

Appendices

Appendix A
Community Resource Guide

NEED	SERVICE	SERVICE PROVIDER	PHONE NUMBER	COMMENTS
Adult Education	Literacy	Central Carolina Community College (CCCC)	542-6495, ext. 211 742-2715, ext. 28	
#	GED/High School	CCCC Chatham Education Foundation	542-6495, ext. 211 742-2715, ext. 28 542-0024	
#	ESL	CCCC	542-6495, ext. 211 742-2715, ext. 28	
#		Bilingual Parent Resource Center	663-4833	
Child Care	Resources, Referrals, and Subsidy	Child Care Networks, Inc. Little Kids Chatham Child Development Center	542-6644 542-3626 663-2221	English and Spanish speaking
#	Preschool Programs	Head Start	742-5316	
#		More at Four	542-6644, ext. 15	
	After School Programs	4-H Club	542-8202	Various Activities
		Screech Owl Farm School	542-0333	Environmental Activities
		Boys and Girls Club	663-6159	4 th -8 th grade + siblings
		Chatham County Schools NC Childcare Resource & Referral	542-3626/ 663-5568 542-5805	Provides child care referrals
Community Service		Community Service Office	942-0941	Court ordered community service; \$200 program fee
#		Deep River Mediation	542-4075	For juveniles ordered to complete community service or restitution; no program fee
Employment	Resources/Job Listing	JOCCA Job Link Center	542-4781/ 742-5645	
#		Employment Security Commission Chatham Trades Inc. Carolina Job Network Chatham County Dept. of Social Services	742-7454 663-3481 1-800-984-3775 542-2759	Provides work permits and employment services.
#	Training/Assessment	Vocational Rehabilitation	663-2544	

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#	Employment Assistance	Work First Program	542-2759	
Family Support	Pregnant women	Baby Love Maternity Care Coordination	545-8302	All programs of Chatham County Public Health Department
	Adolescent Pregnancy	Adolescent Pregnancy Prevention Coalition of N.C.	932-9885	
		Piedmont Health Services Reach-Out Pregnancy Crisis Center	933-8494 898-2923	
#	Families with children 0-3	Child Service Coordination	545-8367	Main Health Dept. # 542-8220
#	People living with HIV	HIV Case Management	542-8271	Supports families in a variety of ways
#	Disabled adults	Community Alternatives Program	545-8387	
		Independent Living Rehabilitation	560-6815	
		Laurels of Chatham	542-6677	
		SunBridge Care & Rehabilitation	663-3431	
#	Fathers	Focus on Fathers	545-8382	
	Teen parents	Adolescent Parenting Program	545-8339	
#	Parents	Parent Empowerment Program	545-8399	

Family Support	Pregnant women	Baby Love Maternity Care Coordination	545-8302	All programs of Chatham County Public Health Department
	Adolescent Pregnancy	Adolescent Pregnancy Prevention Coalition of N.C.	932-9885	
		Piedmont Health Services Reach-Out Pregnancy Crisis Center	933-8494 898-2923	
	Families with children 0-3	Child Service Coordination	545-8367	Main Health Dept. # 542-8220
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	Disabled adults	Community Alternatives Program	545-8387	
		Independent Living Rehabilitation	560-6815	
		Laurels of Chatham	542-6677	
		SunBridge Care & Rehabilitation	663-3431	
		Triangle Radio Reading Service	832-5138	

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	Fathers	Focus on Fathers	545-8382	
	Teen parents	Adolescent Parenting Program	545-8339	
	Parents	Parent Empowerment Program	545-8399	

NEED	SERVICE	SERVICE PROVIDER	PHONE NUMBER	COMMENTS
Family Support, Continued	Parents of children 5-18	Family Advocacy of Chatham County Together!	663-2370	Supports families in a variety of ways
	Boys 12-17 with behavioral/emotional issues	Three Springs	542-1104	Residential counseling program
	Seniors	Council on Aging	542-4512	
	For children 7-17	Chatham Together!	542-5155	Mentoring program
	For children with special needs	NC TEAACH	966-2174	
		Children's Developmental Service Agency	560-5600	Developmental evaluations and assistance for children 0-3
		Chatham County Schools	542-0681	Ages 3 and up Developmental evaluations and assistance
		Child Service Coordination	545-8367	Ages 0-3

Family Violence	Crisis Hotline	Family Violence and Rape Crisis Services	542-0224	24 hours; English and Spanish speaking
	Victim Services	Coalition for Family Peace	742-7320 545-0224 (24-Hour)	English and Spanish speaking; offering shelter, parent education, support groups, advocacy, crisis counseling, legal referrals
		Family Violence and Rape Crisis Center	542-5445 545-0024 (24-Hour)	
		Chatham County Sheriff's Dept.	542-2811	
	Child Victim Services	Carmen Coley	542-1792	Victim advocacy for sexually abused children and their families
Batterer Intervention	Family Violence and Rape Crisis Center PEACE program	542-5445	A 26 week class for adults who are violent toward their partners	

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	Children Exposed to Violence	Safe Start	542-7449 ext 31	Service coordination, parent counseling and therapy, referrals, and support
		Chatham County Child Victim Services	542-5281	
		Chatham County Partnership for Children	542-7449	Focuses on child quality, children's health, safety and family support.
		Child Protective Services, Department of Social Services	542-2759	Mandatory reporting of child abuse victims
	Supervised Visitation & Exchange	Family Visitation Services	542-5281	Provides a place to exchange children and supervise visitation; On-site security provided
NEED	SERVICE	SERVICE PROVIDER	PHONE NUMBER	COMMENTS
Financial	Debt Counseling	NC Cooperative Extension Service	542-8202	
		Hispanic Liaison	742-1448	
		Harvey Reid	960-4121	
	Assistance	DSS	542-2759	Work First, Food Stamps, help w/ utilities
		American Red Cross	774-6857	
		Chatham County Council on Aging JOCCA	542-2759 542-4781	
		Salvation Army	542-1593 (Pittsboro) 663-0443 (Siler City)	Disaster relief, utilities
	Child Support	Child Support Office Child Care Networks	542-0536, ext. 260 542-6644	
Food	Emergency food supply	CORA	542-5020	Need referral from an agency or church
		Family Resource Center	663-5867	Provides groceries for those who qualify.
		Salvation Army	542-1593/ 663-0443	
		Haw River Church	542-2214	Second Saturday of each month
		Mt. Gilead Baptist Church	542-2431	Second Saturday of each month

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		Alston Chapel Church	542-4111	Every Thursday
		Pentecostal Holiness Church	742-5791	Every other week
		Evergreen Church Rev. Joy MacVane	968-0198	Tuesday nights 6-8pm
	Ongoing food assistance	DSS Food Stamps	542-2759	
		WIC	742-5641	For pregnant women and children age 0-5
Health Insurance	General Assistance	NC Health Choice	542-2759	
		Medicaid	542-2759	
Housing	Transitional Housing	Project HomeStart	932-6025	
	Resources and Referrals	Chatham Co. Housing Authority	542-3742	
		Habitat for Humanity EmPOWERment Silk Hope Catholic Worker	542-0794 967-8779 663-4334	
Immigrant information	Orientation to life in US	ATLUS	663-0471	Orientation Program
	Resources and Referrals	Hispanic Liaison	742-1448	
Legal Issues	Legal Services	Legal Aid of North Carolina – Pittsboro office NC Lawyer Referral Service	542-0475 1-800-662-7660	
	Paternity establishment, court order child support	Child Support Office	542-0536, ext. 260	
NEED	SERVICE	SERVICE PROVIDER	PHONE NUMBER	COMMENTS
Library	Library Programs	NC Supreme Court Library Pittsboro Memorial Library Triangle Reading Services Wren Memorial Library	733-3425 542-8524 832-5138 742-2016	
Mediation	General Mediation	Deep River Mediation	542-4075	
Medical Providers/ Health		Chatham Hospital Chatham Social Health Council First Choice Home Care Piedmont Health Services Call Health Department for a list	663-2113 742-3762 663-1188 933-8494 542-8220 (Pittsboro) 742-5641 (Siler City)	
Mental Health	Assessment and treatment	Carolina Outreach Orange, Person, Chatham Mental	542-4042 913-4000	In-home therapy and support services Works in partnership with

