

**Arlington Park
City of Greensboro
Guilford County, North Carolina**

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

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Executive Summary

During 2003-2004, a team of four graduate students from the Department of Health Behavior and Health Education at the University of North Carolina at Chapel Hill School of Public Health conducted an Action-Oriented Community Diagnosis (AOCD) in Arlington Park, a neighborhood in Southeast Greensboro, North Carolina. This process was conducted under the guidance of the course instructors and Bertha Sims, a former community resident who served as the team's preceptor. This document is intended to provide a history of the neighborhood, as well as describe the AOCD process and the information it yielded. The document begins with an overview of the history of Arlington Park, an explanation of its demographic transition, and a brief summary of recent events in the neighborhood. This is followed by a description of the AOCD process and the methods used by the student team to conduct the community diagnosis.

An analysis of interview data resulted in the emergence of six themes: inaccessibility of health services and information; a lack of businesses located within or near the neighborhood, and limited knowledge regarding the social services offered outside of it; frustrations with the educational system, and a lack of recreational activities for youth; the challenges surrounding drug- and prostitution-related crime, and the neighborhood's positive relationship with local law enforcement; abandoned homes and absentee landlords; and, community assets and leaders.

The concluding section briefly summarizes the themes and limitations of the process, and offers suggestions for the future. There was considerable agreement between interviewees regarding the community's strengths and assets, as well as the challenges facing Arlington Park. Solutions to these challenges have yet to be determined; however, both service providers and community members appeared committed to positive change. It is, therefore, the team's hope that this document will be a useful resource for those working in Arlington Park in the future.

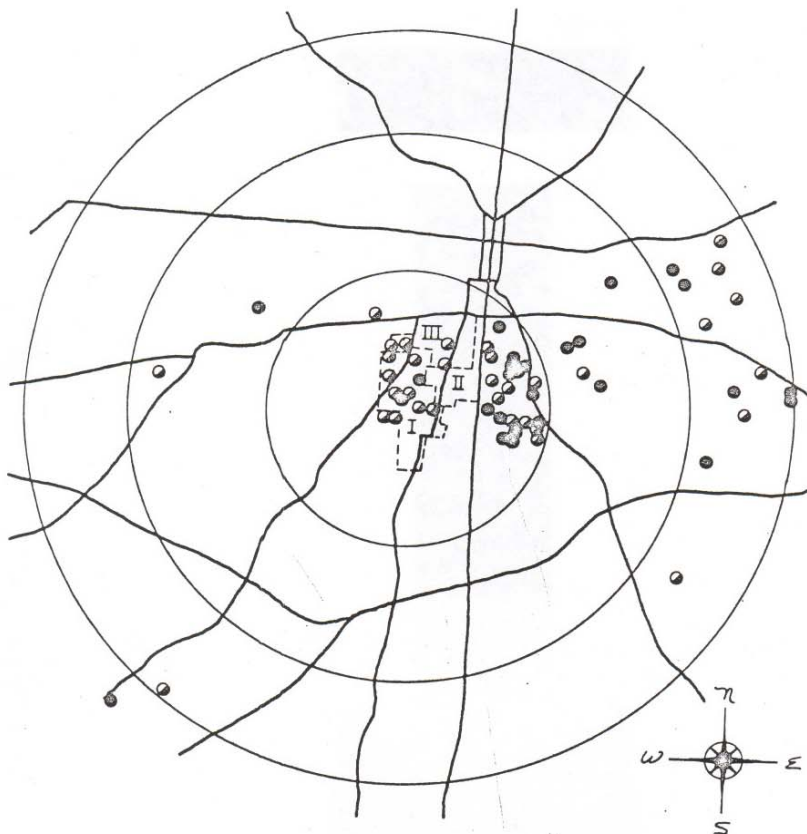
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Appendix A: Relocation Maps

Figure 3

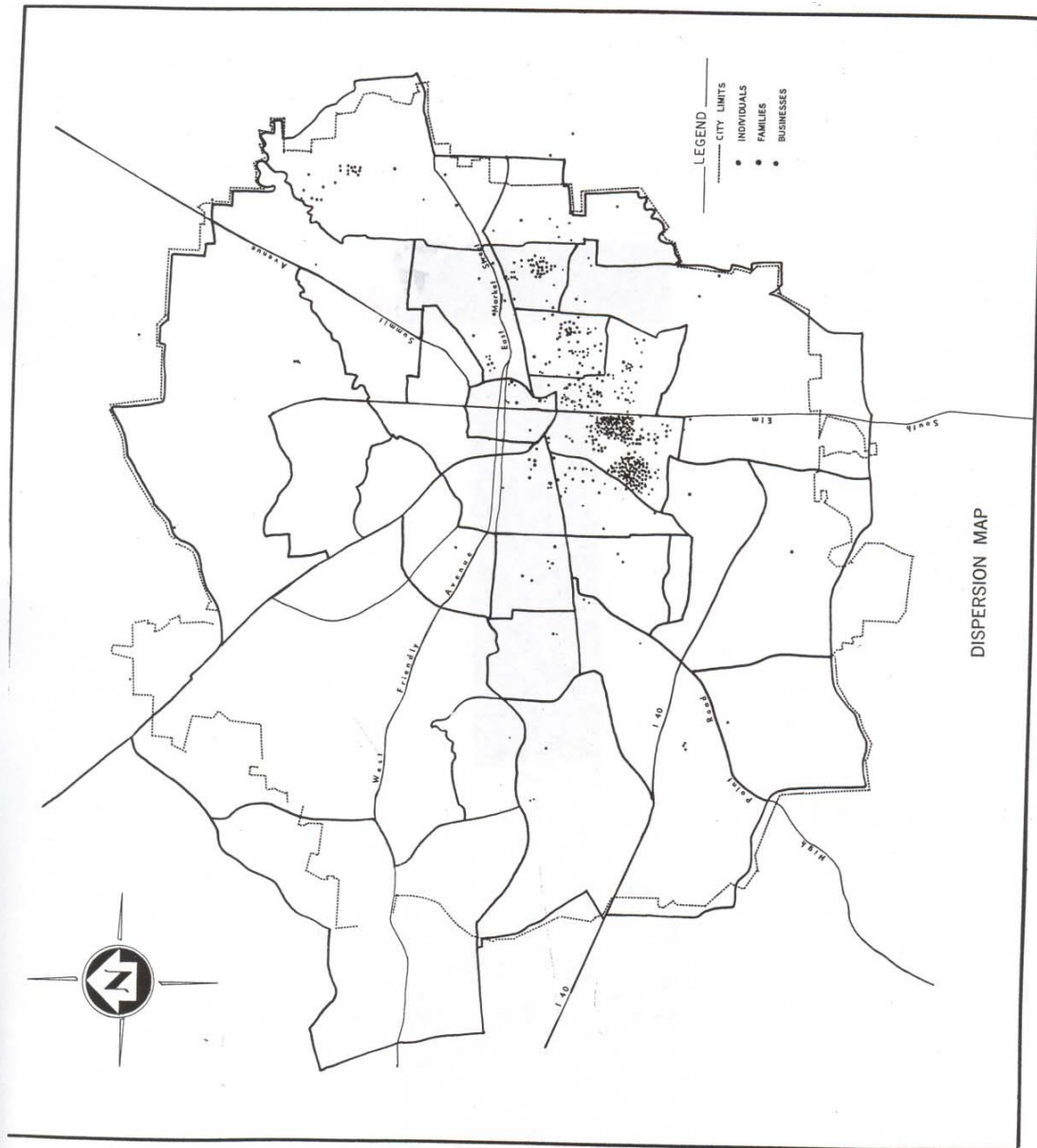
Locations of Private Relocation Housing Units



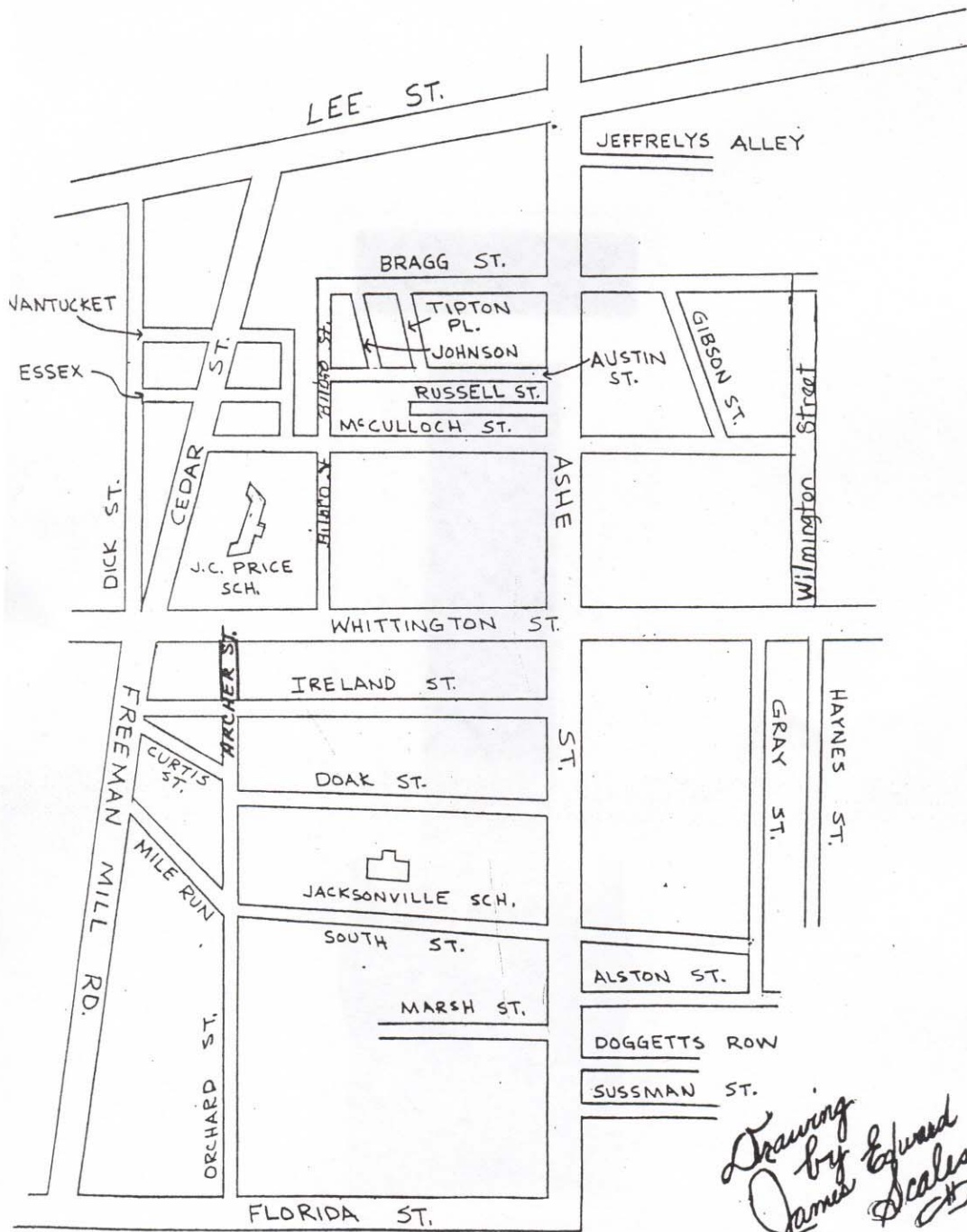
Legend

- | | |
|-----------------|-----------------------------|
| ● Caseload | I-III Warnersville Projects |
| ○ Non-Caseload | 1, 2, and 2-3/4 mile radii |
| — Major Highway | Scale: 1" = 1 mile |

*Reprinted from Kaluzny 1968.



Appendix B: Warnersville Map



* Reprinted from Hodge & Hodge 1986.

Appendix C: St. Matthews Church Photograph

St. Matthews Methodist Church

609 South Ashe Street
Greensboro, North Carolina



Matthew Alston	1866-1868
H. F. Pope	1869-1876
S. L. Rogers	1871
W. W. Morgan	1872
M. G. Groom	1873-1875
E. Moten	1876
J. E. Champion	1877-1878
E. Walker	1879-1880
	1881
W. H. Golar	1882-1883
H. M. Murphy	1884-1885
L. B. Gibson	1886
R. C. Campbell	1887-1888
Rezobia O'Connell	1889-1891
R. A. Cottingham	1892
J. A. Rush	1893-1894
M. M. Jones	1895-1897
S. A. Peeler	1898-1905

H. P. Hairston	1905-1907
A. S. Cottingham	1907-1909
R. W. Winchester	1910-1912
R. T. Weatherby	1912-1918
R. W. Winchester	1918-1922
R. T. Weatherby	1922-1940
J. E. Brower	1940-1945
G. M. Phelps	1945-1951
J. E. Brower	1951-1960
J. G. Corry	1960-1965
A. M. Anderson	1965
J. W. Gwyn	1965
J. C. Peters	1965-1968
J. B. Bethea	1968-1972
J. J. Patterson	1972-1974
J. W. Ferree	1974-1975
W. H. McKelvey	1979-1892
J. E. McCallum	1982-1984
Paul F. Perkins	1984

"A GLIMPSE OF HISTORY" St. Matthews United Methodist Church

According to the best sources available, St. Matthews Church was organized in 1866 under the leadership of the Rev. Matthew Alston, and it is the oldest Afro-American church in Greensboro, (1866-1885).

The early history of the church is filled with stories of sacrifice, dedication and a spirit of determination to minister to the congregation and the community as a whole. The early congregation was always closely associated with the educational, civic and social life of the community. Bennett College was organized in the basement of St. Matthews Church in 1873.

A program of community re-development made it necessary to demolish the church at Lee and Ashe Streets in 1970. Ground-breaking ceremony for the present church (corner of Asheboro and Florida Streets) was held in January of 1968. Services were held in the Bennett College Chapel for an interim period.

