

**Fairview, Hillsborough
Orange County**

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

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TABLE OF CONTENTS

List of Tables

Executive Summary

I. Background

A. Community Description and Geography.....	5
B. Demographics and Race Relations.....	6
C. History.....	7
D. Services.....	10
E. Secondary Data.....	11

II. Themes

A. Community Spirit.....	15
B. Drugs.....	16
C. Crime.....	18
D. Substation.....	19
E. Recreation.....	21
F. Education and Learning Opportunities for Youth.....	22
G. Families and Child Discipline.....	24
H. Noise.....	26
I. Water.....	27
J. Transportation.....	28
K. Unemployment.....	29
L. Health Issues.....	30
M. Dogs.....	31
N. Summary of Themes.....	31

III. Methods and Limitations

A. Primary Data Collection	32
B. Primary Data Analysis	35
C. Secondary Data Collection and Analysis.....	35
D. Perceptions and Assumptions Influencing Collection.....	36

IV. Community Forum Report

A. Planning.....	36
B. Forum.....	38
C. Outcome.....	38

V. Conclusions and Recommendations

A. Congruence between insider and outsider perceptions.....	40
B. Their implications for future.....	40
C. Recommendations.....	40

VI. References and Appendices

Appendix A: Interview guides and fact sheets	
Appendix B: List of interviewees	
Appendix C: List of secondary data sources	
Appendix D: Community forum materials	
Appendix E: IRB approval letter	

LIST OF TABLES

Table 1: Vital indicators in Orange County and North Carolina in race from 1994-1998

Table 2: Cancer incidence rates per 100,000 population age-adjusted to the 1997 and 2000 US projected population (1995-1997)

Table 3: STD incidence rate in Orange County versus in North Carolina (1994-1998)

Table 4: Substance abuse status in Orange County versus the U.S (1999)

Table 5: Crime rate and prison admissions in Orange County and North Carolina

Table 6: Prison admissions in Orange County and North Carolina.

EXECUTIVE SUMMARY

Fairview is a residential community located within the town limits of Hillsborough, North Carolina. Like many communities, Fairview faces a number of challenges. In particular, Fairview battles issues related to drugs, crime, recreation, and education. At the same time, Fairview is a community with some important strengths including a strong sense of community spirit. At the time of this document, the community is anticipating changes, as a new police substation will soon open in the neighborhood.

Graduate students, herein referred to as the Fairview Community Diagnosis Team (FCDT), from The University of North Carolina at Chapel Hill School of Public Health were assigned to complete an Action-Oriented Community Diagnosis (AOCD) in Fairview between November 2001 and May 2002. AOCD is a process designed to impact community change by empowering community members through helping them identify issues that affect their lives (Eng and Blanchard, 1991). These issues are identified by collecting primary data in the form of direct observations, informal communication, in-depth interviews, and focus groups with community members and service providers, and by reviewing secondary data. The graduate students made every effort to accurately represent the voice of the community in this document.

While documents exist about the history of Hillsborough, the FCDT could not find secondary documents specific to Fairview. However, the FCDT was able to compile a brief history through interviews with people who have worked or lived in the area for many years. One key point in the community's history was a tornado that struck Fairview in November of 1992. Despite the devastation, two positive aspects of the tornado were the improvement in housing, since many homes were rebuilt, and an increased sense of unity in the community. Another key point in Fairview's history was its annexation into the town of Hillsborough in

1988. The next major event in Fairview was the creation of the “Field of Dreams.” In 1999, a community member took the initiative to provide recreational activities for youth by building a baseball field.

The FCDDT reviewed secondary data from three Orange County Health Department reports, which provided information on the health statistics in Orange County compared to North Carolina and the United States. No health reports were found that focused specifically on the Town of Hillsborough or the Fairview community. Thus, the relationship of the data to the residents of Fairview may only be inferred. With the exception of crime and substance abuse, the information presented in the secondary data review was not reflected in the themes elicited from primary data collection in the Fairview community. Orange County’s data concerning increased crime rates was the only secondary data statistic in precise agreement with community member and service provider perceptions of Fairview.

Thirteen themes emerged during conversations with community members and service providers. Below is a brief description of each. Describing each theme independent of the rest takes away from the complexity of the issues. While each does merit specific attention, the FCDDT encourages readers of this document to reflect upon their interconnectedness. :

- *Community Spirit*: This encompassed the residents’ sense of pride, respect and concern for the community’s reputation.
- *Drugs*: This theme emerged consistently throughout the course of the interviews. Everyone agreed that drugs was a problem and focused primarily on dealing and using drugs. However, community members emphasized the need for youth drug abuse prevention programs, while service providers were more likely to say that adult treatment programs were needed.

- *Crime:* Both the community members and service providers stated that the reputation of Fairview was tarnished by crime, however most agreed that the majority of Fairview residents are good citizens.
- *Police Substation:* The police substation, due to open in June 2002 will house representatives from the Hillsborough Police, the Orange County Sheriff Department, the Orange County Public Health Department, the Department of Social Services and other agencies. The building's opening has been highly anticipated by community members and service providers; however there are mixed feelings about the need for the substation and how it will serve the community.
- *Recreation:* Service providers and community members in Fairview both expressed a dire need for more recreational opportunities for children as well as adults; however, they suggested different activities.
- *Educational Opportunities for Youth:* Community members and service providers agreed that there needs to be more educational and training programs located in Fairview.
- *Families and Child Discipline:* Community members and service providers have different perspectives on how family structure affects the greater community, although both agreed that there is a lack of supervision and discipline for youth.
- *Noise:* Many community members commented that noise from cars, motorcycles and loud music affects daily life in Fairview. Service providers did not comment on this theme, possibly because they do not live in the community.
- *Water:* Water is expensive in Fairview and all throughout the town of Hillsborough. There were few solutions offered for this problem.

- *Transportation:* Lack of transportation impacts education, after-school activities, child care, employment, recreation, and access to health care. Changes are already proposed to increase public transportation in Fairview.
- *Unemployment:* Unemployment was a theme mentioned more often by service providers than Fairview residents, but all agreed on the need for job skills training in Fairview.
- *Health Issues:* Few specific health problems were mentioned for Fairview, but service providers offered solutions for how to increase access to health care services.
- *Dogs:* Compared to other themes, this issue of dog fighting and loose dogs did not get much attention as it appears to be of a smaller magnitude. Yet, service providers said this has been a problem for at least eight years.

These themes were identified by an intense analysis of the interview data. The use of Microsoft Excel allowed the team to sort and filter the data for organizing, clustering and categorizing by themes, which helped reveal the complexity and inter-relatedness among the issues. Analysis was completed separately for community member and service provider data to establish a foundation for comparison between insiders and outsiders.

The final step in AOCD is to present the findings back to the community in an open forum. The forum is not only an opportunity to share information with community members and service providers, but it is also an opportunity for residents and service providers to come together to learn about each others' perspectives on Fairview; often for the first time. The forum may also be the launching pad for positive change in the community, as residents and service providers are encouraged to put their ideas into action. At the Fairview Community Forum, small break-out groups identified a contact person and created specific action steps to address the

issue they had worked on. Over 70 community members and service providers attended the Forum. This number was more than two times the number anticipated.

For the most part, community members and service providers agreed on the major issues facing Fairview. However, level of awareness of these problems and the suggested solutions to these challenges varied between the service providers and the community members. The forum provided the community members and service providers with a venue for learning about their varied perspectives, and it may have been a positive first step in creating understanding about differences and forming productive relationships. The FCDDT feels that the action steps identified during the Forum were realistic and appropriate. After analyzing all of the data, the FCDDT agrees that tutoring programs, increased communication between the community and the police, publicity and education about the substation, and a survey regarding potential recreational activities will all benefit the Fairview community.

BACKGROUND

Community Description and Geography

Fairview, North Carolina (NC) has been recognized as an independent community for over 50 years. In June 1988, the neighborhood was annexed into the town of Hillsborough and is now also considered a neighborhood within the town. Despite its lengthy history, the geographic boundaries of Fairview are not clearly defined by community members or service providers. Most community members defined the geographical boundaries of Fairview as north of US 70 West from Rainey Street to Faucette Mill Road, while some service providers consider south of US 70 West part of Fairview as well. The FCDDT defined Fairview as within the Hillsborough limits and north of US 70 West.

Fairview is a residential community with few commercial cues to alert visitors that they are in the neighborhood. Within the Fairview limits, there are no restaurants or churches. A gas station with a mini-grocery store is across from Fairview on US 70 West, but chain grocery stores and shops are located on the other side of US 70 and in downtown Hillsborough. Fairview Cleaners, on US 70 West, may have been Fairview's first landmark. While it is no longer in operation, the building still rests on the edge of town marking the entrance to the community. Another important landmark is the Fairview Park on Rainey Street. However, one has to enter the community to find the park.

One community member felt the location of Fairview was "great" saying, "it's easy to get in and out [and its] centrally located." However, a service provider proposed that the location might contribute to limited interactions between residents of Fairview and other residents of Hillsborough saying, "If there is a separation it is probably more geographic, because of [US] 70. It's the only area that was annexed by [the] town...I guess that there is some psychological separation between [Fairview and] West Hillsborough and South Churton, where all the restaurants are."

Community members and service providers agreed that the majority of homes in Fairview are privately owned. These statements concur with the US 2000 Census Data for Hillsborough, which reported that 60.5% of housing is owner-occupied and 39.5% of the housing is renter-occupied (US Census Data, 2000).

Demographics and Race Relations

Census data exists for the town of Hillsborough, but data specific to Fairview was not available. Census data showed that the total population of Hillsborough is 5,446 of which 53.7% are female and 46.3% are male. These sex distributions do not differ greatly from county and

state sex distributions. The racial composition of Hillsborough is 62.1% Caucasian and 35.8% African American. Although the percentage of Caucasians is larger, the proportion of African Americans in Hillsborough is much higher than in Orange County and NC, which have African American populations of 14.4% and 22.1 %, respectively. During the interview process, both community members and service providers defined Fairview as an African American community with only a few Caucasian families. In general, residents do not feel that race relations are a problem in Fairview.