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		Health Center Club Insight	542-7432	consumers. Offers mental health services
		Chatham Counseling Center	542-4422 (Pittsboro) 742-5612 (Siler City)	Provides prevention and education, crisis intervention, brief therapy and long-term psychiatric services.
		El Futuro	338-1939 or Toll Free 877-235-6809	Services for Spanish-speaking people
	Services for children 0-6 with emotional or behavioral issues	Preschool Outreach Program	542-9891	Also provides child-specific support for child care providers
	Screening, triage, access, and referral	Star Call Center	913-4100 or 1-800-233-6834	
	Services for families with children 0-8 exposed to violence	Safe Start/Chatham Partnership	542-7449	Provides families with therapy
Poison Control	General	UNC Poison Control Hotline	1-800-848-6596	Provides immediate, free, expert advice over the phone about treatment for possible exposure to poisons.
		National Poison Control Hotline	1-800-222-1222	
Parenting Education	General parenting skills	Parent Empowerment Program	545-8399	At Chatham County Public Health Department
		Family Skills Course	545-8399	9 week parenting class series
		Circle of Parents	545-8399	Support groups for parents
	For kids with behavioral and emotional issues	Chatham County Together! Chatham Family Resource Center Bilingual Parent Resource Center NC Cooperative Extension Service	542-5155 663-5867 663-4833 542-8202	
Recreation/Arts		Chatham County Parks and Recreation Department	545-8370/ 542-8252	
		Siler City Recreational Facilities: Paul Braxton Gym Paul Braxton Recreational Center 4-H Club	663-3761 742-5861 542-8202	

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		Chatham YMCA	545-9622	
		Girl Scouts of Chatham County Chatham County Arts Council Boy Scouts	742-2288/782-3021 542-0394 542-8252 (Pittsboro) 742-2699 (Siler City)	
		Chatham Soccer League Chatham Basketball	776-3737 542-5600/ 774-1711 542-8252 (Pittsboro)	
		Chatham Softball & T-Ball Therapeutic Riding Program Public Libraries	742-2699 (Siler City) 542-8252/542-6207 542-6207 898-4522 (Goldston) 542-3524 (Pittsboro)	
		Tumblin' Tots	742-2016 (Siler City) 545-2025	
	Girl Scout administrative organization	Pines of Carolina Girl Scouts	774-6519 or 1-800-284-4475	Provides girl scout leader training, scholarships, and organizes local events
NEED	SERVICE	SERVICE PROVIDER	PHONE NUMBER	COMMENTS
Student Services	Educational support services for students	Chatham County Schools Student Services	542-6400	
Substance Abuse Treatment	General	Project Turnaround Partnership for a Drug Free NC	542-7413 1-800-758-6077	Adult and Juvenile programs Coordinates statewide resources
		Chatham Family Resource Center	663-5867/663-1181	Confidential Assessments to DWI
		The DWI Center	1-866-485-1703	
	Pregnant women & mothers of infants	Horizons	966-9830	Outpatient program
		Family Wellness and Recovery Services, Hope Meadow program	968-8680	Residential program
	Adolescents	Chatham Counseling Center	542-4422 (Pittsboro) 742-5612 (Siler City)	Assessment, outpatient treatment, referrals
	Spanish speaking services	SASA/ Jaime Montano	742-5262	Assessment and treatment
		El Futuro	1-877-235-6809	Assessment and treatment
		Murray and Associates	623-0622	DWI classes
	English speaking services	TASC program @ Chatham	542-4422	Assessment, treatment,

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		Counseling Center		referrals, DWI classes
	Support	Narcotics Anonymous	1-800-721-8225	Call for meeting times and locations
		Alcoholics Anonymous	742-5584 933-3877 (AA Hotline)	Offers help to hope & help to families & friends alcoholics.
		Al-Anon/Alateen	1-888-425-2666	
Summer Camps		4-H Club	542-8202	
		Chatham County Parks and Recreation Department	545-8370	
		Chatham YMCA	545-9622	
Translation Services	Translation	Hispanic Liaison	742-1448	
		CHICLE	933-0398	
		Mitch Million	542-6495, ext. 212	Court Interpretation
Transportation	General transportation	Chatham Transit Network	542-5136	Call for schedules and pickup
		Sister-2- Sister NC Dept. of Motor Vehicles	742-4223 663-2601 (Siler City)	Call for information

Appendix B
Community Interview Guide

2010 Community Health Assessment
Community Key Informant Interview Questions

Opening

- *Thank you* for taking the time to meet with me for this interview. The Community Health Assessment team recognizes that your time is valuable and we appreciate your participation.
- We are part of a community health assessment team consisting of Health and Human Service Agencies in Chatham County. They include:

Chatham County Department of Parks and Recreation
Chatham County Government
Chatham County Partnership for Children
Chatham County Public Health Department
Chatham County Schools
Chatham Hospital
Family Violence and Rape Crisis Services
Hispanic Liaison
Piedmont Health Services
A diverse group of community members

The purpose of the interviews is to help the community to identify its strengths, challenges, and future directions.

- My name is _____ and I am from _____. (Fill in appropriate agency.) I will be taking notes on what is said during the discussion. I will also be recording our interview. Is that okay with you?

The information we gather will be summarized and shared with the community and agencies within the county. The community assessment will also be used to update the annual Health of Chatham Report. A copy of the report will be sent to the state office of the Department of Health and Human Services. We will share with the community through local libraries, agencies, and the health department website at www.chathamnc.org/publichealth. If you would like to receive a copy of the executive summary by mail or e-mail, please let me know at the conclusion of the interview.

- The *purpose* of speaking with you today is to find out about your thoughts and experiences of living in Chatham County. We are interested in your opinions. There are no right or wrong answers.
- **Time:** The interview should last about an hour.

Confidentiality

- Your comments today will remain confidential. The Chatham County Public Health Department will be reporting summaries of the comments made by community members but will not identify who said what, nor will we identify the names of the individuals who participate. We would like to only use first names in the interview, if that is okay.
- We would also like to take notes and tape record this interview. Your input is important and we want to make sure that we accurately record what you tell us. Feel free not respond to any question we ask, or ask to stop the recorder at any time. After we are finished recorders to summarize what people say, the recorders will be stored at the Chatham County Public Health Department. However, your full name will not be attached to the recording. Is this okay with you?

Ground Rules

- We want your opinions. There are no right or wrong answers.
- You are not required to answer any question you may not wish to answer.
- If at any time while we are talking you do not feel comfortable, you do not need to respond.
- Please turn off cell phones or put them on vibrate.

Community

- 1) What do you consider to be your community in Chatham County?
Probe: *Is it the county? Town? A particular neighborhood or other geographical area? Is it a group?*
- 2) For the rest of the interview when I ask you to talk about your community, that is what I mean. How long have you been a part of this community?
- 3) Imagine someone was going to join this community, how would you describe your community to them?
Probe: *physical characteristics, history, types of people who live there (families with children, single people, seniors, racial/ethnic groups)*
- 4) The population of Chatham County has grown quite a bit in the past few years. What is different about your community now that was not the case 5 years ago?
Probe: *housing, recreation activities, transportation, employment, schools, community services, access to resources?*
 - 4a. In what ways, if any, have these changes had an impact on your community?
- 5) Tell me about the different groups in your community.
Probe: *Types of people who live there (families with children, single people, seniors, racial/ethnic groups)*
- 6) How do these groups interact with each other in your community?
- 7) What have you been involved in, in your community? Are there any other organizations you have worked with or activities you have worked on for your community?
- 8) What resources or activities would you like to see in your community that are not there now?
Probe: *housing, recreation activities, transportation, employment, schools, community services, access to resources?*
- 9) What do people do for fun or leisure in the community?
- 10) What are the popular places where people gather in your community?
- 11) What roles do churches/places of worship play in your community?
- 12) How do you feel your community can make a difference?
Probe: *In what ways? Are people in your community involved in community action and/or political process?*
- 13) What do you feel are the strengths of your community?
Probe: *neighbors, housing, recreation activities, transportation, employment, schools, community services, access to resources?*

14) What makes your community members proud?

15) What brings people in your community together?

Probe: *Celebrations? Common concerns? Emergencies? Can you tell me more?*

16) What seems to divide people in your community?

Probe: *politics, religion, different priorities?*

Services and Needs

17) What services in the county do community members use?

Probe: *schools, social services, health department, sheriff's department*

18) Is there anything that makes it difficult for people to use these services? If so, what?

Probe: *lack of knowledge, attitudes, money, transportation*

19) What do you think are the major issues or needs in your community?

