

**Old North Durham
Durham County**

**An Action-Oriented Community Diagnosis
Including Secondary Data Analysis and Qualitative Data Collection**

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Introduction

What would you say if you were to receive a phone call from a graduate student saying that she or he along with five other students were conducting a community diagnosis of your neighborhood? Perhaps, you would ask what a community diagnosis was; maybe, you would wonder why it is they think that your neighborhood needs *diagnosing*; or, perhaps, you would think that these students should first concern themselves with their own "community." You would not have been alone in asking yourself these questions. We asked ourselves these questions and many others as we began our "community diagnosis" in the fall semester 2000.

Community diagnosis is a required course in the Health Behavior and Health Education Department of the School of Public Health at the University of North Carolina. It is a two-semester course designed to teach students how to conduct action-oriented community-based public health work. During the first semester, students assess the needs, strengths and concerns of the community to which they have been assigned. During the second semester, students engage more closely with community members as they conduct interviews and hold focus groups in their community. Towards the completion of our work, we give back to the community what it is that they told us. This is usually done through a community forum. The following document reports on our work in North Durham during the academic year 2000-2001. The report describes the methods that we used in our work, the meaning of community for us, secondary data that we found on Durham and North Durham, and the data gleaned from our interviews with service providers and community members. The report concludes by describing our community forum and recommendations and conclusions from our work.

We were not exactly sure where community diagnosis would lead us when the six of us were handed a sheet of paper with two important words written there on: North Durham. What

does it mean? "North Durham *County*," we pondered. "northern Durham, the *city*," we asked. We soon discovered that it meant the city but we still wondered what parts of the city were considered North Durham. Perhaps, such questions appear easy to answer: we might only open a map of Durham and the northern parts would just pop out at us. We never found such a map, so we began to create our own through interviews, focus groups, and visits to Durham. Despite all the time we have spent in Durham and despite all we have learned in our community diagnosing work, our map of North Durham is still a bit of a fiction. It is not a fiction in the sense of it being *false* or *inaccurate*, it is a fiction in the sense that our map, our notion of North Durham is *made up*. It is made up from our experiences in Durham, it is made up from the individual experiences and social backgrounds that the six of us brought to our work, and it is made up from our interviews and conversations with Durham residents and service providers. Being *made up* in such a fashion does not make community diagnosis irrelevant or less important, it does, however, mean that we as students and researchers must be willing to recognize the partiality of the picture of North Durham that we are able to present to the reader in the following pages.

Partiality may describe the picture of Durham found in this report, but it does not describe the effort or enthusiasm that we brought to our work in North Durham. It was an effort governed by our concern to conduct only ethical community-based work and it was an enthusiasm fueled by our desire to help make a difference. Our work in North Durham has come to an end but we hope not the friendships that have resulted. It has been a real learning experience for us and we would like to thank everyone in North Durham and Old North Durham for their time, energy, and patience. We would also like to thank our preceptor Wendy Brown and Triangle Residential Options for Substance Abusers (TROSAs) for all the time and energy that they gave to making our community diagnosis work in North Durham the success that it

was. We would also like to thank our instructors Geni Eng and Sara Ackerman for their support, enthusiasm, and patience with all the questions and curves that were a part of work in North Durham.

Methodology

Both primary and secondary data were gathered in the process of conducting the action-oriented community diagnosis of Old North Durham (OND). The secondary data collection and analysis occurred in the fall of 2000 and informed the primary data collection process, which occurred primarily in the spring of 2001.

Secondary data collection

To initiate the community diagnosis process, existing data sources were examined to obtain insight on the historical, economic, socio-demographic, political, cultural, and health landscape of the city of Durham. While our community of interest was a distinct neighborhood within the city of Durham, very little secondary data was available at the neighborhood level. However, the picture of the broader area created by these data provided a context within which the perspectives gathered in the primary data collection could be placed and understood.

The OND team and two other teams working with communities in Durham conducted the secondary data collection and analysis jointly. Several topic areas were identified by this larger group as important to understanding the major forces and characteristics that shape Durham: history, geography, government and political structure, economics and occupation, socio-demographics, education, culture, recreation, religion, health status and services, housing, and homelessness. These topics were then divided among group members to be researched and analyzed. Summaries were then written for each topic and a comprehensive secondary data

analysis report was compiled. Most data sources were found through internet searches. A complete list of secondary data sources is included as Appendix A. Specific data pertaining to homelessness were largely collected from recent reports from local agencies working around issues of homelessness and housing in Durham. Previous Community Diagnosis documents from teams working in Durham also provided some initial background information and referrals to data sources.

Primary data collection

Primary data were collected through qualitative in-depth interviews and focus groups with service providers and community members of OND and the bordering vicinity. A total of 39 service providers and community members were interviewed or participated in a focus group (see Appendix B). All primary data collection was conducted in pairs, with one team member designated as the interviewer/facilitator and the other as a note taker. All interviews and focus groups were tape recorded to accurately capture participants' comments and aid in analysis. All interviews except for two were conducted in English. A bilingual team member conducted the other two interviews in Spanish, as the residents being interviewed indicated it was the language they were most comfortable speaking. The University of North Carolina at Chapel Hill School of Public Health Institutional Review Board approved the primary data collection methodologies used (see Appendix C).

A broad array of service providers and residents were interviewed to try and capture the diverse opinions and perspectives that individuals familiar with the community held regarding its strengths and weaknesses. Service providers representing a variety of interests were interviewed, including law enforcement, faith, health care, housing, and other services. The community members interviewed represented diverse ethnic backgrounds and varied with respect to their

extent and type of involvement in the life of the community. Among the service providers interviewed, four were male and five were female; five were white, three were African American, and one was Latina. The community members interviewed included 19 males and 11 females. Sixteen of these community members were white, 12 were African American, and two were Latino.

The majority of service providers and residents interviewed were identified by referral from other interviewees. Initial contacts, however, were made through referrals from our preceptor and identification of organizations and active individuals appearing in local news stories about the area. The criteria for selecting interviewees were general. With respect to service providers, we interviewed those whose geographic service coverage area included OND. The only criteria for community members were that they were residents of OND or the bordering vicinity. Many of the initial contacts established for interviews included those residents who were most active and visible in the community. These residents were predominantly white and of middle to high socioeconomic status. Consequently, the referrals made by those initial contacts were to residents with a similar demographic profile. Additionally, contacts initiated by our preceptor were limited to those residents who were participating in a local substance abuse treatment program. These residents provided important perspectives on the community; however, they were unique since they were residents of the area by virtue of being in the treatment program. We feel that entrée to the Latino and African American residents of OND, as well as residents of lower socio-economic status, was not adequately achieved. The main limitation of the primary data collection was that these groups were underrepresented in our interviews.

With both the one-on-one interviews and the focus groups, the interviewer or facilitator to guide the interview process used interview guides consisting of open-ended questions. Distinct

interview guides were created for service providers and community members, though many of the same questions were asked on both guides. The focus group guides were modified slightly from the interview guides to ensure that all questions asked were conducive to group discussion. Many of the questions asked were brainstormed by the team members based on our understanding of the intent of community diagnosis. However, interview guides used by previous community diagnosis teams and the secondary data analysis also informed the development of the guides. The questions included were broad so as to elicit as many perspectives as possible. They primarily addressed what people consider their community to be, strengths and weaknesses of their community, how the community gets things done, future trends for the community, and relations between neighbors and community members. Additionally, several questions specific to housing issues were included. As will be seen later, we viewed the issue of housing and homeownership as central to the dynamics of community relations in Old North Durham. The service provider interview guide was pre-tested with our preceptor and revised appropriately. The community member guides were similarly revised after initial contacts with the residents. The final guides used are included as Appendix D.

The data collected in the interviews and focus groups were analyzed qualitatively. All interviews were tape recorded, but the tapes were not transcribed. Instead, team members listened to the tapes and used the notes collected by the note taker to identify the themes in the interview. The perspectives elicited around the themes were then summarized. After a few of the initial interviews, several recurring themes were identified. These became subtopics around which subsequent analyses were organized.

In addition to the formal interview and focus group methodologies employed by the team, other, more informal, strategies were also used to facilitate the community diagnosis process.

Specifically, team members conducted a windshield tour and attended certain publicized community events when possible, such as neighborhood association meetings, local Partners Against Crime (PAC) meetings, a TROSA graduation, and church services. Attending these events allowed us to introduce our project and ourselves to the community, become familiar with salient community issues, and identify community leaders.

Personal perceptions and assumptions

Throughout the community diagnosis process, the research we conducted was constantly influenced by the perceptions and assumptions that we, as individuals, held about the process and the community with which we were working. One of the greatest influences was our perception of us as outsiders to our designated community and, consequently, our interpretations of the community as outsiders. We struggled with the fact that we, as a team, were white, formally educated, advantaged individuals from Chapel Hill conducting a community diagnosis in an ethnically and socio-demographically diverse neighborhood in Durham, and that the entire process was being interpreted through our perspectives as outsiders. The perception of ourselves as outsiders and how that influenced the research process was established during our first trip to our community for a windshield tour.

While the tour was led by our preceptor and a TROSA resident, the process of driving through the community and making observations about what was seen outside of the car, created the perception that we were, in fact, looking in on the community from the outside. Additionally, our observations of the community during the windshield tour were limited to what was visible. The TROSA resident shared information about the areas we saw that made us realize we would have been uninformed about important aspects of the community by simply making observations as outsiders. For example, a street that appeared to us as relatively calm and well maintained

with both private homes and apartment housing was described by the TROSA resident as “largely inhabited by Latinos, notorious for drug traffic, and an area where prostitution was common.” It was also clear from the observations and reflections made by team members that we brought assumptions and experiences to the community that would influence the research process. Some personal reflections made by team members following the windshield tour included:

Driving through the neighborhood reminded me of many other cities, especially Baton Rouge and New Orleans, which have similar proximity between "rich" and "poor"--with only streets dividing the two.

Driving into the neighborhood near TROSA did not look as though I had assumed...it was located in a relatively "nice" neighborhood...not the kind of neighborhood that would be a refuge for substance abusers.

It was interesting how well off some neighborhoods were and more run down others were in such close proximity. I wonder how the people from these different neighborhoods deal with each other. What are their attitudes towards each other?

These reflections indicate that we each brought unique experiences, assumptions, and curiosities to the project that influenced the way in which we pursued the research process and interpreted and understood the community of OND.

Comparing our observations from the windshield tour with our subsequent fieldwork also indicated how our position as outsiders influenced the research process. Specifically, some observations and insights gained from the windshield tour were not pursued adequately in the other field research. For example, one team member noted on the tour:

Not many pedestrians were seen throughout the neighborhood, but among those that were most were African American.

Interestingly, the perspectives of the African American residents were not obtained to the extent that white residents' perspectives were during the research process. We feel this was largely

attributed to our position as outsiders to the OND community in general, but to the African American community within OND in particular. Similarly, we were only able to interview two Latino residents of OND despite the dramatic influx of Latinos to the area.

With many of the interviews we did conduct, the perception of ourselves as outsiders grew to an even greater extent. At times, it felt as if we were granted access to the voices and personal opinions of the individuals in the community by virtue of being university-trained graduate students, and that the purpose of their participation in an interview or focus group was to serve us in this academic exercise. For example, at both a community event we attended and a focus group we conducted in which the attendees were primarily African American, one of the first questions asked of us upon our arrival was, “Are ya’ll from Duke?” This question reinforced our position as outsiders in two ways. First, it indicated that local communities such as OND are likely inundated with students from nearby universities, including UNC, Duke, North Carolina State University, and North Carolina Central University, and that these student projects lead the community members to feel as if they are being “studied” on a regular basis. As a result, it was only natural for those residents to assume that we were from one of those institutions and that they were participating in a focus group or interview to benefit our student project. Second, by asking if we were “from Duke,” there was an immediate acknowledgement by the community members that we were not “from the community,” but rather from an outside institution. Other times, we felt as if we were denied access to certain parts of the OND community as a result of our association with UNC.

The perception of ourselves as outsiders was exacerbated by our knowledge of the limited amount of time we would be working in this community. We all acknowledged that creating community-level change requires a sustained effort over an extended amount of time.

Assuming that we were not likely to facilitate any concrete changes, but not wanting to simply identify needs for change in the community, we struggled with what our role was and how to ethically accomplish the greatest good for the greatest amount of people, or the greatest good for those who need it most. The perception of ourselves as outsiders, our lack of a clearly defined role in the community, and our assumptions regarding what could feasibly be accomplished in this academic exercise limited our ability to adequately reach and understand all of the different opinions and perspectives in our community. We never felt completely comfortable with the community diagnosis process and, as a result, faced many challenges to exploring our community to the extent desirable in this research process. Despite these limitations, however, an action-oriented community diagnosis was conducted for the community of Old North Durham. The process began by defining the community for the purposes of this project.

What is “our” Community?

The word "community" is a notoriously vague and elusive concept. For some, "community" refers to particular localities and geographical spaces; for others, "community" signifies groups of individuals or associations bound together by certain common interests or ideas. The North Durham Community Diagnosis team chose to respect the fluid and contextually-specific nature of the word "community." Instead of predefining the meaning of community for the residents of Old North Durham (OND), we sought to discover how Durham service providers and residents in north Durham perceive and use the word "community." Yet, in seeking our own answers to the question of what is our community, the North Durham team had to impose certain geographical restrictions. We chose to limit our space of inquiry to the borders customarily associated with the Old North Durham neighborhood. Yet, as will be

described in this report, we came to recognize the fashion in which the borders of Old North Durham and the conceptions of community therein have shifted in response to historical, political, and economic developments.