The age distribution in Hillsborough is somewhat different from that of Orange County and NC. Namely, the proportion of residents under 14 years old and over 65 years is greater in Hillsborough, whereas the proportion of residents between 15 to 24 years old is smaller in Hillsborough (US Census Data, 2000). Many residents are on disability or are retired on a fixed income, thereby limiting the monetary resources of the community.

Some community members and service providers alluded to an unequal allocation of resources and services provided by the Town of Hillsborough. One service provider mentioned that Fairview streets would be in better condition if they were in another part of town. In addition, service providers and community members commented on the poor condition of the Fairview Park. One resident stated that the play equipment was not even put there by the town or county, but by someone who did it “undercover.”

History

While documents exist about the history of Hillsborough, the FCDDT could not find secondary documents specific to Fairview. However, the FCDDT was able to compile a brief history through interviews with service providers and residents who have worked or lived in the area for many years. One service provider described Fairview as “a neighborhood that began to

blossom after World War II. Rainey Street was where white men lived in the late 40's and early 50s. Then the white folks moved out and Black folks moved in.” One community member described the migration to the area as beginning in the 1970s when a contractor built a trailer court. “People from Durham and everywhere moved in.” This migration affected the community’s culture and many recounted the period as a time when no one knew each other. This is in contrast to the present state where many residents feel connected to their neighbors.

The infrastructure of Fairview has improved over time. As late as the 1970s, Fairview had inadequate septic systems, polluted wells, substandard housing, no paved streets, raw sewage in ditches and no streetlights. As one community member remembers, “It was a mud hole.” Paving began in the early 1970s with a government grant that also helped to repair houses and equip some residences with indoor plumbing.

Annexation into the town of Hillsborough gave Fairview access to city water and changed the police jurisdiction from the Orange County Sheriff’s Department to the Hillsborough Police Department (HPD). Opinions varied as to whether this change was positive. While some community members were pleased with increased services, others felt that annexation only increased taxes.

A tornado struck Fairview in November of 1992, and both community residents and service providers indicated that this was a key point in Fairview’s history. At least two people died, ten individuals were hospitalized and twenty-nine homes were destroyed. After this tragedy, a wide variety of agencies and individuals provided aid to the victims (“Tornado hits Hillsborough,” 1992). Despite the devastation, two positive aspects of the tornado were the improvement in housing, since many homes were rebuilt, and an increased sense of unity in the community.

Residents stated that the tornado was “a wake-up call” for the Fairview community; it was at this point that residents began working together to solve problems. A community watch group was formed and they began a relationship with the HPD. Community members became more active in local politics and the watch group began to lobby for change. Because of their efforts the town began addressing “simple problems” that could be easily fixed, such as street signs, centerlines on streets, and some drainage problems.

Another major event in Fairview’s history was the creation of the “Field of Dreams.” In 1999, a community member took the initiative to provide recreational activities for youth. This resident leveled a field in the Fairview Park and created a baseball diamond. He also recruited and provided insurance for approximately 100 community children to play on ten teams and found sponsors in Durham and Chapel Hill to supply uniforms. Creating the Field of Dreams sparked controversy within the county, as there were questions as to whether the land was contaminated from previous use as a local dump.* Nearly every community member and service provider commented on the Field of Dreams and its positive impact on Fairview

The most recent event in Fairview’s history is the construction and opening of a police substation. One service provider stated that the original plans for the substation began in 1990. However, it was not until 1998 that the Town Board met with the Fairview community watch group to discuss the community’s needs. Following the meeting, a task force was formed, and in January 1999 the Fairview Community Policing/Community Center was proposed (“Community policing center”, 2001). The Town approved the project budget at a board meeting in June 2001 and ground was broken in September of the same year (“Ground broken”, 2001). The ribbon cutting ceremony is expected to be in June 2002.

* The county tested the land and concluded that it was safe.

Services

Services are available to Fairview residents through the Department of Social Services (DSS), such as Emergency Assistance, Medicaid and Food Stamps. Other services used are community policing and animal control. A number of barriers to use of services, perceived by service providers, included the amount of paperwork, and issues of respect and confidentiality. Some service providers felt that they are unable to provide the number of services that they would like to because of limited financial resources and staff. However, many service providers agreed that the level of interaction between organizations is increasing which may help to improve services in the future. One service provider commented, “Before, agencies would feel that ‘this is my turf, you can’t come in’ now we collaborate much better . . . [With] 5 people doing something instead of one, you can reach more people.”

Despite the positive impact of interagency collaboration, issues of trust and respect may be hindering service providers’ abilities to reach and affect community members. One service provider suggested that these issues come from attitudes within the community members themselves. “They [Fairview residents] are underserved because of distrust, disrespect, and they don’t think we’re confidential.”

Some service providers felt that free services devalued the worth of available programs and caused community members to not take advantage of all that is offered. One provider said, “Any kinds of services under the moon [are offered] . . . [but] people take things for granted because so much is offered . . . People don’t realize how fortunate they are to have these services.” While some service providers shared this opinion, it was not something that all service providers mentioned. No community members commented on an excess of services or

indicated that they do not take advantage of the services provided.

Secondary Data

The FCDDT reviewed secondary data from three sources which provided information on the health statistics in Orange County compared to North Carolina and the United States (Community Assessment 2000, 2000; Community Assessment Guidebook, 2000; PRC Community Health Assessment, 1999). Data concerning crime rates and voter registration were also collected from these documents. Again, no reports were found that focused specifically on the Town of Hillsborough or the Fairview community. Thus, the relationship of the data to the residents of Fairview may only be inferred.

Maternal and Child Health

As can be seen in table 1, the live birth rate is lower in Orange County than in North Carolina, with 10.6 and 14.4 births per 1000 women, respectively. The overall infant mortality rate is also lower in Orange County when compared to North Carolina. However, this statistic changes when looking at infant mortality information correlated with race. The Black infant mortality rate in Orange County is 20.9 per 1000 live deliveries, compared to 16.2 per 1000 live deliveries in North Carolina.

Table 1: Vital indicators in Orange County and North Carolina in race from 1994-1998

Indicators	Unit	Orange			North Carolina			Orange County vs. NC
		Total	White	Minority	Total	White	Minority	
Live birth rate	Per 1000 pop	10.6	9.8	14.3	14.4	13.4	17.6	Lower
Post neonatal death rates	Per 1000 live deliveries	2	1.9	2.2	2.8	2.2	4.4	Lower
Black infant mortality rate	Per 1000 live deliveries	20.9	NA	NA	16.2	NA	NA	Higher

Source: Community Assessment Guide Book, North Carolina Department of Health and Human Services, State Center for Health Statistics and the Office of Healthy Carolinians/Health Education, December 1999.

Race also appears to influence teen pregnancies. The rates of teen pregnancy are higher among minorities versus Whites in Orange County and in North Carolina with statistics of 27.3 per 1000 females versus 76.6 per 1000 females in Orange County and 68.6 per 1000 females versus 122.9 per 1000 females in North Carolina (Community Assessment 2000, 2000).

Cancer

Table 2 presents data on the incidence of all, as well as the most prevalent, cancers. As can be seen in the table, the incidence rate for all cancers, and each of the most prevalent cancers, is higher in Orange County than in North Carolina. This holds true even after age adjustment to the 2000 population.

Table 2: Cancer incidence rates per 100,000 population age-adjusted to the 1997 and 2000 US projected population (1995-1997)

Cancer age-adjusted to 2000 (registry 8/99)	Unit	Orange County	North Carolina	Orange County vs. NC
All cancers	Per 100,000 pop	509.4	450.7	Higher
Colorectal cancer	Per 100,000 pop	59.3	52.2	Higher
Lung cancer	Per 100,000 pop	75.4	72.3	Higher
Female breast cancer	Per 100,000 pop	195.7	144	Higher
Prostate cancer	Per 100,000 pop	144.4	140.2	Higher

Source: Community Assessment Guide Book, North Carolina Department of Health and Human Services, State Center for Health Statistics and the Office of Healthy Carolinians/Health Education, December 1999 (data for 1995-1997)

Sexually Transmitted Diseases

The incidence rates of sexually transmitted diseases (STDs) including syphilis, gonorrhea, and AIDS are presented in Table 3. The incidence of all three of these STDs is lower in Orange County when compared to North Carolina. The total rate in Orange County from 1994-1998 for Gonorrhea was 107.9 per 100,000 people versus 293.3 per 100,000 people in North Carolina. Syphilis showed incidence rates of 9.6 per 100,000 people versus 14.5 per

100,000 people, and AIDS showed incidence rates of 4.3 per 100,000 people versus 11.4 per 100,000 people in Orange County compared to North Carolina.

Table 3: STD incidence rate in Orange County versus in North Carolina (1994-1998)

Sexually Transmitted Diseases	Orange County (1994-1998)				North Carolina				Orange County vs. NC
					(1994-1998)				
	Total		Minority		Total		Minority		
	Cases	Rate per 100,000	Cases	Rate per 100,000	Cases	Rate per 100,000	Cases	Rate per 100,000	
Gonorrhea	575	107.9	470	489.2	107,219	293.3	93,865	1,063.10	Lower
Syphilis	51	9.6	47	48.9	5,301	14.5	4,720	53.5	Lower
AIDS	23	4.3	NA	NA	4176	11.4	NA	NA	Lower

Source: Community Assessment Guide Book, North Carolina Department of Health and Human Services, State Center for Health Statistics and the Office of Healthy Carolinians/Health Education, December 1999

Substance Abuse

Substance abuse is higher in Orange County than in the United States. Current drinking, measured as the number of drinks consumed in one month, was 64.7% for adults in Orange County and 53.6% for adults in the U.S. Binge drinking, defined as consuming five or more alcoholic beverages at a single occasion within the past month, occurs at a rate of 17.9% in Orange County versus 14.1% for the U.S. Drinking and driving, prescription drug abuse, and illegal drug use are also all higher in Orange County compared to the U.S. (See Table 4).