Probe: *housing, lack of recreation activities, transportation, unemployment, schools, community services, access to resources?*

20) Are there any specific health concerns that affect your community that you'd like to add?

21) Do you think things are getting better or worse with these issues?

22) What if any actions are being taken regarding these issues?

23) Which of these issues do you think are the top three priorities in your community?

24) How do you think these priorities should be addressed?

Information

25) In your opinion, what are the best ways to get information out to your community?

26) Which of these is the most effective?

27) If there were an emergency, what do you think would be the best way to get urgent information out to your community?

Probe: *newspaper, Chatlist, radio, through churches, other organizations*

28) If there were a public health emergency, which population groups do you think are most at risk for health problems?

Additional Comments

29) What else do you think we should know about your community that we haven't discussed today

30) What other members of your community do you feel would help us understand your community better? Can you provide me with their names?

Closing

31) Have you ever been interviewed for a health assessment before?

32) How did you feel about your participation in this community assessment process?

33) Are you interested in getting the results of the assessment?

34) How can we get them to you?

Appendix C
Service Provider Interview Guide

2010 Community Health Assessment
Provider Key Informant Interview Questions

Opening

- *Thank you* for taking the time to meet with me for this interview. The Community Health Assessment team recognizes that your time is valuable and we appreciate your participation.
- We are part of a community health assessment team consisting of Health and Human Service Agencies in Chatham County. They include:

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Piedmont Health Services
A diverse group of community members

The purpose of the interviews is to help the community to identify its strengths, challenges, and future directions.

- My name is _____ and I am from _____. (Fill in appropriate agency.) I will be taking notes on what is said during the discussion. I will also be recording our interview. Is that okay with you?

The information we gather will be summarized and shared with the community and agencies within the county. The community assessment will also be used to update the annual Health of Chatham Report. A copy of the report will be sent to the state office of the Department of Health and Human Services. We will share with the community through local libraries, agencies, and the health department website at www.chathamnc.org/publichealth. If you would like to receive a copy of the executive summary by mail or e-mail, please let me know at the conclusion of the interview.

- The *purpose* of speaking with you today is to find out about your thoughts and experiences of living in Chatham County. We are interested in your opinions. There are no right or wrong answers.
- **Time:** The interview should last about an hour.

Confidentiality

- Your comments today will remain confidential. The Chatham County Public Health Department will be reporting summaries of the comments made by community members but will not identify who said what, nor will we identify the names of the individuals who participate. We would like to only use first names in the interview, if that is okay.
- We would also like to take notes and tape record this interview. Your input is important and we want to make sure that we accurately record what you tell us. Feel free not respond to any question we ask, or ask to stop the recorder at any time. After we are finished recorders to summarize what people say, the recorders will be stored at the Chatham County Public Health Department. However, your full name will not be attached to the recording. Is this okay with you?

Ground Rules

- We want your opinions. There are no right or wrong answers.
- You are not required to answer any question you may not wish to answer.
- If at any time while we are talking you do not feel comfortable, you do not need to respond.
- Please turn off cell phones or put them on vibrate.

Chatham County

- 1.) Do you live in Chatham County?
- 2.) How long have you worked in Chatham County?
- 3.) How would you describe Chatham County to someone who just moved here?
Probe: physical characteristics, history, types of people who live there (families with children, single people, seniors, racial/ethnic groups)
- 4.) Can you tell me about the diversity of the county?
Probe: resident demographics such as age, education, racial/ethnic groups, urban vs. rural?
- 5.) How do you think these diverse groups interact?
- 6.) How do you feel the population growth has affected the county?
Probe: housing, recreation activities, transportation, employment, schools, community services, access to resources?
- 7.) What do people in Chatham County do for leisure/fun?
- 8.) What are the popular places people gather?

Services

- 9.) What services do you provide to community members?
- 10.) Who are the priority populations for your services?
- 11.) Who in Chatham has the greatest need for your agency's services?
- 12.) What are the biggest barriers/challenges to doing your work?
Probe: funding, lack of resources, staffing levels, etc.?
- 13.) What services are underutilized?
- 13 a) Why do you think that is?

Agency

- 14.) What unmet community needs are not being met in Chatham County?
Probe: housing, recreation activities, transportation, employment, schools, community services, access to resources?
- 15.) What have your agency's successes in the county?

Community

16.) What do you feel are the strengths of the community?

Probe: *residents, housing, recreation activities, transportation, employment, schools, community services, access to resources?*

17.) What makes community members proud?

18.) What brings people in the community together?

Probe: *Celebrations? Common concerns? Emergencies? Can you tell me more?*

19.) What do you think divides people?

Probe: *politics, religion, different priorities?*

20.) What services do community members use most?

Probe: *schools, social services, health department, sheriff's department?*

21.) Is there anything that makes it difficult for people to use these services? If so, what?

Probe: *lack of knowledge, attitudes, money, transportation?*

Issues/Needs

22.) What do you think are the major issues and needs of the community?

23.) Are there any other specific health issues that you can think of?

24.) Do you think things are getting worse or better regarding these issues/activities?

25.) How do you think these priorities should be addressed?

Information

26.) What methods do you use to get information out to the community?

Probe: *newspaper, Chatlist, radio, through churches, other organizations, e-mails, etc.?*

27.) What method has been the most effective?

28.) Do you think there is a different method to get health information out to the community?

29.) If there were an emergency, what would be the best way to get urgent information out to the community?

Probe: *newspaper, Chatlist, radio, through churches, other organizations, e-mails, etc.?*

30.) If there were a public health emergency, which population groups do you think are most at risk for health problems?

Additional Information

30.) To get a broad perspective of the community, is there anyone you would recommend that we speak with?

31.) Is there anything else you would like to share in general about something we've touched on?

Appendix D
Focus Group Guide

2010 Community Health Assessment
Focus Group Guide

[Provide fact sheet with more information about assessment and points of contact]

Opening

- *Thank you* for taking the time to meet with us for this discussion group. We recognize that your time is valuable and we appreciate your participation.
- We are part of a community health assessment team consisting of Health and Human Service Agencies in Chatham County. They include:

Chatham County Department of Parks and Recreation
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Chatham County Public Health Department
Chatham County Schools
Chatham Hospital
Family Violence and Rape Crisis Services
Hispanic Liaison
Piedmont Health Services
A diverse group of community members

The purpose of group is to help the community to identify its strengths, challenges, and future directions.

- My name is _____ and I am from _____. (Fill in appropriate agency.) I am here today with _____ from _____ who will be taking notes on what is said during the discussion.

The information we gather will be summarized and shared with the community and agencies within the county. The community assessment will also be used to update the annual Health of Chatham Report. A copy of the report will be sent to the state office of the Department of Health and Human Services. We will share with the community through local libraries, agencies, and the health department website at www.chathamnc.org/publichealth. If you would like to receive a copy of the executive summary by mail or e-mail, please put your name and address on the sign-up sheet.

- The *purpose* of speaking with you today is to find out about your thoughts and experiences of living in Chatham County. We are interested in your opinions. There are no right or wrong answers.
- **Time:** The discussion should last about an hour.

- We distributed fact sheet as you arrived that described the assessment in more detail. On the fact sheets are phone numbers of people you can call if you would like more information after you leave here today. Did everyone get a fact sheet?

Confidentiality

- Your comments today will remain confidential. We will be reporting summaries of the comments made by community members but will not identify who said what, nor will we identify the names of the individuals who participate. We would like to only use first names in the discussion, if that is okay.
- We would also like to take notes and record this interview. Your input is important and we want to make sure that we accurately record what you tell us. Feel free not respond to any question we ask, or ask to stop the recorder at any time. After we are finished using the tapes to summarize what people say, the recordings will be stored at the Chatham County Public Health Department. However, your full name will not be attached to the recording. Is this okay with everyone?

Ground Rules

- We want your opinions. There are no right or wrong answers.
- I am not an expert. I am here to facilitate a discussion around strengths and issues in Chatham County.
- You are not required to answer any question you may not wish to answer.
- If at any time while we are talking you do not feel comfortable, you do not need to respond.
- Please speak clearly, listen to the responses of other participants, and do not interrupt others.
- Please give everyone a chance to speak.
- If you cannot hear what I am saying or what the other participants are saying, please ask us to speak up.
- Also, please do not discuss responses of the people in this discussion with others when you leave here today.
- Please turn off cell phones or put them on vibrate.

Opening

1. How long have you lived in Chatham County?
2. Where in Chatham County do you live? If you are new to the area, what brought you here?

