFITS OF MY CHILD'S PARTICIPATION?

- By participating in our study, your son or daughter will be helping us make a report that they may benefit from as a member of the larger community. This report will help the community to find out what your strengths and needs are as a community and can shed light on the needs of the youth in the area we mentioned. Our discussions may help to give you an idea of how to fix the problems or needs your son or daughter has talked about.
- To stop any harm from sharing information after the talk, we will ask your son or daughter for a verbal agreement to not repeat anything from the talk after he or she leaves the group. If the youth says bad things about the community and other people find out, he or she could be disliked. No names will be attached to your son or daughter's comments and all answers will be kept confidential in a locked cabinet. The questions do not include asking any offensive, threatening, or embarrassing things. Sharing information might be uncomfortable, so they can refuse to answer any questions at any time. We will not give them a penalty for not answering. They can refuse to be recorded at all. They can also ask us to stop recording at any time. We will destroy the recordings after the project is complete (May, 2004).

ARE THERE ANY COSTS?

- There is no cost for you except for the time it takes to do the group talk.

WILL MY CHILD BE PAID?

- No one will be paid for the group talk. However, food will be provided during the group talk.

SUBJECT'S RIGHTS AND CONFIDENTIALITY:

If your child agrees to participate in this study, please understand that his/her participation is voluntary (he/she does not have to do it). You have the right to withdraw your permission or stop your child's participation at any time without penalty, as does your child. Your child has the right to refuse to answer any particular questions.

- We will do everything we can to protect your child's identity. Nothing about the young person will be matched with what he or she says. His or her name will not show up in any report or publication of this study or its results. All answers will stay confidential. We will report summaries of the group talks, but we will not identify the names of anyone here.
- We want to take notes and record this discussion. Your son or daughter's ideas are important. We want to make sure that we record exactly what they tell us. We will store recordings and notes in a locked file cabinet in the Department of Health Behavior and Health Education. We will destroy the notes and recordings when the project is finished.

We will explain all of this information to your son or daughter prior to starting the group talk. Even if you give consent, your child has the right to refuse participation at any time during the focus group without penalty. The person from whom we obtained your child's name will not know whether or not your child participated in this study. We hope you will allow your child to participate in the group talk with us. The information they provide could help address concerns of all young people in this area of Durham.

The School of Public Health Institutional Review Board on Research Involving Human Subjects approved this study. This is a group that makes sure that study participants are treated fairly and protected from harm. If you have any questions about your rights as a study participant or you are dissatisfied at any time with any part of this study, you can contact the School of Public Health Institutional Review Board, University of North Carolina at Chapel Hill, CB # 7400,

Chapel Hill, NC 27599-7400, or by phone 919-966-3919. You can call collect. Also, you can call anonymously.

CONTACT INFORMATION:

If you have any questions, please feel free to contact the following people (you may call collect if you wish):

Kim Faurot, Becky Ferguson, Melissa Gilkey, Morgan Johnson, Jen Levine (Graduate Students) (919) 966-5542

Karen Moore, Community Diagnosis Advisor (919) 966-0057,

Eugenia Eng, Faculty Advisor (919) 966-3909

Please complete and sign below if you are willing to let your child participate.

Please have your child return this portion of the form to _____ at _____ by _____, 2004.

I DO give my consent for you to conduct a focus group that includes (child's name)

_____ as part of the UNC-Chapel Hill School of Public Health's Community Diagnosis

in this area of Durham.

Parent/Guardian Signature _____

Date _____

j. Assent for Youth Focus Group

WHAT IS THIS STUDY ABOUT?

- This research project is being conducted by Kim Faurot (Melissa Gilkey, Becky Ferguson, Jen Levine or Morgan Johnson). We are students at the University of North Carolina at Chapel Hill School of Public Health. We know that your time is valuable and we thank you for being in this focus group.

- We are here to get information for a class research project. One part of our class is to work with a community in North Carolina to do a community diagnosis. This means that we will work with the community to find its strengths, weaknesses, and ways to make the community a healthy place to live. We will share the information we get with the community in a written paper. Also, we will show our research to the community at a public meeting in the spring. We will call you later to invite you to come to this meeting. The goal of the paper and the meeting is to give the community (including Trinity Park, Old North Durham, Duke Park, and the area in between these neighborhoods) ways to address identified issues. You are helping to achieve this goal by your participation in the focus group.

WHAT WILL I BE ASKED TO DO?

A focus group consists of 3-10 people who share their ideas and opinions about certain issues. The reason for these focus groups is to get your ideas about what growing up in this area of Durham is really like. If you choose to participate, we will ask you questions, like "What are some of the best things about this area?" and "What are the biggest challenges that young people in this area face?" We would like to know your opinions. There is no right or wrong answer. You can answer only the questions you want to answer. This discussion will take about an hour to an hour and a half. We have brought snacks for you.

With your and your parent or guardian's permission, we will take notes and use an electronic recorder during the interview. The notes and recordings will be destroyed at the end of this project in the spring of 2004. Everything you say in the interview is private and your name will not be matched with any of your answers. We ask that you do not talk about what was said in the group to anybody.

WHAT ARE THE RISKS AND BENEFITS OF MY PARTICIPATION?

- By participating in our focus group, you will be helping us make a report that you may benefit from as a member of the larger community. This report will help you and your community to find out what your strengths and needs are as a community and can shed light on the strengths and needs of the young people in the area we mentioned. Our discussions may help to give you an idea of how to fix the problems you have talked about.

- Since this is a small community, you might run into each other, or other people who are in the study after the group talk. To stop any harm from sharing information after the talk, we will ask you for a verbal agreement to not repeat anything from the talk after you leave. If you say bad things about the community and other people find out, you could be disliked. No names will be attached to your comments and all answers will be kept confidential in a locked cabinet. The questions do not include asking you offensive, threatening, or embarrassing things. We know that sharing information with others can feel uncomfortable, so you can refuse to answer any questions at any time. We would like to record your responses electronically, though anyone can refuse to be recorded. Anyone can ask to turn off the recorder at any time. We will destroy the recordings after the project is complete (May, 2004).

ARE THERE ANY COSTS?

- There is no cost for you except for the time it takes to do the group talk.

WILL I BE PAID?

- No one will be paid for the group talk. However, food will be provided during the group talk.

SUBJECT'S RIGHTS AND CONFIDENTIALITY:

If you agree to participate in this study, please understand that your participation is voluntary (you do not have to do it). You have the right to withdraw your consent or stop your participation at any time without penalty. You have the right to refuse to answer particular questions.

We will do everything we can to protect your identity. Nothing about you will be matched with

what you say today. Your name will not show up in any report or publication of this study or its results. Your answers will stay confidential. We will report summaries of the group talks, but we will not identify the names of anyone here.

The School of Public Health Institutional Review Board on Research Involving Human Subjects approved this study. This is a group that makes sure that study participants are treated fairly and protected from harm. If you have any questions about your rights as a study participant or you are dissatisfied at any time with any part of this study, you can contact the School of Public Health Institutional Review Board, University of North Carolina at Chapel Hill, CB # 7400, Chapel Hill, NC 27599-7400, or by phone 919-966-3919. You can call collect. Also, you can call anonymously.

CONTACT INFORMATION:

If you have any questions about this research study, please feel free to contact the following people (you may call collect if you wish):

Kim Faurot, Becky Ferguson, Melissa Gilkey, Morgan Johnson, Jen Levine (Graduate Students) (919) 966-5542

Karen Moore, Community Diagnosis Advisor (919) 966-0057

Eugenia Eng, Faculty Advisor (919) 966-3909

Focus Group Sign-out Form

For our data collection we want to get as much information as possible while keeping you unidentified. The following questions are for that reason. We thought it might be easier for you to fill out a form rather than telling us on tape.