Table 4: Substance abuse status in Orange County versus the U.S (1999)

Indicators	Unit	Orange	US	Orange County vs. U.S.
Current drinking	Percent in past month	64.7	53.6	Higher
Binge drinking	Percent in past month	17.9	14.1	Higher
Drinking and driving	Percent in past month	5.2	2	Higher
Prescription drug abuse	Percent in past year	4	2.1	Higher
Illegal drug use	Percent in past year	5.6	2.6	Higher

Source: PRC Community Health Assessment, Orange County, North Carolina, prepared by Professional Research Consultants, Inc. 1999

Crime

The crime rate in Orange County increased remarkably between 1997 and 1998. However, the crime rate in North Carolina decreased during the same period. Likewise, the prison admissions between 1994 – 1996 increased in Orange County while decreasing in North Carolina. Furthermore the juvenile custody rates between 1996 – 1997 were also higher in Orange County than that in North Carolina with rates of 86.4 juveniles per 10,000 versus 81.9 juveniles per 10,000 respectively (See Tables 5 & 6).

Table 5: Crime rate in Orange County and North Carolina.

Indicators	Unit	Orange	NC	Orange County vs. NC
Crime rate (1997) Property	Per 100,000 pop	4836	4973	Lower
Crime rate (1998) Property	Per 100,000 pop	5295.3	4835.9	Higher

Source: Community Assessment Guide Book, North Carolina Department of Health and Human Services, State Center for Health Statistics and the Office of Healthy Carolinians/Health Education, December 1999

Table 6: Prison admissions in Orange County and North Carolina.

1994	Admissions	141	23,323
1995	Admissions	153	18,759
1996	Admissions	196	18,921
Juvenile custody rates (1996-1997)	Per 10,000 pop	86.4	81.9

Source: Community Assessment Guide Book, North Carolina Department of Health and Human Services, State Center for Health Statistics and the Office of Healthy Carolinians/Health Education, December 1999

Political Affiliation

The percent of people registered to vote in Orange County is remarkably higher than North Carolina. Information from the Community Assessment Guide Book revealed that in 1998, 101.6% of people were registered to vote in Orange County versus only 82.2% in North

Carolina. The over 100% statistic was not discussed in the document, despite its obvious discrepancy.

Summary

With the exception of crime and substance abuse, the information presented in the secondary data review was not reflected in the themes elicited from primary data collection in the Fairview community. Although secondary data indicates higher rates of cancer in Orange County, cancer was not mentioned in interviews with service providers or community members. Maternal and child health, particularly teen pregnancy, was touched upon in only a few interviews. Although secondary data indicates that STD rates are lower in Orange County, STDs were presented as an issue in Fairview, likely due to a recent rise in the number of syphilis cases. Primary data also indicated that substance abuse was a major issue in Fairview; however, community data reflects illicit drug use, while county data primarily focuses on alcohol abuse. Orange County's data concerning increased crime rates was the only secondary data statistic in precise agreement with community member and service provider perceptions of Fairview.

THEMES

Community Spirit

A key theme that emerged during conversations with community members and service providers was what the FCDDT termed "community spirit." This encompassed the residents' sense of pride, respect, and concern for the community's reputation. Community members consistently said "the people" were the greatest asset of Fairview. Most residents expressed compassion for their neighbors, even those they do not know saying, "People in Fairview take care of each other. If something happens, someone calls and people get out to help."

Fairview residents who have a strong sense of spirit for their community have feelings of frustration with residents who do not share the same sentiments. Community members and service providers both mentioned the difference in the appearances of homes in Fairview, commenting that some homeowners invest time and effort while others do little to maintain their property. There seems to be consensus that the less maintained homes are properties owned by landlords who themselves live outside the community. Residents feel that poor homecare reflects badly on the community and sends the wrong message to outsiders. “[In Fairview] you can’t go two feet before seeing trash, trash, trash . . . it seems that people don’t care about their own neighborhood . . . If the owners are not taking care of it, why should [anyone else]? If we took care of our communities, it would be different.”

Many service providers have gained respect for Fairview residents because of their history and reputation for working together. This may help in strengthening ties between service providers and community members who are working towards common goals. One service provider stated, “Fairview is the most organized and dedicated of all neighborhoods in town. When something is important to them, they unite, they organize, work together and work with [local agencies] in a logical and reasonable manner.” The spirit, passion, and determination found in Fairview residents coupled with the respect from local service providers, will undoubtedly contribute to the community’s success in working through any issues they face.

Drugs

Drugs was a theme that emerged quickly and consistently throughout the course of the interviews. While everyone agreed that drugs were a problem, there were inconsistencies about drug abuse in the community compared to years past. Most felt that the problem had gotten better, but others felt that drugs had simply moved more underground. When speaking about

drugs, service providers and community members focused on dealing and using drugs, but community members emphasized the need for youth drug abuse prevention programs, while service providers were more likely to say that adult treatment programs were needed.

A major concern among community members was drug dealing. Residents felt that while there are Fairview residents who deal drugs, many of the dealers come in from other areas. “Lot of times, the problems here in Fairview are people from out of town . . . [there] are also problems with people who live here, so we get it from both sides.” While almost all community members agreed with this statement, they had few ideas about how to keep dealers away from the community. Their main solution was to rely on the court system. However, residents and service providers agreed that the criminal justice system is not working effectively. The feeling is that even if dealers are arrested, they are released back into the community within a few days, and continue the same behavior. As one community member said:

Lock a brother up and what’s that going to change? That’s not really going to change [anything] ‘cause what is they going to do when they are locked up. They are going to think about a better way to do the reason they got locked up. The more times they stay locked up in prison, the more they think about crime.

Most service providers and some community members said that the services most needed are drug treatment and skills training programs. Many felt that without training or education, those who use or deal drugs will simply resort to what they know. As one community member put it, “[W]e can’t condemn a man when we can’t help them . . . You can’t tell these people not to get high on the streets and have nowhere for them to go.”

Community members and service providers agreed on the need for substance abuse prevention programs, especially for youth, stating, “If you can get to the children at an early enough age, that can prevent the drug problem. If you can get to the children and educate them, this will in turn prevent them from turning down the wrong road.” Ideas for prevention

programs included after school activities and community recreation opportunities, each of which will be discussed in more detail later in this document.

Community members felt that other factors contributing to drug abuse in Fairview included abandoned houses and absent landlords. Residents agreed that the “biggest problem is one or two rental properties that end up being drug houses . . . As long as the landlords are getting their rent they are satisfied.” One concerned community member felt strongly saying “The old houses around here should be torn down. People go in them to do drugs.”

There was no clear solution to the drug problem. However, many community members suggested that if a significant number of people in the community were to come together against drugs, they could force the dealers to relocate. “If people in the area let them know as a whole they aren’t welcome, then they’ll leave. They don’t want trouble, they just want to sell drugs.”

Crime

Both the community members and the service providers expressed concern about crime in Fairview and speculated about the cause of crime in the community. One community member felt that it was outsiders causing the problems saying, “Outsiders are coming into Fairview causing disturbance of the peace, outbreaks of fights and violence, and disrespect of those who live there.” A service provider added that the layout of houses in Fairview may even increase crime commenting, “The houses are all dense together. It is set up for problems.” Community residents also complained about the park and how “teenagers have ‘taken over’ the park by drinking, doing drugs, and prostitution.”

Service providers added that crime was related to poverty. One service provider stated, “What you read in the newspapers, if 20 people are arrested, 18 are from their community. It’s

not a race thing; it's a poverty thing." Service providers also linked crime to drugs. One saying, "Drug activity seems to be the root of all crime."

Both the community members and service providers stated that the reputation of Fairview was tarnished by crime and agreed that the majority of Fairview residents are good citizens. "[Most] individuals who live in the neighborhood are great. [A] small percentage create a great safety concern." Others also felt that crime is not any higher in Fairview than other communities. As one service provider said, "you have this in upscale neighborhoods as well. But they can hide it better."

Substation

As discussed earlier, the first ideas for a police substation/community center in the Fairview community were generated in the early 1990's. Since that time, the plans have gone under numerous revisions and now, ten years later, the construction of the building is nearly complete. The building's opening has been highly anticipated by community members and service providers; however there are mixed feelings about the need for the substation and how it will serve the community. As one service provider put it, "Different people have seen it different ways. Some see it as a community center; some see it as a substation. Only time will dictate."

Service providers have reported that the substation will house more than just the police. Plans include offices for the health department, social services, and other county level offices in an effort increase Fairview's access to these services. As one service provider said, "People don't want to come downtown. When they know the schedule of office hours at the community house, they can go within their community to get help, instead of putting it off." However, another service provider expressed concern that some services may not be provided as originally planned. "It was my impression when the original planning began that social service resource

people would be stationed there full time to do community outreach. Now, because of funding issues, it appears that they will only go out there when needed to provide services.” Despite the fact that the substation is due to open in June 2002, there are no definite plans for the services at the time that this document was written.

Community members had little information concerning the county services that may or may not be offered in the new building. They focused their attention on the police activities and whether or not they would be beneficial. Many community members felt that the increased police presence would discourage crime and reduce the amount of time it takes for police to respond to emergency calls. One community member said, “I’m happy about the substation because people doing unlawful things will hesitate with the police so close.” Several other community members had reservations. Another community member wondered if she was “placing too much hope in the substation” and others felt that the new substation was simply not going to help. “What difference will it make? No one even flinches when the cops drive by. It’s the same cops. People don’t have respect for them anyway.”

Although service providers and community members had different foci when considering the substation, they agreed that the building needs to offer services to the community. Many interviewees proposed using the substation as a place to offer tutoring services for youth. Other suggestions included having a guidance counselor or teen mentoring program, computer classes, activities for seniors, and a place for church choirs to practice.

Many service providers and some community members felt that the substation has the potential to create positive change and encourage collaboration saying, “I think that once the community house/police station is done it should be able to bring more people together.” Only time will determine the impact of the substation; however, potential problems may arise. While

many people express positive opinions about the substation, some community members worry that the size of the building will limit its usefulness. Many community members already would like to see the building expanded in order to offer more services to Fairview. However, one service provider reported, “there are not plans to make it that way.”

Recreation

The Fairview community has few recreational opportunities for its residents. The Triangle SportsPlex (a Hillsborough fitness center housing an ice rink and swimming pool), basketball courts, pool halls, gymnasiums, and other recreational facilities are all located outside of the community. Additionally, many community residents may not have the resources to use these facilities.

The lack of recreational opportunities for youth in Fairview motivated one local resident to build a baseball field in the Fairview Park, now fondly referred to as the “Field of Dreams”. Nearly all Fairview residents said the construction of the baseball diamond and formation of the league has brought the community together. One community member stated:

See the difference it's made just with the baseball field? Imagine if there were more things out there to do, like basketball hoops. Who knows what could happen. Could get a championship team out of local kids if they just had something to do. Then Fairview would be known for something other than drugs.