We thought that by restricting the spatial limits of "our community," we would be in a better position to provide a snapshot that captured the complexities of the social relationships existing within Old North Durham. We believe our diagnosis work to have been successful in showing the complexity of those relationships and how the ideas of community and neighborhood reflect the social, cultural, and economic diversity present in north Durham. One of the features of community life in north Durham is the presence of an active and influential Old North Durham neighborhood association. Yet, one must be careful not to confuse the identity of a neighborhood association with that of a community. Indeed, as we came to recognize during the course of our work, the OND neighborhood association is seeking to reach out to residents of the area to make them more aware of community events and developments. Is that community or associational work? When can a neighborhood association be said to represent the interests of all residents living within an area? Why do some residents feel more comfortable in attending association meetings than others? How do everyday socioeconomic differences reflect themselves in the way residents participate in association activities and "community" life? These were some of the questions that the North Durham team asked itself during the course of our work in Old North Durham. While our work may not show definitive answers to those questions, it does suggest possible avenues along which to look for answers. It also shows how such work can be done in a respectful, participatory manner, a manner that can have its momentary setbacks but nevertheless provides for us a space in which to reflect critically on our work in Old North Durham and the community *diagnosing* process itself.

In the fields of social work and public health, communities are viewed as places or targets for intervention and change (Fellin, 1995). Residents of communities may not, however, view their community as a place for "intervention," nor may they view their community as needing the intervention specialties of social work and public health professionals. A critical tension thus may exist between "insider" and "outsider" views of community life. In anthropological terms, there might be said to exist a contrast between emic and etic perspectives of community. As mentioned previously, this tension occurred several times during the course of our work in Old North Durham. Although Old North Durham residents have invited us to take part in community activities and have spoken with us about life in OND, we were and remain "outsiders" to this area of Durham. In the final analysis, the insiders "experience of community" is never going to be the same as the outsider's "objectification of community."

Even among "insiders," the concept of community has multiple dimensions. During the course of our community diagnosis work, two of our team members attended a local Partners Against Crime meeting where the meeting facilitator raised the question, "What is your community?" The question at the meeting, which was attended by residents of OND and bordering neighborhoods as well as the law enforcement officials serving those areas, elicited a variety of responses:

People that live in the same area.

Community is larger than a neighborhood. It's what we have in common with others.

It's working together.

It is the people I see on the streets everyday.

People that I have interactions with on a regular basis.

A large body of people that involve themselves for everyone's well-being.

Community is a clean place to live where everyone respects each other.

Community is having relationships with people who live around you.

It is an awareness of how what you do affects other people.

Being a part of a group and coming together for a common goal.

It's about the relationships we build with other people.

As can be seen from the different responses, "insiders" can define their "community" in quite different ways. For some, community represents certain geographical boundaries, others define it by collective action, while others view community as a set of relationships bound together by shared concerns and issues. Although we had to place certain geographical boundaries on the area in which we were able to work, at no time did we limit or circumscribe the resident's or service provider's view of "community."

The following section will describe Old North Durham and the surrounding neighborhoods using secondary data provided by the 1990 United States census, follow-up surveys, and the 2000 United States census. Although at the time of writing this report, some data has been released from the 2000 census, the data that has been made available from the 2000 census is primarily population and immigration data. This data will be used where appropriate. One of the purposes of describing Old North Durham through secondary data is to contextualize the interviews and comments that are presented in later pages.

Community and Sociodemographics

The contrast between the perspectives of "insiders" and "outsiders" only touches the surface of the various differences that may exist in a "community." Indeed, families' and individuals' own socioeconomic positions influence the perceptions that they might have of their "community" and neighborhood. Durham city as a whole has benefited from the economic

growth and development of the 1980s and 1990s. Just in terms of population growth, Durham has grown from 101,149 individuals in 1980 and 136,611 in 1990 to 187,035 individuals in the latest 2000 census (<http://www.herald-sun.com/dcc/dccdocs/demograf.html>). There were 82,400 households and 93,000 housing units available in 1999. According to the 2000 census, the per capita income for Durham was \$30,680. Despite the apparent demographic growth and affluence of Durham residents, growth and a per capita income above the national average does not mean there was equitable economic growth for all residents of Durham.

In terms of the racial and ethnic demographics of Durham, Durham County and Durham city have seen an increase in the number and percentage of Hispanic and Latino residents from an estimated 2% of the total population in 1990 to 7.6% in 2000 (<http://www.herald-sun.com/dcc/dccdocs/demograf.html>). Despite the percentage increase in the Latino and Hispanic population, Hispanics remain minorities; African-Americans represent 43.8% of the Durham city population, while whites represent 45.5% of the Durham city population. Although the North Durham CD team had team members fluent in Spanish and thus able to interview and speak with Spanish-speaking residents, the same may not be said for other community organizations and functions. As in the case of neighboring districts, language is viewed as a barrier for Hispanic participation in community life.

As will be seen in this report, issues surrounding race, ethnicity, and language are not directly raised in the course of our interviews. Instead, those issues become subsumed under topics regarding community diversity, stability, and homeownership. These issues will be discussed later in this section.

Comparing Old North Durham with bordering communities, one can see that Old North Durham is characterized by a certain amount of racial and economic heterogeneity not found to

the north or south of the Old North Durham area (see Appendix E, Map 1). Table 1 shows the racial demographics of several block groups in Old North Durham from the 2000 census. The map for the block groups shown can be found in appendix E, Map 2. The table shows a demographic snapshot of the area of Old North Durham that includes Monmouth Avenue, West Trinity Avenue, North Street and Hargrove Streets. As one can see from the table, the 3000-level block groups, which are north of W. Trinity Avenue, show a higher percentage of whites than those south of West Trinity Avenue. One could thus say, as community members did on occasion, that Old North Durham is a diverse community. Yet, the diversity becomes rather segmented and geographically localized within the neighborhood itself. Such segmentation has important implications for the ways in which people living in Old North Durham see their community and the level and type of civic participation that will be found in the community.

Table 1: 2000 Census Data for Durham Census Tract Two

Block Group	Total Pop	Whites	% Whites	Blacks	% Blacks	Hispanics	% Hispanics	Other
3010	9	6	66.7	2	22.2	0	0	1
3009	27	23	85.2	4	14.8	0	0	0
3013	44	24	63.6	16	36.4	4	9.1	0
3014	57	39	68.4	14	24.6	0	0	0
3021	113	22	19.5	30	26.5	59	52.2	2
3020	63	28	44.4	24	38.1	7	11.1	4
2017	371	29	7.8	194	52.3	147	39.6	1
2016	42	0	0	21	50	21	50	0
2015	29	7	24.1	22	75.9	0	0	0
2019	60	2	3.3	39	65	17	28.3	2

* Table generated from United States Census Bureau Data: <http://factfinder.census.gov>

Age is an important factor in social relationships. It involves certain presuppositions and definitions about what is appropriate behavior for individuals of various ages. The median age of Durham residents is 33 years old. This median age is approximately that of the 1995 national median of 34.3 years. While this age may or may not seem relatively young [depending on your

own age], it does represent what has been called the “graying of America” since the national median age has increased steadily since 1970. Age and aging affects not only the types and strength of an individual’s social support system and social network, it also affects one’s ability to take part in community activities and events. In addition, aging may also influence one’s sense of security or vulnerability in the community. Although activities and events in Old North Durham usually begin in the early evening, such times may not be best for the elderly and senior citizens in the neighborhoods. The inability of the elderly to participate in some neighborhood activities may reduce their own sense of community and neighborhood belonging.

Education is another important demographic variable in looking at community relations in Old North Durham. Data from 1990 reports that roughly 80% of Durham residents have a high school degree or higher and that roughly 33% have a bachelor degree or higher (<http://www.durhamchamber.org/dccdocs/demograf.html>). Education has an important impact on community activities in Old North Durham. Looking at the composition of the Old North Durham Neighborhood Association, one might believe that Old North Durham consisted only of professionals and individuals with a higher degree. Yet, the neighborhood also consists of those who do not have a high school degree. As one can see in map 3 in appendix E, Old North Durham consists of individuals and families with a wide range of educational attainment. Although this may contribute to the “diversity” of Old North Durham, it may not contribute to the community participation that is sought by the OND Neighborhood Association. Residents of OND who do not possess a higher degree may not feel as comfortable participating in the activities of the association, nor may their views and opinions about community life carry as much “educational capital” as those who hold higher degrees. This is not to say that individuals purposefully discriminate against others based on education; it is to say, however, that education

can serve to create distinctions within community life and make others less comfortable in participating in associational activities.

Educational capital is not the only type of capital lacking for many residents in Old North Durham. As map 3 in appendix E shows, there are significant differences in the incomes of the residents in Old North Durham. The economic diversity present in Old North Durham corresponds in many ways to the educational differences discussed previously.

Housing

Secondary data indicate that the residents of Durham face many challenges with respect to housing, particularly a lack of affordable housing and a demand for additional permanent, transitional, and emergency housing services. A unit is considered affordable if it costs no more than 30% of the renter's income (NLIHC, 2000). In Durham County, the Fair Market Rent for a two-bedroom unit is \$755 per month, compared to \$528 for the state of North Carolina as a whole. It is estimated that 40% of renters in Durham County are unable to afford the Fair Market Rent for a two-bedroom unit. In fact, the housing wage, or the hourly wage (at 40 hours per week) needed to afford a two-bedroom unit at Fair Market Rent is \$14.52 (NLIHC, 2000). This figure is nearly triple the federal minimum wage of \$5.15 per hour. Further, the percent increase in the housing wage for a two-bedroom unit between 1999 and 2000 was 14.57% compared to 1.8% for North Carolina overall. In addition to impacting renters, lack of affordable housing also influences home ownership rates. Among occupied housing units in the city of Durham, only 44% are owner occupied compared to 68% for the state of North Carolina as a whole (U.S. Census Bureau, 1990).

The North Durham CD team viewed the issue of housing and homeownership as central to the dynamics of community relations in Old North Durham. Some residents viewed the Triangle Residential Options for Substance Abusers (TROSA) purchase and renovation of homes

in Old North Durham as a threat to community stability and security. Instead of individuals and families purchasing homes and supposedly having a greater stake in community life and crime prevention activities, some residents saw TROSA and its residents as lacking long-term involvement in the neighborhood. Other residents, however, viewed TROSA as an asset to the community, citing them as “good neighbors.” In our study of this issue, we asked ourselves how might those who rent, live in communal arrangements, or are homeless view the notion of community stability and security. The North Durham team viewed the issue of homeownership as being a demographic feature that might lead to social distinctions within the OND neighborhood and, thus, contribute to a decrease in a sense of community. As can be seen on map 7 in Appendix E, owner-occupied homes were mainly in the northern areas of Old North Durham while vacant homes and renter-occupied homes are found mainly in the southern parts of the community. If the racial demographic and wage maps were mapped over the owner-occupancy map, one would see that whites are more likely to be homeowners while minorities - African-Americans and Hispanics - are more likely to rent homes or apartments in the community.

The History and Politics of Old North Durham

Old North Durham was first formed in 1901 with Brodie Duke’s division of his land north of downtown Durham. The area was Durham’s first suburb when a north-south trolley line replaced mule-powered cars that had formerly moved residents back and forth from their homes to the tobacco warehouses and factories in downtown Durham (Cohen, 1993). Located between Trinity Park and East End, the neighborhood once held the homes of prominent farming families in the area. With the expansion of Durham in the 1900s, OND became part of the city. Apartment buildings began to appear in the neighborhood (Cohen, 1993) alongside the houses.

During the growth of the late 1980s and 1990s, it appears that the Old North Durham Neighborhood Association became increasingly active in their work in the community (Cohen, 1993). In 1990, the Association began an annual spring cleanup in which residents go through the neighborhood removing any of the trash that people leave out for them. The OND Neighborhood Association (ONDNA) did not only focus on cleaning projects, it also sought to renovate abandoned houses and lots. Renovation was seen as a positive way to rid and prevent the neighborhood of drug trafficking and violence. In the late 1980s and early 1990s, Glendale street was one of Durham's most notorious areas for drugs and prostitution (Shiffer, 1996). However, until the early 1990s, the OND Neighborhood Association, which was predominately white, did not view Glendale Street, which was predominately black, as a part of Old North Durham (Shiffer, 1996). Despite some initial hesitation, the OND Neighborhood Association did choose to become active on the issue of crime on Glendale Street (Shiffer, 1996). One might note in this decision a shift in the Neighborhood Association's definition of the spatial boundaries of Old North Durham. As you will see in our interviews, the issue of Glendale Street and its relation to the rest of OND remains ambiguous. While most view Glendale Street as a part of Old North Durham, it is sometimes viewed as a street that divides two halves of the community.

As mentioned previously, one must be careful not to confuse the identity of a community with that of a neighborhood association. In news reports, the Old North Durham Neighborhood Association appears at times as synonymous with Old North Durham, but a well-organized association does not imply that all or even a majority of neighborhood residents participate. While voluntary associations may be important to community life, they are not in themselves the "community." The OND Neighborhood Association's involvement in the community of Old

North Durham has focused around several issues: beautification, crime prevention, increasing public investment in the area, and encouraging the stability of neighborhood life. In this regard, the OND Neighborhood Association has worked on occasion with the neighborhood associations of areas such as the Trinity Park and Old Five Points. Based on our initial observations of neighborhood organizations in Durham, the OND Association does have political clout in Durham city affairs.

Service Providers' Perspectives

Service providers shared with us ideas about what they perceive the needs and concerns of OND to be. The concerns that emerged from our interviews have been grouped into five themes: beautification, housing, crime, voice/representation in community affairs, and business/economics. These themes are addressed below along with direct quotes from service providers.