I work at _____.

I consider myself to be: African-American White Hispanic/ Latino
Asian-American Native American Other _____

I am: Female Male

k. Youth Focus Group Interview Guide

Thank you for taking the time to meet with us. We realize that your time is valuable and appreciate your participation in this interview today. The information you share will give us insight into what you feel are the strengths and challenges faced by young people in the area.

- Review the Fact Sheet
- *Turn on the recorder.*
- *We have a lot to cover, but we need to clarify a few things before we start.*

- *We need to have your permission on record, please state your answer to the following question “do you agree to have this interview taped?” (get verbal agreement)*
- *Remember that we are interested in your opinions. If you don't have an opinion or don't want to answer a question, just let us know.*
- *Please remember to talk in a voice at least as loud as mine. Please remember to take turns speaking. We will ask you to pass the microphone from speaker to speaker so that everyone has a chance to have their say.*
- *Let's begin.*

We are interested in learning more about the area that borders the neighborhoods of Trinity Park, Duke Park, and Old North Durham. In particular, we are looking at the area that is bordered by Washington Street, Trinity Street, Duke Street, and Club Street, including Markham and Urban Streets (refer to map). During our time together, I will be referring to this area of Durham (refer to map again). We are using the term “this area” because the area has several different names. You could be confused if we used only one of the names.

Introduction/Geographic issues

How would you describe this area?

How do you think the people in the surrounding communities view this area?

Life in the Community

Where do you go to school?

How do you feel about your school?

What do you do with your spare time? (when you are not in school or working)

What do you think other young people in this area do in their spare time?

What do you hope to see happen in this area?

Strong Points or Assets

What do you like about this area?

Challenges and Needs

What common problems or issues do young people here face?

How do you feel about how you are heard when you voice a problem?

What health issues are important to you?

What do you think would make the most difference for your health?

Services and Businesses

What services or businesses do young people use here?

What services or businesses would you like to see in this area?

Recommendations for Discussing Teams' Findings in a Community Forum

We plan to get the community together to talk about the things we have learned from you. Do you have any ideas about how we should do that?

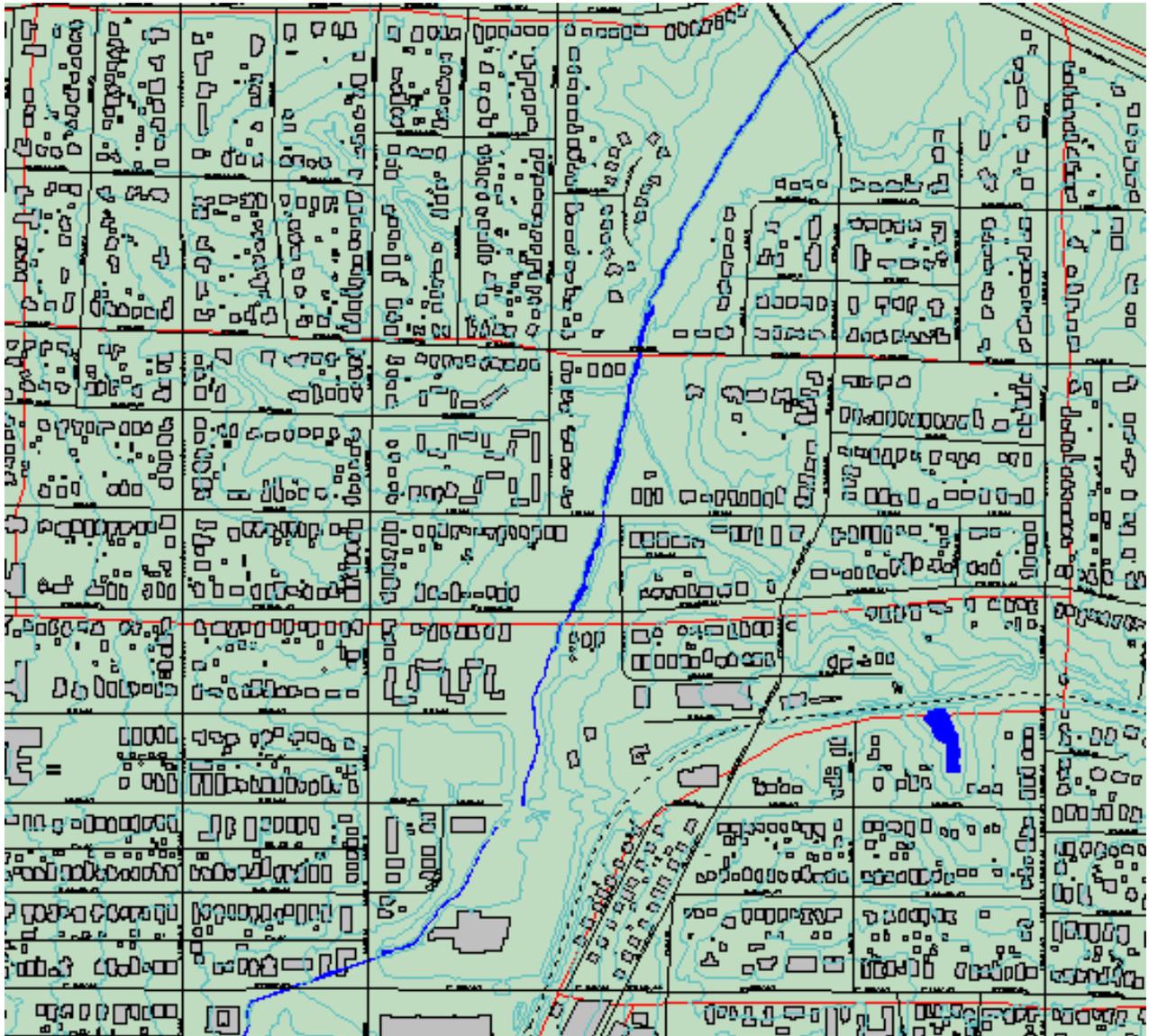
Thank you very much for your participation in this focus group. We appreciate your time and the information you provided. As I mentioned, we are planning a community forum in which we will share the information we gather with community members from this area, Duke Park, Trinity Park and Old North Durham. We would like to get your contact information (name,

address, phone number) so we can invite you to the forum. This information will not be connected to the answers you provided today; it will strictly be used to contact you about the forum.