Although the Fairview Park houses the Field of Dreams, community members and service providers both expressed concern about the condition of the park. One community member said, “The playground equipment is awful . . . the sand is bad, there could be needles . . . I would never let my kids play there.” Another service provider added, “There's a park there, but you never see anybody in the park, there isn't actually a basketball court in the park. The stuff that they have to play on is just swings.”

Service providers and community members of Fairview expressed a dire need for more recreational opportunities for children as well as adults. However, service providers and community residents suggested different activities. While service providers suggested bowling, movies, YMCA, soccer fields, and after-school tutoring, community members wanted walking trails and sidewalks for adults, basketball courts, and an indoor gymnasium. Both stressed the need for a community center within Fairview because transportation is a barrier for getting to recreational centers outside of the community.

New recreational facilities will be costly to the town of Hillsborough. However, the town officials have secured bond money for improvements to the Fairview Park. Future plans for the park are not concrete; thus, Fairview residents may still have a chance to add their input on their recreational needs. Currently, Orange County and the town of Hillsborough have not determined the completion dates for the improvement of the park.

Education and Learning Opportunities for Youth

Fairview children attend one of four elementary schools, two middle schools, and one high school in Orange County. Most of these schools are not located near Fairview. This presents some problems related to transportation and after-school recreation. However, an advantage is increased diversity within the schools.

Opinions differed on the quality of education from Orange Public Schools. While one community resident stated, “The schools are great!” another expressed concern that the role of teachers was shifting from educators to disciplinarians. “Parents don’t discipline their kids [so] schools have problems with these kids. Kids who want to learn can’t because there is too much going on in the classroom. Teachers can’t teach and discipline at the same time.”

Many community members and service providers agreed there is a lack of teacher-student-family connectedness. They felt this might be one reason behind declining educational quality. One resident stated, “Teachers are teachers, they just want to get paid . . . Before if you don’t go to school, you don’t show up, teachers call your house, and talk to your mom, now there’s no effort.”

Several service providers felt that home life also affected children’s ability to learn and shared some of the personal issues facing students today. One said, “Some of the students are from crack homes. I’ve seen in Fairview either the mom has a drug dependency or dad is incarcerated, if that’s what’s happening in your family, you can’t expect a child to come to school and be productive.”

Regardless of the reasons behind the education problems, of considerable concern to community members and service providers was the elevated dropout rate, especially for Fairview males. One service provider reported that, “only seven black males graduated last year.” Some felt it was due to the lack of teacher-family interactions, others felt that the dropout rates had to do with poverty and drugs.

There were various opinions on how to change the dropout rate and encourage kids to stay in school. One frustrated community member said she just didn’t “know what would motivate kids to go back to school.” Other community members wanted to take aggressive measures to keep kids productive. “My personal opinion? If they drop out of high school they should have to go to boot camp.” Another community member felt that “there is no enforcement to keep kids in school. They need truancy laws and tutoring.”

Community members and service providers suggested after school tutoring programs within the community as a possible solution to educational problems. “Many kids can’t read, and

don't want to, because they can't, and there is no one to help them," said one community member. While there are some tutoring programs available at the schools, service providers state that many after school programs are underutilized by Fairview children, and indicate that transportation is the main problem. A community member agreed, "New Hope has a great reading/tutoring program, but no transportation for Fairview children, so they miss out, but they're the ones that need it most."

Other shared the need for positive role models. Suggested programs included a Boys and Girls Club, or a Big Brothers/Big Sisters Program. One service provider suggested bringing in local role models into the community:

For example, successful people who were once walking in their shoes and picked themselves up from the bootstraps to show it can be done. Ask local colleges to send basketball players in to talk to the kids. Ask the local football players . . . so they can say, 'yeah I play football, but I also go to the library to study.'

Service providers also suggested job skills training programs for young adults who have dropped out of high school and need to find employment.

While much of the conversation about education focused on the problems, there was also a general sentiment that majority of children want to learn. As one educator said, "Kids want to learn, they come with open minds . . . they just lack certain things, we have to help them get over that bridge."

Families and Child Supervision

Both community residents and service providers agreed that poverty and race affect families, as many have to work more than one job or take on the responsibility of caring for relatives. One service provider commented, "It's not easy to be black and that brings a lot of stress. It's not so easy when you have so many pressures. Families, jobs, bills are piling up, sick person living with you and can't afford medicine." While Fairview families may face certain

challenges, a service provider commented that African-American families are “closer-knit,” which may help ease the struggle.

Community members and service providers have different perspectives on how family structure affects the greater community. Service providers viewed parents working multiple jobs as a barrier to parental involvement in children’s activities. One said, “Some parents work three jobs. It’s hard making basic calls to these folks.” Community members, on the other hand, were more concerned about family structure and its influence on youth. Comments about teen pregnancy from community members and service providers illustrated this difference in perspective. Service providers simply commented on whether they felt teen pregnancy was low or high. However, community members remarked that teenage mothers are uninvolved in the community and expressed concerns about how teen pregnancy affects the fabric of the community. One resident stated:

Kids are having kids. When you are a teen who is 14 having a baby, you don’t know how to raise a kid, cause you are still a kid. They just don’t know about manners or respect. If you get 2-3 generations of that, then what do you have?

To help with the problem of teen or single parents, grandparents are often taking the lead role in raising children. However, community members felt that this situation has led to other problems, specifically a lack of discipline and supervision of children. One resident questioned, “How can a 60 – 70 year old tell a 15 year old what to do?” Others commented that, in general, youth do not have respect for elders, which also contributes to conflict between grandparents and grandchildren.

A majority of residents also blamed the lack of communal supervision and discipline for the problems facing youth today. One Fairview resident said, “When I was raising kids, [the community] was more or less a family, all together raising children. Used to be, when my kids were in school, everyone knew each other, could correct each other’s kids and there wasn’t no

hard feelings. Now you're afraid to talk to some kids." Other residents commented that parents and community members use the law as an excuse not to discipline their children.

Some residents were also concerned that parents do not take an authoritative role with their children. One community member said, "Children are raising the parents these days. They tell the parents what to do." Another said, "Parents try to party along with their kids. Who's being the mother or father? Something is wrong there." While community members had a plethora of things to say about how family structure influences the community, service providers only casually commented on the need for families to instill values in their children.

Community members and service providers both offered a variety of solutions to the problem of the lack of supervision and discipline. One parent took personal responsibility to be a role model saying, "My son sees what I do and he's going to do the same thing." Others believed that the church and religion would be beneficial to many youth. One service provider suggested parenting classes to improve parenting skills. One resident offered:

I think some sort of support group would be helpful. [My] friends and coworkers talk about groups where they live, where moms get together and bring their kids to play and [someone] who lives in the neighborhood volunteers to help with parenting issues. There's nothing like that here. But a toddler group would be a great idea. Or moms can take turns where each week one mom watches everyone's kids. There are teachers, therapists, ministers in local communities who would help get something together for kids and parents to do. Maybe when the park is cleaned up and parents feel safe taking their children there, it will help get these things started.

Many residents stressed the need for youth activities that do not require money or transportation and felt family orientated activities such as basketball, baseball, community trash pick-up, or community cook outs, would benefit the Fairview community at large.

Noise

Many community members commented that noise affects daily life in Fairview. Residents felt that noise resulted from increased traffic through the community. Much of the noise is from the number of cars and motorcycles that are riding around the neighborhood. One

resident added that music is the problem, “Bumpitybumpitybumpitybump in car . . . It’s so loud it will drown out the TV . . . Bumpitybumpitybumpitybump.” One service provider who worked with the community to cut down the noise added, “There were things going on late, late, into the night, and there were loud motorcycles, making it just difficult to enjoy some peace and quiet.”

Community members complained to police about the amount of cars and motorcycles traveling through Fairview. Some said that this method worked in the past, but many residents agreed that more enforcement is needed to cut down the noise. In addition, one community member said, “Fairview needs speed limit signs and speed bumps with the racing and the loud motorcycles.” Another community member said that Fairview residents need to speak up about the problem and offered advice for other community members, “If you say somethin’, they’ll cut it down . . . People that know me, they turn down the music around my house. Even the ones on the motorcycles, they’ll cut it down.”

Service providers did not mention noise as an issue in Fairview. The FCDT believes this is because service providers are not usually in the community to hear the noise, particularly at night when it is more prevalent.

Water

The high cost of water in Hillsborough is a concern of both service providers and community members in Fairview. Residents and service providers agreed that water bills may run as high as 100 dollars a month. This is problematic for residents on fixed income. As one community member stated, “How are people gonna pay for this? Especially those on a fixed income, like the elderly. I complain about it, but I can pay it. Just think about the other people who can’t.” While social services does not provide assistance for water, one service provider implied that residents may ask for help from community churches.

Community members and service providers are each aware that the new reservoir is one reason for the high cost of water. According to service providers, the reservoir's construction and operation accumulated a large debt for the town, thereby causing the town to charge a high fee for water use. In addition to the reservoir, the closure of Flint Textile Mill also contributes a great deal to high water bills. One service provider explained that the cost to run the reservoir remains the same no matter how many people it serves. "Flint fabric closed and they were the largest water user in town. When they were in town the rates stayed reasonably stable, when they left we had to make up the difference."

There are currently no proposed solutions to the high cost of water. A service provider spoke about the town's development plan and acknowledged that water issues are included in the strategic plan.

Transportation

Lack of transportation impacts education, after-school activities, child care, employment, recreation, and access to health care. The extent to which transportation was perceived as a problem differed among community members. Some felt that most residents had a car, making transportation a non-issue, while others felt the opposite, suggesting that many residents do not have access to automobiles.

Orange Public Transportation (OPT) and Triangle Transit Authority (TTA) provide some services for Fairview residents who need them. However, services are for specific programs and thus may not benefit the majority of Fairview residents. For example, services include vans and buses for healthcare, after-school transportation for middle school kids and children who attend Head Start, as well as transportation to the Triangle SportsPlex, and to the Senior Center. Many residents may need services for more everyday activities. While the TTA provides transport to

Duke during the rush hours, few are aware of this service. One service provider commented, “There is no transportation to take people to work.” Another even questioned the existence of bus stops in Fairview saying, “I don’t think the buses come through there . . . I don’t think there are any stops in Fairview.”