Appendix D: Timeline: Greensboro and North Carolina v. Arlington Park
Greensboro and North Carolina ***v.*** ***Arlington Park***

1837: Quakers found the New Garden Boarding School, the predecessor of Guilford College.¹

1838: Greensboro College is founded by Methodists.²

1873: Bennett College, a historically black college for women, begins classes in Warnersville, in the basement of what is now St. Matthew's United Methodist Church.³

1891: University of NC at Greensboro is founded.⁴

1891: North Carolina Agricultural & Technical State University, a historically black university, is founded.⁵

1909: The National Association for the Advancement of Colored People (NAACP) is founded in New York City on the centennial of Abraham Lincoln's birth.⁶

1914: Greensboro passes Jim Crow laws, preventing African Americans from owning businesses and homes in predominantly White areas.⁷

1938: African American students from Bennett College initiate a theater boycott that will spread to other cities.⁸

1954: Bob Jones Sandwich Bar in downtown Greensboro is integrated.⁹

1896: Albion Tourgee, lawyer who argued and lost anti-segregation case (*Plessy v. Ferguson*) in the US Supreme Court this year, resides on Asheboro St..²⁴

1902: Trolley service introduced to Greensboro. Soon a trolley runs along Asheboro Street.²⁵

1911: Greensboro passes an ordinance mandating segregated neighborhoods.²⁶

1917: Greensboro's segregated housing ordinance is declared unconstitutional.²⁷

1918: Maplewood Cemetery opens in east Greensboro, overtaking Union Cemetery as the primary burial ground for blacks in Greensboro.²⁸

1934: Trolley service is retired in Greensboro.²⁹

1957: A period of token integration begins with a handful African American students enrolling in previously all-white public schools in Greensboro, Charlotte, and Winston-Salem.¹²

1958: Reverend Martin Luther King Jr. visits North Carolina and delivers speeches in Raleigh and Greensboro.¹³

1960: The nation's first lunch counter sit-in begins in Greensboro when four students from North Carolina A&T State University are refused service at a Woolworth's counter.¹⁴

1963: NC A&T student leader Jesse Jackson threatens to "take over the city of Greensboro," and police arrest him for inciting a riot.¹⁵

1968: The first African American candidate for the NC gubernatorial nomination (Reginald A. Hawkins), state Representative in the twentieth century (Henry E. Frye), mayor of a predominantly white southern city (Howard Lee in Chapel Hill), and elected judge in North Carolina (Elreta Alexander) are all elected.¹⁶

1969: A controversy over a student election at Dudley High School leads to violence involving A&T students, police, and National Guardsmen. One student is shot to death and six policemen are hurt.¹⁷

1971: The last year of an all African American class graduates from Dudley High School. Greensboro finally integrates all its public schools, becoming one of the last cities in the South to comply with desegregation orders.¹⁸

1957: Five African American students enrolled in the all-white Gillespie Elementary School.³⁰

1964: New Zion Missionary Baptist Church relocates to then Asheboro Street, now Martin Luther King Jr. Drive.³¹

1968: On January 21st, groundbreaking for the relocation of St. Matthew United Methodist Church on the corner of Martin Luther King Jr. Drive and Florida.³²

1970s-80s: Absentee landlords purchase many older homes along Martin Luther King Jr. Drive that later become run-down.³³

1979: Members of the Communist Workers Party hold an anti-Klan rally. Members of the Ku Klux Klan attend and kill five members of the Workers party.¹⁹

1980: An all-white jury acquits the Klan members charged in the 1979 shootings.²⁰

1983: Henry Frye becomes the first African American to sit on the North Carolina Supreme Court.²¹

1993: Melvin “Skip” Alston (Guilford County Commissioner and state president of the NAACP) and Earl F. Jones (Greensboro City Councilman) found Sit-In Movement, Inc., a non-profit organization established to raise funds to purchase the Woolworth’s building and turn it into an International Civil Rights museum.²²

1980: Housing and Community Development (City of Greensboro) targets 9 neighborhoods for revitalization, of which Arlington Park is included (2 additional neighborhood were later added).³⁴

1989: City council votes in favor of changing the name of Asheboro St. to Martin Luther King Jr. Dr.³⁵

1992: The Community Development Department approves a Federal 108 loan to improve “blighted” areas within Arlington Park, which was intended by the Arlington Park Neighborhood Association to spearhead the development of the Village at Arlington Park.³⁶

1996: Grant is awarded to the City of Greensboro, Greensboro Beautiful, and the Audubon Society’s StreamGreen program to assist in the clean up the stream that runs through the southwest quadrant of Arlington Park.³⁷

1998: Streetscape along Martin Luther King Jr. Drive begins, including “decorative street lights, benches, neighborhood signs, landscaped areas, and other physical amenities.”³⁸

1998: Groundbreaking ceremony to commence work on the Village at Arlington Park.³⁹

January 2001: After much debate, City Council approves plan for Anderson Builders to construct the Village.⁴⁰

2002: The \$2 million streetscape along Martin Luther King Jr. Drive is completed, made possible by the City of Greensboro’s transportation bond approved by voters in 2000.⁴¹

April 2003: Activists and community leaders form the Greensboro Truth and Community Reconciliation Project to compile a complete narrative of the 1979 massacre from records and interviews in order to foster reconciliation and understanding.²³

November 2003: City Council approves a line of credit extension to the Greensboro Housing Development Partnership in order to complete, among other projects, the restoration of two to three historic homes in Ole Asheboro and Arlington Park.⁴²

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Appendix E: Community Member Interview Guide

ARLINGTON PARK COMMUNITY MEMBER INTERVIEW GUIDE

Thank you for taking time to meet with us today. We understand that your time is valuable, and we appreciate your participation.

Before we begin, we need to go over a few details:

(Review the Fact Sheet and turn on the audiotape)

- We need to have your permission on record to do this interview. Please state your answer to the following question: “Do you agree to have this interview taped?”
- Please remember that there are no right or wrong answers to any of the questions today, so please feel free to let me know whatever you are thinking or feeling.
- Finally, during the interview please feel free to let me know if there are questions you would rather not answer and to stop me if you have any questions.

OVERVIEW

As a quick overview of our discussion today, we’ll begin by talking generally about life in Arlington Park, then discuss the assets and any problems of Arlington Park, then talk about the business/services/health care in Arlington Park, and finally end with some basic demographic questions. Do you have any questions before we begin?

INTRODUCTION

I would like to begin with a broad question...

[Q1] When you think of the word community, what comes to mind (what does the word community mean)?

[Q1_Probe1] Based on what you just mentioned, would you consider Arlington Park to be a community? If yes or no, why?

[Q1_Probe2] Would you consider yourself to be a part of the Arlington Park community? If yes or no, why?

[Q2] How long have you lived in Arlington Park?

[Q3] Have you always lived in the same home?

LIFE IN THE COMMUNITY

[Q4] What can you tell us about the history of Arlington Park?

a. PROBE: Significant events

[Q5] Do you know of any places where residents gather (“hang out” together)?

[Q5_Probe1] If yes, what are they? Are they inside or outside of Arlington Park? Are these gathering places for particular groups (young, old, etc.)?

[Q6] What do residents of Arlington Park do in their free-time?
[Q7] How well would you say people in Arlington Park know their neighbors?

[Q8] What groups of people live in Arlington Park?
[Q8_Probe1] How about different age groups?
[Q8_Probe2] How about different racial/ethnic groups?
[Q8_Probe3] How about different religious groups?
[Q8_Probe4] Are there groups based on income levels?

[Q9] How, if at all, do the various groups interact?

[Q10] What do residents of Arlington Park do for a living/where are they employed?
[Q10_Probe1] Are jobs mostly in the community or outside the community?

[Q11] What is life like for youth living in Arlington Park?

[Q12] Do you feel there are opportunities for residents of Arlington Park to be physically active?
[Q12_Probe1] If yes, what are they?
[Q12_Probe2] If yes, are they adequate?
[Q12_Probe3] If no, why do you think this is the case?

PHYSICAL COMMUNITY OF ARLINGTON PARK

[Q13] How would you describe the overall conditions of Arlington Park?
[Q13_Probe1] Houses, roads, general safety?

[Q14] Can you tell us about areas surrounding Arlington Park?
[Q14_Probe1] Other communities, business districts, etc.

ASSETS OF THE COMMUNITY

[Q15] What do you like best about living in Arlington Park?

[Q16] What do you consider to be the strengths of the community?

NEEDS OF THE COMMUNITY

[Q17] What common problems or issues, if any, do Arlington Park residents face?
[Q17_Probe1] Housing, health, education, poverty, crime.

[Q18] What unique problems, if any, do *specific* groups in Arlington Park face?
[Q18_Probe1] Racial, ethnic, youth, seniors, etc.

[Q19] What health issues, if any, are important to residents of Arlington Park?

[Q19_Probe1] Overall health, mental health, safety, etc.

[Q20] Which of the concerns you mentioned are the most important for Arlington Park to address?

[Q20_Probe1] Can you tell me a little more about why you consider these *most* important?

PROBLEM-SOLVING and DECISION MAKING IN THE COMMUNITY

[Q21] Who do you identify as leaders of Arlington Park?

[Q21_Probe1] Can you tell me a little more about why it is that you identify them as a leader?

[Q22] Who makes the decisions that affect residents of Arlington Park?

[Q22_Probe1] City Council, Mayor, church leaders, community leaders, etc.

[Q22_Probe2] Is this a good or bad thing?

[Q23] Who do residents of Arlington Park go to when there is a community-wide problem?

[Q24] Was there a challenging issue that residents of Arlington Park faced recently?

[Q24_Probe1] If so, how was it dealt with?

[Q24_Probe2] Was this approach effective or not effective? In your opinion, why is this the case?

[Q25] What kinds of community projects have been undertaken in Arlington Park during the time you've lived here?

[Q25_Probe1] Were they successful?

[Q25_Probe2] Why or why not?

[Q26] If you were going to implement a community project in Arlington Park, who from the

community would you try to involve?

SERVICES AND BUSINESSES

[Q27] What services, if any, are available to residents of Arlington Park?

(Note: these need not be IN Arlington Park, just available to the residents.)

[Q27_Probe1] Housing programs, daycare, health, etc.

[Q27_Probe2] Who is the community uses these services?

[Q28] Do you feel the community is involved in determining the services offered in Arlington Park?

[Q28_Probe1] If yes, how so?

[Q29] What businesses are located in or near Arlington Park?

[Q30] Are there needs not being met by current services and businesses in the community?

[Q30_Probe1] If yes, what are some examples?

ACCESS TO HEALTHCARE

[Q31] Where do residents of Arlington Park go when they need health care services?

[Q30_Probe1] Do feel health care needs are being met by these services?

[Q32] Do you feel **all** residents have access to health care services?

[Q32_Probe1] If no, do you know of certain groups that are having greater difficulty accessing health care services than other groups?

[Q33] What would you say helps/enables people to access health care in Arlington Park?

[Q34] What would you say are the barriers, if any, to accessing health care in Arlington Park?

ADDITIONAL INFORMATION

[Q35] Is there anything else you would like to share with us about living in Arlington Park?

[Q36] Are there people or organizations in the community with whom you think we should speak?

[Q36_Probe1] Would you be willing to gain permission for our team to contact them?

COMMUNITY FORUM

In the spring we are planning to share the information we gather at a meeting with community members.

[Q37] What suggestions do you have on where we should have the meeting?

[Q38] What suggestions do you have on when we should have the meeting?

[Q39] Do you have any ideas about how to get people to attend the meeting?

[Q40] Would you be interested in helping plan the meeting?

DEMOGRAPHIC INFORMATION

To ensure that we hear from all of the voices in your community, we would like to gather information on the people we interview. The following questions are for that purpose. Please know that your responses will not be linked to your comments, and that you are not required to answer them.

[Q41] Sex

- a. Male
- b. Female

[Q42] In which of the following age categories would you place yourself

- a. 18-24
- b. 25-34
- c. 35-44
- d. 45-54
- e. 55-64
- f. 65-74
- g. 75 and older

[Q43] In which of the following racial/ethnic groups would you place yourself?

- a. Black or African American, non Hispanic
- b. White, non Hispanic
- c. Hispanic/Latino
- d. Asian or Pacific Islander
- e. American Indian or Native American
- f. Other

[Q44] Do you currently own a home in Arlington Park?

- a. Yes
 - i. Do you reside in that home? Y / N
- b. No
 - i. Do you currently rent? Y / N

CLOSING

Thank you again for your time and participation. As already mentioned, we will be holding a community forum in the spring. We would like to invite you to the forum, so if you'd like you can leave us your name, address, and phone number. This will in no way be connected to the interview you just gave us. It will only be used to contact you about the forum. Again, if you would like to help us in planning the forum, please let us know.

Appendix F: Service Provider Interview Guide

ARLINGTON PARK SERVICE PROVIDER INTERVIEW GUIDE

Thank you for taking time to meet with us today. We understand that your time is valuable, and we appreciate your participation.

Before we begin, we need to go over a few details:

(Review the Fact Sheet and turn on the audiotape)

- We need to have your permission on record to do this interview. Please state your answer to the following question: “Do you agree to have this interview taped?”
- Please remember that it is perfectly fine to let us know if you do not have an opinion about a question, or would rather not answer it.
- During the interview, please feel free to ask questions.

SERVICES IN THE COMMUNITY

[Q1] How long have you worked at _____?

[Q2] What is your role at _____?

[Q2_Probe1] Would you tell us how this role enables you to interact with Arlington Park Community residents?

[Q2_Probe2] And, would you tell us a little more about his interaction?

[Q3] Can you tell me why you chose to work in this community?

[Q4] Do you know where Arlington Park is located?

(*PROVIDE MAP IF NEEDED*—state aloud so the need to see a map is recorded on tape)

[Q5] Could you please provide an overview of the services your agency provides to the Arlington Park community?

[Q6] What is your agency’s source of funding?

[Q7] Who in the Arlington Park community uses your agency’s services most?

[Q8] Who in the Arlington Park community tends to be most in need of your agency’s services?

[Q9] Are there services that go under-utilized?

[Q9-Probe1] If yes, can you tell me what those are?

[Q10] Are there other organizations that provide similar services to Arlington Park residents?

[Q10_Probe1] If yes, who are they?

[Q11] Do you feel there are community needs that are not met by your agency or other organizations in Arlington Park?

[Q11_Probe1] If yes, what are they?

[Q11_Probe2] Do you have any ideas on how they could be addressed?

[Q12] Which service providers/agencies, if any, do you collaborate with?

[Q13] What, if any, are your biggest barriers/challenges at work?

[Q14] How, if at all, is the community involved in determining the services that you provide?

ACCESS TO HEALTHCARE

[Q15] Where do residents of Arlington Park go when they need health care services?

[Q16] Do you feel **all** residents have access to these health care services?

[Q16_Probe1] If no, do you know of certain groups that are having greater difficulty accessing health care services than others?

[Q17] What enables Arlington Park residents to access health care?

[Q18] What, if any, are the challenges that Arlington Park residents face when attempting to access health care?

LIFE IN THE COMMUNITY

[Q19] Do you live in Arlington Park?

[Q19_Probe1] If yes, for how long?

[Q20] What can you tell me about the history of Arlington Park? (significant events?)

[Q21] What groups of people live in Arlington Park?

[Q21_Probe1] How about different age groups?

[Q21_Probe2] How about different racial/ethnic groups?

[Q21_Probe3] How about different religious groups?

[Q21_Probe4] Are there groups based on income levels?

[Q22] How do the various groups interact?

[Q23] What do residents of Arlington Park do for a living/where are they employed?

[Q23_Probe1] Are jobs mostly in the community or outside the community?

[Q24] Where are the natural gathering places for residents of Arlington Park?

[Q25] What do Arlington Park residents do for recreation?

[Q26] What is life like for youth living in Arlington Park?

ASSETS OF THE COMMUNITY

[Q27] What would you say are the strengths of the Arlington Park community?

[Q28] What do you like best about working with Arlington Park residents?

NEEDS OF THE COMMUNITY

[Q29] What, if any, common problems or issues do Arlington Park residents face?

[Q29_Probe1] Housing, health, education, poverty, crime.

[Q30] What, if any, unique problems do *specific* groups in Arlington Park face?

[Q30_Probe1] Racial, ethnic, youth, seniors, etc.

[Q31] What, if any, health issues are important to residents of Arlington Park?

[Q31_Probe1] Overall health, mental health, safety, etc.

[Q32] Which of the concerns you mentioned are the most important for Arlington Park to address?

[Q32_Probe1] Can you tell me a little more about why you consider these *most* important?

PROBLEM-SOLVING AND DECISION MAKING IN THE COMMUNITY

[Q33] Who do you identify as leaders of Arlington Park?

[Q34] Who makes decisions that affect residents of Arlington Park?

[Q34_Probe1] City Council, Mayor, church leaders, community leaders, etc.

[Q35] Who do residents of Arlington Park go to when there is a community-wide problem?

[Q36] What kinds of community projects, if any, have been undertaken in Arlington Park during the time you've worked in the area?

[Q37] If you were going to implement a community project in Arlington Park, who from the

community would you try to involve?

ADDITIONAL INFORMATION

[Q38] Is there anything else you think we should know about Arlington Park?

RECOMMENDED INDIVIDUALS TO INTERVIEW

[Q39] Are there people or organizations in the community with whom you think we should speak?

[Q39_Probe1] Would you be willing to gain permission for our team to contact them?

i. If yes: Please describe the particular person or organization.

[Q39_Probe2] Why do you think their opinions and views would be helpful for us to hear?

RECOMMENDATIONS FOR COMMUNITY FORUM

In the spring we are planning to share the information we gather at a meeting with community members.

[Q40] What suggestions do you have on where we should have the meeting?

[Q41] What suggestions do you have on when we should have the meeting?

[Q42] Do you have any ideas about how to get people to attend the meeting?

[Q43] Would you be interested in helping plan the meeting?

[Q44] Who else do you think should help us coordinate this forum?

DEMOGRAPHIC INFORMATION

To ensure that we hear from a variety of service provider perspectives, we would like to gather information on the people we interview. The following questions are for that purpose. Please know that your responses will not be linked to your comments, and that you are not required to answer them.