Beautification

The issue of beautification, or the maintenance of private property and public areas in Old North Durham, was a common concern among service providers. In fact, one provider felt that, "Maintenance of property is our biggest concern." Providers also agreed that "curb appeal" was an important factor in establishing community pride. Concern was expressed about the need for community members to get out and walk in the neighborhood in order to take ownership of the neighborhood, and pride in themselves, their houses, and their property. It was expressed that the sidewalks in OND stop and start sporadically, though, making it less desirable to walk, especially in the traffic on Mangum Street. As a result, pride in community felt by neighbors is decreased. Thus, according to the service providers interviewed, the issue of beautification

reflected concerns around not only the physical appearance of the neighborhood, but also the connectedness of the residents to their community.

Housing

There was concern among service providers about the lack of affordable housing in OND. The lack of affordable housing and economic diversity in OND leads some residents to live in conditions that may be unclean and unsafe. The number of poorly maintained rental properties in OND was primarily attributed to absentee landlords. The concerns around absentee landlords and their impact on housing in OND is reflected in the following statements by service providers:

Houses are not all well maintained.

The have-nots live in substandard housing.

Landlords don't take care of their property here like they would in a different part of town.

I'll bet owners are outnumbered by absentee landlords 2:1. There are slumlords in Durham, particularly in this area.

One service provider we spoke to, however, works to improve the housing situation in OND by identifying unsafe houses, getting them officially condemned, and helping relocate the residents of those homes to safer housing. She also issues violations to the landlords of unsafe housing and works with those landlords to ensure the living conditions of their properties are addressed.

Service providers were also concerned that the lack of affordable housing is exacerbated by the current economic growth and revitalization of downtown Durham. They believe this is leading to gentrification of housing in OND, making it less accessible to lower-income residents.

This concern was captured in one service provider's statement that, "Old North Durham is already becoming a yuppie place to live."

Crime

The level of criminal activity in OND was a major concern of service providers. Crime was largely attributed to the economic diversity of OND. Some of the residents of OND live below the poverty level, and may engage in survival activities such as prostitution or the sale of illicit drugs. One service provider noted the economic diversity of the OND neighborhood and its relationship to crime:

Within any neighborhood, when you have those who are without, then they are going to do what they need to survive. You can't put up a barrier. It's gonna cross the tracks.

Drugs, prostitution, panhandling, and gang activity were the primary crime-related concerns expressed by service providers, believing that these factors contributed to a less safe community.

Voice/Representation in Community Affairs

Service providers discussed the difficulty in hearing the voices and responding to the needs of all the residents of the community. In Old North Durham particularly, residents are a diverse representation of the population at large, and some residents have more power and knowledge about how to represent their interests than others. When discussing the issue of voice in the community, several providers referred to those groups on "the peripheral" of OND as having the least amount voice in community affairs:

Their (the residents on the peripheral of OND) presence is not seen (at meetings). Their voice is not heard. The monies may not be going where they are needed the most.

The needs do not rest with the majority (of OND residents), but with those on the peripheral, those on the outskirts. Their needs may vary from the need to learn English, to knowing how the city operates, knowing about resources, being informed.

Those who need it are not there (at meetings).

The main problem (in OND) is the lack of communication among sub-cultures.

Business/Economics

Finally, another important theme uncovered in the service provider interviews was the role of businesses and the changing economy in shaping the neighborhood of Old North Durham.

As one provider stated:

Now that there is no tobacco or textiles in the area, there are no jobs for the lower skilled workers in this area.

This insight is rooted in historical fact. Durham, once a blue-collar city, has lost its blue-collar base. The major industries in Durham have shifted from agriculture and textiles to health related services, biochemical and high tech manufacturing. With the decline in the need for low skilled labor, it has become more difficult for low skilled laborers to find jobs that provide a living wage that is sufficient to retain adequate housing.

Resources

A variety of resources related to healthcare, housing, community involvement, and other services, are available to the residents of Old North Durham. Some of the resources listed below are specifically for OND residents, while the coverage area for others includes the broader city of Durham. Theoretically, all of the resources listed below are available to OND residents. Realistically, however, those resources are not always accessible to everyone. Transportation,

financial concerns, language and cultural barriers, lack of knowledge about available resources, and time limitations are some of the factors that may contribute to difficulty in accessing available services. One service provider spoke to this concern:

Not knowing the resources that are available may be the problem that this community has.

Table 2 contains a list of some of the resources that are available to residents of OND. It is by no means an exhaustive list, but it includes agencies that provide important services that residents of OND may utilize.

Table 2: Community Resources for Old North Durham

AGENCY/ ORGANIZATION	DESCRIPTION OF SERVICES	CONTACT INFORMATION
HEALTHCARE		
Lincoln Community Health Center	Provides transportation and offers after hours appointment scheduling, dental services.	1301 Fayetteville St. 919-956-4000
Duke University Medical Center	Provides immunizations, health education, outreach programs, and screening initiatives	P.O. Box 3712 919-684-8111
Durham County Health Department	Provides infectious disease and immunization programs, coordinates maternal and child healthcare, and operates a dental clinic for children	414 E. Main Street 919-560-7600
Durham Regional Hospital	Provides direct care and health education programs	3643 N. Roxboro Rd. 919-470-4000
Triangle Residential Options for Substance Abusers (TROSA)	Provides 2 year residential treatment and job skills training for substance abusers	1820 James Street 919-419-1059
HOUSING		
Durham Housing Authority	Provides Conventional Public Housing Programs, Leased Housing, and the Homeownership Opportunity Program	330 E. Main Street 919-683-1551
Durham Department of Housing and Community Development	Provides assistance for housing repairs, a Purchase Program to help people become	401 E. Lakewood Ave. 919-560-4570

	homeowners, and district community relations managers	
Durham Affordable Housing Coalition	Provides assistance to families who wish to purchase their own home, and Section 8 housing vouchers	331 West Main St. Suite 408 919-683-1185
Durham Historic Preservation Society	Attaches restrictive covenants to the titles of homes and resells them	http://rtpnet.org/~hpsd/
Habitat for Humanity	Provides homes for needy families	919-682-0516
COMMUNITY		
Old North Durham Neighborhood Association (ONDNA)	Holds regular community meetings, publishes a bimonthly newsletter, organizes activities including the Spring Clean Up, and Christmas Caroling	ONDNA@mindspring.com
Old Five Points, ONDNA, and Trinity Park Neighborhood Association Collaboration	Holds regular meetings and provides opportunities for communities to work together on shared concerns	NA
St. Philips Community Kitchen	Provides free breakfast and lunch for anyone	919-688-7378
CULTURE		
El Centro Hispano	Provides ESL classes, immigration assistance, a women's group, educational training, and HIV/AIDS outreach to Latino residents	201 W. Main St. 919-687-4635
Hayti Heritage Center	Provides access to African American archives and a resource center, and exhibits of traditional art by African American artists	804 Old Fayetteville 919-530-8102
RECREATION		
Durham Parks and Recreation Department	Developing Durham Central Park, maintains 11 additional parks in northeast central Durham, 15 community recreation centers, and provides educational, athletic, and tutoring programs for Durham residents	101 City Hall Plaza 403 Blackwell St. 919-560-4355
CRIME		
Police Department	Provides law enforcement, community surveillance, and	505 W. Chapel Hill St. 919-560-4427

	community collaboration through PAC	
Partners Against Crime (PAC)	Holds regular meetings and provides residents the opportunity to voice their concerns to the police	http://www.pfsimple.com/PACII
TRANSPORTATION		
Triangle Transit Authority	Provides intercity bus transportation	50 Park Drive RTP 919-549-9999
Durham Area Transit Authority (DATA)	Provides bus transportation within Durham	919-683-3282

The agencies listed in Table 2 do not encompass the wide range of services that are available in Durham. Examples of some of the service needs that were not mentioned by service providers include homeless shelters, domestic violence shelters, job training, and childcare. While not specifically mentioned by service providers, these resources may be present in the community, and perceived as needs by community members.

Community Perspectives

As mentioned in the methodology section, 30 community members in the Old North Durham area were interviewed for this community diagnosis project. The interview guide included questions regarding the geography of the neighborhood, an assessment of the strengths and weaknesses of the community, housing issues, and what changes they would like to see in the community. There were striking differences in the perspectives between lower and higher income residents as well as among those belonging to different racial groups, although they all shared some common concerns.

When asked to define the community using a map, many people pointed out that there are many communities within Old North Durham due to a number of different factors including both physical and social divides.

The neighborhood is actually cut off from itself because of urban renewal and other types of things, such as these two streets [Roxboro and Mangum], which are one-way streets. So, even though this is our neighborhood, there are small pockets of community wherever you live.

Old North Durham is also sectioned into communities based on social traits such as race, socioeconomic status, and ethnicity. There are defined areas of the neighborhood referred to by some as “unstable” or having a high resident turnover and by others as simply “the bad part of town”. The population in these areas is primarily low-income, minority.

Diversity

OND presently has a very diverse population. Many of those we interviewed celebrated the diversity and were proud to belong to such a community where differences are practically “invisible”.

One of the most amazing things about this neighborhood is that, if the crime can subside and the neighborhood actually stabilizes itself, it really is, in some ways, what Durham is all about. It's a racially diverse neighborhood, economically diverse, age diverse, professionally diverse. It's got a wonderful combination of all types of people living together and for the most part the differences are invisible.

It's the kind of people that want to live in old houses and in diverse neighborhoods close to downtown that I think is a big draw.

Cool people living in funky old houses.

But others in OND did not share the same regard for their varied fortunes.

This neighborhood's got two parts – the good part and the bad part. People livin' in the good part chose to live there. They got good social status and know people. People livin' in the bad part are trapped for life. They've been there and they'll be there.

Go ahead and renovate two houses and put them up for sale to low-income families. Those families will go to bat for the city council and the city of Durham and they'll educate other low-income families. It needs to start with action. Once you educate them, don't take your hands off 'em.

Community members were asked about the activities within the community that they were involved with. Many people discussed the activities sponsored by the Old North Durham Neighborhood Association (ONDNA) as very positive experiences in which a fairly eclectic group of people from the neighborhood could come together. Participating in activities sponsored by the neighborhood association and being an active member of the association were, however, two very different issues. One resident felt the membership in the neighborhood association was, in part, based on property ownership.

I think it's probably an economic reality that the people that actually own their places tend to be the most involved with the neighborhood association.

Conversely, renters and temporary residents, although aware of the ONDNA, did not mention it as an option for them to become involved with.

For me to get involved with something, it has to pique an interest in me. There's nothing for me here that I've seen. I haven't given up looking though.

The ONDNA is currently involved in outreach efforts to try and include a more diverse group of people in the association. There are many obstacles to overcome before marginalized groups within OND become actively involved in organizations such as the ONDNA.

Residents of Old North Durham are concerned about a number of neighborhood issues including basic maintenance of the neighborhood, crime, and program housing. The following quotes represent the diversity of Old North Durham in terms of varying perspectives on issues as well as the community's commonalities in that the same issues were identified as areas of needed attention.

Neighborhood Beautification

Basic neighborhood upkeep and appearance was a common theme throughout the interviewing process with community members. Whether the person chose to live in the neighborhood or is unable to move out, they are all troubled with its appearance. For some the concern was mainly with aesthetics or convenience, while others interpreted the trash in the streets and low hanging trees as a sign of deeper social ills. Community members drew a strong link between the neighborhood upkeep and safety issues.

For me it's the trash. The trash that people throw out on the street drives me absolutely batty. People have actual told me, when I've walked by and picked up some trash as they sit on their front porch, that I've missed something. 'Thanks – okay, I'm not the Public Works!'

The traffic on Mangum is way too fast. I should preface that by saying I am opposed to speed obstructions... There just needs to be more policing on the street so that people learn, if you're speeding on Mangum, you might well get a ticket.

One detraction of Old North Durham is the homeless living under the bridge and the horrendous amount of trash they produce. I think we need a litter sign on the bridge.

One of the greatest needs is basic maintenance, such as tree-trimming and well-lit streets. Those are powerful signals to people that live somewhere about the status of their neighborhood. Also, I think, they are powerful messages to people doing crime because they are seeing something unkempt.

Crime

Although most residents openly acknowledged crime as a global urban problem, it was the neighborhood concern voiced most frequently and with the most fervor. Many of the newer residents had moved from neighborhoods not far from OND but nonetheless experienced much less crime. Residential break-ins, drugs, prostitution and gunfire were cited as the most commonly experienced crimes. Many felt the crime had improved drastically, recalling a time

when they would scarcely walk outside, but all seemed to be in agreement that there was much room for improvement.

The little dead end street in west Durham didn't have anything like this going on. It's the little things – property crimes in general.

I have to tell any female friends that come to visit me not to leave my house. I wouldn't advise them to walk downtown alone.

You have to approach people on the street, you know, with a bandana on and it's okay. You can kind of blend and go but if you don't look like you fit in with the element that you're going to bump into then there's always going to be questions and that's always hard to deal with.

There must be a sign on my front door. People go door to door looking for money with all kinds of stories and excuses. A woman came selling a shiny, little top the other day – that was a new one. I don't mean to stereotype people that are looking for money but it's going to be drug related. Pretty much you can bet on it.

I don't have a driver's license. I have probably walked around this whole area and seen just about everything there is to see. This is what I would call a drug area, plain and simple. It reminds me of where I come from.

My feeling about this community is that it has been extremely taxed and I think a lot of things that are taxing it are crime related issues.

The coming of spring is not always a pleasure. You open up the windows in the spring and hear gunshots for the first time since you had sealed them shut in the winter. It's a frightening sound.

You might have heard random gunshots if you were living 2 miles to the west. Drug dealers, prostitutes, drug couriers, and the residential break-ins. It's much more epidemic in this neighborhood. That was a bit of a surprise to me, that things could be so different just 2 miles east.

There is a drug dealer on the corner and he's got two prostitutes with him. What do we do?

Ain't nothin' changed. I still hear the gunfire at night.