Assessment of Strengths and Weaknesses of the Community

1. What do you see are the strengths or good things about your community?
Probe: neighbors, housing, recreation activities, transportation, employment, schools, community services, access to resources?
2. What are your concerns about your community?
Probe: housing, lack of recreation activities, transportation, unemployment, schools, community services, access to resources?
3. How has your community changed over the past five years?
Probe: What is different about your community now that was not the case 5 years ago? For example, housing, recreation activities, transportation, employment, schools, community services, access to resources?
- 3a. Why do you think it has changed?
Probe: How does what we've been talking about here relate to health – if at all?
4. How do you think your community will change over the next 5 years?
Probe: housing, recreation activities, transportation, employment, schools, community services, access to resources?
- 4a. Why do you think it will change?

Health

1. What do you perceive as the major health issues in Chatham County?
Probe: Do you think it is different for different groups? Why? Why Not?
2. What's happening in Chatham County that influences the health of you and your neighbors?
3. What do people that you know do when they have health problems?
Probe: Do they seek care? Who do they turn to for advice about health care?

Resources/Activities

1. What things have you been involved with in your community in the past five years? How were you involved in these efforts?
2. If you needed help for some reason, or you needed to get something done, where would you turn?
Probe: What people would you turn to in your community for different types of help such as legal, health, or financial?
3. What resources or activities would you like to see in your communities that are not here now?

Probe: *housing, recreation activities, transportation, employment, schools, community services?*

3a. What are some the obstacles you see for new projects in your community?

4. What would it take to get more people involved in community activities?

Probe: *What are some the obstacles you see for getting people involved in your community?*

5. Relating to activities/resources, do you feel your community can make a difference?

Probe: *Refer to examples mentioned*

6. How do you think what we've been talking about here relate to health – if at all?

Communications

1. One area of concern for service agencies is how best to get information to people. What do you see as best ways to get information to people in your community?

Probe: *Different ways such as peers, paper, internet, radio, television, etc.*

2. What are some of the ways you get information?

Probe: *What is it about this source of information that you like or trust? What are some unique ways to get information out?*

Closing

1. Of all the issues we have talked about today, what issues do you think are the most important for your community to address?

Probe: *Go around table and ask individually*

2. What other members of your community do you feel would help us understand your community better? Can you provide me with their names?

3. Do you have any questions about the community health assessment process?

ADMIN STUFF:

- Request completion of the profile sheets
- Ask if anyone wants to sign up to receive the executive summary
- Ask if anyone wants a copy of the Health of Chatham report

Appendix E
Community Opinion Survey

Appendix F
Community Opinion Survey Results

Appendix G
Alison's Final Report

An Ear to the Ground: Summary of the 2010 Community Health Assessment Interviews



Prepared by
Alison Mendoza
November 2010

The Big Picture: Introduction

The Chatham County Community Health Assessment (CHA) is completed every four years to identify and prioritize factors that affect population health, in order to help determine how priorities will be addressed. The assessment is conducted by the CHA Steering Team, which was led in 2010 by Marissa Jelks, Communications Specialist in the Division of Community Health and Advocacy of the Chatham County Public Health Department. The CHA Steering Team included representatives from the health department, other government departments, health care agencies, local organizations, and the community. The 2010 Chatham County Community Health Assessment process utilized information gathered from the community opinion survey, interviews with community members and service providers, and secondary sources. This report will focus on the information collected through the key informant interviews.

Qualitative data is information that is collected by asking questions and letting respondents answer in their own words, rather than giving them to a choice of set responses. Qualitative data is important in order to gain a deeper understanding of issues present in the community, because this mode of data collection allows respondents to speak freely and to touch upon areas that may not have been asked on the survey. **Key informants** are leaders in the community who are chosen to participate in the interview because interviewers believe they can offer valuable information and insights into the community. For the CHA, key informants were divided into two categories: community members and service providers. **Community members** were residents of Chatham County and were purposefully chosen to gain a variety of perspectives given the geographic, socioeconomic, and racial/ethnic diversity of Chatham County. **Service providers** were key informants who are residents of either Chatham or neighboring counties and were purposefully chosen to gain knowledge about community, social, and health services offered in Chatham County. The **interview guide** is the list of questions that the interviewer uses. Separate interview guides were used for the community member and service provider interviews. See Appendices A and B for interview guides.

Key informant interviews were conducted to provide valuable information about the needs and concerns of Chatham County residents, as well as assess the availability of resources to address these issues. Along with providing a means to gather information, key informant interviews also allowed the CHA Steering Team to engage the community. **Community engagement** is the process by which program administrators, in this case the CHA Steering Team and Chatham County Public Health Department, involve community members, in this case Chatham County residents, to help define and solve problems. Since the purpose of the CHA is to identify and prioritize major health issues and factors that affect the health of Chatham county residents, the information from the key informant interviews was incorporated into the prioritization process. Issues that were discussed frequently in the key informant interviews were given a higher priority.

Gathering the Information: Methods

Twelve interviewers, each a member of the 2010 CHA Steering team, conducted a total of 41 key informant interviews between March 19, 2010 and July 1, 2010. Key informants included 21 community members and 20 service providers. Community informants were purposefully chosen, given the time and resources of the CHA team, to represent a cross section of Chatham County residents. Service provider informants were purposefully chosen, given the time and resources of the CHA team, to represent the wide range of services offered in Chatham County.

Interviews were arranged by phone and email. They were conducted at a time and place mutually convenient and comfortable for both the interviewer and interviewee, in such locations as offices, cafes/restaurants, or at the interviewee's residence. Interviewers obtained informed consent of the interviewees orally before each interview. Interviews lasted approximately 30-60 minutes, were recorded, and transcribed verbatim. Transcripts were coded using Atlas.ti software. The researcher used code reports to arrive at the main ideas to discuss.

What People Said: Results & Discussion

Both community members and service providers discussed quality of life issues more than disease outcome issues, evidence that quality of life issues were more important to community members at that time. Disease outcome issues relate to a problem with a particular disease. Examples of **disease outcome** issues include diabetes, cancer, and heart disease. Examples of **quality of life** concerns include adequate employment, recreational opportunities, and availability of certain infrastructures, such as water and sewer lines. The chart on the following page depicts the seven most discussed community concerns and the number of respondents that spoke about these issues in their interviews. The responses from community members and service providers were tracked separately. "Unprompted" refers to discussion of a community concern when the interview did not specifically ask if that issue is a concern. "Prompted" refers to discussion of a community concern after the interviewer specifically asked if that issue is a concern.

In general, service providers' concerns mirrored those of community members. Community members tended to discuss a wider variety of issues, so community responses are spread out over a wider number of issues. Service providers tended to hone in on fewer issues, so this consistency in responses is reflected in the greater number of service providers who mentioned these issues.

Issues that community members discussed that were less common among service providers include youth issues, lack of leisure/recreation activities (not youth specific), affordable housing, families not being able to afford basic needs (not depicted), and the need for county-wide high speed internet (not depicted). Service providers focused the discussion on jobs, race/ethnic group issues, and transportation. Regardless of health or community issues, there was a general consensus among all interviewees that children, the elderly, and those that don't speak English as the most vulnerable populations in regards to health issues.

Theme 1:

Lack of adequate employment was the most pressing community concern. Economic stability, both for the individual and for the county as a whole, is inextricably tied to a number of other health and quality of life issues.

Twenty-eight out of 41 interviewees discussed unemployment as a concern in Chatham County. Unemployment and underemployment affects almost every aspect of life in Chatham County, such as one's ability to pay for basic needs and obtain essential health services. The recent closing of the poultry plant in Siler City, as well as job loss in other areas, has had a substantial impact on the community. Community healthcare agencies, such as Piedmont Health and Chatham County Public Health Department, as well as providers of other social services, report being strained to meet the high demand for their services. Because families are struggling to meet their basic needs, health promotion activities, such as exercise and preparing healthy meals, are deprioritized. Furthermore, though interviewees generally did not speak about this link, it has been shown in research studies that loss of employment can be a contributing factor to depression and overall poor health.ⁱⁱⁱ

In addition to affecting individuals and families, relationships between different sections of the county suffer. The concentration of higher paying jobs in Wake, Durham, and Orange Counties, which are located North and East of Chatham County, create an income disparity in the county. The average income per district is larger in the Northeast part of the county than it is for the Southwest part of the county. See Appendix C for an income distribution map of Chatham County. Income inequalities are just part of the current and historical cultural differences between East and West Chatham. These differences between East and West have created misunderstandings and gaps in communication between the two sides and continue to hinder the ability of leaders of Chatham County to effectively solve county-wide problems. When asked what divides people, a service provider responded, "And I think economic divisions. You know, there's a great divide in Chatham County which is kind of an interesting thing, you know, the east-west." According to one resident, "There's a real disconnect between eastern Chatham and western Chatham. So, I think that's one of the big challenges facing our community is how do we integrate our communities and our sensibilities so that we're more of a complete and whole county as opposed to two very, very separate groups of people."