[Q45] Sex

- a. Male
- b. Female

[Q46] In which of the following age categories would you place yourself

- a. 18-24
- b. 25-34
- c. 35-44
- d. 45-54
- e. 55-64

- f. 65-74
- g. 75 and older

[Q47] In which of the following racial/ethnic groups would you place yourself?

- a. Black or African American, non Hispanic
- b. White, non Hispanic
- c. Hispanic/Latino
- d. Asian or Pacific Islander
- e. American Indian or Native American
- f. Other

DOCUMENTS

[Q48] Does your agency have any documents (e.g. annual reports, funding applications, brochures, etc.) that we can either look over or have copies of?

CLOSING

Thank you again for your time and participation. As already mentioned, we will be holding a community forum in the spring. We would like to invite you to the forum, so if you'd like you can leave us your name, address, and phone number. This will in no way be connected to the interview you just gave us. It will only be used to contact you about the forum. Again, if you would like to help us in planning the forum, please let us know.

Appendix G: Community Member Focus Group Guide

ARLINGTON PARK COMMUNITY MEMBER FOCUS GROUP GUIDE

[FOCUS GROUP TO BEGIN FOLLOWING A REVIEW OF THE FACT SHEET—ENSURE TAPE RECORDER IS TURNED ON]

GUIDELINES

Thank you for taking the time to join in our discussion about Arlington Park today. Before we begin, I'd like to go over a few guidelines for our discussion today:

- If you have a cell phone or pager, please make sure to set it to vibrate or turn it off.
- Please talk in a voice at least as loud as the one I'm using now, so that everyone can hear what you're saying.
- Avoid side conversations with the people sitting next to you—I'm interested in all of your comments, and you may generate some good discussion by offering your opinion to the group.
- The goal of today's discussion is to have everyone participate. However, not everyone has to answer every question that I ask.
- That said, I do want to hear everyone's opinions, so make sure that you're giving everyone the chance and the time to share their opinions.
- Because we have a lot to talk about, there may be times when I need to move the discussion along. So please understand that when I ask that we move to a new topic or speaker, I don't mean to be rude.

Does anyone have any questions about the guidelines?

Finally, just so we have it on tape, does everyone agree to have today's discussion audio-taped? (*Get Verbal Agreement*) And, does everyone agree not to reveal anything that you learn about other participants or share any statements during this discussion outside of this focus group? (*Get Verbal Agreement*)

SELF INTRODUCTIONS

I'd like to get started by asking each of you to introduce yourselves to the group. When you introduce yourself, please tell us:

- Your first name
- How long you have lived in Arlington Park
- What you enjoy doing in your spare time

LIFE IN ARLINGTON PARK

Let's begin with a broad question....

[Q1] When you think of the word community, what comes to mind (what does the word community mean)?

[Q1_Probe1] Based on what you just mentioned, would you consider Arlington Park to be a community? If yes or no, why?

[Q1_Probe1] Would you consider yourselves to be a part of the Arlington Park community? If yes or no, why?

[Q2] If someone were moving to Arlington Park, what would you tell him or her about the community?

[Q2_Probe1] How about working in Arlington Park?

[Q2_Probe2] How about the schools in Arlington Park?

[Q2_Probe3] How about the housing in Arlington Park?

[Q2_Probe4] How about the churches in Arlington Park?

[Q2_Probe5] How about access to resources in Arlington Park?

[Q2_Probe6] How about the health of residents in Arlington Park?

[Q2_Probe7] How about recreation in Arlington Park?

[Q2_Probe8] How about "feelings of community" in Arlington Park?

[Q2_Probe9] How about the growth and development in Arlington Park?

[Q2_Probe10] How about the local government in Arlington Park?

[Q3] How do people get along in Arlington Park?

[Q3_Probe1] How does this vary, if at all, by Race?

[Q3_Probe2] How does this vary, if at all, by Age?

[Q3_Probe3] How does this vary, if at all, by how long one has lived in the community?

POSITIVE ASPECTS OF THE COMMUNITY

[Q4] What are some of the best/positive things about living in Arlington Park?

[Q4_Probe1] What is it about these things that make them a positive aspect of living in this community?

[Q5] Are there particular people in Arlington Park that are respected for giving sound advice and help to those with a problem?

[Q5_Probe1] How, if at all, do these people make themselves available to people in the community?

[Q5_Probe2] How would you seek these people out if you or someone you know needed assistance?

[Q6] Are there people in Arlington Park that have an especially useful skill or knowledge?

[Q6_Probe1] How, if at all, have they shared this skill or knowledge with fellow community members in the past? How, if at all, was this helpful?

[Q6_Probe2] How would you seek these people out if you or someone you know needed assistance?

NEGATIVE/CHALLENGING ASPECTS OF THE COMMUNITY

[Q7] What are some of the challenging things about living in Arlington Park?

[Q7_Probe1] What is it about these things that make them a challenging aspect of living in this community?

[Q8] What are some of the concerns residents have living in Arlington Park?

[Q8_Probe1] How do these vary, if at all, by Race?

[Q8_Probe2] How do these vary, if at all, by Age?

[Q9] If we were able to change anything about Arlington Park this moment, what would that be?

[Q9_Probe1] How does [X] currently impact the community?

[Q9_Probe2] How, if at all, does this impact vary by age?

[Q9_Probe3] How, if at all, does this impact vary by race?

HEALTH/SOCIAL SERVICES

[Q10] What are some of the places Arlington Park residents go to receive medical/health services?

[Q10_Probe1] How are these services perceived by community members (Good/Bad)?

[Q10_Probe2] What are some of the factors impacting residents' access to these services?

PROBE: How does access differ, if at all, by race?

PROBE: How does access differ, if at all, by age?

PROBE: Is transportation to these facilities an issue? If so, how?

[Q11] What are some of the social services made available to Arlington Park residents?

[Q11_Probe1] How are these services perceived by community members (Good/Bad)?

[Q11_Probe2] How, if at all, are these services made available to Community members?

PROBE: How does availability differ, if at all, by race?

PROBE: How does availability differ, if at all, by age?

PROBE: Is transportation to these facilities an issue? If so, how?

ARLINGTON PARK IN THE FUTURE

[Q12] How do you imagine Arlington Park looking in 5 years?

[Q12_Probe1] What are some of the factors contributing to these changes? Are these good/bad?

[Q13] How have people in Arlington Park come together to accomplish things in the past?

[Q13_Probe1] How did this work (positive/negative outcome)?

PROBE: What contributed to the success, or lack thereof, of these efforts?

PROBE: Were there things that could have been better?

PROBE: How would this work with future efforts?

[Q14] How do you think residents could get involved in future community efforts?

[Q14_Probe1] What things, if any, would make them more or less likely to participate?

RECOMMENDATIONS FOR DISCUSSING TEAM'S FINDINGS AT A COMMUNITY FORUM

We plan to conduct a community forum this spring to share all of the information that we've gather with members of your community.

[Q15] Would anyone be interested in helping us to plan the forum?

[Q16] Does anyone know of anyone else who would be interested in helping with the planning of the forum?

[Q17] Does anyone have suggestions on how to increase community attendance at the forum?

[Q18] At what places would you recommend to hold the forum?

[Q18_Probe1] Would most community members know of this place?

[Q18_Probe2] Would this be perceived of as a "safe" environment for ALL community members?

[Q18_Probe3] Is the location of this place "central" and "easy to get to" for most community members?

[Q19] What day of the week is preferable for the forum?

[Q20] What time of the day is better to have the forum?

[Q21] What format would you recommend?

[Q22] Who should be invited?

[Q23] How do you think the forum should be publicized?

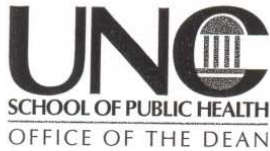
CLOSING

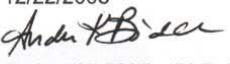
We are finished with our discussion for this evening. Before you leave, we would like to find out if you have any additional comments you would like to make about any of the topics we discussed today, or topics that we didn't cover.

One final thing: is there anything that anyone said today that you would like edited out of the audio tape?

Finally, thank you again for you time and participation in our discussion. Your comments have been very helpful, and we look forward to the opportunity to see everyone at the community forum in the spring.

Appendix H: IRB Approval Letters



TO: Rebecca Morales
DEPARTMENT: Health Behavior and Health Education
ADDRESS: CB# 7440
DATE: 12/22/2003
FROM: 
Andrea K. Biddle, PhD, Vice Chair
UNC School of Public Health Institutional Review Board

IRB NUMBER: 03-2125
APPROVAL PERIOD: 12/22/2003 through 12/21/2004
TITLE: Community Diagnosis of Arlington Park
SUBJECT: Expedited Protocol Approval Notice--New Protocol

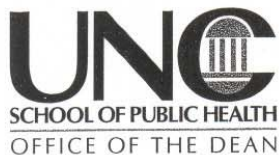
Your research project has been reviewed under an expedited procedure because it involves only minimal risk to human subjects. This project is approved for human subjects research, and is valid through the expiration date above.

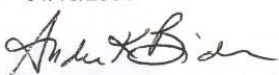
NOTE:

(1) This Committee complies with the requirements found in Part 56 of the 21 Code of Federal regulations and Part 46 of the 45 Code of Federal regulations. Federalwide Assurance Number: FWA-4801, IRB No. IRB00000540.

(2) Re-review of this proposal is necessary if (a) any significant alterations or additions to the proposal are made, OR (b) you wish to continue research beyond the expiration date.

The University of North Carolina
at Chapel Hill
Campus Box 7400
Chapel Hill, NC 27599-7400
Phone: 919.966.7676
Fax: 919.966.6380
www.sph.unc.edu



TO: Rebecca Morales
DEPARTMENT: Health Behavior and Health Education
ADDRESS: CB# 7440
DATE: 01/15/2004
FROM: 
Andrea K. Biddle, PhD, Vice Chair
UNC School of Public Health Institutional Review Board
IRB NUMBER: 03-2125
APPROVAL PERIOD: 01/15/2004 through 12/21/2004
TITLE: Community Diagnosis of Arlington Park
SUBJECT: Expedited Protocol Approval Notice--Minor Consent Change


The minor consent change described in your memo of January 13, 2004 has been reviewed under an expedited procedure because it involves only a minor change to approved research. This project is approved for human subjects research, and is valid through the expiration date above.

NOTE:

(1) This Committee complies with the requirements found in Part 56 of the 21 Code of Federal regulations and Part 46 of the 45 Code of Federal regulations. Federalwide Assurance Number: FWA-4801, IRB No. IRB00000540.

(2) Re-review of this proposal is necessary if (a) any significant alterations or additions to the proposal are made, OR (b) you wish to continue research beyond the expiration date.



TO: Rebecca Morales
DEPARTMENT: Health Behavior and Health Education
ADDRESS: CB# 7440
DATE: 03/02/2004
FROM: 
Andrea K. Biddle, PhD, Vice Chair
UNC School of Public Health Institutional Review Board
IRB NUMBER: 03-2125
APPROVAL PERIOD: 03/02/2004 through 12/21/2004
TITLE: Community Diagnosis of Arlington Park
SUBJECT: Expedited Protocol Approval Notice--Protocol Change

The modification of your research project has been reviewed under an expedited procedure because it involves only a minor change to approved research. This project is approved for human subjects research, and is valid through the expiration date above.

NOTE:

(1) This Committee complies with the requirements found in Part 56 of the 21 Code of Federal regulations and Part 46 of the 45 Code of Federal regulations. Federalwide Assurance Number: FWA-4801, IRB No. IRB00000540.

(2) Re-review of this proposal is necessary if (a) any significant alterations or additions to the proposal are made, OR (b) you wish to continue research beyond the expiration date.

Appendix I: Recruitment Information Form

ARLINGTON PARK RECRUITMENT INFORMATION FORM

Thank you for sharing your thoughts about Arlington Park with us. Your input was very important and valuable, and we would like to speak with as many other people about Arlington Park as possible. We need your help to find these people. To respect their privacy, we need you to ask for their permission to be contacted.

Please call or visit the person(s) you think we should speak with and explain why we would like to talk with them. Feel free to use the following:

- The Arlington Park team is a group of students from the School of Public Health at the University of North Carolina - Chapel Hill.
- They are working with community members in Arlington Park to find out about the strengths and challenges that face the community.
- They will share their results at a community meeting and hope that it can be used to improve the health and lives of people in Arlington Park.
- They will not describe you or use your name in their report.
- The School of Public Health Institutional Review Board (IRB) has reviewed and approved this project. Participation in the project is completely voluntary.
- May I give them your name and contact information so they can contact you with more information about their project and possibly set up a meeting with you?

People whom you speak with do not need to agree to participate in our project when you talk to them, but we do need their approval to be contacted. If the person agrees to be contacted, please call us at (919) 966-3919 or toll-free at (866) 610-8272. You may leave a message on the voicemail system for the Arlington Park Team.

If you have any questions about our project or would like to talk to us again, please feel free to call us. You can leave a message for any of the team members at (919) 966-3919.

If you have any questions about the protection of human participants, you may contact the Institutional Review Board (collect if necessary) at: (919) 966-3012, or School of Public Health Institutional Review Board, University of North Carolina at Chapel Hill, CB # 7400, Chapel Hill, NC 27599-7400. Thank you again for your help during this process. We look forward to seeing you at the Community Forum!

Sincerely,

Rebecca Morales, Corrina Moucheraud, Claire Townsend, Lisa Wald

Appendix J: Door-knocking Script 1

Hello, my name is Bertha Sims. How are you today? I've been a resident of Arlington Park for over 20 years at 1110 Caldwell St. Four students from UNC Chapel Hill are working on a project now to gather information from residents here. Results of the survey will be shared during a community meeting for neighbors to decide how you'd like to use the information. Would you be willing to give them some of your time to answer questions on the survey?

[If yes] With your permission, I will give them your name and number, so they can call you to set up a convenient time. Here is their card, which shows who will be calling you and in case you have any questions. Thank you for your time.

[If no] Okay, thank you for your time.

Appendix K: Door-knocking Script 2

Hello, my name is Bertha Sims. How are you today? I've been a resident of Arlington Park for over 20 years at 1110 Caldwell St. These students are from UNC Chapel Hill, and they are working on a project now to gather information from residents here. Results of the survey will be shared during a community meeting for neighbors to decide how you'd like to use the information. Would you be willing to give them a couple minutes of your time, so they can explain the project a little more?

[If yes] Great, I am going to go back to my car, so you can speak with them a little more.

Team members will then speak with the residents and explain briefly the purpose of the research, stressing its voluntary nature. Team members will answer potential questions, following which the resident will be asked if s/he would be willing to participate in a community-member focus group. If s/he agrees, a team member will obtain the resident's availability and phone number, so the resident can be contacted once the date and time of the focus group has been solidified.

[If no] Okay, thank you very much for your time.



ARLINGTON PARK NEIGHBORS

We are students from UNC-Chapel Hill, and we want to get to know more about you and your community:

- What do you enjoy about living in Arlington Park?
- Is there anything that you would like to see changed in your neighborhood?
- Do you have any ideas, opinions, or concerns that you want heard?

AFTER THE SURVEYS...

- Your combined responses will be presented at an Arlington Park community-wide forum in April 2004 – food, refreshments, and childcare will be provided.
- All residents will be invited to discuss the findings and decide what the neighborhood can do as next steps.

If you are at least 18 years old and would like to participate or have further questions, please call us TODAY Toll-free at 866-610-8272 and leave your name and number.



Appendix M: Community Member Fact Sheet

INTERVIEW FACT SHEET FOR ARLINGTON PARK COMMUNITY MEMBERS

Rebecca Morales, Corrina Moucheraud, Claire Townsend, and Lisa Wald are conducting this research study. They are students at the University of North Carolina School of Public Health. Their advisor is Dr. Eugenia Eng. You can contact her with questions. Her phone number is on the next page.

WHAT IS THE PURPOSE OF THIS INTERVIEW?

My name is _____ and this is _____. We are conducting this study for a class at the School of Public Health. We asked to you to be part of this study to learn more about life in the Arlington Park community. We will ask your view of the strengths and problems with living here. We hope to use what you tell us to find ways to improve health and well-being here.

WHAT WILL I BE ASKED TO DO?