next

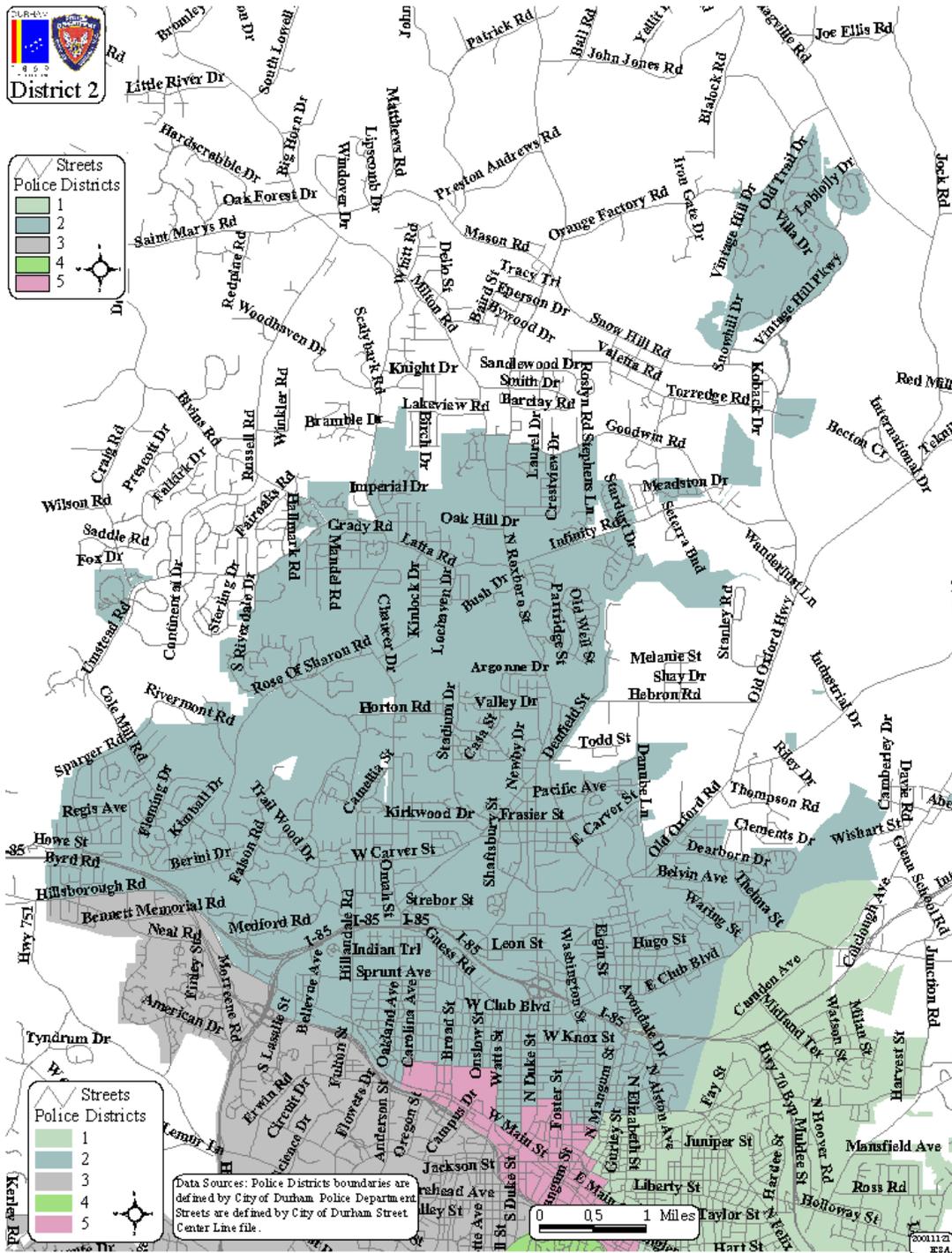
Appendix 4. Maps

a. Contour map of the Greenway area neighborhood



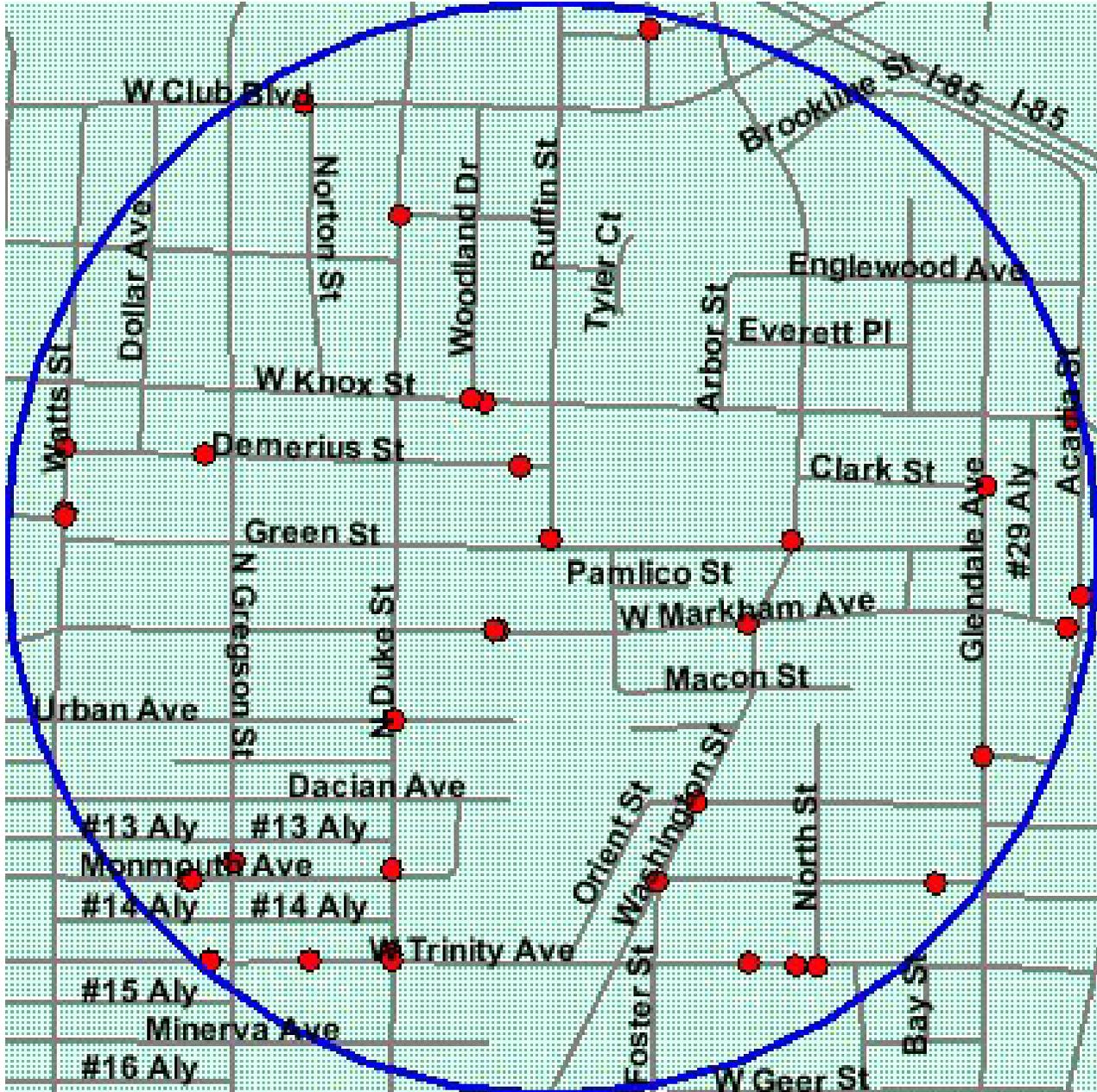
<http://gisweb2.ci.durham.nc.us/scripts/esrimap.dll?Name=sdxl&Cmd=Start>

c. District 2



d. Crime data map for January 2004

Note that crime is no more frequent within the Greenway area neighborhood than in the surrounding neighborhoods. The Greenway area neighborhood street borders are Duke, Club, Washington, and Trinity



Available at : <http://www.durhampolice.com/crimemapper/>

e. [Map South Ellerbe Creek Trail.pdf](#)

f. [Map Durham Street in Greenway area.pdf](#)

Appendix 5. Forum Materials

a. [flyer.pub](#)

b. [flyer spanish.pub](#)

c. **Community Forum Participant Packet**

Crime and Safety

People want to increase awareness and neighborhood participation in PAC II.

Many people said in their interviews that they were concerned about crime and safety in the neighborhood. In particular, they reported the common occurrence of petty crimes like car break-ins, but more serious concerns about drugs, prostitution, and shooting were also mentioned. Most people said that they usually felt safe in their neighborhood, but few were comfortable walking alone at night. Whether they viewed crime as an annoyance or a threat to personal safety, all agreed that more attention should be paid to the issue.