Program Housing

Old North Durham has a high number of homes owned by programs such as halfway-houses, substance abuse, violent youth, battered women, and weight loss. The neighborhood had

many large, old homes that were dilapidated and that sold, for instance, at city auctions for very reasonable prices, making them prime property for program homes. Community members not involved with such programs voiced concern about the programs ranging from safety issues to noise control. Some of the program homes were seen as having a positive affect on the neighborhood, and most others as having no effect. The program homes spoken of most frequently by interviewees were those owned by TROSA. They are among the most visible program homes in the neighborhood, scattered throughout OND with signs in the front yard indicating that they represent TROSA. The houses owned by TROSA are newly renovated and home to graduates of its substance abuse recovery program. Most people were overwhelmingly supportive of TROSA's presence in the neighborhood. With other program homes, however, people seemed most concerned with the high number of residents introduced to the area by these programs that were not invested in the neighborhood at all.

If you look at the houses TROSA owns in this neighborhood, many of the times folks in various neighborhood associations begged and pleaded with TROSA to please buy this house, so some of the problem properties have been kind of turned around nicely. TROSA has done a super job on it.

One of the things I'm really proud of in our neighborhood, that feels great, is the diversity. I have a halfway house from prison and a TROSA house on my street. They are really considerate and I think mostly have to be in at a certain hour. It's just felt like they sort of pride themselves on being good neighbors.

We have a really large number of large, run-down properties here in the area that just sit. And the other thing that happens to them is that they are prime opportunities for various program homes. There is no control of the number or the spacing of the program homes. Some of them are incredibly good neighbors and others aren't.

Voice/Representation in Community Affairs

Finally, the issue of voice, or power to change the concerns mentioned above, was noted by all as an area of frustration and needed collaboration. Community members belonging to the

ONDNA stated that the problems in OND were more than they alone could change and that not only did the neighborhood need to come together, but surrounding neighborhoods as well. Those outside of the association felt inadequately armed with the needed resources, both socially and materially, to effectively combat the issues facing their community.

The problems [in the neighborhood] are greater than what one neighborhood association can handle.

Some of these problems take sustained action for years. A lot of getting something done has to do with staying power.

The wheels of justice move real slow and people over here just plain run out of steam.

The main concern with this community is the lack of communication. People talk about problems and want change right now, but they aren't willing to do anything about it.

Discussion on community perspectives

The themes that emerged from the interviews with community members are all inextricably linked to the economic diversity of the neighborhood. Gentrification is defined as “the residential movement of middle-class people into low-income areas” (Zukin, 1987). The term has, however, grown to encompass a symbolic meaning that includes a new attachment to old buildings and a fundamental break from suburbia and child-centered households (Zukin, 1987). Residential patterns in many cities throughout North America and Western Europe have seen a shift since the 70’s, as waves of new capital are reinvested in depreciated housing near the central business district (CBD) (Zukin, 1987). Studies have shown that this urban “gentry” includes many with white-collar jobs and, in many cases, had non-traditional households and lifestyles.

There are many theories predicting the onset and effects of gentrification ranging from neo-Marxist to neo-Weberian, and are, in some cases, contradictory. British geographers called it

a “chaotic concept” (Rose, 1984), but there have been some common trends identified that bare strong resemblance to the current shifts that are happening in Old North Durham. Brian J. L. Berry interpreted gentrification as a product of several simultaneous conditions: “contagious abandonment” of large inner-city areas; new construction in a dynamic suburban housing market; and corporate redevelopment of the CBD, giving reason for white-collar and professional jobs downtown (Berry, 1985).

The city of Durham fits all of the above-mentioned criteria as it undergoes a massive attempt at revitalization. As the information age swept through the south, it left Durham with old tobacco factories and other blue-collar jobs idle in its wake and created a new, service oriented, professional job market. Suburbs of Durham have grown tremendously and new housing is under construction throughout the area as a result of neighboring Research Triangle Park and other nearby academic, technological, and professional occupational opportunities. A widespread underutilization of inner-city properties resulted from the “contagious abandonment” of much of downtown Durham. The growing middle- to upper class suburbs created a rent gap between the inner city of Durham and its bordering areas. With the revitalization efforts, middle-class people, working mostly in new service-oriented and artistic jobs, are drawn to residential options closer to downtown. Downtown real estate is a buyer’s dream for those who are excited about the prospects of do-it-yourself renovations and are ready to invest some “sweat equity”.

The previous section of the paper included quotes from community members of Old North Durham. As mentioned in the Methods section, our CD team was able to interview many OND community members from the middle to upper socioeconomic class, most of whom were white. The predominant concerns of that segment of the community included aesthetics, beautification, and control of their environment to prevent unwanted situations such as a high

number of rental properties, and inconvenient crimes such as soliciting for money. Like most areas primed for gentrification, the original lower income residents have the same concerns but are hesitant to join with the new neighbors, who, in the case of Old North Durham run the neighborhood association, for fear that they will end up advocating for their own displacement as improvements cause property values to rise. The neighborhood association has great difficulty involving lower income residents, due in part to their efforts to gentrify and thereby, without meaning to, displace the poor from their community.

Many of the urban gentry that we interviewed specifically stated that they appreciated OND because of the diversity and did not want it to become gentrified. They seem unaware or at least in denial that they are doing exactly that. No, they are not living in a gated suburban community, instead they glory in the diversity of their urban environment, while effectively organizing themselves to eliminate the very variety they hail as the greatest characteristic of Old North Durham.

With all of the changes occurring in OND and the diversity of community members, there was a need to get a group of people from the various sub-groups together to discuss the issues and future directions of Old North Durham.

Forum Report

Forum Planning

Traditionally, the culmination of the Action-Oriented Community Diagnosis experience ends with a community forum, which is an opportunity for the team to report the “findings” of their year’s work. The goal of the forum is to bring community members and service providers together to discuss the major findings and establish action steps for addressing some of the identified concerns. In an effort to include community members in planning the forum, we held

a planning meeting at Grace Baptist Church on April 5th, 2001. Several people we met through interviews or community events were invited, but only two people attended: an OND community member and a service provider. During this meeting the CD team proposed having the forum in conjunction with the inter-neighborhood committee meeting comprised of community members from several neighborhoods in north Durham, including Old Five Points, Trinity Park and OND. The service provider offered the UDI building as a potential location for the forum. However, the community member present suggested that the forum should be held at a familiar location. Grace Baptist Church was decided upon as the location for the forum.

It was suggested that we advertise the forum by posting flyers throughout the neighborhood and by using the ONDNA's phone tree, which reaches 120 households in the neighborhood. A wave of flyers in both English and Spanish were posted throughout the neighborhood one week prior to the forum and then again two days before the event (see flyers in Appendix F). It is important to note, however, that those 120 households represent those affiliated with the neighborhood association. Thus, members of the ONDNA received a recorded telephone call, whereas the forum was advertised to other members of the OND community only through flyers and messages written on sidewalks throughout the neighborhood with chalk. We sent out personal invitations to everyone interviewed throughout the year (see invitation in Appendix F). Promotion of the forum, therefore, was most aggressive and visible to those we had reached all year and continued the problem of not reaching the under-represented groups throughout OND.

The forum was designed to facilitate a dialogue among community members and service providers regarding the major themes identified during interviews and focus groups conducted throughout the year. These themes included: crime, beautification, housing, business and

community partnerships, and representation of different groups in the community. We identified quotes from interviews and focus groups pertaining to the five themes and used them to orient forum participants to the different perspectives around those themes. The quotes used to illustrate the issue of crime included the following:

There is a drug dealer on the corner and he's got two prostitutes with him. What do you do?

My feeling about this community is that it has been extremely taxed and I think a lot of things that are taxing it are crime related issues.

I don't have a driver's license. I have probably walked around this whole area and seen just about everything there is to see. This is what I would call a drug area, plain and simple. It reminds me of where I come from.

Within any neighborhood, when you have those who are without, then they are going to do what they need to survive. You can't put up a barrier. It's gonna cross the tracks.

The quotes used to illustrate the issue of housing in OND included the following:

We have a really large number of large, run-down properties here in the area that just sit. And the other thing that happens to them is that they are prime opportunities for various program homes. There is no control of the number or the spacing of the program homes. Some of them are incredibly good neighbors and other aren't.

If you look at the houses TROSA owns in this neighborhood, many of the times folks in various neighborhood associations begged and pleaded with TROSA to please buy this house, so some of the problem properties have been kind of turned around nicely. TROSA has done a super job of it.

[OND has] cool people livin' in funky old houses.

Tenants should not be fearful of their own living area, the only way to avoid that is to work together.

The quotes used to illustrate the issue of representation of different groups in the community included the following:

The main concern with this community is lack of communication. People talk about problems and want change right now, but they aren't willing to do anything about it.

This neighborhood's got two parts—the good part and the bad part. People livin' in the good part chose to live there. They got good social status and know people. People livin' in the bad part are trapped for life. They've been there and they'll be there.

The main problem is the lack of communication among sub-cultures.

Their [residents living on the edges of OND] presence is not seen at meetings. Their voice is not heard. Their monies may not be going where they are needed the most.

The wheels of justice move real slow and people over here just plain run out of steam.

The quotes used to illustrate the issue of community and business partnerships included the following:

The business owners around here just don't seem to care what goes on in this area.

Now that there is no tobacco or textiles in the area, there are no jobs for the lower skilled workers in this area.

Economics plays a really big part in creating low-income housing.

They drive here to work then go home, why should they care?

The quotes used to illustrate the issue of beautification in OND included the following:

Maintenance of property is our biggest concern.

One of the greatest needs is basic maintenance, such as tree-trimming and well-lit streets.

Those are powerful signals to people that live somewhere about the status of their neighborhood. Also, I think, they are powerful messages to people doing crime because they are seeing something unkempt.

One detractor of Old North Durham is the homeless living under the bridge and the horrendous amount of trash they produce. I think we need a litter sign on the bridge.

For me it's the trash. The trash that people throw out on the street drives me absolutely batty.

People have actually told me, when I've walked by and picked up some trash as they sit on their front porch, that I've missed something. 'Thanks, okay, I'm not the public works!'

The goal of the forum was primarily to bring people together; secondarily, we hoped to establish some action steps to begin the process of addressing these issues. The forum agenda included singing by the TROSA choir, introduction of the team and its purpose, a large group discussion to warm-up, small group discussions centered around the five themes, another large group discussion based on the report-backs from the small groups, closing remarks, and the raffle of door prizes (see agenda in Appendix F).

Forum Happenings

The OND community forum was on April 30th, 2001. Over 60 people filled the fellowship hall of Grace Baptist Church. Most of those present were community members. Community groups and service organizations that were represented included: Partners Against Crime (PAC), the Old North Durham Neighborhood Association (ONDNA), TROSA, the faith community, and the Police Department. Quotes from interviews highlighting the five major themes were posted on the wall along with sign-up sheets for small group discussion. As people entered, their names were collected for a raffle of door prizes including Durham Bulls baseball tickets and a baseball signed by the Durham Bulls. Before the beginning of our presentation, those present were encouraged to enjoy refreshments and sign up for the theme they were most

interested in discussing. Both the baseball and the refreshments were donated by local businesses (see donation request letter in Appendix F).

The forum began with the TROSA choir performing three gospel songs. Through the hands clapping and people smiling, it was evident that everyone enjoyed the choir. Following the choir, the opening remarks, given by one of our team members, included a brief overview of our work in OND as well as an explanation of the purpose of our Action Oriented Community Diagnosis course. Following the introduction, we attempted to engage people in a large group discussion using a “trigger,” which is used to spark discussion. Our “trigger” was an overhead slide of a comic depicting the theme of collaboration (see appendix F). Much to our dismay, this visual failed to elicit much discussion. We quickly moved on to small group discussions.

Small groups were formed according to the sign-up sheets posted for each of the five themes. A member of the CD team facilitated each small group. A technique called “force field analysis” was used to guide these discussions. Force field analysis is a method for listing, discussing, and evaluating the various forces for and against a proposed change. When a change is planned, force field analysis helps to look at the big picture by analyzing all the forces impacting the change and weighing the pros and cons. Forces that help achieve the change are called “driving forces.” Forces that work against the change are called “restraining forces.” By knowing the pros and cons, strategies can be developed to reduce the impact of the opposing forces and strengthen the supporting forces. A discussion using force field analysis begins by identifying the present situation and then setting a goal for changing the present situation. After the goal is established, the “driving forces” and “restraining forces” pertaining to the goal are identified. Finally, action steps are created to address one or two of the most important forces.

Crime

The crime theme interested the largest number of people. The present situation of crime in OND was identified as “too much crime of different types not getting enough attention.” The goal identified for crime was “to decrease crime and increase safety.” The small group discussing crime chose to address both a driving force and a restraining force. The driving force targeted was “knowing your neighbors.” The group proposed ways in which members of the OND community could get to know each other better: block parties, community forums, and attendance at ONDNA meetings. The restraining force targeted was “gang activity.” In order to decrease gang activity in OND, the group proposed that community members could accomplish the following: dial 911 to report gang activity, utilize the mobile crime unit, and recognize and report gang graffiti. The group proposed the following strategies to reduce gang activity for law enforcement agencies: patrol on bikes, post signs and cameras indicating “drug areas,” impose a curfew, blur gang boundaries by removing graffiti, and shut down blocks at certain hours to decrease drug traffic. See the following table that summarizes the discussion about crime.

CRIME	
Driving forces	Restraining forces
Pride in the neighborhood Mentoring youth Community activities (block parties) Good lighting Maintenance of public areas Communication network among residents Knowing your neighbors	Gang activity Lack of parental guidance for youth Little involvement/interaction with law enforcement Minimal visibility of police officers Homeless people under the bridge Drugs Guns Poverty Vacant homes
Action Steps	
Increase attendance at ONDNA meetings Have more block parties and forums	Report gang activity more often Increase presence of law enforcement in OND

Representation in the Community

The group discussing the lack of representation of different groups in the community identified the present situation in OND as having “barriers to participation, including race, language, home ownership, geography, new-ness, and who you know.” The formation of “a voice that is truly representative of the community” was deemed the goal for this issue.