You will be asked a series of questions. Some examples are:

- What is it like to live in Arlington Park?
- What are some assets in Arlington Park?
- What are some of the problems and needs faced by Arlington Park?

There are no wrong answers, just different opinions. We are looking for many points of view, so please share what is on your mind. If you don't feel comfortable answering a question or don't have an opinion, just let us know.

It should take no more than 1 hour to complete the interview.

During this interview, we are going write notes and record what is said. If you agree, we will also tape record the interview so we do not miss anything. The notes and tapes will be kept in a locked file cabinet at the School of Public Health until May 2004, and then they will be destroyed. Only our five group members will listen to the tape. You can ask to turn off the tape at any time during the interview. Please talk in a voice at least as loud as mine.

WHAT ARE THE RISKS AND BENEFITS OF MY PARTICIPATION?

Most likely you will not experience any risks by participating. You may not personally experience any benefits but your participation may be helpful to the improvement of your community. Whether or not you decide to participate will not affect your relationship with UNC or any related organizations.

ARE THERE ANY COSTS?

There are no costs other than your time spent here today.

WILL I BE PAID?

We will not pay you for your interview.

SUBJECT'S RIGHTS AND CONFIDENTIALITY

Your participation is completely voluntary. You can stop your participation at any time without penalty. You may refuse to answer certain questions and/or ask that the recording be stopped at any time.

To protect your privacy, your replies will remain anonymous. Your name will not be linked in any way with what you say here today. The only people who have access to the data are the research team and the faculty advisor.

Information such as your age, ethnicity, sex, and number of years residing in the community may be gathered today. This information will only be used for summarizing data and will not be linked to anything you have said.

Every effort will be taken to protect the identity of the participants in this study. You will not be identified in any report or publication of this study or its results.

CONTACT INFORMATION

If you have any questions about this research study, please feel free to contact the following people at (866) 610-8272 or the numbers listed below.

If you wish to withdraw from the study or have any questions, please contact:

Rebecca Morales, Graduate Student Contact (919) 966-3919
(Other Team Members: Corrina Moucheraud, Claire Townsend, Lisa Wald)
Eugenia Eng, Faculty Advisor (919) 966-3909
UNC School of Public Health
307 Rosenau Hall, CB#7400
Chapel Hill, NC 27599-7400

INSTITUTIONAL REVIEW BOARD APPROVAL

The School of Public Health Institutional Review Board on Research Involving Human Subjects has reviewed this study. This group makes certain that researchers are honest and treat people appropriately. You may call or write them if you have questions about your rights or are unhappy with the study. You do not need to give your name. You can

write them at University of North Carolina at Chapel Hill, CB#7400, Chapel Hill, NC 27599-7400. Their phone number is 919-966-3012. You may call collect.

AGREEMENT STATEMENTS

If you complete the interview, then it is understood that you consent to all of the above points unless you state otherwise.

The extra copy of this fact sheet is for your records.

Appendix N: Service Provider Fact Sheet

INTERVIEW FACT SHEET FOR ARLINGTON PARK SERVICE PROVIDERS

Rebecca Morales, Corrina Moucheraud, Claire Townsend, and Lisa Wald are conducting this research study. They are students at the University of North Carolina School of Public Health. Their advisor is Dr. Eugenia Eng. You can contact her with questions. Her phone number is on the next page.

WHAT IS THE PURPOSE OF THIS INTERVIEW?

My name is _____ and this is _____. We are conducting this study for a class at the School of Public Health. We asked to you to be part of this study to gain your perspective on life in the Arlington Park community. We will ask your view of the strengths and problems in Arlington Park. We hope to use what you tell us to find ways to improve health and well-being.

WHAT WILL I BE ASKED TO DO?

You will be asked a series of questions. Some examples of questions we might ask are:

- Describe how you interact with individuals from the Arlington Park community.
- What are some strong points or assets in Arlington Park?
- What are some of the problems and needs faced by those living in Arlington Park?

There are no wrong answers, just different opinions. We are looking for many points of view, so please share what is on your mind. If you don't feel comfortable answering a question or don't have an opinion, just let us know. We are interested in your perspective as a service provider in Arlington Park, so please keep that position in mind during the discussion.

It should take no more than 1 hour to complete the interview.

During this interview, we are going write notes and record what is said. If you agree, we will also tape record the interview so we do not miss anything. The notes and tapes will be kept in a locked file cabinet at the School of Public Health until May 2004, and then they will be destroyed. Only our five group members will listen to the tape. You can ask to turn off the tape at any time during the interview. Please talk in a voice at least as loud as mine.

WHAT ARE THE RISKS AND BENEFITS OF MY PARTICIPATION?

As a service provider, a negative assessment of the community could be a risk for you, putting you at risk of losing your job or negatively affecting your career. To prevent this, no names will be attached to interviews and the data will be kept confidential and in a

locked file cabinet. Also, you have the right to withdraw from the discussion at any time. Although you may not personally experience any benefits, your participation may be helpful to the improvement of the community. Whether or not you decide to participate in this study will not affect your relationship with UNC or any of its related organizations.

ARE THERE ANY COSTS?

There are no costs other than your time spent here today.

WILL I BE PAID?

We will not pay you for your interview.

SUBJECT'S RIGHTS AND CONFIDENTIALITY

Your participation is completely voluntary. You can stop your participation at any time without penalty. You may refuse to answer certain questions and/or ask that the recording be stopped at any time.

To protect your privacy, your replies will remain anonymous. Your name will not be linked in any way with what you say here today. The only people who have access to the data are the research team and the faculty advisor.

Information such as your age, ethnicity, sex, and number of years residing in the community may be gathered today. This information will only be used for summarizing data and will not be linked to anything you have said.

Every effort will be taken to protect the identity of the participants in this study. You will not be identified in any report or publication of this study or its results.

CONTACT INFORMATION

If you have any questions about this research study, please feel free to contact the following people at (866) 610-8272 or the numbers listed below.

If you wish to withdraw from the study or have any questions, please contact:

Rebecca Morales, Graduate Student Contact (919) 966-3919
(Other Team Members: Corrina Moucheraud, Claire Townsend, Lisa Wald)

Eugenia Eng, Faculty Advisor (919) 966-3909
UNC School of Public Health
307 Rosenau Hall, CB#7400
Chapel Hill, NC 27599-7400

INSTITUTIONAL REVIEW BOARD APPROVAL

The School of Public Health Institutional Review Board on Research Involving Human Subjects has reviewed this study. This group makes certain that researchers are honest and treat people appropriately. You may call or write them if you have questions about your rights or are unhappy with the study. You do not need to give your name. You can write them at University of North Carolina at Chapel Hill, CB#7400, Chapel Hill, NC 27599-7400. Their phone number is 919-966-3012. You may call collect.

AGREEMENT STATEMENTS

If you complete the interview, then it is understood that you consent to all of the above points unless you state otherwise.

The extra copy of this fact sheet is for your records.

Appendix O: Community Member Focus Group Fact Sheet

FOCUS GROUP FACT SHEET FOR ARLINGTON PARK COMMUNITY MEMBERS

Rebecca Morales, Lily Colver, Corrina Moucheraud, Claire Townsend, and Lisa Wald are conducting this research study. They are students at the University of North Carolina School of Public Health. Their advisor is Dr. Eugenia Eng. You can contact her with questions. Her phone number is on the next page.

INTRODUCTION:

My name is _____, and I will be the moderator today. This is _____, who will be taking notes and helping me. We understand that your time is valuable, and we very much appreciate your being here. Please feel free to ask questions at any time during the discussion.

PROJECT OVERVIEW:

_____ and I are conducting this study for a class at the School of Public Health. We asked to you to be part of this study to learn more about life in the Arlington Park community. We will ask your view of the strengths and problems with living here. We hope to use what you tell us to find ways to improve health and well-being here.

WHAT WILL BE ASKED OF PARTICIPANTS?

This meeting will last between 60 and 90 minutes. We want to hear your thoughts and feelings about what it is like to live and work in Arlington Park, as well as the things you value and the things you would like to change. Some examples of questions we might ask include:

- What are some things that people like about living in Arlington Park?
- What are the biggest challenges people in Arlington Park face?
- What types of community organizations are there in Arlington Park?

WHAT WILL BE DONE WITH THE GATHERED INFORMATION?

We will add the information we gather here to information from interviews and other focus groups. This will be summarized and shared with the community in a report and at a public meeting.

WHAT ARE THE RISKS & BENEFITS ASSOCIATED WITH PARTICIPATION?

Your names will remain anonymous, but it is possible you will know someone in the group. So there is a risk of comments being shared outside the group. You have the option of not answering any question(s) and/or asking to turn off the tape recorder. Also,

we ask that you follow a “no gossip” rule so that what you say and hear here today will not be discussed elsewhere. You will not be paid for your participation today, but we will serve light refreshments. Although you may not experience any benefits yourself (aside from the refreshments), your participation may help improve your community. Participation is completely voluntary and you may withdraw at any time.

ARE THERE ANY COSTS?

There are no costs other than your time spent here today.

PARTICIPANT’S RIGHTS AND CONFIDENTIALITY:

During the focus group, we are going to write notes to record what is said. If you agree, we will also tape record the interview so we do not miss anything. The notes and tapes will be kept in a locked file cabinet at the School of Public Health until May 2004, and then they will be destroyed. Only our five group members will listen to the tape. You can ask to turn off the tape at any time. Please talk in a voice at least as loud as mine.

If you agree to participate in today’s discussion, please understand that you are doing so voluntarily – you do not have to do it.

- You may withdraw your consent or stop at any time without penalty.
- You can refuse to answer any question.
- You may ask that the tape recorder be stopped or that comments be stricken from the tape.

You must also agree not to reveal anything you learn or hear here today to anyone outside of this group.

Information such as your age, ethnicity, sex, and number of years residing in the community may be gathered today. This information will only be used for summarizing data and will not be linked to anything you have said.

STATEMENT OF AGREEMENT:

If you complete today’s focus group, then it is understood that you consent to all of the above points unless you state otherwise.

- Do you have any questions about anything that I’ve said so far?
- Do you agree to participate today?
- Do you agree to be tape-recorded?
- Do you agree to maintain confidentiality of the information discussed and the people who participated in the discussion?

The extra copy of this fact sheet is for you to keep.

CONTACT INFORMATION:

If you have any questions about this research study, please feel free to contact the following people (Toll Free: 1-866-610-8272):

Rebecca Morales, UNC Graduate Student Contact (919) 966-3919

Other Team Members:

Lily Colver

Corrina Moucheraud

Claire Townsend

Lisa Wald

Eugenia Eng, Faculty Advisor

(919) 966-3909

The School of Public Health Institutional Review Board on Research Involving Human Subjects has reviewed this study. This group makes certain that researchers are honest and treat people appropriately. You may call or write them if you have questions about your rights or are unhappy with the study. You do not need to give your name. You can write them at University of North Carolina at Chapel Hill, CB#7400, Chapel Hill, NC 27599-7400. Their phone number is 919-966-3012. You may call collect.

Appendix P: Table 1: Demographics of Individuals Interviewed

	Male	Female	Black	White	25-34	35-44	45-54	55-64	65-74	75+
Community Member	0	5	5	0	0	0	2	2	0	1
Service Provider	5	9	1	13	4	3	5	2	0	0
Total	5	14	6	13	4	3	7	4	0	1

Table 1: Demographics of individuals interviewed.

Appendix Q1: Community Member Codebook

Age

"Age of CM"

BusServ_Inside

"Businesses inside AP that people use"

BusServ_Needs

"What businesses or services are needed in AP"

BusServ_Outside

"Businesses/services outside of AP that people use"

BusServ_Users

"Who is AP uses the businesses"

Challenge_Past

"Challenges faced in the past"

Challenge_Present

"Challenges that are currently being faced"

Challenge_TopPriority

"What is a current challenge/need they consider to be a top priority"

Com_ID_Present

"Concept of AP as a community in the present"

Comm_Assets_Ed

"Community Assets related to education"

Comm_Assets_People

"Community assets related to people in AP"

Comm_Def

"CMs definition of the term community"

Comm_ID_Past

"Concept of AP as a community in the past"

EdSystem_Neg

"Negative comments/needs related to the educational system"

EdSystem_Pos

"Positive comments related to the educational system"

Employment

"What AP residents do for a living"

Family

"Talking about family"

Forum_Help_Yes

"They want to help plan the forum"

Forum_Local

"location to have the forum"

Forum_Publicity

"how to publicize for the forum"

Forum_When

"when to have the forum"

Free Time_Adult

"What adults do in there free time"

Free Time_Youth

"What youth do in their free time"

Future_IV

"People we should interview"

Gathering Places_Past

Gathering_Present_Adult

"Places where adults gather"

Gathering_Present_Other

Gathering_Present_Youth

"Places where youth presently gather"

Gender

Good_Quote

Groups

"Groups in AP"

Health_Access

"Comments related to accessing health care"

Health_Access_Bar

"Barriers to accessing health care"

Health_Access_Enable

"Things that enable people to access health care"

Health_Needs

"Needs surrounding health care"

Health_Prob

"Problems people are having with their health in general"

Health_Providers

"Who is currently providing health care in AP; where are people going to get health care"

Homeowner

"Owns a home in AP but does not live there"

Homeowner_Live

"CM owns home and lives in AP"

Leaders_APNA

"Comments related to the APNA as leaders"

Leaders_Other

Leaders_Prob

"Problems with the leadership"

Neighbor_Int_Past

"Interactions with neighbors in the past"

Neighbor_Int_Present

"Interactions with neighbors present"

PhysCond_Housing_Needs

"Needs associated with housing"

PhysCond_Housing_Prob

"Problems associated with the physical state of housing"

PhysCond_Housing_Solutions

"Suggested solutions to the housing problems"

PhysCond_Roads

"Physical conditions related to roads, street lighting, common areas"

ProbSolv_CommOrg

"Problem solving as it relates to community organizing--we had this problem, so we got together and did ____"

ProbSolv_SuccSolut

"Successful solutions surrounding problem solving--what has worked in the past"

ProbSolv_Sugg

"Suggestions related to problem solving--how can we solve ____ problem"

ProbSolve_Who

"Who is involved in the problem solving"

Race

"The race of the interviewee"

Renter

"Is this interviewee a renter in AP"

Res_Length

"Length of residence"

Safety_Crime_Drugs

"Drug-associated crime/problems as they relate to safety"

Safety_Crime_Gambling

"Gambling-related crime as it related to community safety"

Safety_Crime_Prostitution

"Prostitution-related problems as they relate to safety in the community"

Safety_Perceptions

"CMs perceptions of safety in the community in general"

Safety_Police_Action

"Police-related action"

Safety_Police_Presence

"Police presence in the community"

Safety_Police_Relationship

"Community member relationship with the police"

Transportation

"Comments related to transportation"

YouthLife_Probs

"Problems youth face/experience/engage in"

YouthLife_Solutions

"Suggested solutions to the problems youth experience"

Appendix Q2: Service Provider Codebook

Age

"Age of interviewee"

BusServ_Inside

"Businesses inside AP that people use"

BusServ_Needs

"What businesses or services are needed in AP"

BusServ_Outside

"Businesses/services outside of AP that people use"

BusServ_Users

"Who is AP uses the businesses"

Challenge_Past

"Challenges faced in the past"

Challenge_Present

"Challenges that are currently being faced"

Challenge_TopPriority

"What is a current challenge they consider to be a top priority"

Com_ID_Present

"Concept of AP as a community in the present"

Comm_Assets_Ed

"Community Assetts related to education"

Comm_Assets_General

"Community assets in general"

Comm_Assets_People

"Community assets related to people in AP"

Comm_Def

"CMs definition of the term community"

Comm_Hx

"Comments related to Hx of AP"

Comm_ID_Past

"Concept of AP as a community in the past"

EdSystem_Neg

"Negative comments related to the educational system"

EdSystem_Pos

"Positive comments related to the educational system"

Employment

"What AP residents do for a living"

Family

"Talking about family"

Forum_Help_Yes

"They want to help plan the forum"

Forum_Local

"location to have the forum"