Both community members and service providers identified PAC II as an organization that might have a positive impact on crime and safety as well as housing concerns. People expressed interest in maximizing the community's voice in PAC II, and felt that spreading awareness of the organization was an important goal for the neighborhood.

“PAC II has done a lot to address citizen problems...talk about diversity. You've got old black women, white yuppie styles, working class folks from all over...it's just an incredible mix. There's discussion, but a lot of unity.” (Community Member)

“The area doesn't have a voice because they don't go to the PAC meeting because they don't know about it.” (Community Member)

“It is physically impossible to have contact with everyone in our ward....I depend on the leaders of all our PACs to keep us abreast of what's happening.” (Service Provider)

El crimen y la seguridad

La gente quieren aumentar el conocimiento y la participación del barrio en el PAC II.

Mucha gente dijeron en sus entrevistas que estaban preocupados sobre el crimen y la seguridad en su barrio. En particular, reportaron la ocurrencia común de los crímenes no violentos como robar un coche, pero más serias eran las preocupaciones sobre las drogas, la prostitución y los tiroteos. La mayoría de la gente dijeron que normalmente se sentían seguros por su barrio, pero solo algunos pocos estaban cómodos caminar solo durante la noche. Si consideraban el crimen como una molestia o una amenaza a su seguridad personal, todos estaban de acuerdo de que se debe poner más atención a este tema.

Los miembros comunitarios y los proveedores del servicio identificaban el PAC II como una organización que puede tener un impacto positivo en el crimen y la seguridad y también los problemas de viviendas. La gente expresaron interés en mejorar la voz de la comunidad en el PAC II, y sentían que extender el conocimiento de la organización fue una meta muy importante del barrio.

“PAC II ha hecho mucho dirigir a los problemas de los ciudadanos...hablar de la diversidad. Lo has hecho para los viejos negros, los pijos blancos, los trabajadores de todas las partes...es una mezcla increíble. Hay una discusión, pero mucha unidad.” Residente del barrio

“La zona no tiene una voz porque la gente no van a las reuniones del PAC porque no lo conocen.” Residente del barrio

“Es físicamente imposible tener contacto con cada persona de nuestro distrito... yo dependo en los líderes de nuestro PAC dejarnos conociente de lo que pasa.” Representante de la ciudad

The Greenway Trail

People want to feel safe walking/biking on the Greenway Trail.

Many residents and service providers mentioned the Greenway Trail during interviews. People talked about the Greenway Trail as one of the strengths and assets of the community. We also learned in our interviews that many people do not feel safe using the trail and there is a perception of the trail as an area of high crime.

“I walked every morning in this neighborhood--that’s the best time for me--I was not afraid. However, there is a pedestrian, a bike thing that goes from Club over to what used to be Durham High School, and I don’t walk that. I’d rather walk where houses are. I’ve never seen anything wrong there, I’ve never seen anyone in there that bothered me in any way, but I just have this feeling that if I did that nobody could see me because I would be away from the houses, so I stick to the roads. My reason for that is my own safety.” (Community Member)

“I don’t walk because there was a murder on the Greenway. I’m not going to put myself out. You are beyond view.” (Community Member)

“I’m not too happy with it (the trail). I have used it maybe 5 times. I think that it’s a good thing to have, but there need to be more lights on the walkway, a phone booth.” (Community Member)

“Every now and then when I am walking on this trail, if you see a group of kids or strangers, you kind of stiffen up a bit. But I feel no safety problems.” (Community Member)

“There have been some complaints in the past about crime on the trails. My understanding is that they enhanced police protection along the trails. That’s my understanding. Have you heard anything recently?” (Service Provider)

“...the trail actually gets a lot of use all the time, like many places in Durham, I am not sure I’d feel completely comfortable on it after dark, but daylight hours no problem at all, I mean lots of people use it walking, biking, walking their dogs or whatever” (Service Provider)

La senda de Greenway

La gente quieren tener un sentido de seguridad caminar/montar en bicicleta por la senda de Greenway.

Muchos residents y proveedores del servicio han mencionado la senda de Greenway durante las entrevistas. La gente hablaban de la senda de Greenway como algunas de las fuerzas y beneficios del barrio. Tambien hemos aprendido durante las entrevistas que mucha gente no tienen un sentido de seguridad usar la senda y hay una percepción de la senda como una zona de mucho crimen.

“Caminaba cada mañana en este barrio—es la mejor hora para mí—no tenía miedo. Sin embargo, hay algo para los peátones, para las bicicletas que va desde Club hasta lo que fue Durham High School, y no camino por allí. Prefiero caminar donde hay casas. Nunca he visto nada mala por allí, nunca he visto a nadie que a mí me molestaba, pero solo que tengo este sentido que si yo tuviera un problema nadie me vería porque estaría lejos de las casas, púes me quedo por las calles. Mi razón es para mi propia seguridad.” (Miembro de la comunidad)

“No camino porque había un homicidio en el Greenway. No voy a ponerme allí. Estas afuera de la vista.” (Miembro de la comunidad)

“No estoy contenta con la senda. Lo he utilizado quizás cinco veces. Yo pienso que es una buena cosa tener, pero hace falta más luz por la acera, un telefono.” (Miembro de la comunidad)

“Algunos días cuando estoy caminando por la senda, si se ve un grupo de jovenes o desconocidos, se pone más tieso. Pero no me siento los problemas de la seguridad.” (Miembro de la comunidad)

“Habían algunas quejas en el pasado sobre el crimen por la senda. Mi entendimiento es que se ha mejorado la policía por las sendas. Este es lo que entiendo. Has oido algo recientemente?” (Proveedor del servicio)

“...se usa mucho la senda, como muchos lugares de Durham, no estoy seguro de que me sentiría totalmente seguro durante la noche, pero durante el día no hay problema. Lo que quiero decir es que hay mucha gente que lo usa caminar, montar en bicicleta, caminar con los perros o lo que sea.” (Proveedor del servicio)

Housing

People feel that renters, landlords, and neighbors need to be aware of their rights and responsibilities.

During interviews, many people mentioned housing as something they were concerned about. While some people talked about differences between home owners and renters, most others were worried about relationships between renters and their landlords. One of the problems that came up in many interviews was the problem of tenants not knowing their housing rights, and landlords not knowing what their responsibilities were to their tenants.

“As long as you have the slum slug landlords...all they want to do is get the most people into a house -each person paying rent individually so that they can get the most money out of the property as they can and barely maintain it. If they rented to a family, they couldn't get as much for a house.”

“People just don't know what their rights are. If the landlord says it's one way, then it is, even if it's the wrong way.”

“Some of the people are very low-income. Each month is a struggle. If they start complaining about the unit, the landlords will want them out and tell them to leave, even though it is illegal. Some of the Latinos especially, don't know their rights, so they will leave or they won't complain. We ask them if the landlord served them papers, and they'll say no, and we tell them they can take him to court. In one situation, a woman called us about the landlord, and then she called back saying, 'he wants me out.' She moved out.”

“Taking care of your properties sometimes means that you are selective about to whom you rent.”

“I think sometimes landlords don't know how they are supposed to handle the renters.”

Viviendas

La gente se sentían que a los dueños, propietarios y vecinos, todos tienen que ser conscientes de sus derechos y responsabilidades.

Durante las entrevistas, mucha gente mencionaron las viviendas como algo de mucha importancia. Mientras algunas hablaban de las diferencias entre los propietarios y los inquilinos, los demás estaban preocupados por la relación entre los dueños y los inquilinos. Un problema fue lo de la falta de información por la parte de los inquilinos sobre sus derechos de las viviendas y los propietarios tampoco sabían sus responsabilidades a los inquilinos.

“Cuando existen los dueños corruptos... solo lo que quieren hacer es tener lo más gente posible vivir en cada casa—cada persona paga la renta individualmente para que puedan ganar lo más dinero de la casa que sea posible y mantener la casa lo peor posible.”