The economic situation also affects the county's ability to raise revenue for essential public services. One respondent describes the importance of adequate systems for fostering economic growth in the county: "And the biggest need, I think, is to create a solid infrastructure, water and sewer, because then you'll be able to get the businesses in that will create a tax-base that will supplement, well, support the county, because you can't do it off residential taxes. The county won't grow that way." But because the county does not have businesses to contribute to the tax base, money for basic amenities and services is scarce.

Theme 2:

Chatham County residents would like to see more opportunities for recreation and leisure in the county, especially for youth. Youth need positive activities to engage in, so they don't turn to drugs, alcohol, gangs, and other harmful activities.

When asked what there is to do for fun or leisure in Chatham County, many respondents said that there is not much to do within the county. Fifteen respondents stated the county generally lack of leisure opportunities is an issue in the county, and nineteen specifically mentioned recreation pertaining to youth. According to one community member, "There's really not much to do in Siler City and Bear Creek unless you want to go look around in Wal-Mart." Responded stated the need for more amenities such as restaurants, parks, swimming pools and theaters. However, not everyone stated the lack of leisure activities as a negative thing. According to another community member, "Things like movies, there's not a lot of that sort of thing. But again that's sort of what I like about Chatham County."

However, most agreed on the importance for providing recreational activities for youth. One community member sums up the issue: "There's not a lot of programs geared toward our young people, especially teenaged kids. So, therefore the dropout is continually increasing. Once these kids are out of school, usually some type of criminal activity or drug use or abuse is taking place. So, we definitely need programs geared toward keeping kids occupied and keeping them safe such as community centers that kids could come to after school programs and do different things."

Theme 3:

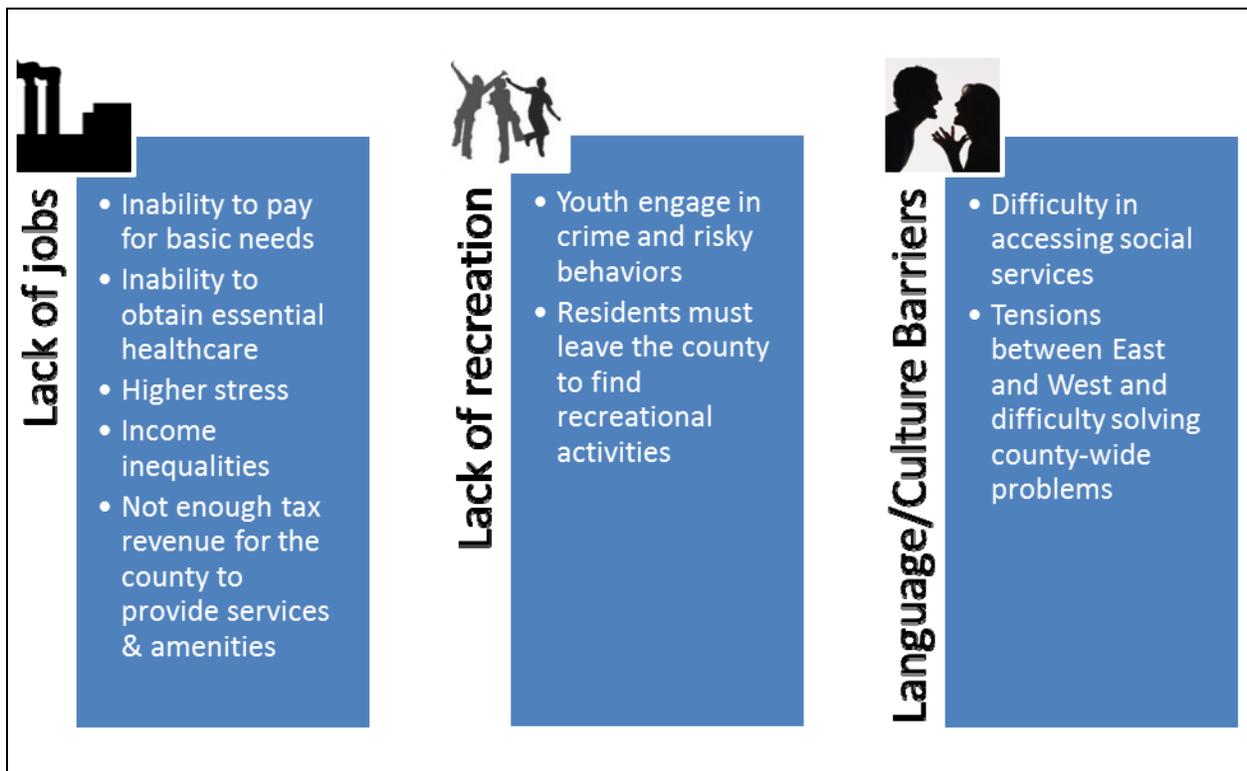
Over the past few years, many people have come to Chatham County to settle, from different parts of the United States and abroad. The changing demographic landscape, especially the influx of Latinos into the area, have led to tensions and new challenges for the county.

Whether prompted to speak about changes that have taken place in the county over the past five years, the diversity of Chatham County, or general community concerns, most respondents mentioned the growing Latino community at some point in their interview. Twenty stated issues surrounding race relations and/or language barriers to be a concern in Chatham County. There are differing opinions on whether race relations are improving or not. One community leader still sees evidence of hostility. He said, "There are problems that arise because of our diversity. You know, I don't quite understand them but I can certainly recognize them. You know, for example, we passed a resolution saying that we weren't going to enforce federal laws on immigration. You can't believe the amount of hate mail I received. I mean it was really pretty threatening." Language barriers are also cited as a source of misunderstanding and as a barrier to utilizing health and social services.

Tensions are not limited to race relations. Though mentioned less frequently in interviews, the presence of outsiders in Northeast Chatham County is also a source of tension. In addition to income inequalities as mentioned earlier in this report, differing priorities on community issues, unequal representation in local government, and a historical physical and

cultural separation between Northeast and Southwest Chatham residents also contributes to the tension between the two groups. As one respondent describes: “Most of the people that are moving into the county on the whole are from the northeast... And that’s new and different for a lot of people who’ve lived in Chatham County for a while. So, there’s always that kind of clash because of the misunderstanding the culture, the way people do things...The other thing that’s happened is political control. In the past it has been in the west; Siler City in particular because that’s where the major population center was in the past and that’s shifted, shifted to the northeast. So, the decision-making in the county on the whole is being made by a population essentially that’s not as familiar as some Chatham people think they should be with the county and the county needs. Again, that’s the clash. So, you have a shift in power, in the power base in the county that’s creating some issues. “

The graphic below summarizes the community concerns in a holistic context. It should be noted that while quality of life issues dominated the discussion, interview respondents rarely discussed the relationship between these issues and health outcomes.



Improvements for Next Time: Limitations and Lessons Learned

When reading and interpreting this report, it is important to keep in mind that the structure of the interview guide, the phrasing of the questions by the interviewer, and the selection of interviewees affects the findings. First of all, the interview guide specifically asked what people in Chatham County do for fun or leisure. Also, when “probing,” or asking follow up questions, some interviewees asked specifically about certain issues, such as transportation or housing. Interviewees may end up speaking more about those particular topics not because it a particular concern for that respondent, but rather because the topic happened to be brought up by the interviewer. Qualitative research methods suggest asking open-ended questions as much as possible.ⁱⁱⁱ Members of the Community Health Assessment team intended the community members interviewed to represent the diversity of citizens in Chatham County. However, due to limited time and resources available to do sufficient outreach to reach an adequate demographic cross-section of the county, the CHA team limited their selection of interviewees to those with whom they had personal connections. While the interviewees were diverse in terms of geographic locale, the Hispanic population was underrepresented, evidenced by the fact that only one interview was conducted in Spanish. Demographic information such as race and income was not collected this year and should be collected in the future so that the diversity of respondents can be further examined.