Two driving forces, education and community activities, were identified as the focus for action steps. Study circles were proposed as a way to bring different segments of OND together. Outreach to apartment dwellers, Spanish lessons given by residents and multicultural gatherings were listed as ways to increase minority groups’ participation in neighborhood events. Meeting five new community members each week was also seen as a way to increase interaction among different groups in OND. Updating neighborhood lists and welcoming new neighbors were seen as ways to keep newcomers informed about community events. To ensure these ideas were actualized, members of the small group signed up as contacts for each action step. See the following table summarizing the discussion about representation.

REPRESENTATION OF DIFFERENT GROUPS IN THE COMMUNITY	
Driving forces	Restraining forces
OND residents’ desire to include everyone Including TROSA in community events Community activities and social events Intercultural education	OND residents’ fear of potential crime Fear of the unknown Newness of certain groups in OND Language barrier Race Drug abuse Economic disparity (home ownership) Lack of shared goals among different groups
Action steps	
Study circles Outreach to apartment residents	Spanish and English lessons given by OND residents Updating ONDNA rosters to included new residents

Community and Business Partnerships

The present state of community and business partnerships was identified as “businesses don’t see potential in Old North Durham.” The goal regarding community and business partnerships was identified as achieving “business networking and business cooperation” within the OND community. Community outreach to area businesses was chosen as the focus for action steps. The proposed action steps included ways to get business owners aware of opportunities in OND. The action steps offered included going door to door with information about business opportunities in OND and having community gatherings that include business owners. It was proposed that current newsletters in the community should be sent to local area businesses to get them involved in community events. See the following table summarizing the discussion regarding community and business partnerships in OND.

COMMUNITY AND BUSINESS PARTNERSHIPS	
Driving forces	Restraining forces
Supporting the needs of the community Beautification grants Education regarding the available grants Teach skills needed to obtain grants Police/neighborhood watch Community outreach	State of housing in OND Crime in OND Lack of education Many stores in OND close early People not advocating for businesses to enter OND
Action steps	
Increase awareness of business opportunities Include business owners in community meetings	

Housing

The present situation of housing in OND was identified as having a “high percentage of renters” and high incidence of “low maintenance” in the community. The small group decided

on “well maintained property” as the goal for housing in OND. The action steps identified to address some of the issues with housing in OND included: ONDNA should get involved in auctions of homes, design a pamphlet to advertise OND housing options, contact the owners of vacant properties, and community members should take ownership of their own blocks. In order to reach out to community members living in transitional housing, a key person on each block should be identified and given tools to be able to reach out to those in transitional housing. See the following table summarizing the discussion regarding housing in OND.

HOUSING	
Driving forces	Restraining forces
Programs such as TROSA and Habitat for Humanity Tax breaks given by the National Historic District Financing options for home buyers	Absentee landlords Low participation of renters in ONDNA Heirs not claiming property, resulting in auction to slumlords Displacement of the poor Affordability of housing
Action steps	
Contact owners of vacant/unkempt properties Community members take responsibility	

Beautification

The small group discussion regarding “beautification” identified the present situation in OND as trashy. “Trash in the street, in yards, and under the bridge” was cited as common problems. The identified goal was “to clean up OND and to keep it clean.” Increasing the number of trashcans in OND was decided as the most attainable action step. Placing trashcans at prominent intersections was seen as resulting in less trash in OND. The ONDNA has been trying to find ways to use money from HUD (Housing and Urban Development). A member of

the ONDNA board volunteered to address this issue with the ONDNA at the next ONDNA meeting. See the following table summarizing the discussion regarding beautification in OND.

BEAUTIFICATION	
Driving forces	Restraining forces
“Do Not Litter” signs in the neighborhood Utilizing city agencies concerning the trash in OND “Adopt a Block”—each block takes responsibility More trash cans in OND Education about trash removal and recycling, More recycling	People do not know OND is a residential area Some people do not care about OND Absentee landlords Transitional nature of OND
Action Steps	
Use ONDNA’s HUD funding for more trashcans	

Forum Outcomes

The primary goal of the forum was to bring people together. This goal was realized to some degree. As formerly mentioned, there were many sectors of the OND community that we did not gain access to, and therefore, were not well represented at the forum. Our secondary goal of the forum was to establish action steps needed to address the five major issues. This was achieved for several of these issues. The most common thread running through many of the issues discussed was “getting to know your neighbors/people in the community better.” This was seen as an important issue not only in addressing representation in the community, crime and housing, but beautification as well. Many action steps were given as ways to foster more interaction between community members. Several members of the ONDNA volunteered to take these action steps and make them a reality for the ONDNA.

One of the most important outcomes of the forum included connections made between community members and resources in OND. Many of those present at the forum did not know

about many of the organizations working in the community such as PAC and the inter-neighborhood committee. The day following the forum, there was an article in the Herald Sun about the forum (see appendix G). One of the team members wrote an article for the ONDNA newsletter (see appendix H). Overall, those present at the forum were grateful for the opportunity to come together and discuss important issues in the community.

Discussion, Recommendations, and Conclusion

Discussion

The process of Community Diagnosis requires that we first speak with “outsiders” of the community, those who provide services in the area but do not live there, to get their point of view, and then speak with the “insiders”, those people who live in the community of interest. Through interviews and focus groups, we found that overall the “insiders” and “outsiders” of Old North Durham have many of the same concerns. Crime, housing, beautification, representation in the community, and community and business partnerships were the recurring themes among both groups. However, as was discussed in the community perspectives section, there were differences in areas of concern between the lower income residents and the higher income residents who were interviewed. Therefore, it may have been a function of the under representation of low income residents in the interviews and focus groups during the community diagnosis that so many similarities of major themes were found between service providers and community members. Most likely, if we had been able to interview more community members from the traditionally underrepresented groups in OND, more varied findings would have been discovered.

Even with that limitation, however, several important and interrelated issues did come up in the interviews. We cannot remove the issue of neighborhood beautification from the issue of crime; nor can we remove the issues of crime and beautification from community and business partnerships. For the neighborhood to move forward it is necessary for all of these issues to be addressed concurrently; one cannot improve one without working to improve the others. This interconnectedness of themes among the different groups working and living in Old North Durham is encouraging for the community's future because it lends to collaborative efforts. With a greater number of people working together with adequate communication towards these common goals, the community's ability to address its issues of concern is enhanced.

Recommendations

During our time working in Old North Durham, we learned a lot about working in communities. The forum was the culmination of our work in the neighborhood, and we feel that substantive ideas resulted from it. By getting a group of concerned community members together at the forum to discuss issues they identified as important, several action steps were established. Some of the action steps were very broad with limited feasibility for implementation; however, the smaller, more concrete action steps were worthwhile and may serve as a foundation towards the larger goals.

One of the goals identified by several of the small group discussions was "to get to know your neighbors." At the forum, community members came up with several ideas that would help bring people together. The first step in getting people to work together on common goals such as crime and neighborhood beautification is to get them together so they can build trust among one another. This has already begun with the outreach by the local Partners Against Crime group and the neighborhood association. More frequent multi-cultural social events and encouraging

each individual to make an effort to greet and get to know five new people are attainable steps that would bring the community towards this goal. Getting to know your neighbors would help with representation in the community and increase perceived safety in the neighborhood. Other simple actions to take towards crime reduction are to dial 911 to report gang activity, utilize the mobile crime unit, and report gang graffiti.

Those community members who are already active could work to break down the barriers experienced by under-represented groups to participating in community activities. To ensure greater participation by these groups in community affairs in OND, continued outreach to renters and low-income community members needs to happen. Additionally, the neighborhood association could take steps to ensure the meetings are a place where all community members feel welcome and comfortable. Possibly enlisting an interpreter at community meetings so that the Spanish-speaking members feel welcome, and getting a few key members from under-represented groups involved in the planning of community events may gain attendance from groups traditionally missing. When all of the community members in Old North Durham work together, reaching the common goals of the neighborhood is attainable.

Conclusion

We said in the introduction to this report that we were not sure where community diagnosis would take us when we were first handed our community name North Durham. As you have seen in this report, community diagnosis took us to Old North Durham, but now it is time to ask if it has led us to any final conclusions. We have come to see Old North Durham as a unique and complex community. The issues that residents and service providers in the area are tackling are real. In other words, issues such as crime, housing, and representation are products of larger social, political, and economic processes. To solve these issues at the local community

level is a first step. In this regard, Old North Durham has a significant number of individuals who are taking steps to make Old North Durham a better community. Most of these individuals are active in community life through participation in the OND neighborhood association. Yet, the neighborhood association meetings are not a venue where all neighborhood residents are represented. At the community forum, some participants said that only those who already knew members of the neighborhood association were invited to attend meetings and discuss neighborhood issues. What happens to those “out of the neighborhood association loop?” There have been community outreach activities meant to reach residents who have not been attending the meetings, but these efforts should perhaps be repeated more frequently. In addition, it may worth considering how to get people involved on issues other than crime. Crime gets significant attention but perhaps other issues might resonate better with those who are not currently active in community affairs.

During community diagnosis this past year, we have learned some valuable lessons about working in communities. We learned that it takes time, energy and patience to gain entrée into a community. We learned that community diagnosis is more of a process. Might we also be so bold to suggest that “community” is also more of a process than a place. It is a dynamic process; it is a fragile process; and, it is a worthwhile process.

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Appendix A: List of secondary data sources

Secondary Data Sources

Duke University Medical Center
Durham Affordable Housing Coalition
Durham Area Transit Authority
Durham Center
Durham Chamber of Commerce
Durham County Health Department
Durham Department of Housing and Community Development
Durham Habitat for Humanity
Durham Historical Preservation Society
Durham Housing Authority
Durham Parks and Recreation
Durham Police Department
Durham Regional Hospital
El Centro Hispano
Hayti Heritage Center
Herald Sun
Lincoln Community Health Center
National Low Income Housing Coalition
Raleigh News and Observer
Rebuild Durham, Inc.
Triangle Residential Options for Substance Abusers
Triangle Transit Authority
U.S. Census Bureau

Appendix B: List of interviewees

List of Interviewees¹

Service Providers

Female Service Provider, TROSA

Female Service Provider, Durham Affordable Housing Coalition

Female Service Provider, Faith Organization

Female Service Provider, Durham Department of Housing and Community Development

Female Service Provider, Local Business

Male Service Provider, TROSA

Male Service Provider, Durham Police Department

Male Service Provider, Housing Units

Male Service Provider, Faith Organization

Community Members²

11 Adult Female Community Members

19 Adult Male Community Members

¹This list of interviewees represents only those service providers and community members with whom a formal interview was conducted. It does not include those individuals who informed the project through informal interactions.

²Several community members interviewed also held leadership positions in community and civic organizations, such as Partners Against Crime and neighborhood associations.

Appendix C: Institutional Review Board approval letter³

³ No electronic version available.

Appendix D: Interview Guides and Fact Sheets

Community member interview guide
Community member focus group guide
Service provider interview guide
Service provider focus group guide
Interview fact sheet
Interview fact sheet referral
Focus group fact sheet
Focus group fact sheet referral

Community Member Interview Guide

Opening

- *Thank you* for taking the time to meet with me/us. We recognize that your time is valuable and we appreciate your participation.
- We are graduate students from the UNC School of Public Health. A requirement of our graduate program is that we partner with a community in North Carolina to conduct a community diagnosis. This means that we are working with residents of and agencies in a Durham community to identify its strengths, weaknesses, and future directions. We are working in the community of Old North Durham. The information we gather will be summarized and shared with the community. In addition, we will present our results to the community in the spring.
- The purpose of speaking with you today is to find out about your thoughts and experiences from having lived in Old North Durham. We are interested in your opinions. There are no right or wrong answers. If there are any questions you do not wish to answer, please let us (me) know. You may stop the interview at any time.
- *Time*: This interview should last 60-90 minutes.

Confidentiality

- Your comments will remain confidential. We will be reporting summaries of the comments made by community members but will not identify who said what, nor will we identify the names of the individuals we interview.
- We would like to take notes and tape record this interview. Your input is important and we want to make sure that we accurately record what you tell us. Feel free to not respond to any question we ask, or hit the “Stop” button on the tape recorder at any time. After we are finished using the tapes for this class, the cassettes will be recycled or destroyed. Is this okay with you?

Ground Rules

- Right to refuse: If at any time while we are talking you do not want to answer a question, you do not feel comfortable, or you would like to end the interview, please feel free to let me/us know.

Do you have any questions about anything I've said so far?

Geography of Community

- Here is a map of Old North Durham. What area of OND do you consider your community?

Assessment of Community

- If someone were considering moving to OND, what would you tell them about the area to convince them to move here? *Probe*: What are the best things about OND?
- What are the problems facing OND? *Probe*: What do you think are the greatest needs of OND? How could OND be improved?
- How well would you say people in OND know their neighbors? *Probe*: What do you think makes a good neighbor?

- How do people in OND get along? *Probe:* different racial groups, residents of different types of housing, resentment, interaction

Housing

- How would you describe the housing situation in OND?
- What makes it hard to find housing in OND? *Probe:* lack of availability, cost, eligibility
- What kinds of services are available to people in OND who have housing needs? *Probe:* How successful would you say these services are in meeting the housing needs of the residents of OND?
- What can you tell us about recent housing trends in OND? *Probe:* How has the housing situation changed since you've lived here?
- What changes, if any, do you think need to be made to improve the housing situation in OND?
- What are people doing to address housing in OND?