Forum_Publicity

"how to publicize for the forum"

Forum_When

"when to have the forum"

Free Time_Adult

"What adults do in there free time"

Free Time_Youth

"What youth do in their free time"

Funding

"How agency gets its funding"

Future_IV

"People we should interview"

Gathering Places_Past

Gathering_Present_Adult

"Places where adults gather"

Gathering_Present_Other

Gathering_Present_Youth

"Places where youth presently gather"

Gender

Good_Quote

Groups

"Groups in AP"

Health_Access

"Comments related to accessing health care, where people go"

Health_Access_Bar

"Barriers to accessing health care"

Health_Access_Enable

"Things that enable people to access health care"

Health_Needs

"Needs surrounding health care"

Health_Prob

"Problems people are having with their health in general"

Health_Providers

"Who is currently providing health care in AP; where are people going to get health care"

Homeowner

"Owns a home in AP but does not live there"

Homeowner_Live

"CM owns home and lives in AP"

Job_Barriers

"barriers faced at work"

Job_Hx

"History of the organization "

Job_Length

"How long SP has been at ____ "

Job_Role

"What is SP role at ____ "

Job_Why

"Why SP is working there"

Leaders_APNA

"Comments related to the APNA as leaders"

Leaders_Other

Leaders_Prob

"Problems with the leadership"

Needs_Other

"Comments related to needs in general"

Neighbor_Int_Past

"Interactions with neighbors in the past"

Neighbor_Int_Present

"Interactions with neighbors present"

PhysCond_Housing_Needs

"Needs associated with housing"

PhysCond_Housing_Prob

"Problems associated with the physical state of housing"

PhysCond_Housing_Solutions

"Suggested solutions to the housing problems"

PhysCond_Roads

"Physical conditions related to roads, street lighting, common areas"

ProbSolv_CommOrg

"Problem solving as it relates to community organizing--we had this problem, so we got together and did ____"

ProbSolv_SuccSolut

"Successful solutions surrounding problem solving--what has worked in the past"

ProbSolv_Sugg

"Suggestions related to problem solving--how can we solve ____ problem"

ProbSolve_Who

"Who is involved in the problem solving"

Race

"Race of interviewee"

Renter

"Does this person rent a home in AP"

Res_Length

"Length of residence"

Safety_Crime

"Comments related to crime and safety in general"

Safety_Crime_Drugs

"Drug-associated crime/problems as they relate to safety"

Safety_Crime_Gambling

"Gambling-related crime as it related to community safety"

Safety_Crime_Prostitution

"Prostitution-related problems as they relate to safety in the community"

Safety_Perceptions

"CMs perceptions of safety in the community in general"

Safety_Police_Action

"Police-related action"

Safety_Police_Presence

"Police presence in the community"

Safety_Police_Relationship

"Community member relationship with the police"

Services_Assets

"Assets where SP works"

Services_Avail

"Services available at SPs agency"

Services_Collab

"Who does SP collaborate with "

Services_Comm_Involve

"Community involvement in determining services"

Services_Need

"Those services that are most needed"

Services_Need_Sol

"suggested solutions to addressing unmet needs"

Services_Over_Util

"Services that are over utilized, that are in high demand"

Services_Publicize

"How do they publicize their services"

Services_Recip

"Who are the recipients of those services"

Services_SimProv

"Who is providing similiar services"

Services_Under_Util

"Services that go under utilized at SPs agency"

SP_AP_Resident

"Is the SP a resident of AP"

Transportation

"Comments related to transportation"

YouthLife_General

"Comments related to youth in general"

YouthLife_Probs

"Problems youth face/experience/engage in"

YouthLife_Solutions

"Suggested sollutions to the problems youth experience"

Appendix R: Table 2: Code Frequency Chart
(Unavailable in the Internet version of Appendices)

Appendix S: Table 3: Themes and the codes used to inform them

THEMES	CODES
Health	Access to Health Care; Barriers to Accessing Health Care; Health Needs of AP Residents; Health Providers Serving AP Residents; Good Quotes; Enabling Factors to Accessing Health Care
Businesses & services	Business/Services Needs; Businesses/Services Inside AP; Businesses/Services Outside of AP; Current Community Challenges; Current Community Challenge-Top Priority; Challenges-Past; Assets of the Community-General; Challenges faced on the Job; Good Quotes; History of SP's Agency; Assets of SP's Agency; Services Available at SP's Agency; Services Most in Need; Past Problem Solving/Organizing; Past solutions to community problems; Community Involved in Determining Services; How SP's Agency Publicize Services; Mission of SP's Agency; Other Needs; Over-utilized Services; SP's Interaction with AP Residents; Suggested Solutions to Current Problems; Transportation; Underutilized Services; Who is in need of services; Who uses services most; SP's knowledge of AP's Location
Youth	Good Quotes; Current Community Challenges; Current Community Challenge-Top Priority; Community Identity-Past; Community Identity-Present; Past solutions to community problems; What Youth do in Their Free Time; Groups within the Community; Educational System-Negative Comments; Problems Faced by AP Youth; Educational System-Positive; Other Needs; Gathering Places Youth-Present; Gathering Places Present-Other; Solutions-Youth Life Problems; Challenges-Past; Suggested Solutions to Current Problems; Family; Past solutions to

	community problems; General Comments Related to Youth Life
Crime & safety	Current Community Challenges; Current Community Challenge-Top Priority; Safety Related to Crime & Drugs; Safety Related to Police Action; Safety Related to Prostitution; Safety-Community/Police Relationship; Safety-Crime General; Safety -Police Presence; Perceptions of Safety in the Community; Suggested Solutions to Current Problems; Good Quotes
Housing	Challenges-Past; Good Quotes; Physical Conditions-Housing Needs; Physical Conditions-Other; Housing-Physical Conditions; Housing-Suggested Solutions; Other Needs; Past Problem Solving/ Organizing; Past solutions to community problems; Community Identity-Past; Community Identity-Present; Neighborhood Interaction-Past; Neighborhood Interaction-Present; Current Community Challenges; Current Community Challenge -Top Priority; Groups within the Community; Roads-Physical Conditions; Assets of the Community-General; Suggested Solutions to Current Problems; Past solutions to community problems
Assets	Good Quotes; Assets of the Community-General; Challenges-Past; Community Assets-People; Community Identity-Past; Community Identity-Present; Current Community Challenges; Current Community Challenge-Top Priority; Definition of Community; History of the Community; Leaders-APNA; Leaders-Other; Past Problem Solving/Organizing; Past solutions to community problems; Problems with Current Leaders; Suggested Solutions to Current Problems; Who is Involved in Solving Problems

Appendix T: List of Social Services within 2 miles of Arlington Park
(Sorted by distance from intersection of Andrew and Bellevue Streets)

Salvation Army

1311 S Eugene St, Greensboro, NC -
336-273-5572
0.36 Miles away

Goodwill Industries-Central NC

1235 S Eugene St, Greensboro, NC -
336-275-9801
0.46 Miles away

Salvation Army Thrift Store

307 W Lee St, Greensboro, NC
336-274-0259
0.67 Miles away

Greensboro Fire Department

401 Gorrell St, Greensboro, NC
336-373-5884
0.72 Miles away

Alcohol & Drug Services

301 E Washington St # 101, Greensboro, NC
336-641-6860
0.94 Miles away

Greensboro Police Department

300 W Washington St, Greensboro, NC
336-373-2433
1.00 Miles away

Food Stamps

301 N Eugene St, Greensboro, NC
336-333-6996
1.36 Miles away

Women's Resource Center

1625 Spring Garden St, Greensboro, NC
336-275-6090
1.75 Miles away

Appendix U: Service Directory

Emergency Assistance

American Red Cross

Location: 1501 Yanceyville Street, Greensboro

Chapter mailing address: P.O. Box 14710, Greensboro, NC 27415

Phone: (336) 333-2111, emergency calls 24/7

Fax: (336) 332-6959

Email: gsonc@usa.redcross.org

Web Site: <http://www.people-places.com/redcross>

Location: 201 N. Greene St., Greensboro, N.C. 27202

Phone: (336) 297-5002

Fax: (336) 297-5005

Hours: Monday-Friday 8:30 am - 4:30 pm

Fee: None

Eligibility: Need based on service guidelines.

How to Contact: Call or visit

Services: Provides 24 hour emergency assistance to victims of residential fires and other disasters; 24 hour communications and access to financial assistance for military personnel, their families, and veterans; international tracing and messaging services for family members separated by war/natural disaster; national and international family welfare investigations following natural disasters.

Emergency Assistance Program

Location: 1301 Alamance Church Road, Greensboro, NC 27406

Phone: (336) 373-4264

Fax: (336) 273-4224

Hours: Applications accepted on Monday & Thursday only 9:30 am - 2:00 pm. (By appointment only.)

Fees: None

Eligibility: Call for information; written referral from Department of Social Services or Urban Ministries is helpful.

How to Contact: Call and make appointment to apply. Walk-ins no longer accepted.

Services: The church works jointly with the Greensboro Urban Ministry to assist people in emergency situations.

Greensboro Fire Department

Location: 1514 North Church Street, Greensboro, NC 27405

Phone: (336) 373-2177

Fax: (336) 373-2936

National Fire Protection Association: 1 (800) 344-3555

Hours: Monday-Friday, 8:00 am-5:00 pm; 24 hour emergency service

Fees: Fees for fire permits, hazardous material recovery.

How to Contact: Call

Services: Emergency number-911. Provides fire protection, offers educational and

community service programs including, fire safety classes, speakers' bureaus, smoke detector advisory program, and arson investigation. Specialized teams respond to emergencies involving hazardous materials and chemical spills.

Greensboro Police Department

Location: 300 West Washington Street, P.O. Box 3136, Greensboro, NC 27402-3136

Phone: 24 hour Police Information (336) 373-2496

Fax (336) 333-6060

Police Communications - Non Emergency Calls: (336) 373-2222

Community Relations: (336) 373-2636

Hours: 24 Hours daily

Fees: No fees charged.

How to Contact: Call or drop-in.

Services: Offers all police services including law enforcement, the holding of violators, disaster relief, drug information, field patrol, and addresses community concerns. Missing Children's Hotline 1-800-826-7653, 7am-12am, weekends 10am-6pm

Family Services

Family Life Council of Greater Greensboro, Inc.

Location: 301 E. Washington St., Suite 204, Greensboro, N.C. 27401

Phone: (336) 333-6890

Fax: (336) 333-6891

Hours: Monday-Friday, 8:30 am – 5:00 pm

Eligibility: Anyone

Fee: Varies according to service

How to Contact: Call for appointment

Services: parenting education programs, teen pregnancy prevention programs, teen parenting programs, family life education training programs, resource library

Family Service of Guilford County, Inc.

Location: 301 E. Washington St., Greensboro, N.C. 27401-2911

Phone: (336) 333-6910

Fax: (336) 333-6918

Hours: Monday-Friday 8:30 am - 5:00 pm; evenings by appointment

Eligibility: Victims of crimes; families dealing with difficult transitions

Fee: Sliding fee scale for certain services, others services free of charge

How to Contact: Call for appointment

Services: This organization provides individual, family, and consumer credit counseling. It also has extensive services for domestic violence victims including: support groups, a shelter, child abuse services, parenting education, and even a batterers' treatment program.

Family Service of the Piedmont

Location: 315 East Washington Street, Greensboro, NC 27401-2911

Phone: (336) 387-6161

Fax: (336) 387-9167

Crisis Hotline: (336) 273-7273; 24 hours/7days

Email: information@familyservice-piedmont.org

Hours of operation: Monday-Thursday 8:00 am - 8:00 pm; Friday 8:00 am - 1:00 pm;

Eligibility: Differ according to programs.

How to Contact: Call.

Services: Shelter for battered women in emergency situations, counseling for depression, children's behavioral problems, child abuse, sexual abuse, rape, family abuse. Also offers a support group for battered women, consumer credit counseling, relationship problems, work stress and anxiety. They also offer home-based support for pregnant women and new parents and credit, budget and housing counseling.

One Step Further

Location: 621 Eugene Court, Suite 101, Greensboro, NC, 27401-2711

Phone: (336)275-3699 or (336)378-0959 or (336)-273-5667

Fax: (336) 378-0959

Website: <http://www.onestepfurther.com>

Email: tgant7601@aol.com

Hours: Monday-Friday 9:00 am – 5:00 pm; by appointment after hours

Fees: No fees charged except for mediation.

Eligibility: Varies according to program.

How to Contact: Call

Services: Mediation services of Guilford county sentencing alternatives center, community service/restitution, life skills/conflict resolution, Guilford county teen court life skills/conflict resolution training, juvenile work sites for unpaid community service and victim restitution, and opportunities for juveniles and their families to resolve conflicts positively. The staff gives judges sentencing choices that can meet the needs of the clients and the community

YWCA (Young Women's Christian Association)

Location: 1 YWCA Place, Greensboro, NC 27401

Phone: (336) 273-3461

Hours: Monday, Wednesday, Friday 6:30am-9pm, Tuesday, Thursday 7:30am-9pm*, Saturday 9am-3pm

*Thursday 7pm-8:30pm reserved for adaptive weightlifting

Services: adult enrichment, aquatics, physical wellness, special needs, youth development and childcare

Health Related Services

Al-Anon and Al-A-teen

Location: P.O. Box 10274, Greensboro, NC 27404-0274

Phone: (336) 584-3878 or (336) 272-4493

Website: <http://www.greensboroalanon.org>

Hours: 24hrs/day, 7 days/week (voicemail)

Fees: No fees charged.

Eligibility: Al-Anon-adults includes younger adults; Al-A-teen 12-19 year olds

How to Contact: Call or write

Services: Provides anonymous fellowship and self-help support group to share experiences, strengths and hopes for solving common problems of living with an alcoholic and to help others to do the same.

Alcoholics Anonymous

Location: 2204 Patterson Court, Greensboro, NC 27407

Phone: (336) 854-4278

Fax: (336) 852-7139

Website: <http://www.aagreensboro.com>

Hours: Monday-Friday 9:00 am – 5:00 pm; 24 hour answering service

Fees: None

Eligibility: Anyone with an alcohol problem

How to Contact: Call

Services: 12-step recovery group for persons with a desire to stop drinking. Gives out information on meetings, sells AA literature to AA groups, handles 12 step calls from people wanting help, and provides information on treatment centers.

1-800-527-5344 American Council on Alcoholism.

Alcohol and Drug Services of Guilford

Location: Office: 301 E. Washington St., Greensboro, N.C. 27401

Phone: (336) 333-6860

Fax: (336) 275-1187

Hours: Monday-Friday 8:00 am – 5:00 pm; Program hours vary

Eligibility: Anyone

Fee: None

How to Contact: Call for appointment

Services: adolescent day treatment program, outpatient treatment for children 12-17, case management for adolescent clients, serenity kids program for children and youth whose families have been affected by addiction, community education, afterschool programs on addictions and prevention.

Area Mental Health, Developmental Disabilities & Substance Abuse Program

Mailing Address: 232 N. Edgeworth St., Greensboro, N.C. 27401

Location: Depends upon service offered

Administration: (336) 641-4340

Appointments, current clients: (336) 641-3630

Appointments, new clients: (336) 412-6260 or 1-800-853-5163

Emergencies 24-hour service: (336) 641-4993

Fax: (336) 641-7761

Hours: Monday-Friday 8:00 am – 5:00 pm; Evenings by appointment; 24-hour emergency services.

Eligibility: Guilford County residents

Fees: Insurance; Medicaid, Self-pay

How to Contact: Call for appointment except for crisis services

Services: Provides individual and family counseling, in-home family therapy, services for developmentally delayed children 0-3, as well as residential services, Willie M services, respite services, and substance abuse services

Advanced Home Care/Greensboro

Location: 201 W Wendover Avenue, Greensboro, NC 27401

Phone: (800) 868-8822

Fax: (336) 878-8856

Email: ustomerservice@advhomecare.org

Website: www.advhomecare.org

Hours: Monday-Friday 8:00 am – 8:00 pm, 24 hr service to patients and families.

Fees: Sliding Scale

Eligibility: Medical need and a physician referral due to being homebound.