Given the underutilization, and the limited routes and times of transportation services, some service providers offered solutions for how to assist community residents with public transportation needs. One solution was to increase awareness about the existing services.

Another solution was to provide new routes at more convenient times:

If approved by the state, OPT will open 3 additional routes in July: 1) An inter-Hillsborough route with 4-5 stops in the Fairview area every hour for \$.50; 2) A mid-day TTA route for education, medical services, social opportunities; and, 3) An improved North-South run from 6 am to 6 pm on the hour to get from Cedar Grove to Chapel Hill.

A final suggestion made by OPT was to provide transportation for high school after-school programs, if the schools would start a system. Community members did not offer solutions to resolve the transportation problem.

Unemployment

Unemployment was a theme mentioned more often by service providers than Fairview residents. Many service providers commented on the number of young people hanging out in the middle of the day, inferring that these individuals were unemployed. Yet some service providers acknowledged that the number of people “hanging out” has gone down in the past few years.

Service providers offered a wide range of explanations for unemployment, such as limited opportunities for work within the community, lack of motivation, drug abuse and limited transportation. Most prevalent, however, was the feeling that there were not opportunities for job skills training. As one service provider said, “There is no skill development place where we can retrain people to get back to work in community. People get used to not working.”

Health Issues

While community members did not mention any specific health problems in Fairview, service providers mentioned a recent increase in STDs, specifically syphilis, as a problem in the community. This problem, they felt, was the result of outsiders coming into Fairview. When the syphilis rates were found to be on the rise, CDC workers from the health department began a brief door-to-door campaign to educate the residents and curb the spread of syphilis. The FCDT was invited to help with this effort, but decided not to become involved as the team felt that the community would associate the FCDT with the priorities of the health department and this could possibly alter the information that residents would later share with them. In addition to syphilis, some service providers also mentioned a lack of prenatal care and insufficient routine care, both because of health insurance issues, as health care concerns for Fairview residents.

The public health department and other local organizations offer a wide range of health services available to community members. These services include family planning, prenatal care, well-child check-ups, dental care, nutritional services, testing for STDs/HIV, school health education programs, support groups, counseling, outreach programs, and home visiting programs. Despite the number of services offered, many service providers believe that Fairview residents do not access many of them. The underutilization was attributed to a number of reasons including a lack of trust by community residents for healthcare providers, residents being unaware of the health services, lack of health insurance to cover fees, and most importantly, services not being provided at convenient hours. One service provider suggested that “we should have at least one evening or Saturday . . . Many people from Fairview work, or have many jobs, and can’t afford to leave their job. Some people may have to work even if they are sick. We

need to provide evening services for these people.” Service providers hope that health and social service programs offered through the substation will improve access to health care services.

Dogs

Through informal conversation, the FCDT learned about the community’s concern about dog fighting and loose dogs. One community member commented on the level of fear that the dogs bring to the neighborhood. After hearing of this information, the FCDT investigated the pervasiveness of dog fighting in the community. However, while some service providers had information regarding the issue, it seemed that few community members are really affected by the dogs. Compared to other themes, this issue may simply not get as much attention as it appears to be of a smaller magnitude. However, it should be noted that the Orange County Animal Control has seized a number of pit bulls over the past several months and has been aware of the problem for at least eight years.

Summary of Themes

Describing each theme independent of the rest takes away from the interconnectedness of the issues. While each does merit specific attention, many of the problems that affect the Fairview community are exacerbated by one another. Both service providers and community members acknowledged most of the themes presented, but at times there were clear distinctions between the two perspectives. This insider/outsider view is important to consider when digesting the information and considering the proposed solutions. Finally, it should be emphasized that nearly all interviewees mentioned the strength of the community’s spirit and felt that despite the problems in Fairview, the residents are good people who want what is best for themselves, their families, and their community.

METHODS AND LIMITATIONS

Primary Data Collection

At the heart of the AOCD process is primary data collection. Through a triangulation of qualitative research methods including direct observation, informal conversation, in-depth interviews, and focus groups, the FCDDT was able to gather rich data about the background, strengths, needs, and barriers of the Fairview community. This data came from service providers, community members, and the FCDDT. Following are the details of each method.

Direct Observation

With the assistance of a health educator from the Orange County Public Health Department, the FCDDT participated in a windshield tour of Fairview to gain a general picture of the community. As the FCDDT's first introduction to Fairview, the windshield tour provided useful information regarding Fairview's major infrastructure such as roads, houses, shopping areas, schools, and land. Although the FCDDT did not use a structured observation guide, extensive field notes were written and shared among the FCDDT to ensure proper recording of the team's impressions and initial feelings. In addition to the formal tour, the FCDDT paid several visits to a local store in order to become more visible in the community. The FCDDT also attended Sunday services at one local church to meet additional Fairview residents.

Informal Conversation with Service Providers and Community Members

Gaining entrée into a community is a critical first step in the AOCD process. The initial relationships that the FCDDT formed were integral to this step as they helped build trust between the FCDDT and the community residents, and opened doors for other contacts. The FCDDT preceptor played an integral role in the team's introduction to the community. To begin, a lunch meeting was arranged for the FCDDT to meet with several service providers familiar with

Fairview, and two residents of the community. Through this meeting, the FCDDT gained initial information about Fairview's assets and challenges. The contacts from this lunch eventually provided the team with their first list of names and telephone numbers for potential interviewees.

The next contact, the Hillsborough Police Department (HPD), was chosen because of the community policing division's long-standing relationship and active involvement in the Fairview community. HPD officers also helped the FCDDT develop a list of influential people and make initial contacts with key residents.

It was through this process, interviewing people and subsequently gaining referrals to others in the community, that the FCDDT established a "web of contact" in Fairview. Upon receiving the expressed interest and consent to be contacted from a community member or service provider, a member of the FCDDT initiated contact for an interview, as per IRB guidelines.

The web of contact has limitations. Because community members and service providers tended to refer the FCDDT to people within their social networks, who often shared similar perspectives, the data may not represent the views of the entire community. In an effort to minimize this bias, the FCDDT sought the aid of a service provider who was familiar with Fairview residents that the FCDDT knew they had not accessed, specifically younger residents between the ages of 18 and 30. The service provider accompanied the team on a community visit and many Fairview residents volunteered to speak to the FCDDT informally. Each interaction was limited to approximately five minutes, but provided the FCDDT with valuable insight from a previously untapped population of Fairview. It should be noted that canvassing the community without the aid of the service provider was unsuccessful.

In-depth Interviews and Focus Groups

In-depth interviews and focus groups were the main methods used to collect primary data. A total of 36 interviews were conducted with 16 community members and 20 service providers. Before interviewing began, the FCDT developed a set of interview guides specific to community members, service providers, and community member focus groups (See Appendix A). Interview guides were adapted from documents developed by previous AOCD teams. Questions were organized by themes such as Geography, History, Life in the Community, Assets, and Challenges. Service provider and community member interview guides were nearly identical, except that the former included questions about agencies' roles and services provided. The guides were reviewed and approved by the UNC-CH Institutional Review Board (IRB) (Appendix E, not available electronically). After IRB approval, each guide was pilot tested. This helped the FCDT ensure that all relevant topics were addressed, and that the guides were culturally suitable so that interviewees were able to respond both cognitively and emotionally to the interview questions. After pilot testing and early interviews, appropriate adjustments were made.

Two team members were present for each interview.* This arrangement allowed one team member to focus on asking questions and establishing rapport with the interviewee, while the other member took detailed notes. Interviews were also tape-recorded to ensure accuracy of quotes. After the interview, a short debriefing session allowed the two team members to review and exchange information about the topics covered, any unusual information that came out of the interview, and general feelings about data reliability.

* One interview was conducted with only one team member.

The FCDDT convened one focus group of six community members, using the same format as the individual in-depth interviews (i.e., an interviewer, note taker and tape recorder).

Interviewee demographics are provided in Appendix B.

Primary Data Analysis

Analysis of the primary data began early and was a continuous process. The first step in analysis was data coding. After interview notes were typed, the note taker and another team member, who had not originally participated in the interview, listened to the interview tape to fill in any missing data and ensure accuracy. Next, the notes were coded according to a codebook developed by the FCDDT. Once coded, the text was sent to a final team member, who imported the data into Microsoft Excel.

The FCDDT took many steps to ensure the credibility of interview data. First, the interview guides were pilot tested before they were used in the field. Second, the entire FCDDT discussed the themes and examined the coded data after all the data was collected. They removed overlapping codes thus reducing the data and purifying it into a meaningful and interpretable form. The use of Microsoft Excel allowed the team to sort and filter the data for organizing, clustering and categorizing by themes, which helped reveal the complexity and interrelatedness between the themes. Next, analysis was completed separately for community member and service provider data to establish a foundation for comparison between insiders and outsiders. Finally, the FCDDT shared the findings with community members and service providers at the Fairview Community Project Discussion (Patton, 2002).

Secondary Data Collection and Analysis

As mentioned earlier, the FCDDT reviewed three community health reports. There are clear limitations to this secondary data. One is a lack of specificity to Fairview. However, since

Fairview is considered a neighborhood within the town of Hillsborough, the FCDDT decided to examine data about Hillsborough and Orange County, and infer an understanding of Fairview based on this information. Another limitation is that the AOCD process did not allow sufficient time to collect and analyze secondary data from additional sources. Finally, the secondary data published in 1996 and 1999 may be outdated.

Perceptions and Assumptions Influencing Collection

At the beginning of the AOCD process the FCDDT was assigned to the Fairview community. No one on the team had any prior knowledge, experience, or assumptions about Fairview, NC. The team gathered and reviewed secondary data on Orange County, but took into account that the data was neither recent nor specific to Fairview. The FCDDT felt that they were influenced very little by the secondary data. The FCDDT met people who had various opinions about the community, but the team made every effort to remain neutral throughout the process. Only after themes were mentioned in several interviews did the FCDDT accept them as a reality for the residents of Fairview. The FCDDT's interview guide contained general open-ended questions and allowed for probing and further clarifications. Any new information was verified in subsequent interviews. Therefore, this was not likely to lead to bias.