Community Action

- How do you stay informed about what's going on in your neighborhood?
- Who are the important people in the community for getting things done? *Probe:* Tell me about a time when the community has worked together to accomplish something (who was involved; what made it work).
- In general, how do you think OND will change over the next 5 years?
- Is there anything else that you can tell us about OND?

Referrals

- Who else would you recommend we talk to about the needs and assets of OND?
- Please note that any person to whom you refer us will be made aware of who referred them, and that they are under no obligation to participate in this study.

Forum

We would like to bring the residents and service providers of OND together in the spring so we can share what we have learned and the recommendations we have. Do you have recommendations for:

How people would prefer to come together to discuss these issues
 Place
 Day of the week
 Time of day
 Who to invite (community members, service providers, homeless)
 How to publicize
 Who should serve on the planning group

We would like to send you information on our community forum in the spring. Could we have your address for this purpose?

Community Member Focus Group Guide

Opening

- *Thank you* for taking the time to meet with me/us. We recognize that your time is valuable and we appreciate your participation.
- We are graduate students from the UNC School of Public Health. A requirement of our graduate program is that we partner with a community in North Carolina to conduct a community diagnosis. This means that we are working with residents of and agencies in a Durham community to identify its strengths, weaknesses, and future directions. We are working in the Old North Durham neighborhood. The information we gather will be summarized and shared with the community in the spring.
- The purpose of speaking with you today is to find out about your thoughts and experiences from having lived in Old North Durham. We are interested in your opinions. There are no right or wrong answers. If there are any questions you do not wish to answer, please let us (me) know. You may stop the discussion at any time.
- *Time*: This focus group should last 60-90 minutes.

Confidentiality

- Your comments will remain confidential. We will be reporting summaries of the comments made by community members but will not identify who said what, nor will we identify the names of the individuals we interview.
- We would like to take notes and tape record this discussion. Your input is important and we want to make sure that we accurately record what you tell us. Feel free to not respond to any question we ask, or hit the “Stop” button on the tape recorder at any time. After we are finished using the tapes for this class, the cassettes will be recycled or destroyed. Is this okay with you?
- We ask that you please do not share the comments of your fellow focus group members with others outside of the focus group.

Ground Rules

- Right to refuse: If at any time while we are talking you do not want to answer a question, you do not feel comfortable, or you would like to end the focus group, please feel free to let me/us know.

Do you have any questions about anything I've said so far?

Introductions

- Let's start with introductions; we don't need to know your names, but we would like to know how long you have lived in OND and any activities in the neighborhood you are involved in.

Geography of Community

- Here is a map of Old North Durham. What area of OND do you consider your community?

Assessment of Community

- If someone were considering moving to OND, what would you tell them about the area to convince them to move here? *Probe:* What are the best things about OND?
- What are the problems facing OND? *Probe:* What do you think are the greatest needs of OND? How could OND be improved?
- How well would you say people in OND know their neighbors? *Probe:* What do you think makes a good neighbor?
- How do people in OND get along? *Probe:* different racial groups, residents of different types of housing, resentment, interaction

Housing

- How would you describe the housing situation in OND?
- What makes it hard to find housing in OND? *Probe:* lack of availability, cost, eligibility
- What kinds of services are available to people in OND who have housing needs? *Probe:* How successful would you say these services are in meeting the housing needs of the residents of OND?
- What can you tell us about recent housing trends in OND? *Probe:* How has the housing situation changed since you've lived here?
- What changes, if any, do you think need to be made to improve the housing situation in OND?
- What are people doing to address housing in OND?

Community Action

- How do you stay informed about what's going on in your neighborhood?
- Who are the important people in the community for getting things done? *Probe:* Tell me about a time when the community has worked together to accomplish something (who was involved; what made it work).
- In general, how do you think OND will change over the next 5 years?
- Is there anything else that you can tell us about OND?

Referrals

- Who else would you recommend we talk to about the needs and assets of OND?
- Please note that any person to whom you refer us will be made aware of who referred them, and that they are under no obligation to participate in this study.

Forum

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How people would prefer to come together to discuss these issues

Place

Day of the week

Time of day

Who to invite (community members, service providers, homeless)

How to publicize

Who should serve on the planning group

We would like to send you information on our community forum in the spring. Could we have your address for this purpose?

Thank you again for your participation!

Service Provider Interview Guide

Opening

- *Thank you* for taking the time to meet with me/us. We recognize that your time is valuable and we appreciate your participation.
- We are graduate students from the UNC School of Public Health. A requirement of our graduate program is that we partner with a community in North Carolina to conduct a community diagnosis. This means that we are working with residents of and agencies in a Durham community to identify its strengths, weaknesses, and future directions. We are working in the neighborhood of Old North Durham (show map). The information we gather will be summarized and shared with the community. In addition, we will present our results to the community in the spring.
- The purpose of speaking with you today is to find out about your thoughts and experiences from having worked with the residential members of Old North Durham. We are interested in your opinions. There are no right or wrong answers. If there are any questions you do not wish to answer, please let us (me) know. You may stop the interview at any time.
- *Time*: This interview should last 60-90 minutes.

Confidentiality

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Ground Rules

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Do you have any questions about anything I've said so far?

Services

- Tell us about your agency. What services do you provide? *Probe*: Source of funding, how many residents do you serve, how many housing units do you manage
- What criteria must people meet in order to be eligible for your services?
- How do you inform the people in your service area about your services?
- What other agencies provide services to the residents of Old North Durham? What kinds of services do they provide? How successful are they?

The Community

- What would you say are the strengths of Old North Durham?
- What do you think are the greatest needs of the residents of Old North Durham? *Probe:* more affordable housing, less crime, safer housing
- How do people in Old North Durham get along? *Probe:* different racial groups, residents of different types of housing, resentment, interaction
- What is the current economic situation in Old North Durham? How do you think this affects the residents of Old North Durham? *Probe:* unemployment, opportunities for employment
- What can you tell us about recent housing trends in Old North Durham?
- What changes, if any, do you think need to be made to improve Old North Durham?
- Is there anything else that you can tell us about Old North Durham?

Documents

- Does your agency have any written information that would be helpful for us to read?

Referrals

- Who else would you recommend that we talk to about services in Old North Durham?
- May we use your name as a reference when contacting these persons?
- Please note that we will inform any persons to whom you refer us that they are under no obligation to participate in the study.

Forum

We would like to bring the residents and service providers of Old North Durham together in the spring so we can share what we have learned and the recommendations we have. Do you have recommendations for:

- How people would prefer to come together to discuss these issues
- Place
- Day of the week
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Thank you again for your participation!

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- What can you tell us about recent housing trends in Old North Durham?
- What changes, if any, do you think need to be made to improve Old North Durham?
- Is there anything else that you can tell us about Old North Durham?

Documents

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Thank you again for your participation!

Interview Fact Sheet

[Current Date]

TROSA Inc. and graduate students in the UNC School of Public Health are working together to conduct a community assessment of Old North Durham. The purpose of this project is to assess the strengths and weaknesses of Old North Durham and help this community identify future directions for itself.

The team will be gathering information about Old North Durham from published sources, and conducting interviews with local leaders and citizens individually and in groups. We will also be interviewing service providers of the Old North Durham community for their input into the assets and needs of the area. We hope to have many different people from Old North Durham participate in the interviews, so that we can get many different ideas and opinions.

We will be holding an open, community meeting in the spring to present the results of this project, and to begin a discussion of future directions for Old North Durham. Everyone who lives in Old North Durham will be welcome to come to the meeting. The results will also be reported in a written document that will be publicly available throughout the city.

We would greatly appreciate your participation in an interview since you are familiar with the Old North Durham community, including its assets and needs. Your participation is entirely voluntary and you will not be required to give your name or reveal any personal information. You have the right to refuse to answer any question or stop the audio taping at any time. All information that we collect will remain confidential. However, if at the end of the interview you provide us with referrals, please understand that if we speak to those persons, they will be notified as to whom referred them to us. The discussion group should last between 60-90 minutes.

If you have any questions or concerns about this project, or about your rights as a participant, if you would like to help plan the community meeting in the spring, or if you would like to be notified once the date of the meeting has been set, please feel free to contact us by calling collect, if necessary.

Rose Wilcher	(919) 966-3761
UNC Graduate Student Contact	
Wendy Brown	(919) 419-1059
Preceptor, TROSA, Inc.	
Eugenia Eng	(919) 966-3909
Faculty Advisor, UNC School of Public Health	

Thank you for your time. We appreciate your participation.

Rose Wilcher
Group Contact for Chantelle Borne, Lisa Bowen, Lisa Fastnaught, Kari Gloppen, and Spencer Moore.

Interview Fact Sheet (referral)

[Current Date]

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Focus Group Fact Sheet

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Thank you for your time. We appreciate your participation.

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Appendix E: Maps of Old North Durham^{4*}

Map1: Racial Demographics, 1990

Map 2: U.S. Census Blocks

Map 3: Educational Attainment, 1990

Map 4: Income and Wage, 1990

Map 5: Property Status, 1990

Map 6: Unemployment by Sex, 1990

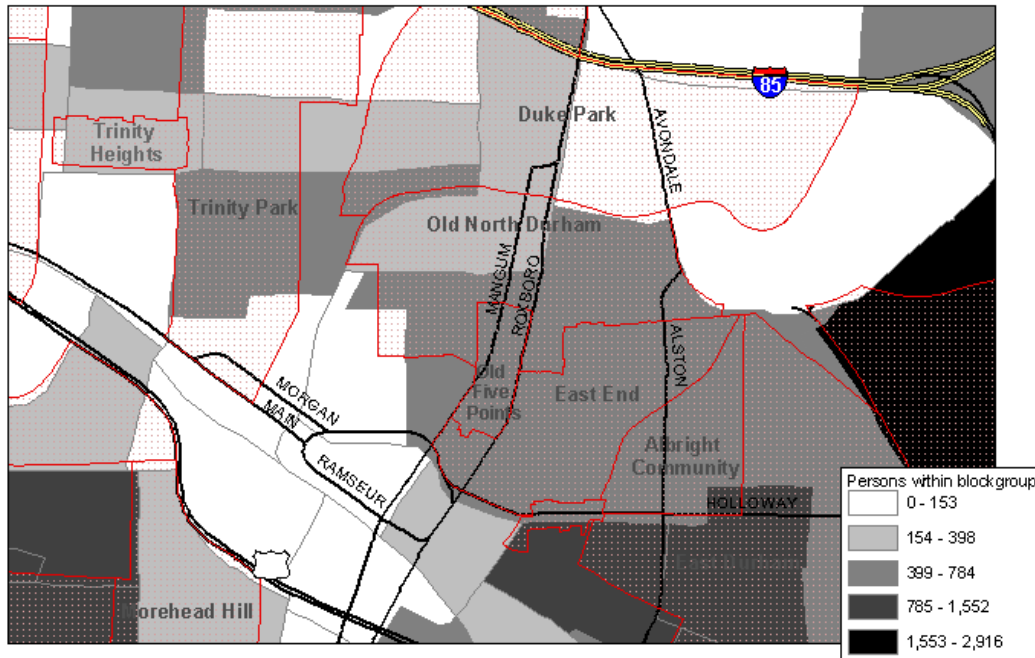
Map 7: Housing Tenure, 1990

⁴ U.S. Census Bureau Data 1990.

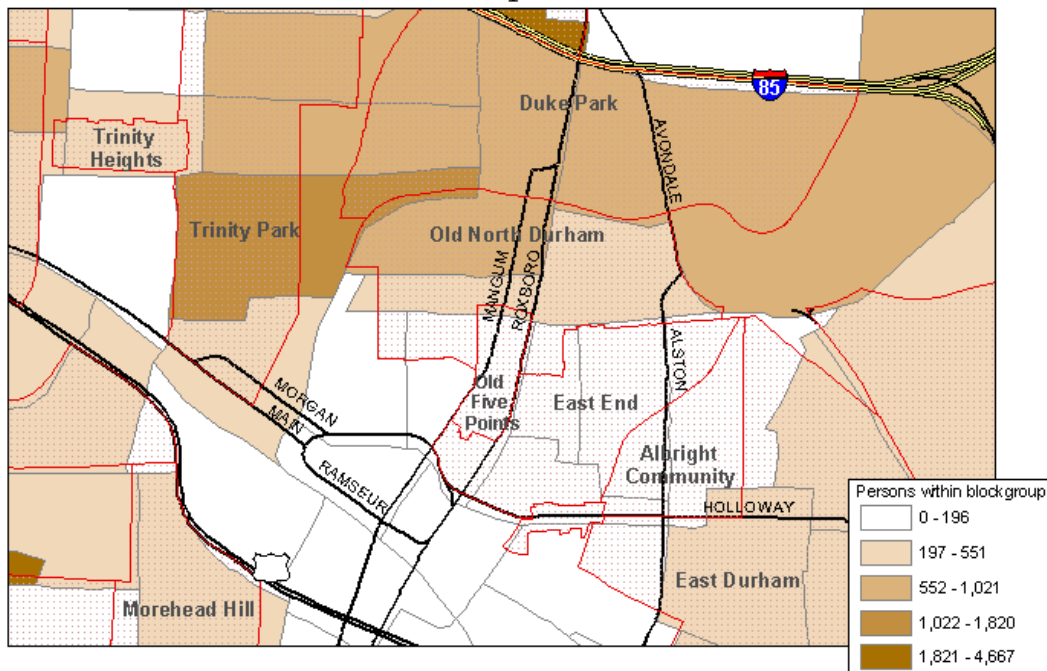
* Maps are found in separate folder.