“Es que la gente no saben sus derechos. Si les dice el dueño que es de una manera, pues así es, aunque sea la manera mala.”

“Alguna de la gente tienen una paga muy baja. Cada mes es una lucha. Si empiezan quejar sobre su casa, los dueños les dicen que se vayan, aunque sea ilegal decir eso. Especialmente los latinos, no saben sus derechos, pues se van sin quejar. A ellos, les preguntamos si su dueño les daban algunos papeles, y dicen que no, and les decimos que les pueden llevar a la corte. En algún caso, una mujer nos llamó hablar de su dueño, y luego nos volvió llamar y nos dijo que, ‘El quiere que me vaya.’ Ella se fue.”

“Algunas veces, cuidar a las casas, te pones más selectivo a quien se las alquila.”

“Yo pienso que algunas veces los dueños no saben como deben manejar a los inquilinos.”

Safety for Kids

People feel that it is unsafe to let children play outside or walk to school.

Residents in this area care about creating safety both for their own children and for all of the children in the neighborhood. Several people felt that it was unsafe to let children play outside or walk to school. Their concerns fell into two arenas: traffic and areas perceived as dangerous. Some of what people told us includes:

General

“Our biggest issue is a sense of safety, particularly for our children.”

“You probably wouldn’t want your small children to play out here.”

Traffic

“Right now the biggest [challenge] is the speed on the street... I’ve seen 2 kids almost get hit in front of my house. People are doing 50-55 in this area.”

“the traffic may move too fast for kids to be out”

“What I notice about Green Street is that people speed, much too fast, a lot of kids playing in the street.”

“I don’t feel safe letting my daughter walk to school- partially because of no sidewalks and partially because she’d have to cross roads without lights or walk through dangerous areas.”

Perceived danger

“...if you see a group of kids or strangers, you kind of stiffen up a bit.”

“There are children in this neighborhood, but you don’t see them playing outdoors all day. I don’t know if it’s fear that something will happen to them... children can’t walk to school today.”

“Because I didn’t want to lose my neighborhood to crime, I get out and play ball with the teenagers... I treat them like young adults... like they are a part of this neighborhood. Most of the children who live in this neighborhood have pretty much grown up here. We tell them that they need to respect their neighborhood.”

La seguridad para los niños

La gente no se siente que es seguro dejar sus niños jugar afuera o caminar a la escuela.

A los residents, les importa la seguridad para sus niños y todos los niños del barrio. Algunos no se sienten que es seguro dejar sus niños jugar afuera o caminar a la escuela. Sus preocupaciones tratan de dos temas: el trafico y zonas que se parecen peligrosos. Lo que nos dijo fue:

General

“El tema más importante es tener un sentido de seguridad, en particular para los niños.”

“No querías que tus hijos pequeños juegen aquí afuera.”

El traffico

“Ahora el desafio más importante es la velocidad los coche en la calle... Yo he visto dos niños que casi eran chocados por un coche afuera de mi casa. La gente estan conduciendo hasta la velocidad de 50-55 por esta zona.”

“El traffico es demasiado rapido dejar los niños afuera.”

“He notado que en la Calle Green la gente van demasiado rapidamente, muy rapido, y hay muchos niños que juegan por la calle.”

“No me siento seguro dejar mi hija caminar a la escuela—en parte porque no hay acera y más porque ella tendría que cruzar la calle sin semaforo o caminar en zonas peligrosas.”

La percepción del peligro

“...si ves un grupo de niños o desconocidos, te pones tieso un poco.”

“Hay niños en este barrio, pero no se ven jugando afuera todo el día. No se si es por el miedo que algo les pasarán... los niños no pueden caminar a la escuela estos días.”

“Porque no quería perder mi barrio al crimen, voy afuera jugar el basquetbol con los jovenes... les trato como adultos jovenes... como si fueran una parte del barrio. La mayoría de ellos que viven en este barrio se han crecido por aqui. Les decimos que tienen que respetar su barrio.

Sense of Community

*People want to feel a stronger sense of community
and more connected to their neighbors.*

Many residents and service providers interviewed said there are “little pockets of neighborhood” within the Greenway area. Residents said that while they may know their immediate neighbors, many do not feel a strong sense of community or connection to their larger community. Residents expressed eagerness in meeting and getting to know new neighbors and creating a stronger sense of community.

“I would love to see families with children and people who care about their property and people who want to create a sense of community. I don’t think everyone has to be gung ho, let’s do it together, but just taking notice of one another and common courtesy.” (Community Member)

“...a few of our neighbors we know pretty well, but a lot we don’t know. We’ve had a few gatherings in the summer and invited all of the neighbors in the W and get people from 7-8 households, but we still don’t know everyone.” (Community Member)

“I think it has a good community feeling, but I do feel a little out of touch with my neighbors. The people who used to be block captains moved away. I would like us to have potlucks or gatherings with the neighbors every six months or so. I feel a little out of touch. We are so busy.” (Community Member)

“I would like to know people around me better.” (Community Member)

“Well, one of [the strengths of the area] is that there is more of a desire to work together. That’s my ray of hope. Some people lose vision, some people think they can’t make a difference, but hopefully, we can turn those people around.” (Service Provider)

“We are beginning to see an increased interest. I have one person who has started a neighborhood watch program and is getting ready to have her first block party.” (Service Provider.)

El sentido de la comunidad

La gente quieren que tengan un sentido de la comunidad más fuerte y más conectado a sus vecinos.

Muchos de los residents y los proveedores de los servicios entrevistados dijeron que hay “pequeños bolsillos del barrio” entre la zona Greenway. Los residents dicen que mientras que quizás que no conozcan a sus vecinos, muchos no tienen un sentido fuerte de la comunidad o una conexión a su comunidad grande. Los residents expresaron un deseo conocer sus vecinos nuevos y crear un sentido de la comunidad más fuerte.

“Me gustaría a ver las familias con hijos y la gente que a ellos les importe su casa y la gente que quieren crear un sentido de la comunidad. No creo que todo el mundo tiene que ser muy entusiasmado, lo hacemos juntos, pero solo tomar nota de uno a otro y la cortesía común.”
(Miembro de la comunidad)

“...algunos de nuestros vecinos nos conocemos muy bien, pero hay muchos que no. Hemos tenido algunas reuniones durante el verano y hemos invitado todos los vecinos del W y vienen gente de 7-8 de las casas, pero todavía no nos conocemos a todos.” (Miembro de la comunidad)

“Yo creo que hay un buen sentido de la comunidad, pero me siento un poco afuera de comunicación con mis vecinos. La gente que antes fueron los capitanes del barrio se mudaron. Me gustaría que tengamos reuniones con los vecinos cada seis meses o algo así. Me siento un poco afuera de comunicación. Estamos todos ocupados.” (Miembro de la comunidad)

“Me gustaría conocer mejor a la gente que viven cerca.” (Miembro de la comunidad)

“Pues alguna [de la fuerzas de esta zona] es que hay un deseo trabajar juntos. Este es mi rayo de esperanza. Alguna gente pierden esta visión, alguna gente piensa que no pueden hacer una diferencia, pero con esperanza, podemos cambiar esta gente.” (Proveedor del servicio)