COMMUNITY FORUM REPORT

Planning

The final step in AOCD is to present the findings back to the community. This is an integral part of the process as it is not only an opportunity to share information with community members and service providers, but it is also an opportunity for residents and service providers to come together to learn about each others' perspectives on Fairview; often for the first time. The

forum may also be the launching pad for positive change in the community, as residents and service providers are encouraged to put their ideas into action.

The Fairview community forum was planned through a collaborative effort between the FCDDT and local service providers and community members. Four formal committee meetings were held, along with informal information exchange during the six weeks preceding the forum. While the FCDDT took the leadership role in facilitating forum planning meetings, the input from the service providers and community members was essential in the decision making process.

The first step in planning the forum was determining an appropriate name. The FCDDT learned that the word “forum” suggested a gathering of limited collaboration; where one person talks and everyone listens. With input from the planning committee, a more appropriate name was selected. The full title of the forum was “The Fairview Community Project Discussion: Problem Solving with Neighbors and Service Providers about Our Community”. This title set the stage for a gathering that was both an opportunity for listening, as well as a chance for group interaction. The planning committee also helped the FCDDT with selection of the location, time, date, and the appropriate empowerment activities.

A “Pair-wise Ranking” process was presented to the planning committee in order to identify four of the eight major themes would be worked through at the Discussion. The committee chose four themes so that the number would be manageable for the FCDDT to facilitate at the Discussion. During this process, committee members were encouraged to think not only from their individual perspectives, but from the perspective of the Fairview community, or the agency they represented as well. The committee decided that drugs, recreation, educational opportunities for youth, and the police substation would be the themes worked through at the Discussion.

The Discussion was publicized through a variety of methods including formal invitations, flyers, and electronic mail. All interviewees were formally invited to the Discussion and every effort was made to inform all local service providers and community members about the event. Appendix D contains copies of all Discussion program materials.

Forum

Before the formal program started, participants were encouraged to read important quotes taken from the interviews that were posted around the room. They were also asked to think about which theme they wanted to work on during the Discussion. After an icebreaker activity and opening prayer the FCDT explained the AOCD process and presented the themes selected by the planning committee. The bulk of the Discussion was spent in small groups, problem solving through themes and creating action steps. Members from the FCDT each facilitated one group using either Force Field Analysis (Hope and Trimmel, 1996) or SHOWED (Wallerstein, 2002). Time was reserved for the small groups to report back to the larger group about the Force Field/SHOWED activity. Reporting out from the small group exercise was essential in that it encouraged participants to take ownership and accept responsibility for following through on the tasks they had each identified. To conclude the Discussion, the FCDT conducted read a short motivational story and then distributed door prizes.

Outcome

Over 70 community members and service providers attended the Discussion. This number was more than two times the number anticipated. During the breakout sessions, each of the four groups identified a contact person and created specific action steps to address the issues.

Being the largest of the four work groups, the drug work group consisted of over 30 community members and service providers, including the mayor, two town board members, and

law enforcement representatives. Each community member in the group agreed to talk to two neighbors about what s/he learned at the Discussion. Through this contact, the group would be able to disseminate important information about drugs in Fairview as well as to re-establish community bonds and strengthen community spirit. Also, during the discussion, the Hillsborough Police Department announced a new crime hotline that community members could call anonymously to report drug dealing in Fairview (and any other concerns).

The substation work group discussed the relationships between the police and the residents as well as the lack of awareness of the substation's purpose. The group chose several action steps, such as posting flyers and holding meetings to discuss the purpose, uses and benefits of the substation. The group selected a participant to organize the next meeting and community members planned to attend future block captain meetings. The 15 participants included the former mayor, the community-policing captain, and many area residents.

With 15 community members and service providers, the recreation work group decided to survey community members about their opinions of what the community wants and needs for recreation. The group established a future meeting to identify and accomplish the steps needed to gather the opinions of community members.

Lastly, the education work group, consisting of 7 community members and 3 service providers, decided to start a summer school tutoring program at the new substation for children aged 9 to 15 years old with hopes of continuing the program after school in the fall. Three group members agreed to facilitate the next meeting and the group established a future meeting date.

The small groups provided an opportunity for an open discussion between providers and residents. In each of the groups, service providers and community members worked together and shared responsibilities for future action.

CONCLUSIONS AND RECOMMENDATIONS

Congruence Between Community Members and Service Providers

For the most part, community members and service providers agreed on the major issues facing Fairview. However, level of awareness of these problems and the suggested solutions to these challenges varied between the service providers and community members. Differing opinions may occur because it may take living in the living in the community to truly understand the degree of the problem.

Implications for the Future

Although slight discrepancies arose in awareness of problems and potential solutions, the FCDDT found community members and service providers to be open minded to each other's ideas. Of course, it will be easier for service providers and community members to agree on common goals for themes in which their perspectives are more parallel. However, the Discussion provided the community members and service providers with a venue for learning about their varied perspectives and hopefully, was a positive first step in creating understanding about differences and forming productive relationships.

Perhaps the only way that positive change can occur for the Fairview community is for both community members and service providers to continue to communicate their perspectives. The express purpose of AOCD is to pass the torch to the community. The FCDDT hopes that the data presented in this document, and the process initiated during the Discussion, will be helpful to the reaching this goal.

Recommendations

The FCDDT feels that the action steps identified during the Discussion were realistic and appropriate. After analyzing all of the data, the FCDDT agrees with the community members and

service providers that tutoring programs, increased communication between the community and the police, publicity and education about the substation, and a survey regarding potential recreational activities will all benefit the Fairview community.

However, despite the open mindedness of many community members and service providers, the stigma that has followed the Fairview community must be examined and community members and service providers must begin to view the community with a clean slate. The FCDDT believes that the negative stereotypes about the Fairview community may be over generalized, and that there is much more to Fairview than its negative reputation. The FCDDT further feels that if these sentiments are not analyzed they will interfere with the momentum that has been generated toward creating positive change. There is incredible spirit in Fairview and only when everyone decides to work together will the true community shine.

APPENDIX A: Fact Sheets and Interview Guides

SERVICE PROVIDER FACT SHEET

WHAT IS THIS STUDY ABOUT?

You are invited to participate in a research project entitled “Action Oriented Community Diagnosis” for the community of Fairview, North Carolina. The purpose of this study is to gather information about the community of Fairview through existing demographics, personal interviews and community focus groups. The information we gather will be summarized and shared with the community in a written document. In addition, we will present our results to the community at a public forum in the spring. Community members and service providers can then use this data to develop strategies for addressing issues identified through the Community Diagnosis (CD) process.

The following individuals are conducting this study. We are affiliated with the University of North Carolina School of Public Health, Department of Health Behavior and Health Education.

Primary Investigator

Natasha Jamison (919) 966-3919

Co-Investigators

Emily Gertz

Maureen Maurer

Amy Ng

Thang VanTrinh

Faculty Advisor

Eugenia Eng (919) 966-3909

WHAT IS IT THAT I WILL BE ASKED TO DO?

You will be asked to participate in a one-time interview about issues facing the Fairview community. We may also re-contact you throughout the semester to clarify what was said in the interview or to get your opinion on an issue identified during the CD process.

We estimate that the interview will last approximately 60 minutes. During the interview, CD team members will take notes about what is said on a piece of paper. We will also ask to tape record the interview to make sure that we don't miss anything. Only our 5 group members will listen to the tape. Afterwards, the tape will be erased and recycled or destroyed. You can ask for the recorder to be turned off at any time during the interview.

The types of questions we will ask include “What are the most popular services your agency provides to residents of Fairview?” and “What are the challenges faced by Fairview community agencies?”

WHAT ARE THE RISKS AND BENEFITS OF MY PARTICIPATION?

You are not likely to experience any risks from participating in this interview. The benefits of participation include contributing to a process that might help the Fairview community identify and address issues that affect the quality of life in Fairview.

ARE THERE ANY COSTS?

There will be no cost for participating in the study, nor will you be paid for your participation.

SUBJECT'S RIGHTS AND CONFIDENTIALITY

Your participation in this study is completely voluntary, meaning that you may choose not to participate. You may withdraw your consent or stop your participation at any time without penalty. You may skip a question or stop the interview at any time. You may also ask to stop the tape recording at any time.

To protect your privacy, your name will not be identified in any report or publication of this study or its result. The transcripts of this interview will be stored in a file drawer reserved for this CD Team in the Department of Health Behavior and Health Education.

Every effort will be taken to protect the identity of all participants of this study. However, there is no guarantee that the information cannot be obtained by legal process or court order.

This project has been reviewed and approved by the UNC-CH School of Public Health Institutional Review Board on Research Involving Human Subjects. This means that a panel of experts has looked over the questions we will ask and the panel feels that you will be safe from harm if you agree to participate. If you have questions about your rights as a study participant, or are dissatisfied at any time with any aspect of this study, you may contact (anonymously if you wish) the School of Public Health Institutional Review Board, University of North Carolina at Chapel Hill, CB# 7400, Chapel Hill NC 27599-7400, or by calling 919-966-3012. You may call collect.

If you wish to withdraw from the study or have any questions, please contact the PI listed above. You may call collect or use our toll free number: 1-866-610-8272

This fact sheet is yours to keep.

Community Member Interview Fact Sheet

WHAT IS THIS STUDY ABOUT?

We are graduate students from the UNC School of Public Health, Department of Health Behavior and Health Education. One of our degree requirements is to work with a community in North Carolina to conduct a community diagnosis. This means that we help the community identify its strengths, weaknesses, and future program directions for promoting health and well being in Fairview. The information we gather will be summarized and shared with the community in a written document. In addition, we will present our results to the community at a public forum in the spring.

The purpose of the interview today is to listen to your thoughts and experiences of living, working and being part of the Fairview community. We are interested in your opinions. There are no right or wrong answers.

WHAT WILL I BE ASKED TO DO?

You will be asked to participate in an interview about life in Fairview. This interview will last about one hour. We will be asking such questions as “How has Fairview changed over the past five years?” and “What are some of the best things about Fairview?”

During the interview, we will ask to take notes and tape record the discussion because your input is important, and we want to make sure we accurately record what you tell us. You may refuse to answer any question we ask or ask us to stop the tape recorder at any time. After we are finished using the tapes for this class, the cassettes will be erased and recycled or destroyed.