Map 1: Racial Demographics, 1990

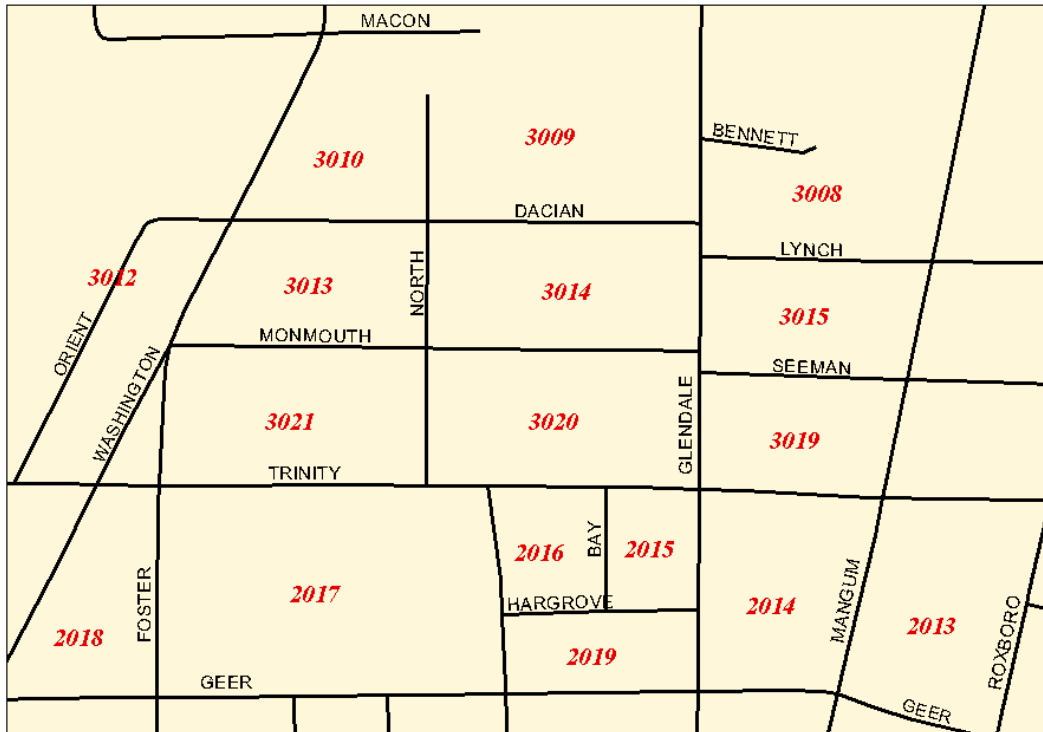
Black Population



White Population

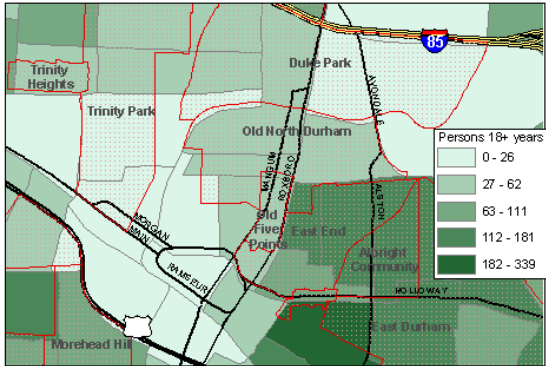


Map 2: U.S. Census Blocks

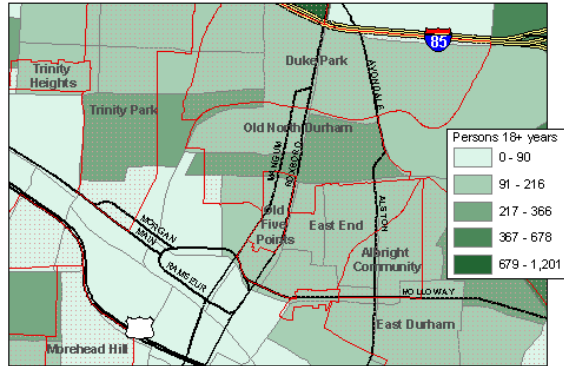


Map 3: Educational Attainment, 1990

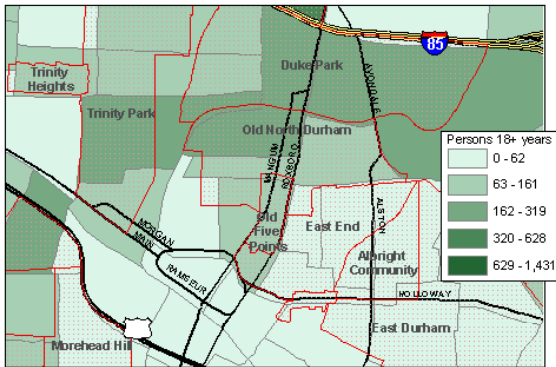
< 9th Grade



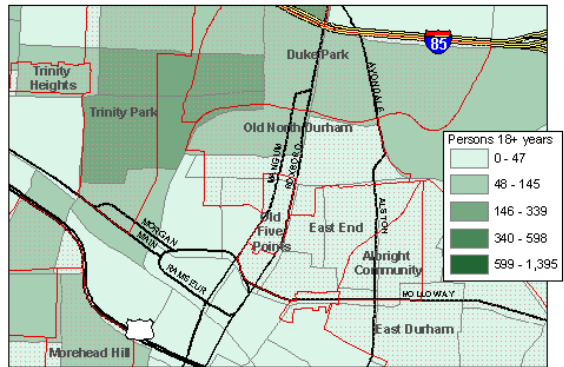
High School Diploma



Bachelor's Degree

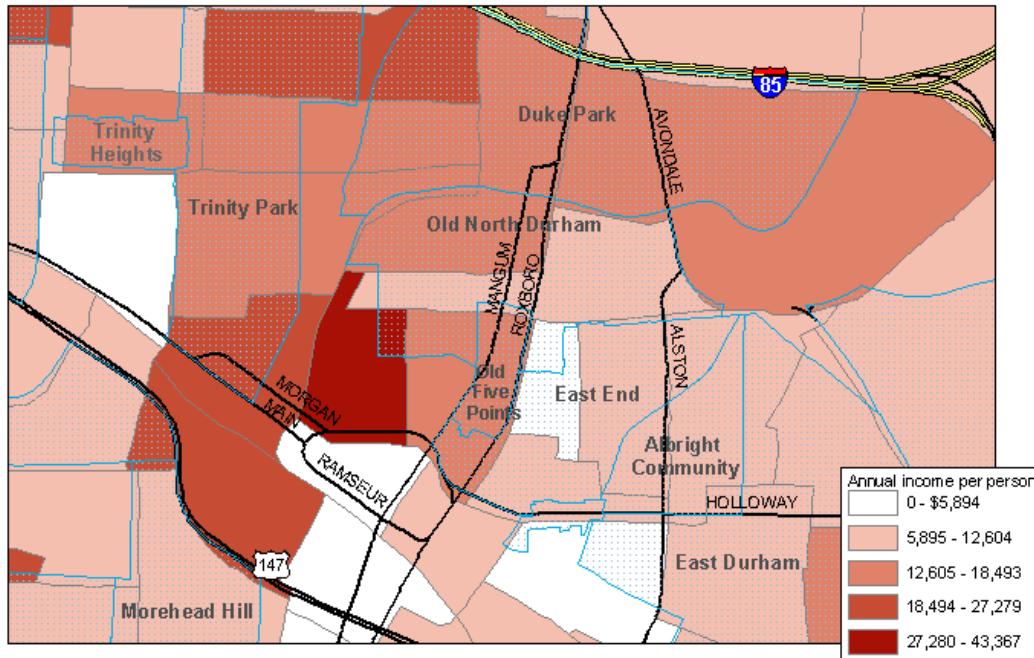


Graduate Degree

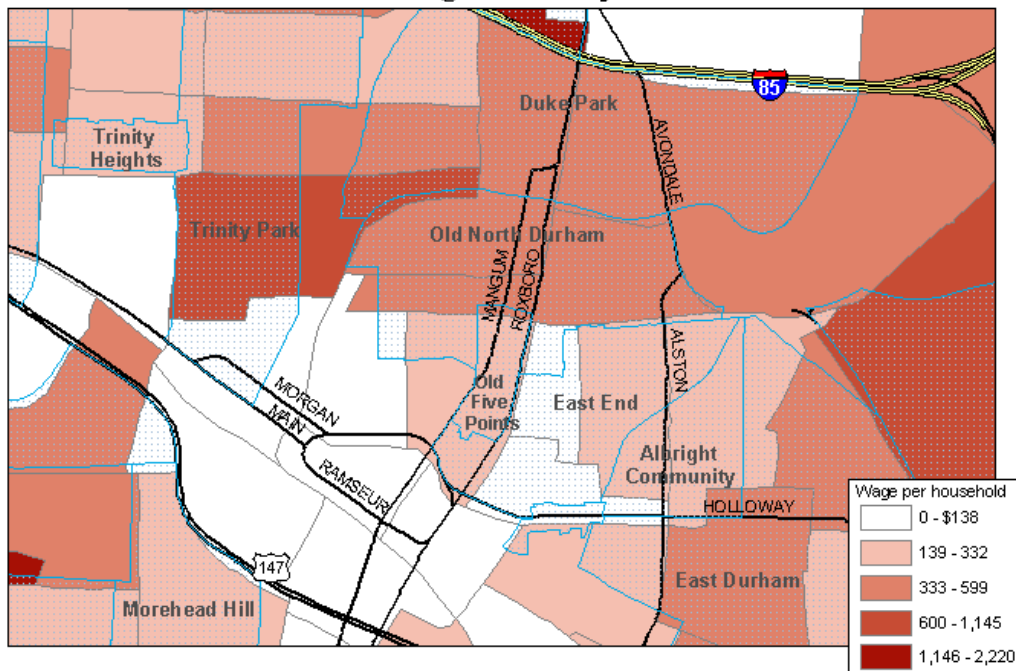


Map 4: Income and Wage

Per Capita Income in 1989

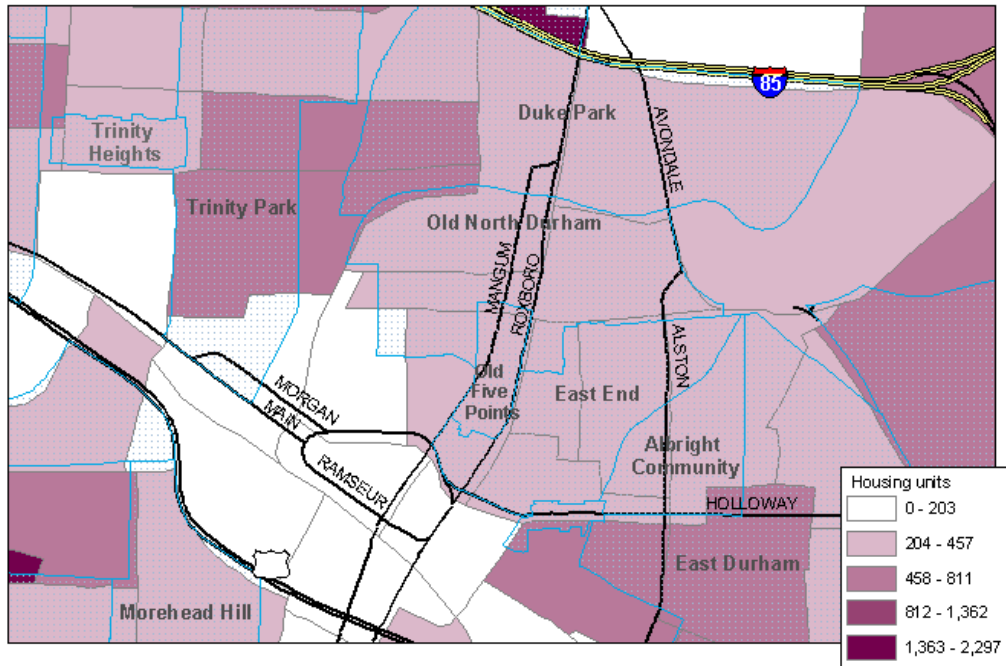


Wage or Salary

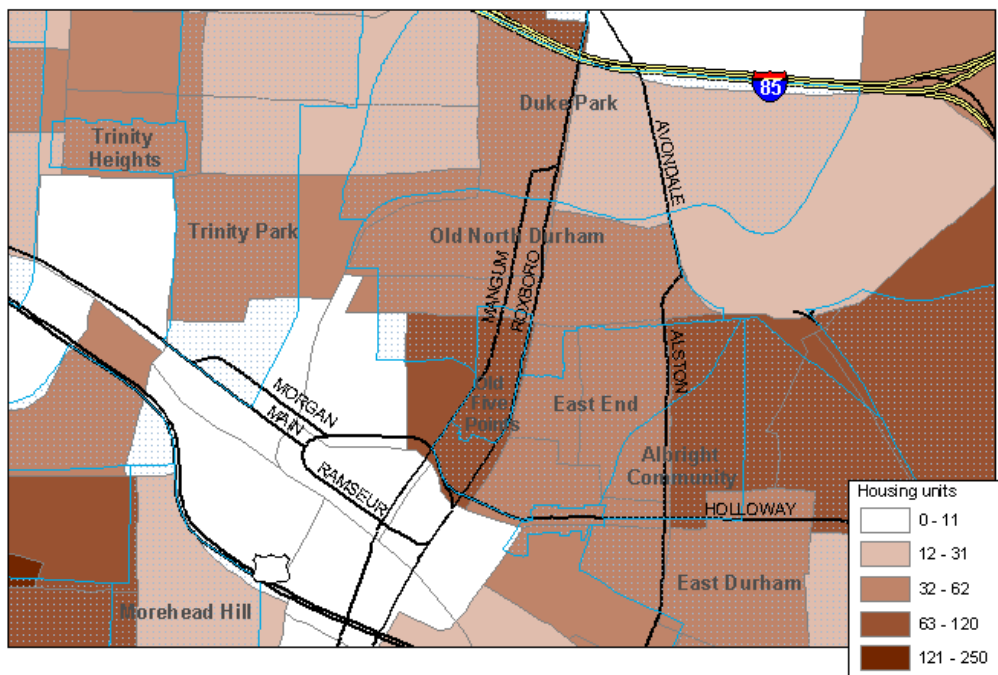


Map 5: Property Status, 1990

Occupied

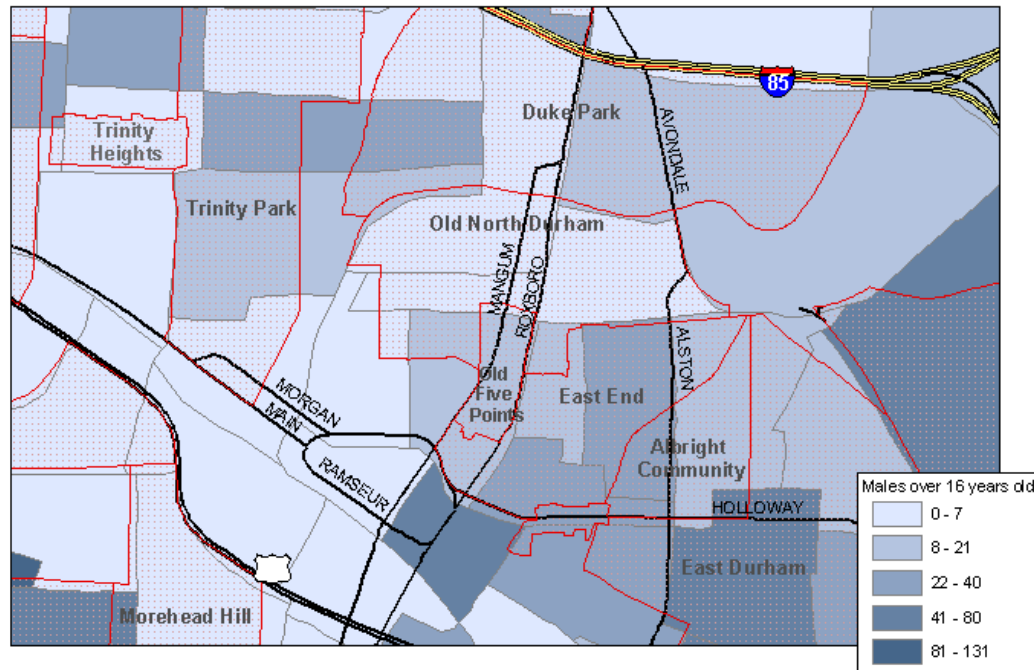


Vacant

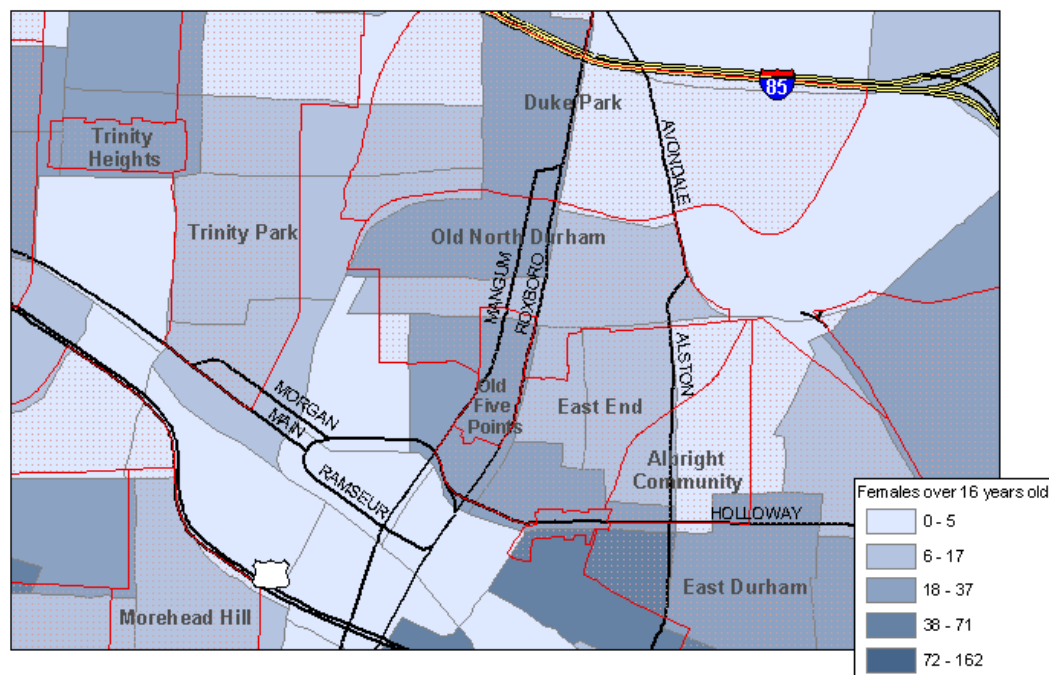


Map 6: Unemployment by Sex, 1990

Males

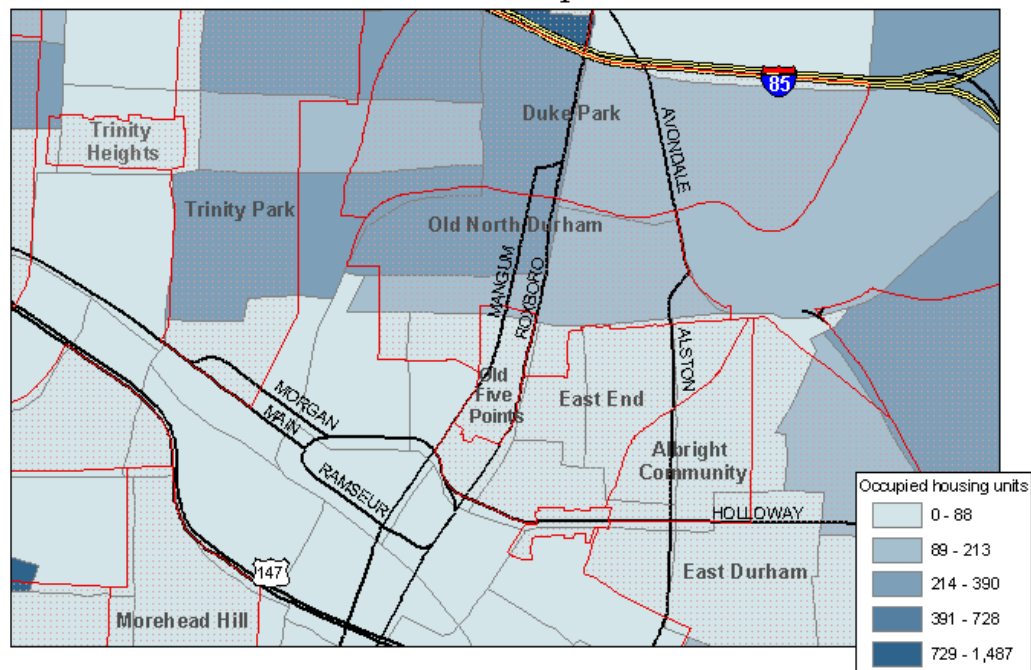


Females

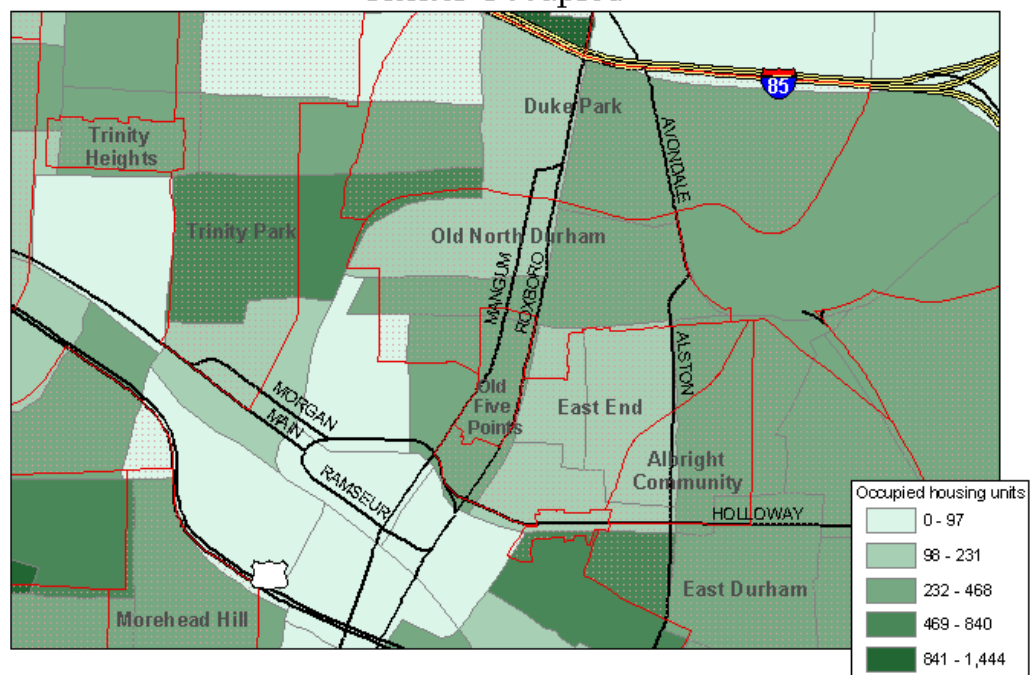


Map 7: Housing Tenure, 1990

Owner Occupied



Renter Occupied



Appendix F: Community forum materials

Promotional flyers (English and Spanish)

Invitations⁵

Agenda

Donation Request Letter

Trigger⁶

⁵ No electronic version available.

⁶ No electronic version available.

Come share your
vision
at a
community
meeting.

UNC graduate students of the School of Public Health invite you to a community meeting where issues such as crime, housing, and neighborhood beautification will be discussed. Find out what is already being done to address these and other community-identified issues and how you can get involved.

Performance by
the TROSA choir

Refreshments
Refreshments

Monday, APRIL 30th

7 PM
Grace Baptist Church

**Old North Durham Community Meeting
April 30, 2001
Grace Baptist Church**

AGENDA

Singing

Introduction

Large group discussion/Warm-up

Small group discussions

- Crime**
- Housing**
- Beautification**
- Representation in Community**
- Community and Business Partnerships**

Report-back to large group

Closing

Raffle

Donation Request Letter: Autographed Durham Bulls Baseball

Dear Donation Request Personnel,

I am writing on behalf of a community diagnosis group from the School of Public Health at the University of North Carolina. Our community diagnosis group, which consists of six graduate students, has been working closely with community members in Old North Durham to identify the assets and needs of residents in that area of Durham. We have found a number of issues that residents of Old North Durham feel need to be addressed: safer streets, better housing, and greater community participation. On April 30, 2001, we will be holding a community forum in the Old North Durham and Five Points area of Durham to discuss those issues and promote change in those areas. To get as much community participation and attendance as possible, we will be posting flyers in the neighborhoods and announcements in neighborhood bulletins. Yet, one of the problems that we face is how to get the residents who may not be regularly active in the community to get involved in changing their community for the better. If positive change is going to take place in Durham communities, it must take place through full community efforts and for that to happen people must start talking together.