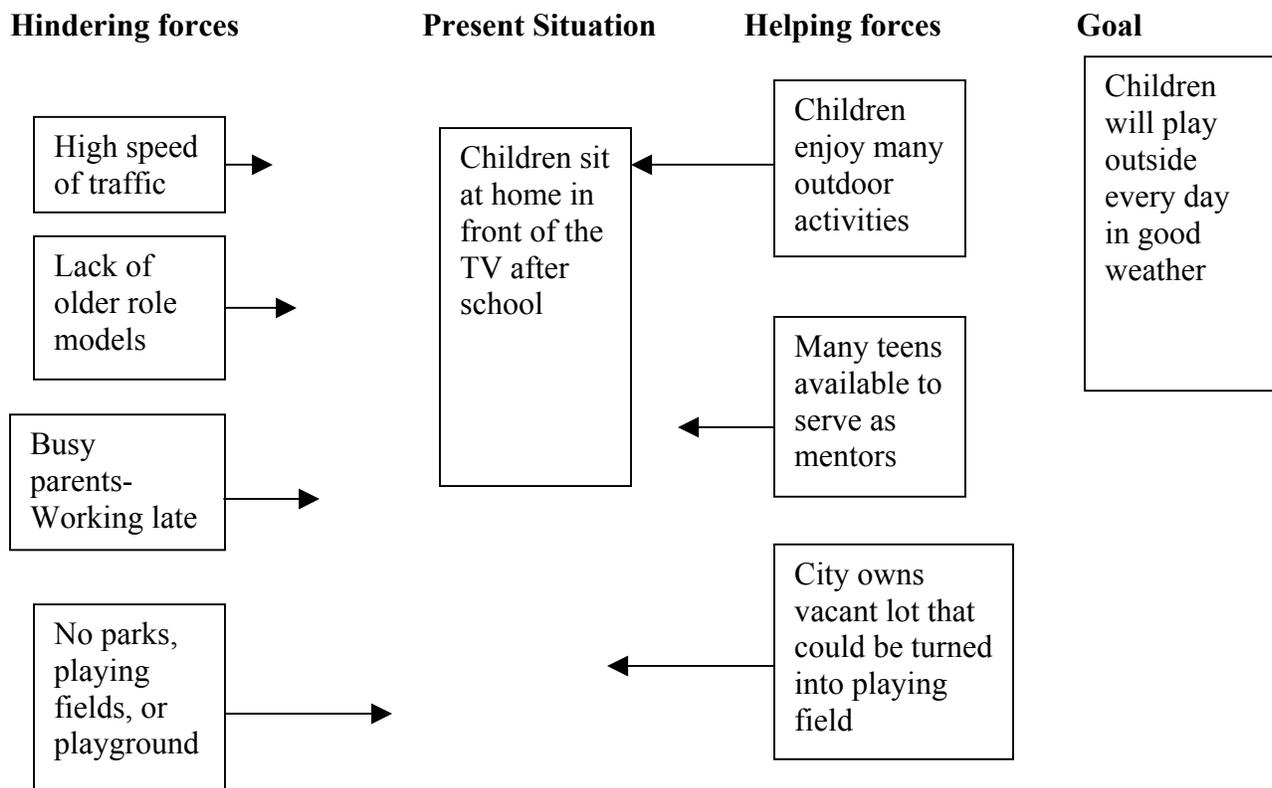
“Estamos empezando a ver una mejor nivel de interes. Ya tengo una persona que ha empezado un programa de la cuida del barrio y esta preparandose tener su primera reunión del barrio.”
(Proveedor del servicio)

d. Force Field Analysis

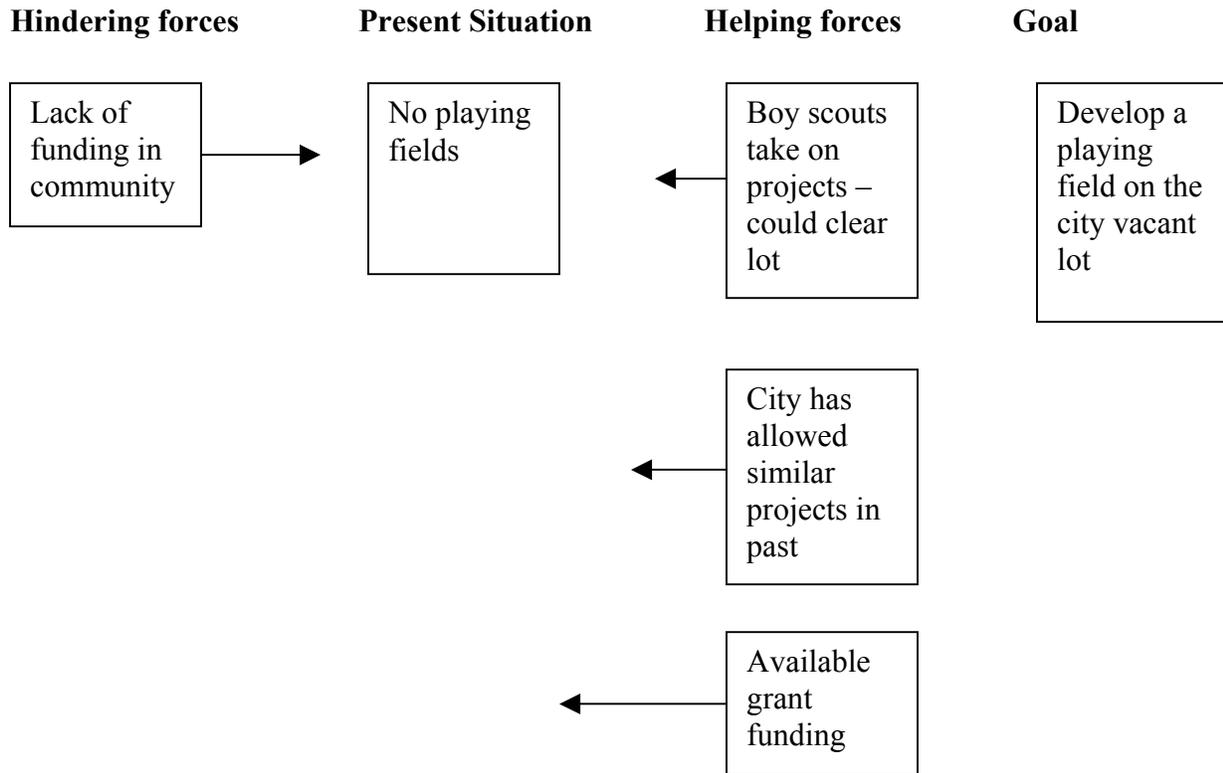
Force Field Analysis is an empowerment technique designed by Kurt Lewin (Brager and Holloway 1992) to assist groups of people in identifying underlying forces that impinge on the achievement of a desired outcome. The Force Field process encourages participants to list and evaluate these helping and hindering forces in terms of their importance and changeability. Participants can begin to think about what they can do to bolster the helping forces and reduce the hindering forces.

To engage a group in Force Field Analysis, the facilitator asks the group what issue they wish to address. The present situation is recorded in the middle of a large piece of paper or a blackboard/whiteboard. The facilitator next records the goal on the right side or right upper corner of the display. Participants call out the helping and hindering forces and the facilitator asks the entire group to rate these forces. The group chooses the force that emerges as most important and modifiable and begins the process of defining a goal again. In this way, the facilitator steers the group toward an achievable action step.

For example, if the group wanted to increase physical activity among school-aged children, their Force Field Analysis might look like this:



The group then may choose the lack of facilities as the problem to address:



Out of this process specific action steps arise:

One participant may volunteer to meet with city officials. Another may draw up a petition to the city. Another may check with the local scout group. And yet another may start the process of writing a grant proposal to fund the project.