Your comments will remain confidential. We will be reporting summaries of the comments made by community members, but will not identify the names of individuals we interview.

WHAT ARE THE RISKS AND BENEFITS OF MY PARTICIPATION?

You are not likely to experience any risks from participating in this interview. The benefits of participation include contributing to a process that might help the Fairview community identify and address issues that affect the quality of life in Fairview.

ARE THERE ANY COSTS?

There are no costs to you for participating in this study. You will not be paid for your participation.

SUBJECT’S RIGHTS AND CONFIDENTIALITY

Your participation in this study is completely voluntary, meaning that you may choose not to participate. You may withdraw your consent or stop your participation at any time without penalty. You may skip a question or stop the interview at any time. You may also ask to stop the tape recording at any time.

To protect your privacy, your name will not be identified in any report or publication of this study or its result. The transcripts of this interview will be stored in a filing cabinet in the Department of Health Behavior and Health Education.

Every effort will be taken to protect the identity of all participants of this study. However, there is no guarantee that the information cannot be obtained by legal process or court order. You do not need to share any information that you are uncomfortable with and may skip a question at any time. You do not need to reveal your name. You may use a fictitious name if you wish.

This project has been reviewed and approved by the UNC-CH School of Public Health Institutional Review Board on Research Involving Human Subjects. This means that a panel of experts has looked over the questions we will ask and the panel feels that you will be safe from harm if you agree to participate. If you have questions about your rights as a study participant, or are dissatisfied at any time with any aspect of this study, you may contact (anonymously if you wish) the School of Public Health Institutional Review Board, University of North Carolina at Chapel Hill, CB# 7400, Chapel Hill NC 27599-7400, or by calling 919-966-3012. You may call collect.

If you wish to withdraw from the study or have any questions, please contact the Primary Investigator or faculty advisor listed below. You may call collect or use our toll free number: 1-866-610-8272

Primary Investigator

Natasha Jamison (919) 966-3919

Co-Investigators

Emily Gertz

Maureen Maurer

Amy Ng

Thang VanTrinh

Faculty Advisor

Eugenia Eng (919) 966-3909

This fact sheet is yours to keep.

Community Member Focus Group Fact Sheet

WHAT IS THIS STUDY ABOUT?

We are graduate students from the UNC School of Public Health, Department of Health Behavior and Health Education. One of our degree requirements is to work with a community in North Carolina to conduct a community diagnosis. This means that we help the community identify its strengths, weaknesses, and future program directions for promoting health and well being in Fairview. The information we gather will be summarized and shared with the community in a written document. In addition, we will present our results to the community at a public forum in the spring.

The purpose of the focus group today is to listen to your thoughts and experiences of living, working and being part of the Fairview community. We are interested in your opinions. There are no right or wrong answers.

WHAT WILL I BE ASKED TO DO?

You will be asked to participate in a focus group, or group discussion, about life in Fairview. This focus group will last about one hour. We will be asking such questions as “How has Fairview changed over the past five years?” and “What are some of the best things about Fairview?”

During the focus group, we will ask to take notes and tape record the discussion because your input is important, and we want to make sure we accurately record what you tell us. You may refuse to answer any question we ask or ask us to stop the tape recorder at any time. After we are finished using the tapes for this class, the cassettes will be erased and recycled or destroyed.

Your comments will remain confidential. We will be reporting summaries of the comments made by community members, but will not identify the names of individuals we interview. We request that you not share anything you hear in the group with other people.

WHAT ARE THE RISKS AND BENEFITS OF MY PARTICIPATION?

You are not likely to experience any risks from participating in this interview. The benefits of participation include contributing to a process that might help the Fairview community identify and address issues that affect the quality of life in Fairview.

ARE THERE ANY COSTS?

There are no costs to you for participating in this study. You will not be paid for your participation.

SUBJECT’S RIGHTS AND CONFIDENTIALITY

Your participation in this study is completely voluntary, meaning that you may choose not to participate. You may withdraw your consent or stop your participation at any time without penalty. You may skip a question or stop the interview at any time. You may also ask to stop the tape recording at any time.

To protect your privacy, your name will not be identified in any report or publication of this study or its result. The transcripts of this focus group will be stored in a filing cabinet in the Department of Health Behavior and Health Education.

Every effort will be taken to protect the identity of all participants of this study. However, there is no guarantee that the information cannot be obtained by legal process or court order. There is also a chance that you might know some of the other members of the focus group. You do not need to share any information that you are uncomfortable with and may skip a question at any time.

You do not need to reveal your name. You may use a fictitious name if you wish. You must agree not to reveal anything you learn about other subjects from group discussions or other activities.

This project has been reviewed and approved by the UNC-CH School of Public Health Institutional Review Board on Research Involving Human Subjects. This means that a panel of experts has looked over the questions we will ask and the panel feels that you will be safe from harm if you agree to participate. If you have questions about your rights as a study participant, or are dissatisfied at any time with any aspect of this study, you may contact (anonymously if you wish) the School of Public Health Institutional Review Board, University of North Carolina at Chapel Hill, CB# 7400, Chapel Hill NC 27599-7400, or by calling 919-966-3012. You may call collect.

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Primary Investigator

Natasha Jamison (919) 966-3919

Co-Investigators

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Maureen Maurer

Amy Ng

Thang VanTrinh

Faculty Advisor

Eugenia Eng (919) 966-3909

This fact sheet is yours to keep.

Service Provider Interview Guide

Introduction

Hello, my name is _____, and I will be leading our interview today. This is _____, who will be taking notes and assisting me during our discussion.

We'll be here about 60 minutes today to talk with you about your perspectives on the Fairview community and about your experiences as a service provider for Fairview. We are interviewing a variety of service providers in Fairview who will all have different points of view about the community, and the purpose of our interviews is to gather these different viewpoints.

During the interview, CD team members will take notes about what is said on a piece of paper. If you have no objections, we will also tape record the interview to make sure that we don't miss anything. Only our 5 group members will listen to the tape. Afterwards, the tape will be erased and recycled or destroyed. You can ask for the recorder to be turned off at any time during the interview. Is this OK with you?

Let's just go over a few things before we get started:

- Please talk in a voice as loud as mine
- There are no wrong answers, just different opinions. If you don't feel comfortable answering a question or don't have an opinion, just let me know.
- We do have a lot to cover, so you may be interrupted at some points so that we can keep moving and avoid running out of time.
- We value your opinions, both positive and negative, and I hope you choose to express them during the discussion.
- Everything said is confidential and will not be repeated.
- We are interested in your perspective as a service provider in Fairview, so please keep that perspective in mind during the discussion.

Role in Community

- How long have you worked with the Fairview community?
- What agency are you representing today and what is your title or capacity within that agency? *Probe: Clarify mission/purpose of agency if unknown to interviewer*
- Do you have any other unique insights into the Fairview community through other roles you may hold in Fairview (citizen, volunteer, etc.)?

Services and Businesses

- What are the most popular services that your agency provides to residents of Fairview?
- What services that your agency provides go underutilized?
- Who in the community has the most need for your services? Who in the community most often uses your services?
- What barriers does your agency encounter when trying to reach Fairview residents? (geographic, transportation, funding, awareness of services)
- What services might be needed in Fairview that are currently not offered by your agency? Is there another resource for this service?

Roles and Responsibilities of Service Providers

- What other agencies serve the Fairview community?
- What services are provided by these agencies?
- Describe the interactions your agency has with other agencies in the community.
- What are some activities organized by service providers in the Fairview community?
- What are the challenges faced by other agencies in the community?

Physical Orientation to the Community

- What are the geographical boundaries of Fairview as you know them?
- What are some landmarks, roads, or other identifiers of the community?
- Are all roads paved? Are they in good condition?
- What type of housing is found in Fairview (single family, apartments, site built, mobile homes, new housing, old housing, public housing)?
- What is the water source for Fairview? (well, septic, dual, city, county) What is the water quality?

Life in the Community

- How long has Fairview been recognized as a community?
- What are some key points in the history of Fairview?
- Where do people in Fairview work? In Fairview or in nearby towns?
- What types of jobs do they hold?
- What, if anything, contributes to unemployment in Fairview?
- How does transportation, or lack thereof, affect life in Fairview?
- What do adults in Fairview do for recreation? Teens? Children?
- What is the political climate like? Are Fairview residents active in politics?
- What political jurisdiction does Fairview fall under? (Hillsborough? Orange County?)
- What are the racial or ethnic demographics of Fairview?
- How do people of different races or ethnicities interact with one another in Fairview?

Assets of the Community

Now we would like to ask for your opinion about the Fairview community

- What are some of the best things about Fairview? (physical, human, agencies, resources)
- Are there individuals, groups, or committees that stand out as leaders in the community?

Needs and Challenges of the Community

In your opinion:

- What do you think are the biggest challenges that people in Fairview face? (Adults, adolescents, children, minorities, women, poor, elderly, safety, housing, transportation, health) *probe for health if not mentioned*
- Are there certain health issues which emerge as a priority for a particular subpopulation?
- Which problems do you feel are the most important for Fairview to address?

Problem-solving and Decision-making

- How do Fairview residents address community problems?
- How do Fairview residents make community decisions?

- What are the roles of minorities (ethnic minorities, women, children, poor) in community decisions?
- If you were going to try to solve a community problem in Fairview, whom would you try to involve to assure success?

University Involvement in Fairview

- Are you aware of other University students or groups which have participated in service-learning projects in Fairview? (UNC branches, Duke, NC State) (Public Health, Social Work, Nursing) If yes, when?
- How were these groups received by the community?
- What was the outcome of the specific project?

Recommended Individuals to Interview

- When we arranged for today's interview, we mentioned that we would also like to speak with other community service providers. Have you thought of anyone who you would recommend we talk to about the needs and assets of Fairview? Have you mentioned to _____ that we may be contacting him/her? (When we contact these people, we will tell them that they do not have to participate and that you gave us their name. Is that OK?)

Recommendations for Discussing Teams Findings at Community Forum

- As you may recall, we plan to conduct a Forum this spring to share all of the information we have gathered with members of the community. Would you be interested in helping us plan the Forum?
- Do you have any suggestions as to how to get people to attend?
- Do you have any suggestions on time, place, publicity?
- Who else do you think should help with planning the Forum?