We think that a signed bat or ball donation from the Durham Bulls will help us get more people out to discuss community change in Old North Durham. We would offer the donation as a door prize for those who attend the meeting. We would not earn any money off the donation. We know that the Durham Bulls are an important part of community life in Durham. Indeed, we were even warned not to schedule our meeting on a night when the Bulls had a home game. Because of the important presence of the Bulls in Durham, we know that a donation from the Bulls organization would encourage people who might not normally attend community functions to become more involved in their neighborhoods. We look forward to hearing from the Durham Bulls organization and appreciate your time and consideration of our request.

Sincerely,

Appendix G: Herald Sun Newspaper article⁷

⁷ No electronic version available.

**Appendix H: Old North Durham Neighborhood Association
Newsletter Article**

April 20, 2001

Old North Durham Neighborhood Association Bulletin Article:

Some of you in Old North Durham may have seen us at an association meeting or another community gathering. In case we haven't had the chance to speak or introduce ourselves to you, we would like to say a little bit about ourselves. We are a group of six graduate students from UNC's School of Public Health who are learning how to conduct participatory, community-based work. We have been speaking with Old North Durham residents, Durham service providers, and residents of neighboring communities about the assets and needs of the Old North Durham community. It has been a real learning experience for us and we would like to thank everyone in the neighborhood for their time, energy, and patience as we have worked and spent time in your community.

We have found Old North Durham to be a unique and fascinating neighborhood and have enjoyed the chance to speak with and learn from its residents. You have told us that you value such things as the diversity, location, and spirit of Old North Durham. You have also told us that you see areas where the neighborhood can be improved: greater community participation, safer streets, and better housing. Instead of the community consisting of different pockets of neighborhoods, you have told us of your desire to create a more cohesive and united community. It has also been apparent to us that you value full community participation and see it as an important and necessary ingredient for positive change.

In appreciation of the time and help that you have given us, we hosted a community meeting on Monday, April 30th at Grace Baptist Church. You may have seen the flyers that we posted around your neighborhood. The meeting was meant to give community residents the chance to discuss how to change the issues that you identified to us as needing to be changed. But it was also meant to give you and your neighbors the opportunity to plan action steps on these issues in a fun, enjoyable atmosphere. The TROSA choir group was kind enough to open the event in song. The Durham Bulls organization also kindly donated an autographed baseball that we raffled off along with two tickets to a Bulls game.

If you were unable to be at the community meeting that we hosted, we're sorry that we missed you. If you were there, we'd like to thank you for coming. To everyone in Old North Durham, we'd like to say that we believe a healthy community is more of a fragile process always in the making instead of something to be had. We'd like to wish you continued success in always making Old North Durham a better place to live.