How to Contact: Call 294-8822 and request to speak to Intake Department

Services: Provides 24 hour home health and medical equipment services to people ages 0 to elderly including, personal care services, IV infusion therapy, and rehabilitation services, nursing, social work, certified nursing assistant, physical, occupational, speech, nutrition, and respiratory services provided by full-time and contracted staff. Medical equipment and supplies provided by qualified staff.

HealthServe Medical Center

Medical Center: 1002 S. Eugene Street, Greensboro, NC

Phone: (336) 271-5999

Fax: (336) 271-5990

Northeast Medical Center: 1439 East Cone Boulevard, Greensboro, NC

Phone: (336) 375-6104

Fax: (336) 375-9308

Hours: Monday-Friday 8:00 am – 5:00 pm; Tuesday & Thursday evening clinics begin at 5pm, appointments needed

Fees: Sliding scale

Eligibility: At or below 225% of Federal poverty guidelines

How to Contact: Eligibility certification is Monday & Friday at 1:45 pm and Wednesday & Thursday at 8:00 am.

Services: HealthServe Medical Center provides primary medical care to uninsured and underinsured adults and families on a sliding-fee scale in the Greater Greensboro area.

Department of Public Health

Location: 1100 E. Wendover Ave., Greensboro, N.C. 27405

Phone: (336) 641-7564

Fax: (336) 641-6603

Tuberculosis Screening: (336) 641-3256
International Travel Services: (336) 641-6220.
HIV and Sexually Transmitted Disease Counseling and Testing: (336) 641-3725
Health Education: (336) 641-3136
Community Alternatives Program for Disabled Adults: (336) 641-3660
Community Alternatives Program for Children: (336) 641-3660
Child Health Program: (336) 641-6720
Breast and Cervical Cancer Control Program: (336) 641-3233
Child Health - Health Education: (336) 641-3292
Social Work: (336) 641-3215
Immunizations: (336) 641-7777
Dental Care Services: (336) 641-3152
Community Health Services for Children and Families: (336) 641-7691
Newborn Home Visits: (336) 641-3085
The Regional Vasectomy Program: (336) 641-4718
Teen Pregnancy Prevention Programs: (336) 641-4699
Maternity Services: (336) 641-3245
Family Planning Services: (336) 641-3245.
Baby Love Program (Maternity Care Coordination): (336) 641-3959
Animal Control: (336) 641-5990
Hours: Monday-Friday 8:00 am – 5:00 pm
Eligibility: varies
Fee: varies
Services: The Department of Public Health offers a wide range of services; please call for more specific information.

Malachi House

Location: 2703 E. Bessemer Ave, Greensboro, NC 27405
Phone: (336) 621-7946
Fax: (336) 621-1260
Hours: Monday-Thursday 9:00 am - 3:30 pm
Fees: \$200 one time enrollment fee for residents
Eligibility: Men only, 18 years and older, a desire to change.
How to Contact: Call
Services: Has an eight month discipleship program designed to reach to men who are struggling with drug and alcohol addiction. During the program they provide food clothing, shelter, and academic materials.

Planned Parenthood of North Carolina West

Location: 1704 Battleground Avenue Greensboro, NC 27408
Clinical Director: (336) 373-0678
Phone: (336) 379-8778
Hours: Monday & Wednesday 8:30 am - 7:00 pm; Tuesday 8:30 am - 5:00 pm; Thursday & Friday 8:30am-5:30pm; Saturday 9:00 am-1:00 pm
Fees: Medicaid, private insurance
Eligibility: Women of all ages

How to Contact: Call for appointment

Services: Offers birth control, pregnancy testing, STD testing and treatment, gynecological exams, limited primary care, etc.

Sanctuary House

Location: 518 North Elm Street, Greensboro, NC 27401

Phone: (336) 275-7896

Fax: (336) 346-1748

Email: sanctuaryhouse@sanctuaryhousegso.com

Program: facilitate the recovery and rehabilitation of adults with serious mental illness so that they may achieve and sustain satisfying, meaningful roles and lives in the community. They offer a thrift store, a horticulture unit, a kitchen and snack bar, and an employment program.

Sickle Cell Disease Association of the Piedmont

Location: 1102 East Market Street, Greensboro, NC 27401

Phone: (336) 274-1507

Fax: (336) 886-1704

Website: <http://www.greensboro.com/sickle>

Fee: Health Screenings: None: Others vary

How to Contact: Call

Services: help clients by providing comprehensive services for sickle cell and other related genetic disorders, such as case management, group, family, and individual therapy and counseling, free health screenings, summer enrichment camp, for children 6 - 16 with sickle cell, home health care, and other child services.

Triad Health Project

Location: 801 Summit Avenue, Greensboro, NC 27435

Phone: (336) 275.1654

Fax: (336) 275.2209

Services: Triad Health Project provides the area with many services including: a variety of support groups, professional case management, referrals and transportation to and from medical appointments, food pantry and nutritional education, referrals to social service organizations, emergency financial assistance, legal assistance, wills and living wills, and guardianship.

United Cerebral Palsy (With Gateway Center)

Location: 3205 East Wendover Avenue, Greensboro, NC

Phone: (336) 621-9220 or (336) 375-2575

Fax: (336) 621-1922

Email: dmetz@bellsouth.com

Hours: Monday – Friday, 8:00 am – 5:00 pm

Fees: None

Eligibility: Infant/toddler children with cerebral palsy or handicapped children

How to Contact: Call

Services: Serves the infant/toddler population at Gateway Education Center through

services such as physical, occupational, and speech therapy as well as classroom educational programs. Children with many physical disabilities or autism are served.
1-800-872-5827 United Cerebral Palsy Association
1-800-843-6276 Special Olympics, NC
1-800-662-8706 Life Plan Trust

Walker Oxford House

Location: 909 A Morehead Avenue, Greensboro, NC 27403

Phone: (336) 230-2128

Website: www.oxfordhouse.org

Hours: Monday-Friday, 9:00 am – 5:00 pm

Fees: Vary

Eligibility: Recovering substance abusers who are working. Call for further information.

How to Contact: Call for admissions process information.

Resources for Women

Bertrand Breast and Osteoporosis Center

Location: 300 West Northwood Street, Greensboro, NC 27401

Phone: (336) 379-0941

Fax: (336) 379-7997

Email: information@bertrandbreastcenter.com

Website: <http://www.bertrandbreastcenter.com>

Services: Screening mammography, core needle biopsy, diagnostic mammography, breast ultrasound, breast physical examination, and bone density studies.

The Women's Hospital of Greensboro

Location: 801 Green Valley Road, Greensboro, NC 27408

Phone: (336) 832-6500

Fax: (336) 832-6557

Hours: Monday-Friday, 8:30 am - 5:00 pm. 24 hour patient assistance

Fees: Insurance, Medicare, Medicaid, sliding scale.

Eligibility: No eligibility requirements.

How to Contact: Call or visit.

Services: Provides a variety of medical services for women and newborns including: health education, inpatient and outpatient surgery, maternity care, neonatal intensive care, breast and ultrasound imaging center. They also offer a mammography scholarship for women with no health insurance (call 832-6515 for information).

Women, Infants, Children (WIC)

Location: 1100 East Wendover Avenue, Greensboro, NC 27405

Phone: (336) 641-3214

Fax: (336) 641-4617

Website: www.co.guilford.nc.us/government/publichealth

Hours: Monday-Friday, 8am-5pm; some evening hours available

Fees: 185% poverty or Medicaid or Food Stamps or Work First

Eligibility: Guilford County residents, financially eligible, nutritional need

How to Contact: Call to schedule an appointment

Services: Provides education, nutrition assessment, and vouchers to purchase selected nutritional foods for pregnant women, new mothers, infants and children younger than age five who are financially eligible. Breastfeeding support services available.

Appointments required

Women's Resource Center

Location: 1625 Spring Garden Street, Greensboro, NC, 27403- 2334,

Phone: (336)275-6090

Website: <http://www.Wrcgso.Com>

Hours: Monday & Wednesday, 9:00am – 5:00pm; Tuesday & Thursday, 10:00am – 9:00pm; Friday, 9:00am – 12:00pm

Fees: Free. Refundable deposits required for computer materials only.

Eligibility: Women over the age of 18.

How to Contact: Call for an appointment.

Services: Counseling related to a variety of topics, computer lab, library, and referrals to needed resources.

Legal Services

Attorney Hotline and Legal Resource Network

Location: 628 Summit Avenue, Greensboro, NC 27405

Phone: (336) 275-6090

Fax: (336) 275-7069

Email: wrcgso@triadbiz.rr.com

Hours: Monday & Wednesday 9:00 am – 5:00 pm; Tuesday & Thursday 10:00 am – 7:00 pm

Fees: Free

Eligibility: Women, 18 years of age and older.

How to Contact: Call for information.

Services: 15-minute phone consultation with an attorney. Law topics vary, including: financial, divorce/child custody, landlord/tenant, immigration law, employment, civil, criminal law, business, healthcare, bankruptcy, and patents. Spanish speaking attorneys are available for Medical Malpractice, Personal Injury Law and Workman's Compensation.

Central Carolina Legal Services

Mailing Address: P.O. Box 3467, Greensboro, NC 27402

Location: 122 North Elm Street, Suite 700, Greensboro, NC

Phone: (336) 272-0148

Toll-free: (800) 951-2257

Fax: (336) 333-9825

Email: diane@lsnc.org

Hours: Monday-Friday, 9:00am - 5:00pm

Fees: None.

Eligibility: Low income clients, over 60 clients without regard to income.

How to Contact: Call for appointment.

Services: Represent low income clients in civil domestic violence, landlord/tenant disputes, and child custody when the safety of the child is endangered. Free legal service to clients over 60 on civil matters only. Areas of law vary, please call for more information.

Services for Senior Citizens

Adult Services

Mailing Address: P.O. Box 3388, Greensboro, NC 27402

Location: 300 N Edgeworth Street

Phone: (336) 641-3747

Fax: (336) 641-6868

TTY: (336) 641-3747

Hours: Monday-Friday, 8:00am – 5:00pm

Fees: Vary by service

Eligibility: Elderly or disabled adults

How to Contact: Call or visit

Services: Provides guidance and support in daily living to elderly and disabled citizens 18 years of age and older.

Advanced Home Care/Greensboro

Location: 201 W Wendover Avenue, Greensboro, NC 27401

Phone: (336) 878-8822 or (800) 868-8822

Fax: (336) 878-8856

Email: ustomerservice@advhomecare.org

Website: <http://www.advhomecare.org>

Hours: Monday-Friday, 8:00am – 8:00pm, 24 hr service to patients and families.

Fees: Sliding Scale

Eligibility: Medical need and a physician's referral due to being homebound.

How to Contact: Call 294-8822 and request to speak to Intake Department

Services: Provides 24 hour home health and medical equipment services to people ages 0 to elderly including: IV infusion therapy, rehabilitation services, nursing, and social work. Staff also provide physical, occupational, speech, nutrition, and respiratory services.

Guilford Adult Care

Location: 415 North Edgeworth Street, Suite 209, Greensboro, NC 27401

Phone: (336) 378-1552

Fax: (336) 378-1667

Hours: Monday – Friday, 9:00am – 5:00pm

Fees: Medicaid, Medicare, membership dues, donations requested, fixed fees.

Eligibility: 18 yrs or older.

How to Contact: Call

Services: Non-profit organization that provides Guilford County's elderly and disabled with residential health care and over services.

Hospice and Palliative Care of Greensboro

Location: 2500 Summit Avenue, Greensboro, NC 27405

Phone: (336) 621-2500

Fax: (336) 621-4516

Email: jgibson@hospicegso.org

Website: <http://www.hospicegso.org>

Hours of operation: 8:30am - 5:00pm; 24 hr on call support for patients.

Fees: Extends services regardless of insurance status or ability to pay.

Eligibility: Medically appropriate for adult patient care, or in need of support due to the illness or death of a loved one.

How to Contact: Call

Services: provides patient home care for those adults and children with serious or life limiting illness. Residential Hospice care is offered at Beacon Place. In addition, bereavement support is available at no cost to children and adults who have experienced the death of a friend or family member.

Older Adults Helping Older Adults

Location: 302 West Market Street, Room 301, Greensboro, NC 27401

Phone: (336) 378-0076

Fax: (336) 370-4772

Email: shepctrgeo@juno.com

Hours: Monday-Friday, 9:30am - 3:30pm

Fees: No membership fees with exception to supplies and contributions.

Eligibility: 55 and older.

How to Contact: Call.

Services: Assists senior citizens in living more interesting, challenging and informative lives.

Senior Resources of Guilford

Location: 301 East Washington Street, Greensboro, NC 27401

Phone: (336) 373-4816

Fax: (336) 373-4922

Seniorline: (336) 333-6981

Email: info@senior-resources-guilford.org

Website: www.senior-resources-guilford.org

Hours: Monday-Friday, 8:30am – 5:00pm

Fees: Donations accepted

Eligibility: Adults 55 and older, 60 plus for Title 3 programs

How to Contact: Call or visit

Services: Transportation services, employment, and volunteer opportunities, Telecare, Foster Grandparents, Handy Helper Home Repair, Greensboro Senior Center, and education. Nutritional programs for homebound through Mobile Meals and ten

community nutrition sites throughout Guilford County (transportation may be available). Free assistance with income tax returns for senior adults.

Special Education

The Association for Retarded Citizens of Greensboro (ARC)

Location: 207 M South Westgate Drive, Greensboro, NC 27407

Phone: (336) 373-1076 or (336) 373-1569

Fax: (336) 272-0718

TOP Program: (336) 272-5410

Email: arcg@arcg.com

Hours: Monday-Friday, 8:30am - 5:00pm

Fees: No fees charged.

Services: information and referral services; Case Management Services; Partner's Program, ages 8 & older - similar to Big Brothers/Big Sisters; supported employment program (TOP) - employment training for adults with MR; sponsors the Greensboro Self Advocacy support group for adults with MR; special recreational events; summer camp scholarships; public awareness and information. Advocacy in education, housing, recreation, legislative advocacy, wills/trusts, guardianship, medical and health care, and prevention.

Gateway Education Center

Location: 3205 East Wendover Ave., Greensboro, N.C. 27405

Phone: (336) 375-2575

Fax: (336) 621-1922

Hours: Monday-Friday, 8:00am – 5:00pm

Eligibility: Handicapped children

Fee: None for the instructional program. Fees based on a sliding scale for therapy services and afterschool.

How to Contact: Call for appointment

Services: A non-graded learning institution to serve handicapped children. Therapy services are also provided.

Guilford Initiative for Training and Treatment Services (GIFTTS), UNCG Center for Study of Social Issues

Location: 101-D Park Gymnasium, UNCG, Greensboro, N.C. 27402-6170

Phone: (336) 334-4779

Fax: (336) 334-4278

Hours: Flexible depending upon service offered

Eligibility: Children 6-18, Referrals can be made by school; social agencies; family members; or other interested parties.

Fee: Insurance; Medicaid; Self-pay

How to Contact: Call for appointment

Services: Provides assistance for families with children who show impairment in school, family and/or social functioning; are separated or at risk of separation from their families;

need help from more than one agency to meet their unique needs; experiencing emotional/behavioral problems.

Learning Disabilities Association of Guilford County

Location: P.O. Box 10533, Greensboro, NC 27404

Phone: (336) 855-5900

Dyslexia Society: (800) 222-3123

Center for Developmental Learning: (800) 942-5437

Children & Adults with ADD: (800) 233-4050

Email: LdAmail@thedepot.com

Hours: Meets 2nd Thursday of each month at 7pm September-May

Fees: \$45 annual membership

Eligibility: Anyone

How to Contact: Call

Services: Provides support for individuals with learning disabilities, their families, and professionals, sponsors a summer day program for learning disabled students, and serves as a connection to tutors trained to provide help for the special needs of learning disabled students.