Thank you again for your participation. Should you think of additional information that might be helpful to our project, please feel free to contact us at any time a (919) 966-3919.

If we are not immediately available, there is a voice mail system where you can leave a message and we will get back to you if necessary.

Community Member Interview Guide

Thank you for taking the time to meet with us. My name is _____ and I will be interviewing you today. This is _____, and s/he will be taking notes to assist me. We estimate that the interview will take about one hour. We would like to take notes and tape record this interview because your input is important and we want to make sure we accurately record what you tell us. You may refuse to answer and question we ask, or ask us to stop the tape recorder at any time. After we are finished using the tapes for this class, the cassettes will be erased and recycled or destroyed. Is this OK with you?

Self and Family

- Let's start with introductions. We don't need to know your name, but we would like to know how long you've lived in Fairview and what you do, either for a living or as a hobby, or whatever you'd like to share.

Geography of the Community

- We have been asked to work with Fairview. When we mention "the Fairview Community", what area do you think we are referring to? Here's an area map; when you say Fairview, what do you mean?

Community

- Thinking about schools, housing, recreation, access to resources and community feeling, if someone were considering moving to Fairview, what would you tell him/her?
Probe: Best things about Fairview
Probe: Problems/challenges in Fairview
- How do people get along in Fairview?
Probe: Race/ethnicity, age, SES, Newcomers

Changes over time

- How has Fairview changed over the past 5 years?
- What do you think of these changes? Are they good or bad?
- In what direction do you see Fairview going over the next 5 years?
- What do you need to get there? How can you help or change that?

Additional questions (if time allows)

- How do you keep informed about what is going on in Fairview?
- Who do you go to when you need something done around here?
- Tell me a time when the community has worked together to accomplish something. Who was involved? What made it work?

Closing

- Is there anything else you want to tell us about the Fairview community?
- Who else do you recommend that we talk to about the strengths and needs of your community? 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.

- We will be conducting a Forum in the spring where we will share with the community all of the information that we gather this semester. Do you have any suggestions for the Forum? Any best day, time, place? Ideas how to tell people about it, or how to get people to attend?

Community Member Focus Group Guide

Thank you for taking the time to meet with us. My name is _____ and I will be facilitating this evening's focus group. This is _____, and s/he will be taking notes to assist me. We would like to take notes and tape record this focus group because your input is important and we want to make sure we accurately record what you tell us. You may refuse to answer and question we ask, or ask us to stop the tape recorder at any time. After we are finished using the tapes for this class, the cassettes will be erased and recycled or destroyed. Is this OK with everyone?

We estimate that this group will take about one hour and we would like to have the whole group start and end together if possible. Is there anyone who cannot stay that long?

Focus Group Ground Rules

- Please speak one at a time in a voice at least as loud as mine.
- I need to hear from all of you during the discussion, but you do not need to answer every question.
- This focus group will be most effective if you think about it as a conversation among yourselves. We are just here to point you in some directions.
- If at any time while we're talking if you don't want to answer a question, you don't feel comfortable, or you want to end the focus group, please feel free to let me know.
- There are no wrong answers, just different opinions. That is what we are looking for, so just say what is on your mind.
- We may have to interrupt you at some point so we can cover everything and finish on time.
- ***Everything said is confidential and will not be repeated by members of our group to anyone outside of our group.***

Self and Family

- Let's start with introductions. We don't need to know your names, but we would like to know how long you've lived in Fairview and what you do, either for a living or as a hobby, or whatever you'd like to share.

Geography of the Community

- We have been asked to work with Fairview. When we mention "the Fairview Community", what area do you think we are referring to? Here's an area map; when you say Fairview, what do you mean?

Community

- Thinking about schools, housing, recreation, access to resources and community feeling, if someone were considering moving to Fairview, what would you tell him/her?
 - Probe: Best things about Fairview*
 - Probe: Problems/challenges in Fairview*
- How do people get along in Fairview?
 - Probe: Race/ethnicity, age, SES, Newcomers*

Changes over time

- How has Fairview changed over the past 5 years?
- What do you think of these changes? Are they good or bad?
- In what direction do you see Fairview going over the next 5 years?
- What do you need to get there? How can you help or change that?

Additional questions (if time allows)

- How do you keep informed about what is going on in Fairview?
- Who do you go to when you need something done around here?
- Tell me a time when the community has worked together to accomplish something. Who was involved? What made it work?

Closing

- Is there anything else you want to tell us about the Fairview community?
- Who else do you recommend that we talk to about the strengths and needs of your community? 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. You can also write down your suggestions on the notecards we have provided.
- We will be conducting a Forum in the spring where we will share with the community all of the information that we gather this semester. Do you have any suggestions for the Forum? Any best day, time, place? Ideas how to tell people about it, or how to get people to attend? You can write down your suggestions on the notecards we have provided or talk to us about them.

APPENDIX B: List of Interviewees

<u>Number</u>	<u>Role</u>	<u>Gender</u>
1	Service Provider	Female
2	Service Provider	Male
3	Community Member	Female
4	Service Provider	Female
5	Service Provider	Female
6	Service Provider	Male
7	Community Member	Female
8	Community Member	Male
9	Community Member	Male
10	Community Member	Female
11	Service Provider	Male
12	Service Provider	Female
13	Service Provider	Male
14	Community Member	Female
15	Community Member	Female
16	Community Member	Female
17	Community Member	Male
18	Community Member	Male
19	Community Member	Female
20	Community Member	Female
21	Community Member	Male
22	Community Member	Female
23	Community Member	Female
24	Service Provider	Male
25	Service Provider	Male
26	Service Provider	Male
27	Service Provider	Male
28	Service Provider	Female
29	Service Provider	Female
30	Service Provider	Male
31	Community Member	Male
32	Service Provider	Female
33	Service Provider	Female
34	Service Provider	Female
35	Service Provider	Female
36	Service Provider	Female

APPENDIX C: List of Secondary Data

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- Eng, E., Blanchard, L. (1991). Action-Oriented Community Diagnosis: A Health Education Tool. *International Quarterly of Community Health Education*. Vol. 11(2) 93-110.
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- Hope, A., and Trimmel, S. (1996). Training for Transformation: A Handbook for Community Workers. (Vol 2). Mambo Press.
- Hyatt, W. (1992, November 24). Tornado hits Hillsborough; two deaths and much damage occur. The News of Orange County, pp. A1, A6.
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APPENDIX D: Forum Handouts

➤ **Community Spirit**

- Everybody knows everybody and looks out for each other
- History of helping each other- the tornado in 1992, the ball park
- Fairview is a close-knit community with a lot of pride, respect & concern for the community's reputation

➤ **Drugs ****

- Drugs impact all aspects of residents' lives
- There is a lack of substance abuse prevention or treatment programs
- Crime in Fairview is related to drugs
- Fairview needs increased police presence and more stringent penalties in the court system

➤ **Substation ****

- What will the substation be for the community?
- How can the community take ownership?

➤ **Learning Opportunities for Youth ****

- The drop-out rate for Fairview youth seems high
- After school tutoring programs are needed to keep kids interested in school
- Young adults, especially those who drop out, would benefit vocational & skill building training

➤ **Recreation ****

- The ball field was a great accomplishment for the community
- There are limited recreational opportunities for youth & adults within Fairview
- The Fairview park needs improvement

➤ **Water**

- Water bills are expensive in Hillsborough because of the new reservoir

➤ **Transportation**

- There is a lack of transportation within Hillsborough & to other parts of the county

➤ **Unemployment**

- People work outside of Hillsborough; many residents are on disability or retired on a fixed income

➤ **Health**

- Barriers to health access include transportation and money

➤ **Family Structure**

- Children may be raised by single parents or grandparents, impacting transportation, discipline, & supervision

➤ **Dogs**

- Dog fighting and loose dogs create fear and annoyance

➤ **Noise**

- Motorcycle racing, car racing, loud music, & people hanging out on the streets contribute to noise in Fairview

The Fairview Community Project Discussion

Problem solving with neighbors and
service providers about
our community



April 30, 2002

Background Information

What is the Fairview Community Diagnosis Team?

A team of five graduate students from the UNC-Chapel Hill School of Public Health.

What is an “Action-Oriented Community Diagnosis?”

The process involves individual interviews and group interviews of community members and service providers to find out the perceived strengths and needs of the community.

How many interviews did the team do?

Service Providers: 20 individual interviews

11 females and 9 males

Community members: 10 individual interviews and

1 group interview

10 females and 6 males

What is the “Community Project Discussion?”

We hope to turn this process into action! First, the team presents the themes from their interviews. Next, community members and service providers break into small groups about one theme. With a facilitator, these groups identify “action steps.”

When can we see all the information from this process?

The team is writing a comprehensive document that will be available on-line and in hard copy at Orange County Public Health Department and the Hillsborough Police Department in mid May 2002.

Who can I contact for more information?

You can contact Ellen Young from the Orange County Health Department at 919-968-2022 x 292.

The Goose Story

Next fall when you see geese heading south for the winter flying along in “V” formation, you might be interested in knowing what science has discovered about why they fly that way. It has been learned that as each bird flaps its wings, it creates an uplift for the bird immediately following. By flying in a “V” formation, the whole flock adds at least 71% greater flying range than if each bird flew on its own.

Whenever a goose falls out of formation it suddenly feels the drag and resistance of trying to go it alone, and quickly gets into formation to take advantage of the lifting power of the bird immediately in front.

When the lead goose gets tired he rotates back in the wing and another goose flies point.

The geese honk from behind to encourage those up front to keep up their speed.

Finally, when a goose gets sick, or is wounded and falls out of formation, two other geese fall out and follow him down to help and protect him. They stay with him until he is either able to fly or until he is dead, and then they launch out on their own or with another formation to catch up with the group.



Author Unknown

Many Thanks to:

The Fairview Community Project Discussion Planning
Committee

Bradiggins Arts and Crafts Gallery
Country Florist
The Flower Patch
Food Lion
Freddie McNeil's School of Tai Kwan Do
Graham Cinema
Kentucky Fried Chicken
Hillsborough Police Department
Lowe's Food
Lu-e-g's
Orange County Public Health Department
Reverend Richardson & singers from First Community Baptist Church
Subway
VillageVideo
Wal-mart

And Especially to

All Fairview community residents, service providers and the
Town of Hillsborough for their valuable input, assistance and
time.