Wrapping it Up: Conclusion

Qualitative data is an important piece of the puzzle in the community assessment process, as it can add important information to health data and statistics. In Chatham County, the primary concerns revolved around unemployment, lack of recreation opportunities, and language and cultural barriers. Community engagement is a challenging process, and due to insufficient time and resources for outreach, certain groups may be underrepresented and interviewers may miss the opportunity to collect certain types of information. Nevertheless, speaking directly to community members, even in a limited capacity, reveals important insights about their concerns.

¹ Wilson, S. H. and Walker, G. M. (1993) Unemployment and health: A review. *Public Health*. 107(3), 153-162.

¹ Price, R. H., Choi, J. N., and Vinokur, A. D. (2002) Links in the chain of adversity following job loss: How financial strain and loss of personal control lead to depression, impaired functioning, and poor health. *Journal of Occupational Health Psychology*, 7(4), 302-312.

¹ Ulin, P. R., Robinson, E. T., and Tolley, E. E. (2005). *Qualitative methods in public health: A field guide for applied research*. San Francisco, CA: Jossey-Bass.

Appendix H
Chatham County 2008-2009 Community Survey Results

ANALYSIS OF FY 2008-09 CHATHAM COMMUNITY SURVEY

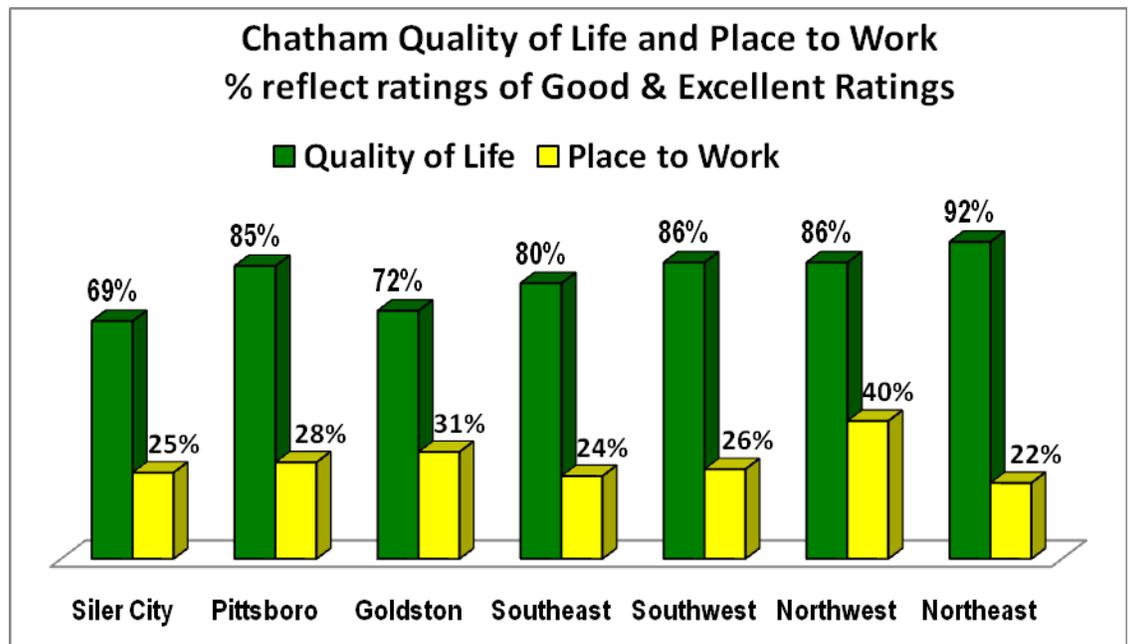
DEMOGRAPHIC REPRESENTATION:

- **Length of Residence:** The responses include a strong representation of long-time and fairly new residents. Long-time residents (20+ years) were the largest category of respondents at 35%.
- **Location:** The results are fairly close to representing the county’s population distribution in western (38%), central (22%) and eastern Chatham (34%). However, **all towns** (except Cary) are **over-represented**, especially Goldston and Pittsboro.
- **Racial Composition:** The racial composition of responses is fairly close to the latest 2006 Census estimates for Chatham (see chart). County respondents could select more than one racial category, but only 2.4% opted to do this..
- **Gender:** We had more female respondents (60%) than 2006 Census estimates (51%), but responses rarely varied by gender.
- **Highest Level of Education:** Our survey had a disproportion share of respondents with college degrees at (51.5%), as compared to the 2000 Census estimate (28%). Those with no more than a high school diploma are under-represented. This is one of the key biases of voluntary online surveys, even though we collected more than 100 completed surveys through agencies, churches, nonprofits and retailers serving low-income and minority populations.
- **Household Income:** We also had a higher percentage of respondents with household incomes of \$100,000 + (26%) than reflects our population, estimated at 16% by the Census. Similarly, those making less than \$25,000 comprised 17% of responses, when it should be closer to 24%. Those in the \$25,000-\$99,000 categories are very close to Census estimates.
- **Students in Households:** 43% of respondents reported having at least one student in Chatham Co. Schools, including charter schools. There is not an exact Census comparison, but the ratio closely tracks estimates of children between ages 5-18 in county households.
- **Age Categories by Household:** The Census does not calculate age categories per household using the format of our survey, but the ratios of the age groups are close to those included in the 2000 Census estimates.

Race/Ethnicity	2006 Census	Survey
Caucasian/White	71.3%	70.7%
African American	13.8%	13.6%
Hispanic/Latino	11.8%	12.2%
Asian/Pacific Islander	2.1%	1.3%
Native American	0.4%	0.8%
Other	n/a	1.4%

LIVING & WORKING IN CHATHAM

The vast majority of respondents give Chatham County and specific communities fairly high marks as a **place to live** and **overall quality of life**. However, this contrasts with major concerns about the county as a **place to work**.



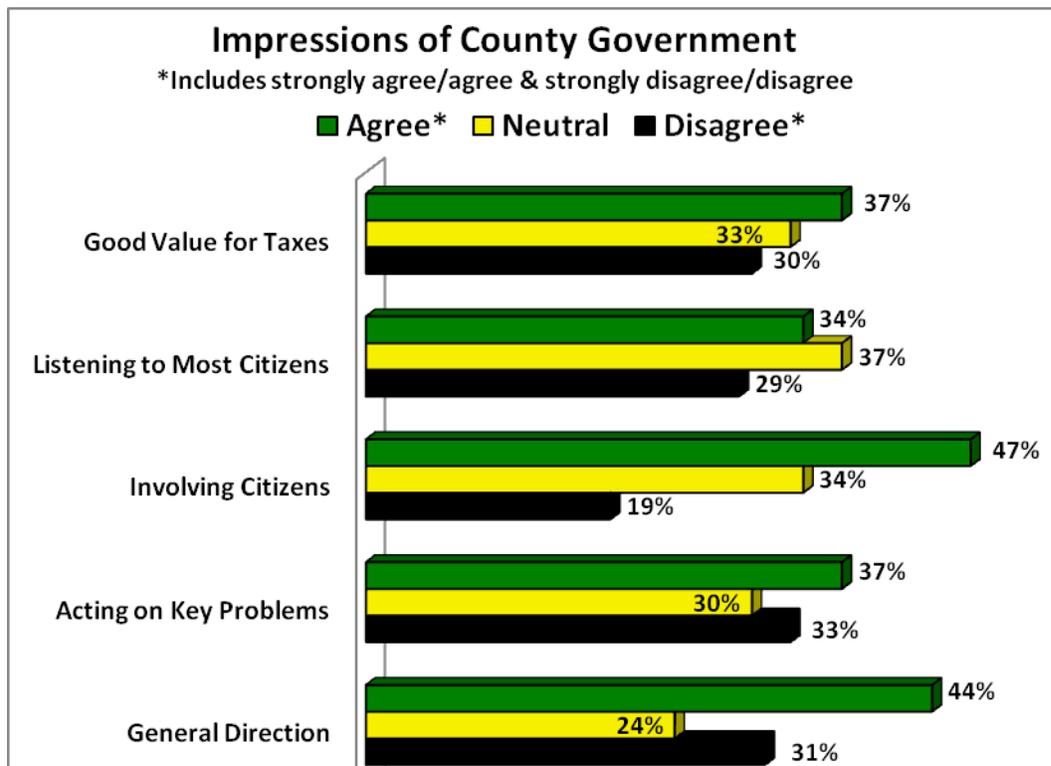
The chart to the right illustrates this contrast by location, which shows different viewpoints by community.