References

Brager, G. and S. Holloway (1992). Assessing prospects for organizational change: the uses of force field analysis, Haworth Press Inc.

e. The SHOWED Model of Questioning

The SHOWED Method is a model for facilitating a group discussion with the intent of deriving action steps to address concerns through a series of questions. Below are the questions a SHOWED facilitator asks, after presenting a trigger to elicit responses from participants:

S What do you **SEE** here?
(Description)

H What is **HAPPENING**? How do these characters feel?
(First analysis)

O How does the story relate to **OUR** lives and how do we feel about it?
(Related problems)

W **WHY** does this problem exist?
(Root causes – who benefits? Who loses? Who is responsible for perpetuating the problem?)

E Explore how we can become **EMPOWERED** with our new social understanding.
(Interpretation)

D What can we **DO** about these problems in our own lives

Appendix 6. Forum Small Group Discussion Summaries

a. Sense of Community Small Group Discussion

The sense of community small group discussion consisted of four Greenway community members, two residents of nearby neighborhoods, and two Spanish interpreters. During interviews with Greenway residents, residents of nearby neighborhoods, and service providers, lack of sense of community, community spirit and cohesion were frequently discussed. Because most of the small group participants were Spanish speakers of bilingual, the discussion was composed primarily in Spanish.

After introductions, an icebreaker titled “Recipe for a Community” was utilized to initiate the discussion. In order to create a “recipe for a community” each person received a small piece of paper and wrote down a few ideas or “ingredients” for promoting sense of community. Then all of the slips of paper (ingredients) were combined in a bowl and a small group member read each “ingredient” out loud to the group. Examples of ingredients about ways to promote sense of community, written by participants included: knowing your neighbors by name, organizing neighborhood events, having a central location for gatherings, celebrating specific holidays together, having neighborhood leaders, and neighbors helping neighbors.

A modified version of force field analysis was then done to further engage participants and to critically examine forces that hindered and helped create or promote sense of community in the Greenway. Forces that hinder sense of community identified by the group included: language difference/barriers, varied economic levels, long working hours, and racism. Forces that helped sense of community identified by the group included: neighborhood leaders, living close to each other, and a desire to meet new neighbors.

In order to increase sense of community within the Greenway, action steps the group identified were:

- Regular celebrations, especially on days when people may be off work, like holidays
- Personal communication, like going door-to-door, to promote and create awareness about neighborhood events
- Team with existing organizations in which community members may already be a part of, like local churches
- Hold soccer games, among and between neighborhoods
- Continue dialogue about neighborhood issues.

b. Crime Prevention Small Group Discussion: Increasing Neighborhood Participation in PAC 2

A group of approximately 15 neighborhood residents talked about how to increase participation in crime prevention initiatives like Partners Against Crime, District 2 (PAC 2). PAC II is a monthly meeting where representatives from the police and housing departments meet with neighborhood residents to talk about what people would like to see the do in their neighborhood.

Using Force Field Analysis, the group talked about barriers that might prevent people from attending such meetings. They said that people may not know about PAC 2, they may not trust the police, and they may not have the necessary childcare, transportation, or time to attend.

The group felt that the best thing they could do to increase their neighborhood's voice in PAC 2 was to meet with Eric Hester (560-4582) from the police department to learn more about the program. Through a face-to-face meeting the group believed that they might be able to get more accurate information about the services the police department provides. Group members believed that as the police officer worked with the community, he would be able to gain the trust of skeptical residents. One community member offered to host the meeting in her yard.

PAC 2 meetings take place at E.K. Powe Elementary School (at 9th and Green Streets) from 6 PM until 8PM on the second Monday of each month. The next meeting is May 10. Spanish translation is provided.

c. Greenway Trail Small Group Discussion

Present: Student facilitator, representative from teaching team, five community members, two representatives from organizations doing conservation work on the stream adjacent to the trail, and one service provider.

Situation: Some people perceive the trail as unsafe.

Goal: To improve the perception of the safety of the trail.

Hindering Forces

- Invasive vegetation along the trail
- Darkness at trailheads
- No way to get help if you get hurt on the trail
- Perception of Durham as unsafe
- Lack of organized activities on the trail
- Lack of speed bumps on streets through which the trail crosses
- Northern part of rail is currently not in good condition

Helping Forces

- Active groups working on South Ellerbe Creek
- Free to use
- Community and neighborhood pride in the trail
- Value to property owners who live around the trail
- City's Adopt-a-Trail program
- Availability of funding for improvement projects (Durham County Open Space Grant)
- Innovative ideas to increase physical activity that are being done in other communities (exp. Walking School Bus)
- Commuters use trail
- Trail's history

Action Steps (in order to protect participants' privacy, the names of who was responsible for following up on each action step have been removed)

- Organize nature walks on trail.
- Work with Eagle Scouts to build kiosk (community bulletin board) next to the trail.
- Contact the Durham Police Dept about installing one dim residential street light (not Cobra light) where the trail crosses Green and one where it crosses West Knox. Follow-up with City about replacing existing street light bulbs that are out.
- Get a group of neighbors to apply to adopt the trail through the city's adopt-a-trail program.
- Work with the community, city's General Services Department, and Ellerbe Creek Watershed Association to remove exotic plants along the trail.
- Talk to the city about installing emergency call boxes along the trail.
- Work with City Transportation to paint zebra-stripe cross walks where trail crosses West Knox, Green Street, and Markham Street.
- Talk to Mr. Rodriguez about widening the edges of the trail.
- Organize more frequent liter pick-ups.
- Apply for a Durham County Open Space Grant to fund more organized activities on the trail and the installation of historic and plant placards on the trail.
- Encourage residents to join Ellerbe Creek Watershed Association and Friends of South Ellerbe Creek listservs to learn about creek clean-up and other community events – This action step was not assigned to anyone, but it seems like something we could all work on doing just by talking to neighbors. Also, the student team will be distributing a summary of all of the action steps from the different group discussions throughout the neighborhood in the next week or two and I will include information about how to join these two listservs on the handout.
- Build sense of community and hold more potlucks through establishment of a Creekside Greenway Association – Unclaimed. Is there something we can do as a group to develop this idea?

d. Safety for Youth Small Group Forum Discussion Summary

In the Youth Safety Group, about ten residents, a mixture of youth and young mothers, discussed conditions that lead to and detract from security for young people. We began the discussion by reviewing some of the quotes from the interviews and examining a photograph of

boys playing football in the street. We used the SHOWED discussion technique to ensure that everyone in the group had an opportunity to participate. The youth in the group felt that the boys in the picture were having fun and they did not identify any problems with the scene. The mothers, on the other hand, were concerned about traffic, the condition of the streets, and the lack of upkeep in the buildings. This prompted a discussion of similar problems in their own neighborhood.

With the aid of an interpreter, we conducted our entire discussion in two languages, Spanish and English. The women were gratified to learn that they faced similar issues and had similar ideas about remedies. They decided that they wanted to continue meeting and form a Safety Committee that would bridge the Green Street and Dacian Street sections of the neighborhood. They will be working on the following priorities: (1) reducing the speed in the streets by asking for traffic-calming measures such as speed bumps; (2) asking the city to pave the gravel roads; (3) asking the landlords to repair unsafe railings in the apartment buildings; and (4) encouraging the removal of illegal drug activity from the neighborhood. The women set up their next meeting at the home of one of the group members for the following week.

e. Greenway Community Forum Report

What is the Greenway Community?

The Greenway Community consists of the people living around the South Ellerbe Creek Greenway Trail. The area extends from Trinity Avenue to Club Boulevard and from Washington Street to Duke Street.

What was the community forum all about?

The forum took place on April 25 on Green Street. Over 60 of your friends and neighbors attended a meeting to discuss the strengths and needs of the area. Here are some of the ideas they came up with for improving the area:

Sense of Community

Regular celebrations, especially on days when people may be off work, like holidays

Personal communication, like going door-to-door, to promote and create awareness about neighborhood events.

Team with existing organizations, like local churches.

Hold a soccer game, among and between neighborhoods.