McIver Education Center

Location: 1401 Summit Ave., Greensboro, N.C. 27405

Phone: (336) 370-8260

Fax: (336) 370-8268

Hours: Monday-Friday, 8:00am - 2:30pm

Eligibility: Youth 5-21 with IQ 50 or below

Fee: None

How to Contact: Call for appointment

Services: Provides academic program for mentally handicapped youth

School for the Deaf, Central North Carolina

Mailing Address: P.O. Box 14670, Greensboro, N.C. 27415-4670

Location: 5900 Summit Ave., Brown Summit

Phone: (336) 621-6490

Fax: (336) 621-9511

Hours: Monday-Friday, 8:00am – 3:00pm, and a residential program

Eligibility: Youth 0-16 with hearing impairment

Fee: \$25 per year for day students; \$50 per year for resident students.

How to Contact: Call for appointment

Services: Offers an academic program addressing the needs of hearing impaired children in all basis academic subject areas with special emphasis on language development.

Social Services

Bargain Box

Location: 122 North Elm Street, Greensboro, NC 27401

Phone: (336) 273-6349

Fax: (336) 273-0023

Hours: Monday-Saturday, 10:00am – 4:00pm

Fees: Vary

Eligibility: Anyone

How to Contact: Call or visit

Services: This thrift store is an ongoing fund-raising project of the Junior League of Greensboro. They have low cost clothing and household items. (No appliances or furniture).

Food Distribution Division

Location: 305 West Lee Street, Greensboro, NC 27406

Phone: (336) 271-5959 ext. 360

Fax: (336) 271-5920

Website: <http://www.greensboro.com/gum>

Hour: Monday-Friday, 8:30am – 5:00pm

Fees: No fees for Potter's house

Eligibility: Stated need at Potter's House.

How to Contact: Visit; need orientation for food bank.

Services: Potter's House provides a free, hot meal seven days a week to anyone who states that they are hungry and in need of food. Identification required initially. The food bank recovers edible, but non-marketable foods from area vendors and provides these to nonprofit food serving agencies for a nominal fee.

Food Stamps

Location: 301 North Eugene Street, Greensboro, NC 27402

Phone: (336) 641-4588

Fax: (336) 641-6913

Food Stamps Hotline: (800) 662-7030

Hours: Monday-Friday, 8:00am – 5:00pm

Fees: None

Eligibility: Entitlement program based on income, resource limits, number and ages of people in the home, etc

How to Contact: Call or visit

Services: The Food Stamps program is designed to raise the nutritional level of low-income persons with limited food purchasing power.

Goodwill Industries Store of Greensboro

Location: 1235 South Eugene Street, Greensboro, NC 27405

Phone: (336) 275-2150.

Retail Sales: (336) 621-4959

Administration: (336) 275-9801

Hours: Vary by location.

Fees: Prices vary

Eligibility: None

How to Contact: Call or visit

Services: Thrift store which sells clothing, household items, furniture, and jewelry. Profits from the store are used to finance Goodwill Industries programs. The agency provides educational training and employment services to disabled/ disadvantaged people. Job preparedness classes are open to anyone in the community.

Guilford County Department of Social Services

Mailing Address: P.O. Box 3388, Greensboro, NC 27402

Location: 232 N Edgeworth Street

Phone: (336) 641-3141 or (336) 845-3813

Fax: (336) 641-6868

TTY: (336) 641-3747

Hours: Monday-Friday, 8:00am - 5:00pm

Services: The department administers a variety of programs to ensure the availability and accessibility of core social services and public assistance programs that are designed to meet the basic needs of those citizens of Guilford County. Other offices are located at 315 West Lindsay Street and 301 North Eugene Street.

Guilford County Social Services

Location: 301 N. Eugene Street, Greensboro, NC

Phone: (336) 373-3813

Services for the Blind: (336) 373-3348

Child Protective Services: (336) 373-3795

Main Number: (336) 373-3123

Hours: Monday-Friday 8am-5pm

Services: General administration of the Guilford County Department of Social Services. See Service Intake Unit or specific programs (Food Stamps, AFDC, Adult Protective Services, Foster Care, etc.) for more information.

Medicaid

Location: 300 North Edgeworth Street, Greensboro, NC 27402

Family Medicaid: (336) 641-3071

Adult Medicaid: (336) 641-3222

TTY: (336) 641-3747

Fax: (336) 641-6067

Hours: Monday-Friday, 8am-5pm

Fees: No fees are charged.

Eligibility: Call for income and other eligibility guidelines.

How to Contact: Call or visit to make application.

Services: Health Insurance for children, elderly and disabled individuals who meet income and asset guidelines. In most instances the individual pays a small co-payment and Medicaid covers the balance.

The Salvation Army

Location: 821 South Aycock Street, Greensboro, NC 27435

Phone: (336) 273-5572

Fax: (336) 273-9715

Web Site: www.salvationarmygso.org

Hours: Monday-Friday; 9am-5pm (office) 9am-4pm open for clients

Fees: No fees charged.

Eligibility: For rent and utility assistance, DSS referral is required;

How to Contact: Visit, call or DS referral

Services: Provides emergency assistance for rent, utilities, food, clothing, furniture, travelers aid, lodging for men, a Boy's & Girls club and assistance with prescription medications.

Social Security Administration

Location: 6005 Landmark Center Blvd, Greensboro, NC 27407

Phone: (800) 772-1213; Monday-Friday, 7am-7pm

TTY: (336) 632-3516

NC Disability Hotline: (800) 638-6810

NC Disability Hotline: (800) 443-2917

Fax: (336) 299-5622

Email: nc.fo.greensboro@ssa.gov

Hours: Monday-Friday, 9am-4pm;

Fees: No fees are charged.

Eligibility: Aged/blind/disabled; surviving spouses and children may qualify for benefits.

How to Contact: Call, visit, or email. Appointments are recommended

Services: Issues payment of claims under the Supplemental Security Income program for the aged, blind, and disabled. Also administers Medicare.

1-800-638-6810 Disability Hotline, Disabled Citizens in N.C.

1-800-526-7234 Disabilities Job Accommodations

United Way of Greater Greensboro

Location: 1500 Yanceyville St, Greensboro, NC 27405

Phone: (336) 378-6600

Services: prepare children to succeed, facilitates self-sufficient employment and positive lives, enable older adults to live with dignity, promote community leadership and safe neighborhoods, optimize community and individual health, meet urgent needs

Work First Employment Services - Greensboro

Mailing Address: P.O. Box 3388, Greensboro, NC 27402

Location: 301 North Eugene Street

Phone: (336) 641-3270

Fax: (336) 412-6293

TTY: (336) 641-3747

Hours: Monday-Friday, 8am-5pm

Fees: None

Eligibility: Public Assistance Eligibility Requirements.

How to Contact: By appointment and through intake for volunteers

Services: Public employment job training, assessment, referral and placements and Work First Family Cash assistance. Services also include daycare subsidy and transportation for

residents of Guilford County who can not meet those needs themselves. 1-800-672-3071
Medicare Information Hotline

Transportation Services

Greensboro Transit Authority

Location: 320 E. Friendly Avenue, Greensboro, NC 27401

Mailing Address: P.O. Box 3136, Greensboro, NC 27402

Phone: (336) 373-2634

Fax: (336) 373-2809

E-mail: gdot@ci.greensboro.nc.us

Customer Service Line: (336) 335-6499

Specialized Community Area Transportation (SCAT) Reservations: (336) 333-6589

SCAT Information: (336) 373-2634

Hours: Monday – Friday, 8am - 5pm

Services: Public transportation throughout Greensboro, including night, weekend, and holiday service. Specialized Community Area Transportation Service is available, with application, to individuals unable to use the regular buses, call for more information.

Transportation Services - Greensboro

Location: 300 North Edgeworth Street, Greensboro, NC 27402

Phone: (336) 641-4848

Fax: (336) 412-6285

Hours: Monday-Friday, 8am-5pm

Fees: No fees charged

Eligibility: Determined by need and income

How to Contact: Call or visit

Service: transportation services to help people to access other services, especially medical care.

Youth Related Services

Brothers Organized to Save Others (BOTS) Mentors Program

Mailing Address: P.O. Box 2222, Greensboro, N.C. 27402

Location: 620 Elm St., Suite 308-B, Greensboro, N.C.

Phone: (336) 275-2751

Fax: (336) 275-2721

Hours: Office: Monday-Friday, 9 am - 6 pm; Activities: Depends upon activity offered

Eligibility: Males in grades 4-12

Fee: None

How to Contact: Call for appointment

Services: youth support services and "high energy" activities and events for youth. Male mentors facilitate all youth support services.

Child Care Information Program, United Child Development Services

Location: 1200 Arlington St., Greensboro, N.C. 27406-1499

Phone: (336) 378-7700

Fax: (336) 378-7708

Hours: Monday-Friday 8 am - 5 pm

Eligibility: for scholarships: must be working or in school, for assistance in finding child care: anyone

Fee: None

How to Contact: Call or come in

Services: Assists persons ineligible for assistance through D.S.S. with child care and assists anyone in finding quality child care.

Community Connections Outreach Center

Mailing Address: P.O. Box 20021, Greensboro, N.C. 27420

Location: 2024 E. Market St., Greensboro, N.C.

Phone: (336) 691-1175

Fax: (336) 691-1807

Hours: Office: Monday-Friday, 9 am - 5 pm; Adolescent clinic: First Tuesday 6 - 8 pm;

Afterschool tutorial: Monday-Friday 4 - 6 pm

Eligibility: Children and youth 10-19

Fee: None

How to Contact: Call for appointment

Services: counseling, peer education, after-school tutorial, HIV case management, adolescent health clinic, group home for female juvenile offenders

Day Care Unit, Department of Social Services

Mailing Address: P.O. Box 3388, Greensboro, N.C. 27402

Location: 301 N. Eugene St., Greensboro

Phone: (336) 641-3715

Fax: (336) 412-6285

Hours: Monday-Friday 8 am - 5 pm,; by appointment for working persons 5 pm - 6 pm.

Eligibility: Families with incomes at or below 75% of the poverty level

Fee: Based upon ability to pay

How to Contact: Call or come in

Services: Provides assistance to low-income families for child care expenses.

Greensboro Public Library

Main branch: 201 N. Greene St., Greensboro, N.C. 27202

Phone: (336) 297-5002

Fax: (336) 297-5005

Hours: Afterschool

Eligibility: Elementary school children having problems with reading

Fee: None

How to Contact: Call

Services: Provides tutoring focusing on reading skills, comprehension and reading for pleasure using library books for the curriculum; not homework tutoring.

Guilford County Schools

Administration: 712 N. Eugene St., Greensboro, N.C. 27401

Superintendent: (336) 370-8390

Administration: (336) 370-8100

Communications Office: (336) 370-8354

Free & Reduced Meals: (336) 819-2784

Counseling: (336) 370-2331

Curriculum: (336) 370-8062

Early Childhood: (336) 370-2380

Exceptional Children: (336) 370-2319

Homework Hotline: (336) 370-8308

Lunch Buddies: (336) 370-8355

Psychological Services: (336) 370-8170

Social Work Services: (336) 370-8939

Student Records: (336) 370-2333

Student Services: (336) 370-8394

Fax: (336) 370-8299

Communications Office: (336) 370-8294

Hours: Nine-month school year, varying by grade level, some are year round schools.

Eligibility: All children 5 yrs and older; some pre-kindergarten classes for developmentally delayed 4-year olds..

Fee: None

How to Contact: Register at school

Services: In addition to providing an academic program; some schools have before and/or after school care, speech therapy, physical therapy, occupational therapy, and other intervention programs for children identified as exceptional

Headstart, United Child Development Services

Mailing Address: 1200 Arlington St., Greensboro, N.C. 27406-1499

Location: 11 Headstart centers, 8 in Greensboro & 3 in High Point

Phone: (336) 378-7700

Fax: (336) 378-7708

Hours: Head Start hours: 8:30 am - 2:30 pm. Child care hours: 6:30 am - 6 pm

Eligibility: 3- & 4-year olds with incomes below a certain level

Fee: None for Head Start; Child Care based on ability to pay. D.S.S. subsidies and UCDS scholarships available

How to Contact: Call or come in

Services: Provides children with developmentally appropriate activities, nutrition, health screening, and social services.

Positive Direction for Youth and Families

Location: 507 Balboa Street, Greensboro, N.C. 27405

Phone: (336) 378-6192

Fax: (336) 378-6192

Hours: 10 am - 7:30 pm

Eligibility: Youth grades K-12

Fee: None

How to Contact: Get application at office after 5 pm

Services: Provides after school tutorial program at several locations

Southeast Greensboro Youth Development Council

Location: 707-B W. Florida Street, Greensboro, N.C. 27406

Phone: (336) 272-7710

Fax: (336) 272-8086

Hours: Office: Monday-Friday, 10 am - 6 pm; Program: Afterschool and summers

Eligibility: Children 5-14

Fee: Sliding scale for summer program; no fee for afterschool program

How to Contact: Referred by school or parents

Services: Provides afterschool tutorial program for children and workshops for parents.

Upward Bound After School Program, North Carolina A & T State University

Mailing Address: P.O. Box A-22, Greensboro, N.C. 27411

Location: 1020 E. Wendover Ave., Suite 205, Greensboro

Phone: (336) 334-7659

Fax: (336) 334-7286

Office Hours: Monday-Friday, 8 am - 5 pm; **Program:** evenings

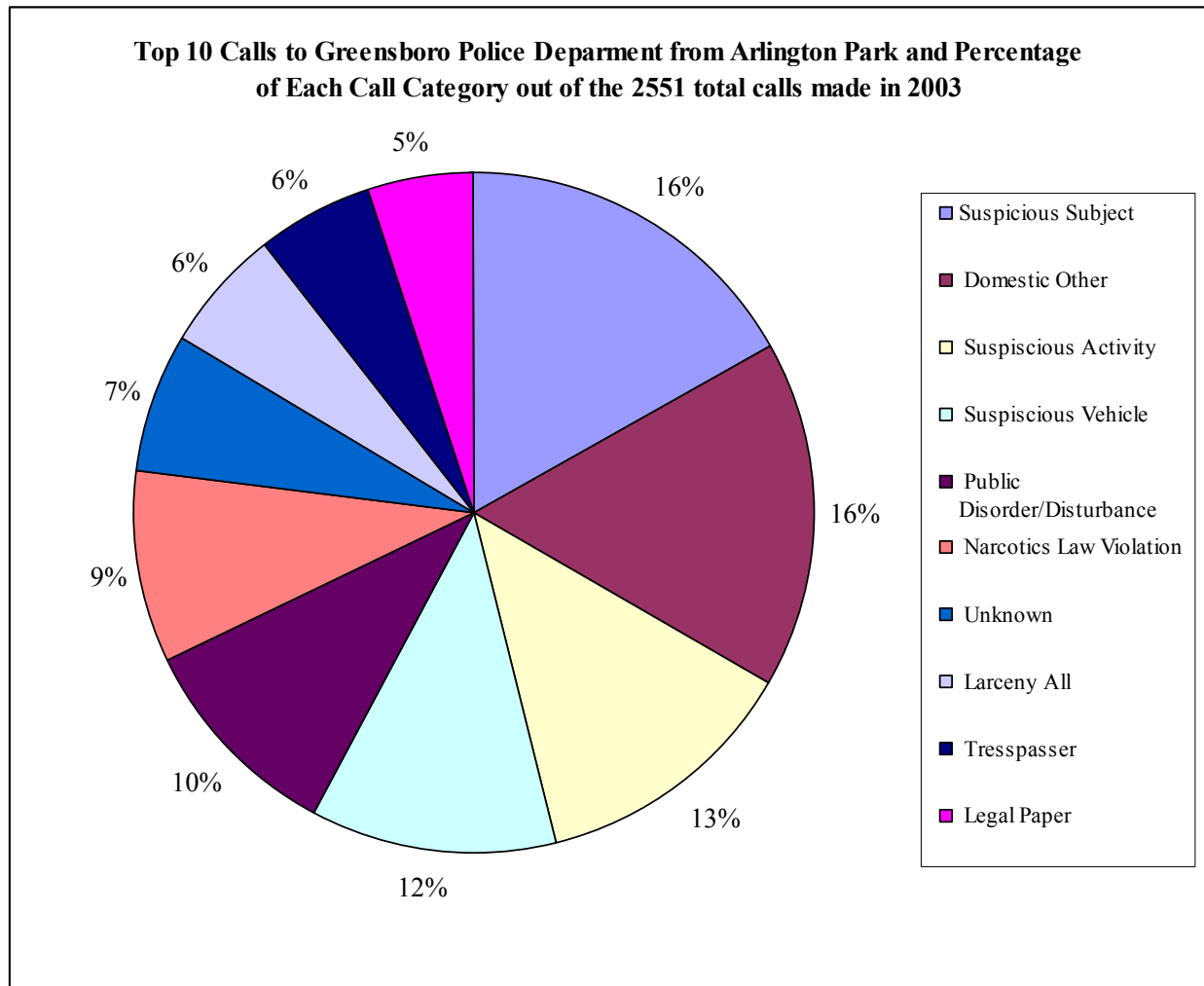
Eligibility: High School students

Fee: None

How to Contact: Referred by school counselor and parent

Services: Provides after school classes and tutoring in English, Math, and Science