Opinions about the county as a **place to raise children** and to **retire** are similar to the results for overall quality of life, but are not quite as positive.

Socio-economic Differences: As would be expected, white respondents and higher income respondents had a more positive attitude overall than non-white respondents and those making more than \$50,000 a year. African-American responses generally track with Hispanic/Latino responses, except that they are less positive about the county as a **place to raise children**. However, length of county residence did not make a significant difference.

GENERAL IMPRESSIONS OF COUNTY GOVERNMENT

Overall, respondents were the most positive about the **county’s general direction** and **citizen involvement**, but were more divided on other statements. See the graph below. About 35-40% of Hispanic/Latino respondents either chose a neutral response or skipped many of these questions, which boosted the percentage of neutral



responses.

Regional Differences: Surprisingly, the responses to these questions did not vary significantly by geographic location. Overall, Southeast and Southwest Chatham responses were slightly more negative, while Goldston respondents were more positive.

One exception is the measure related to **welcoming citizen involvement**. Goldston, Pittsboro & Northwest Chatham respondents felt more positive, with 50% or more agreeing that the county welcomes citizen involvement.

On **good value for taxes paid**, Goldston and the Northeast respondents were slightly more positive than other areas.

Socio-economic Differences:

- White respondents are slightly more positive about value for taxes paid than non-whites.
- Hispanic respondents are notably more positive about the county inviting citizen involvement, listening to most citizens and acting appropriately to address problems, which is a bit surprising.

- Those without a high school diploma were the MOST positive overall on these questions, except for value of taxes paid. On taxes, results across the board were similar.
- Those with advanced college degrees also were fairly positive, except on statements related to welcoming citizen input and listening to most citizens.
- Income level and gender were not major factors.

CURRENT ISSUES

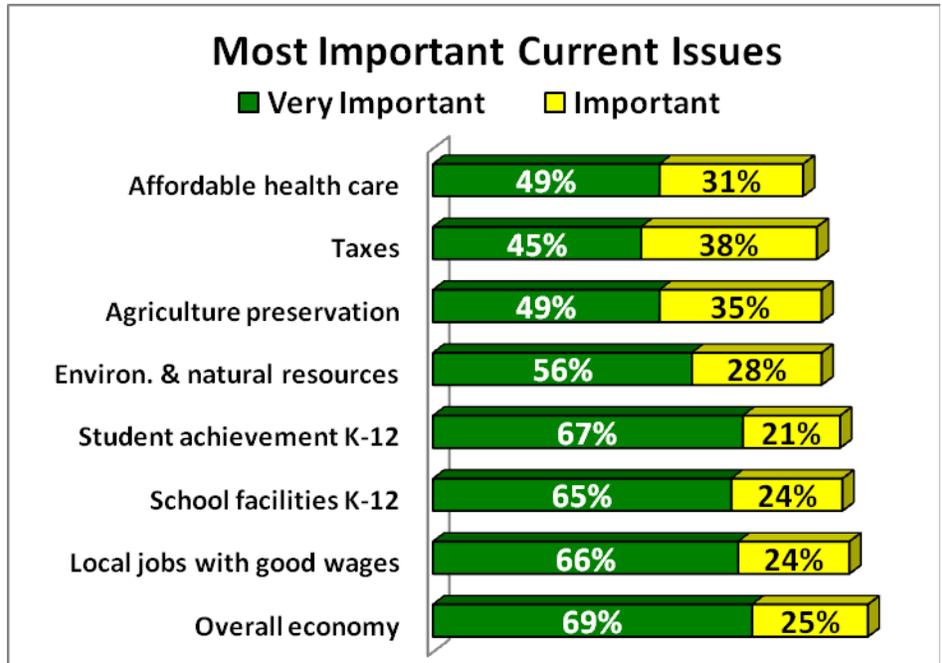
While the ratings of the importance of current issues yielded a few key issues that rose to the top, several factors make this section difficult to analyze effectively. Nearly 15% of respondents tended to rate nearly all of them the same, often as “important “or “very important.”

About one-third skipped all or most of this section entirely.

Some showed contradictory results. A substantial number said that both “too much “and “too little” growth and development are important, which seems contradictory. However, some residents clarified this point by noting that they are concerned about too much residential development, but are equally concerned about a lack of business development. Because of these response challenges, any in-depth analysis and cross-analysis would provide fairly unreliable results.

Important Issues: The chart on the previous page identifies the current issues selected by at least 80% of respondents as either important or very important. Each of these also had strong support from all demographic groups.

Write-In Issues: Many of the write-in issues submitted by respondents were already on the survey list, but people felt that it was important to emphasize them or to be more specific. For example, the quality of public water was most frequently written in a total of 10 times. Other issues with more than five write-ins: job losses (8), school over-crowding (7), illegal immigration & cost of immigrant services (7), controlled/sustainable development (6), east /north control of decisions and/or reduced voice for western Chatham (6), high spending and taxes (6), road maintenance (6), and inadequate state roads for traffic (6).



TOP SEVEN PRIORITIES FOR THE FUTURE3

This ranking of top priorities provided the most useful information and results often varied by location and demographic groups. The **creation of local jobs with good wages** was by far the number one priority for Chatham County to address. The only groups that did not put jobs at the top of the list were those making \$100,000+ and the newest residents (five years or less in the county), but even they ranked it second.

Some notable findings are:

- **Organized youth programs** (sports, after-school, recreation, gang prevention, etc.) are high priorities for African-American and Hispanic/Latino residents as well as lower-income respondents (below \$50,000 in household income).
- **Crime prevention** is a more significant issue for long-time residents (21+ years), lower-income (under \$25,000) and African Americans.

- **White** responses look very similar to the average of all responses, which is not surprising given that they are the largest racial group. The only difference is that white residents put agriculture preservation in their top seven, while crime prevention was not.
- **Hispanic/Latino respondents** reflected white respondents' high priority for education and the environment, but shared African Americans' concerns about the need for organized youth groups, affordable health care and affordable housing. They did not select "special services for non-English speaking residents" as a top priority.
- **African Americans** are more concerned about overall crime protection and job training than other racial/ethnic groups.
- **Growth management and environmental protection** tend to be greater priorities for higher income respondents, long-time residents, and white residents, but at least one of these issues showed up as a priority for **nearly all** demographic groups.
- **Affordable health care & insurance** is clearly a major issue for non-white respondents and those making less than \$25,000 per year.
- **Affordable housing** is primarily a concern of non-white respondents, but, surprisingly, was not a top ten priority for low-income respondents.
- Having or not having children in schools was not a factor in determining support for K-12 schools.

CUSTOMER SERVICE

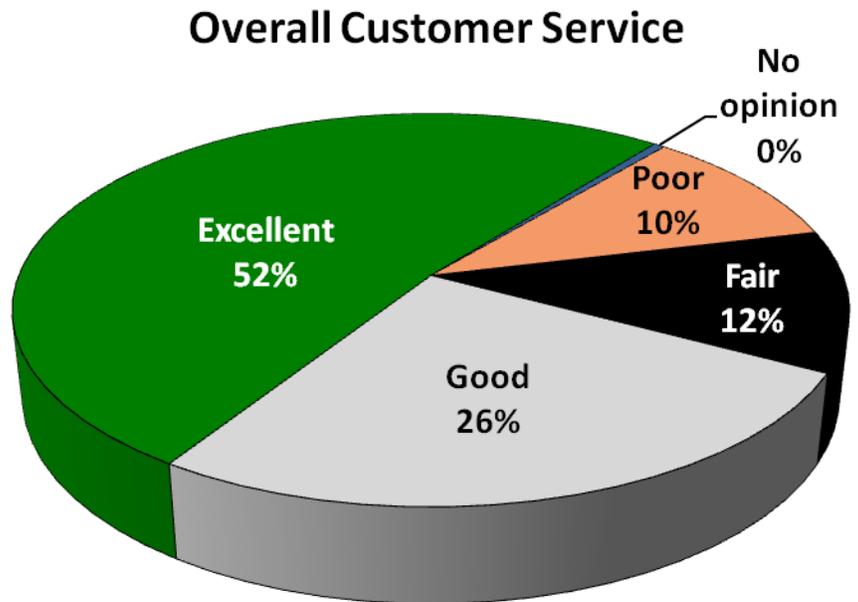
About half of respondents provided feedback on **one or more** customer services experiences. In all, 678 experiences were reviewed.