Continue dialogue and communication about neighborhood issues.

Housing:

Community members volunteered to write a petition to the city government about clarifying or creating property ordinances that will improve the appearance of the area. When the petition is complete, neighbors will collect signatures, present it to the city council, and make sure that the city works on the problem.

Crime and Safety:

One small group of neighborhood residents talked about how to increase participation in crime prevention groups like Partners Against Crime, District II. PAC II is a monthly meeting where representatives from the police and housing departments meet with neighborhood residents to talk about what people would like to see the city do in their neighborhood. The group felt that the best thing they could do to increase their neighborhood's voice in PAC II was to meet with Eric Hester (560-4582) from the police department to learn more about the program.

PAC II meetings take place at E. K. Powe Elementary School (at 9th and Green St.) from 6 p.m. until 8 p.m. on the second Monday of each month. The next meeting is May 10. Spanish translation is provided.

Greenway Trail

- Organize more frequent removal of trash through adoption of the trail by a group of neighbors.
- Apply for funding to remove invasive vegetation that is blocking sightlines along the trail.
- Install a community bulletin board and exercise equipment along the trail.
- Work with City Transportation to paint zebra-stripe cross walks where trail crosses streets.
- Talk to the city about installing emergency call boxes along the trail.

If you would like to learn more about some of the organizations that are involved with South Ellerbe Creek, please visit the following websites:

Friends of South Ellerbee Creek website: <http://www.owdna.org/fosec.htm>

Ellerbee Creek Watershed Association: <http://www.ellerbecreek.org/>

Child Safety

1. Reducing speed of traffic on the street
2. Paving gravel roads

3. Controlling drug addicts in the neighborhood

4. Repairing unsafe walkways in the apartment buildings (inadequate railings)

This group will meet again at the home of a community member on Green Street on May 15. For more information, please contact Kim Faurot at 490-9032 or faurot@email.unc.edu

For more information on the forum, please contact Morgan Johnson

f. El informe de la reunión de la comunidad de Greenway

¿Qué es la Comunidad de Greenway?

La Comunidad de Greenway consiste en las personas que viven alrededor del sendero de South Ellerbe Creek Greenway. El área extiende de la Avenida Trinity a Club Boulevard y de la Calle de Washington a la Calle Duke.

¿Qué era la reunión de la comunidad?

La reunión era el 25 de abril en Calle Green. Sobre 60 de sus amigos y vecinos asistió una reunión para discutir las fuerzas y las necesidades del área. Aquí están algunos de las ideas que ellos propusieron para mejorar el área:

El sentido de la comunidad

- Fiestas y reuniones en el barrio, específicamente en los días que mucha gente no tiene que trabajar
- Comunicación personal para anunciar los eventos en el barrio, como ir puerta a puerta
- Organizar eventos con iglesias y grupos
- Organizar torneo de futbol en el barrio y contra otros barrios
- Continuar comunicacion sobre problemas en el barrio con sus vecinos

Viviendas

Los miembros de la comunidad se ofrecieron a escribir una petición al gobierno de la ciudad acerca de clarificar o crear las ordenanzas de la propiedad que mejorarán la apariencia del área. Cuando la petición es completa, los vecinos reunirán firmas, lo presentan al ayuntamiento, y se cerciora que la ciudad trabaja en el problema.

El Crimen y la Seguridad:

Un grupo de los miembros comunitarios hablaban de las maneras para aumentar la participación en el PAC II. PAC II es una reunión cada mes de la comunidad y los departamentos de la ciudad como la policía. Aquí, la gente puede hablar de las cosas que la ciudad debe hacer. La gente pensaba que lo más importante es quedarse con Eric Hester (560-4582) de la departamento de la policía para enterarse de PAC II.

Reuniones de PAC II ocurre a E. K. Powe Elementary School (a las calles 9th y Green) a 6:00 – 8:00 el segunda lunes cada mes. La reunión siguiente es el 10 de Mayo. Se traduce en español.

El sendero de Greenway

- Un grupo de vecinos va a adoptar el sendero y van a quitar la basura que esta en el sendero.
- Solicitar fondos para quitar la vegetacion que es un bloque en el sendero
- Poner una placa de avisos para la comunidad y equipamiento de ejercicios en el sendero.
- Trabajar con el transporte de la ciudad y pintar caminos donde el sendero cruce la calle.
- Hablar con la ciudad sobre poniendo unas cajas para llamadas de emergencia en el sendero.

Si quieren aprender mas sobre las organizaciones que trabajan con South Ellerbe Creek, pueden ir a estos sitios del Web:

Amigos del South Ellerbee Creek website: <http://www.owdna.org/fosec/htm>

La asociacion de Ellerbee Creek Watershed: <http://www.ellerbecreek.org/>

Seguridad de los niños coloquio

1. Reducir la velocidad de trafico en la calle
2. Pavimentar las calles de hecho de gravilla
3. Contener los adictos en la comunidad
4. Arreglar los pasillos peligrosos de los edificios de departamentos

Ese grupo reunirá en la casa de una miembro de Green Street en el quince de mayo. Para mas informacion, contacta Kim Faurot: 490-9032 o faurot@email.unc.edu, por favor.

Para más información en la reunión de la comunidad, por favor contacto Morgan Johnson at morganj@email.unc.edu (919-942-3439).

Appendix 6. Herald-Sun Article

Greenway Trail neighbors come together to talk about concerns
About 50 people gather near Green, Ruffin streets

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Nestled between the trees beside South Ellerbe Creek,
a change was in the making for some Durham residents
Sunday.

More than 50 neighborhood residents gathered in the
grassy area near Green and Ruffin streets to discuss
their concerns and goals for the area around the
Greenway Trail, bordered by Washington Street, Club

Boulevard, Duke Street and Trinity Avenue. The forum, which was facilitated by a team of five students in the Department of Health Behavior and Health Education at UNC, placed residents in small groups to discuss five issues affecting the neighborhood and surrounding areas.

The discussion ended with a block party, which included food and live music.

Sunday's forum targeted residents' sense of community, housing, crime and safety and development as major issues for the neighborhood. Residents developed plans of action to address each issue, including using church leaders to facilitate communication about neighborhood events and issues, adding more traffic lights at intersections and developing a new neighborhood association or organization specifically to take care of the area along the Greenway Trail. Community members also said they wanted to make a greater effort to learn each other's language after the forum, which was translated into Spanish for Latino residents.

Student organizer Jen Levine said she was pleased to see so many people come out for the event.

"Just bringing people here to have face-to-face interaction is a huge step already," Levine said.

The forum was part of an Action-Oriented Community Diagnosis, which the university offered to neighborhoods across the state. Richard Mullinax, president of the Old North Durham Neighborhood Association, responded to the call and asked the students to focus their attention on the Greenway area, which has often been called a "no-man's land" due to its lack of identity, he said. Together with the students and the Old North Durham Neighborhood Association, Mullinax coordinated the meeting with the Duke Park Neighborhood Association and the Trinity Park Neighborhood Association.

"This is a joint effort from three neighborhoods and just that fact alone made this community-building," Mullinax said.

City Council member Cora Cole-McFadden spoke at the event and said she wanted to convey the city's concern for the area.

"I want to make sure they know we're here for them and we want them to become involved in the community," Cole-McFadden said. "I'm always excited as a councilperson to meet new people and I hope fully that this will serve to engage the community in what's happening near the Greenway."

As the sounds of children's laughter and acoustic guitar melodies mixed together during the late-afternoon celebration, residents expressed their satisfaction with what they had accomplished.

"I think we've educated and empowered people," said resident Michelle Arriaga. "It wasn't just a barbecue. It was an educational program taking place. Now we can put some of these things into play and start seeing