Appendix V: Figure 1: Top 10 Police Calls from Arlington Park, 2003



Appendix W: List of 2003 Police Calls from Arlington Park by Police Code

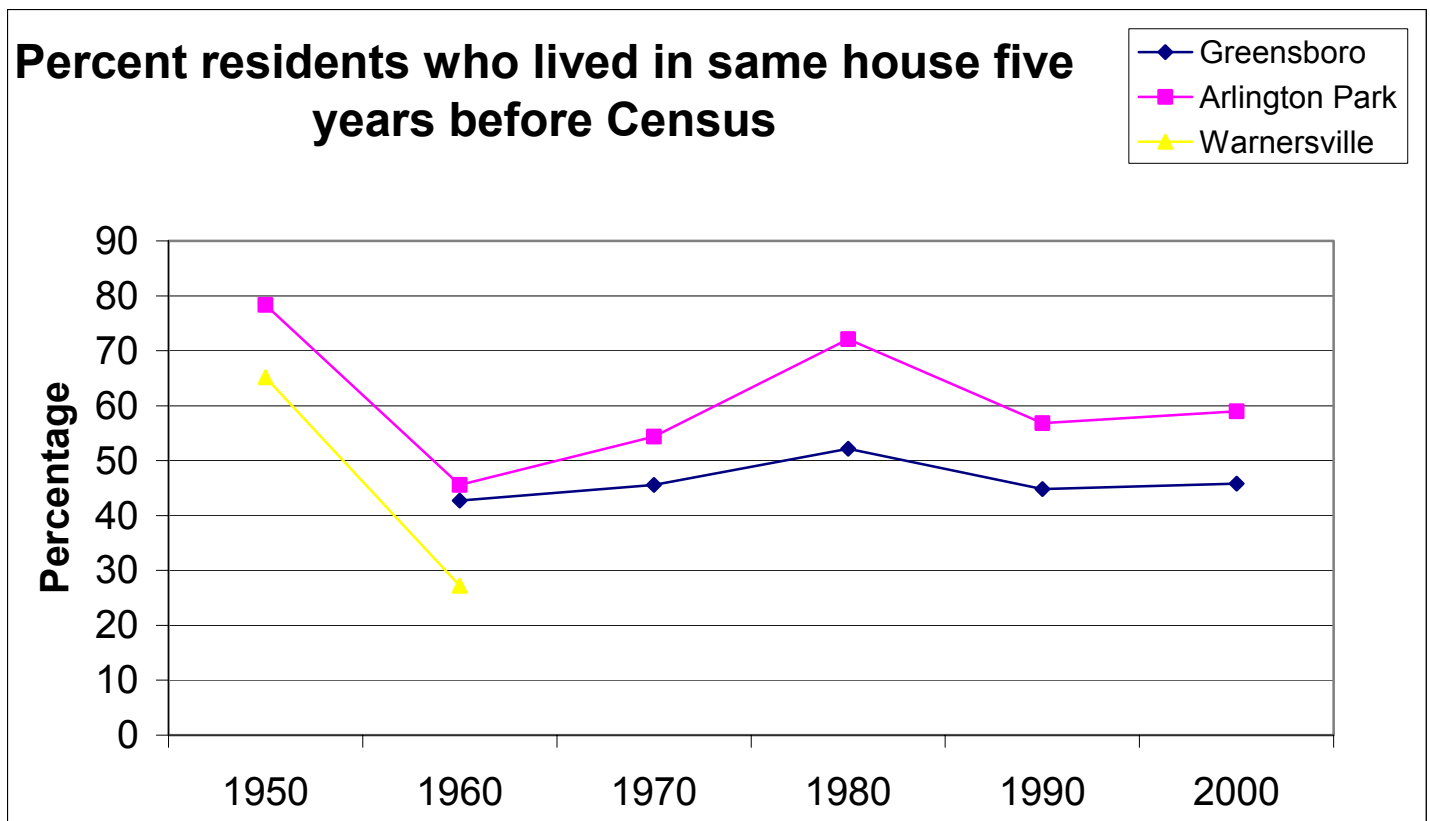
2003 Calls for Service in Arlington Park, Greensboro

Type of Call	Number of Calls per Type of Call	Percentage of Total Calls per Type of Call
Suspicious Subject	279	10.94
Domestic Other	268	10.51
Suspicious Activity	210	8.23
Suspicious Vehicle	195	7.64
Public Disorder/Disturbance	164	6.43
Narcotics Law Violation	149	5.84
Unknown	108	4.23
Larceny All	96	3.76
Trespasser	94	3.68
Legal Paper	81	3.18
Burglary Alarm	75	2.94
Accidental Personal Injury	69	2.70
Burglary -Residential	65	2.55
Assist Agency	62	2.43
Traffic Assistance Needed	58	2.27
Vandalism/Malicious Damage	41	1.61
Noise Disturbance	40	1.57
Vice Law Violation	34	1.33
Assault	31	1.22
Property Recovered	30	1.18
Assist Family	29	1.14
Building Check	28	1.10
Fight	28	1.10
Special Investigator Needed	28	1.10

Auto Theft	22	0.86
Missing/Runaway Person	22	0.86
Accident Hit and Run/Property Damage	21	0.82
Animal	21	0.82
Mental Health Problem	21	0.82
Traffic Hazard	21	0.82
Discharge Firearms	15	0.59
Subject Down	14	0.55
Robbery Alarm	13	0.51
Burglary-Business	12	0.47
Escort Service	11	0.43
Parking Violation	11	0.43
Armed Subject	10	0.39
Line Down	8	0.31
Intoxicated Subject	7	0.27
Suicide	7	0.27
Threats	7	0.27
Follow-Up	6	0.24
Tamper with Property	6	0.24
Harassment	4	0.16
Indecent Conduct	4	0.16
Traffic Signal Out	4	0.16
Accident Hit and Run	3	0.12
Cutting/Stabbing	3	0.12
Fraud	3	0.12
Special Assignment	3	0.12
Flooding	2	0.08

Loud/Disturbing Party	2	0.08
Rape	2	0.08
Cellular 911-Unknown	1	0.04
Larceny Shoplifting	1	0.04
Liquor Law Violation	1	0.04
Shooting	1	0.04
TOTAL	2551	100.00

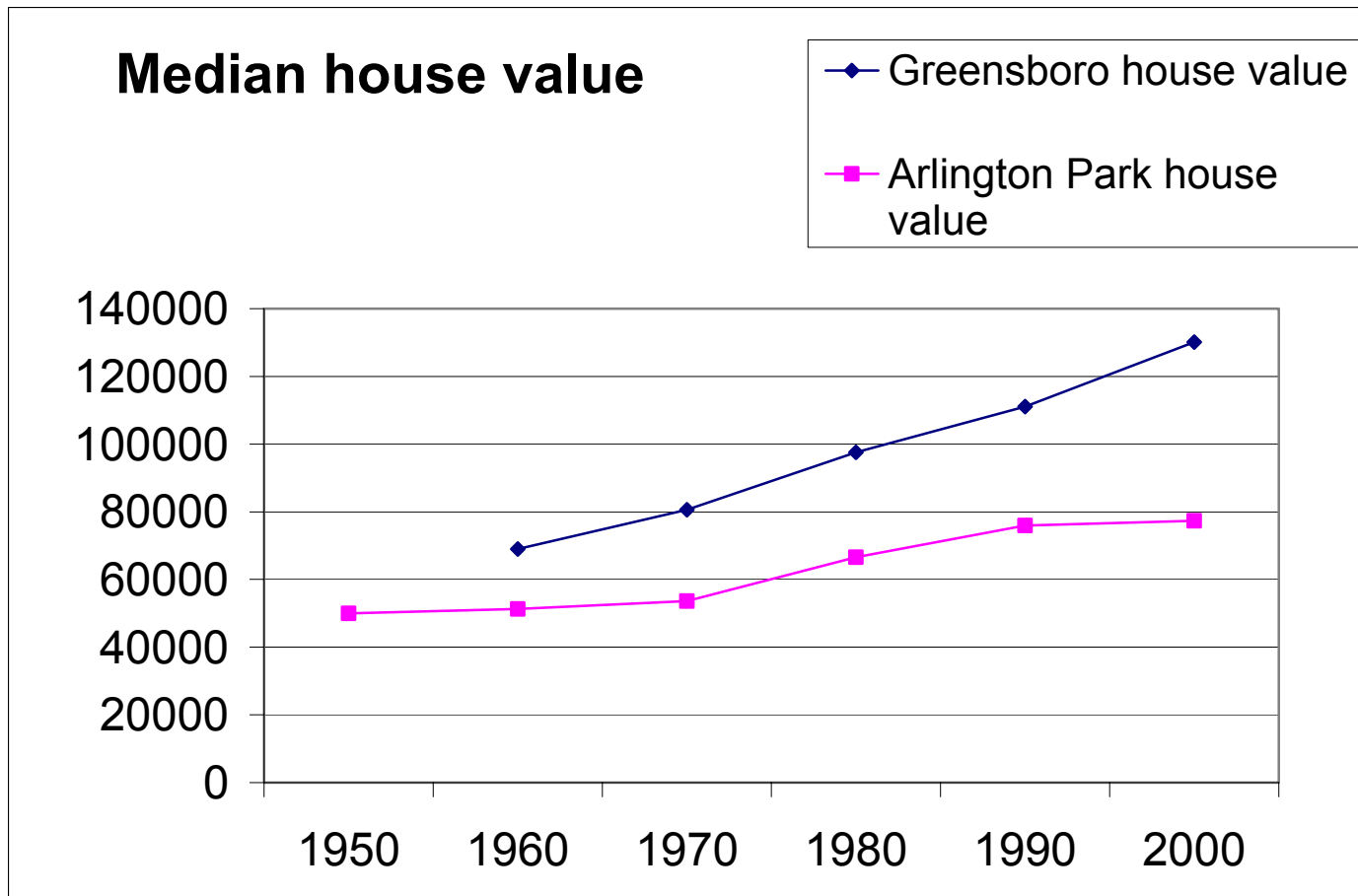
Appendix X: Figure 2: Percent Residents Who Lived in Same House 5 Years before Census



Data from United States Department of Commerce US Census, years 1950, 1960, 1970, 1980, 1990, and 2000; data for Greensboro Standard Metropolitan Area, and Tracts 113 (Arlington Park; known as tract 13 prior to 1970) and 114 (Warnersville).

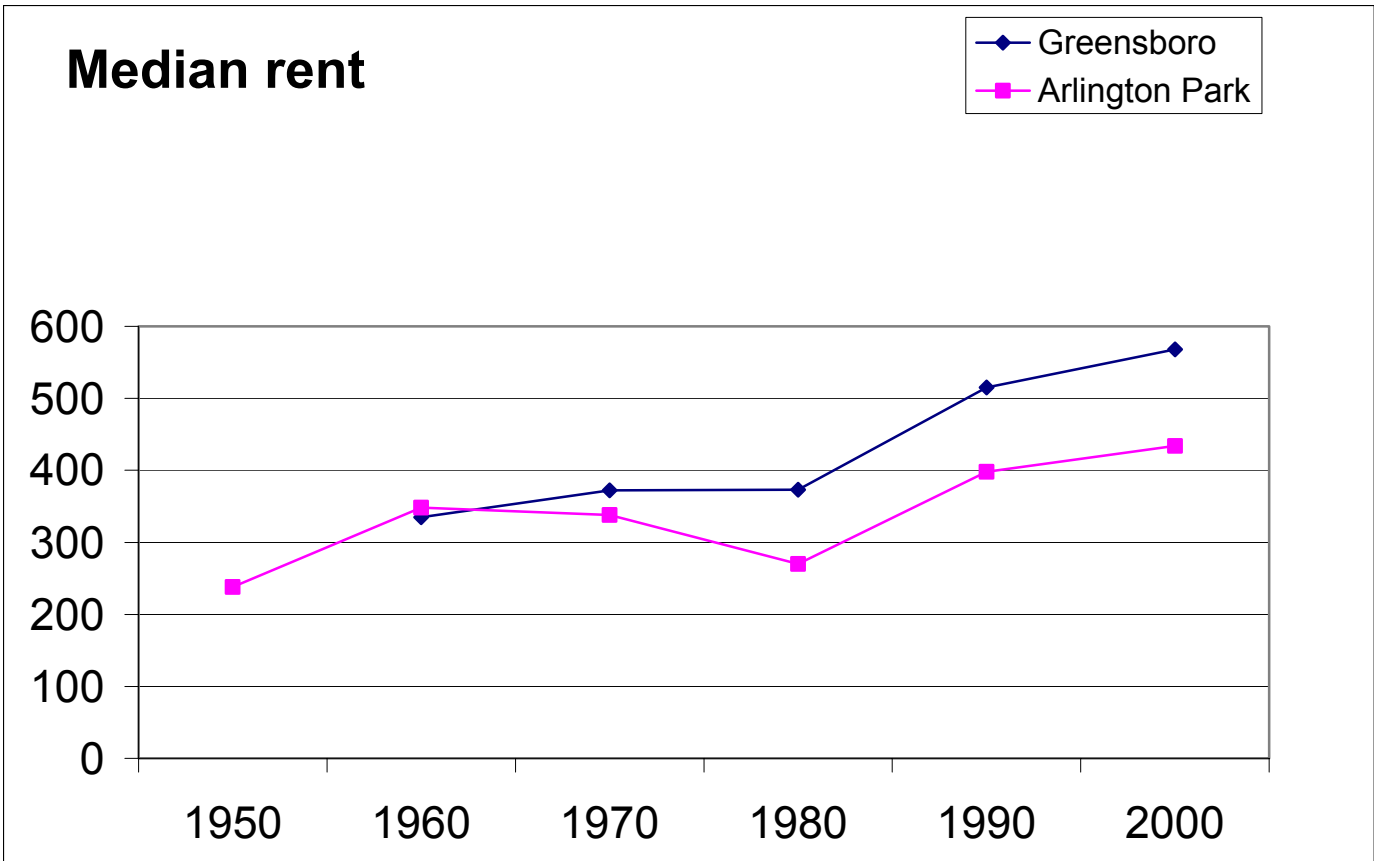
Census, years 1950, 1960, 1970, 1980, 1990, and 2000;
data for Greensboro Standard Metropolitan Area, and
Tracts 113 (Arlington Park; known as tract 13 prior to
1970) and 114 (Warnersville).

Appendix Y: Figure 3: Median House Value – Greensboro v. Arlington Park



Data from United States Department of Commerce US Census, years 1950, 1960, 1970, 1980, 1990, and 2000; data for Greensboro Standard Metropolitan Area, and Tracts 113 (Arlington Park; known as tract 13 prior to 1970) and 114 (Warnersville).

Appendix Z: Figure 4: Median Rent – Greensboro v. Arlington Park



Data from United States Department of Commerce US Census, years 1950, 1960, 1970, 1980, 1990, and 2000; data for Greensboro Standard Metropolitan Area, and Tracts 113 (Arlington Park; known as tract 13 prior to 1970) and 114 (Warnersville).

Appendix A': Current map of Arlington Park.

Arlington Park