As shown in the pie chart to the right, **more than 75%** had positive experiences ... and more than half reported these as "excellent."

Socio-economic Differences: White respondents were substantially more likely to rate customer service experiences as "excellent," but were also somewhat more likely to rate as "poor."

Those with incomes under \$25,000 were substantially less likely to report any county customer service experience. They also tended to have less favorable experiences overall.

Community location and length of time in the county were not major factors.



**Appendix I
United Way 2009 Community Needs Survey**

**UNITED WAY OF CHATHAM COUNTY
COMMUNITY NEEDS SURVEY 2009
EXECUTIVE SUMMARY**

4/ 27/09

The United Way of Chatham County conducted a Community Needs Survey in early 2009. Over 900 Chatham County residents responded, giving their **views on the problems facing the county as a whole**, and also reporting on the **needs actually experienced in their own households**. Survey results will be used to help the United Way focus effectively on the current priority needs in our county.

Several major issues emerged at high levels throughout Chatham County, most notably the difficulties associated with **meeting the necessities of life** and **providing a suitable environment for children and adolescents**. A substantial majority of respondents also expressed concerns about **substance abuse** and **the lack of public transportation**.

Meeting the Necessities of Life

The **lack of good jobs** was cited as a problem for the county as a whole by over 90% of the respondents. This was also perceived to be the single most serious problem facing the county. More than 80% also considered the following basic needs to be problems: **lack of affordable medical care; lack of money for medicines; hunger; and insufficient affordable, safe housing**.

While people throughout the county, of various education and income levels, identified these basic needs as problems, economic distress represents a significant struggle for many residents. When asked if they experienced **needs in their own households** during the past year over **38%** of the respondents reported that **they did not have enough money to buy food**, and **37%** said **they could not afford dental care**. **More than a third** of respondents said they **cannot find a good job, did not have enough money to buy medicine and could not afford medical care**. Over **30%** indicated that it was **hard for them to find housing that they could afford** (Table 1).

Children and Adolescents at Risk

Survey respondents in our county were very concerned about children and youth. A major issue identified in both individual households and in the community was **not enough activities for children and teenagers**. Across differences in income, education, race and ethnicity, and community of residence, **almost 80% of all respondents listed this as a problem** for the county as a whole.

Underscoring this, 37% of the individuals reporting on issues in their own households said their **children and teenagers had nothing to do after school or in summer**. This lack of activities for children and teens may also represent an underlying factor in other related problems cited by respondents, including **teen pregnancy** (identified as a major issue by **70% of the sample**) and **teenagers dropping out of school**. When respondents were asked which issues were the most serious in our county, **gangs** was identified as a major problem.

Other Significant Issues

Not enough public transportation was a major issue for most respondents throughout the county. The lack of sufficient public transportation is likely to impact other problems identified, as it limits access to jobs, health care, and activities.

Almost 75 % of respondents maintained that **alcohol and drug abuse** is a problem in Chatham County. Although there is little objective evidence that substance abuse is an increasing problem for the general public, there is continued great concern.

Other issues listed as problems by more than 70% of respondents were **literacy issues; lack of understanding between groups (racial, ethnic, cultural);** and **tobacco use by teens** (Table 2).

The Community Needs Survey was intended to include not only donors and community leaders, but also a broad spectrum of county residents. English and Spanish language versions were widely available, both in paper and on-line, linked through the website of the United Way of Chatham County. The 901 surveys were completed by residents in percentages generally representative of communities throughout the county (Table 3). Income and education distribution among the respondents indicates that the goal of inclusion was met (Tables 4, 5). Education levels reflected the larger proportion of lower income residents responding (Table 6). It is not possible to know how much the current global and local economic downturn affected the income of respondents in this survey. Further details of the survey process and demographics of respondents are included in the full report of this survey (www.nonprofitpages.com/uwcc).

Table 1a

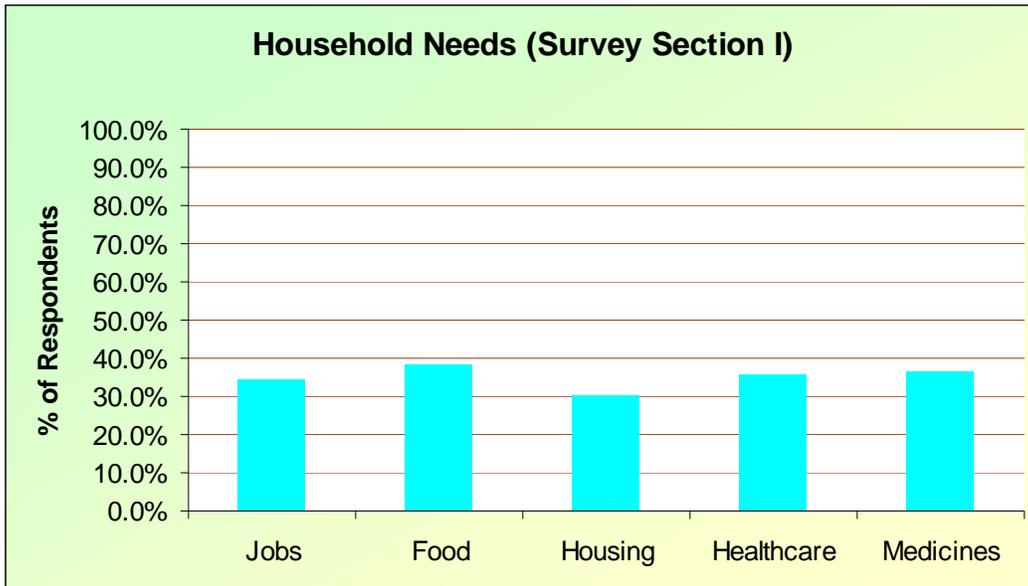


Table 1b

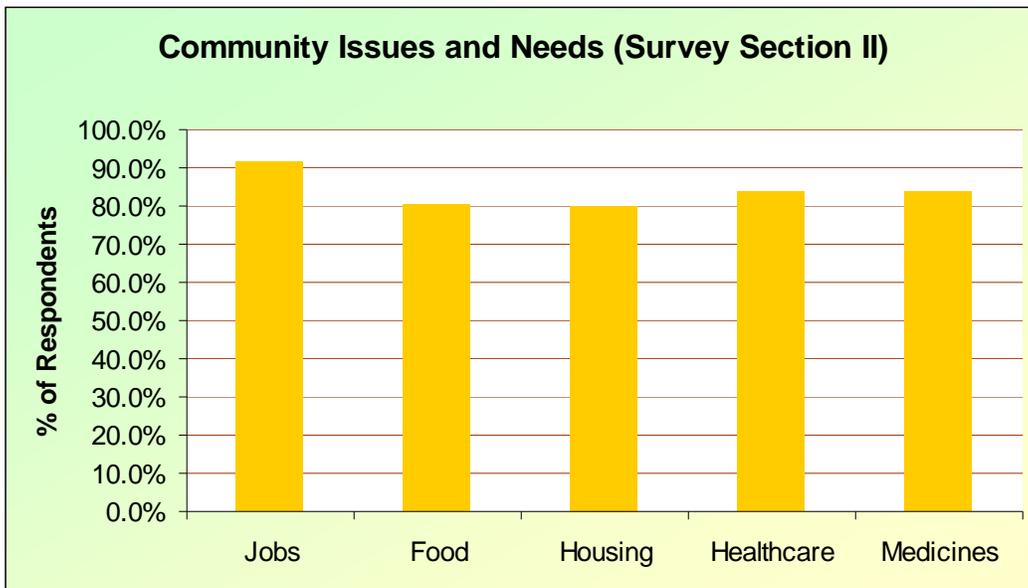


Table 2

NEEDS IN INDIVIDUAL HOUSEHOLDS*

Not enough money to buy food
Cannot afford dental care
Nothing for children and teenagers to do after school or in summer
Not enough money to buy medicine
Cannot afford medical care
Cannot find a good job
Not enough money for needed clothes/shoes
Hard to find housing that I can afford

COMMUNITY ISSUES AND NEEDS **

Lack of good jobs
Lack of affordable medical care
Lack of money for medicines
Hunger
Not enough affordable, safe housing
Not enough activities for children and teenagers
Not enough public transportation
Lack of understanding between groups (racial, ethnic, cultural)
People who can't read well
Drug or alcohol abuse
Tobacco use by teens
Teens dropping out of school
Teen pregnancy

* "Problems in household in past 12 months", identified by slightly more than 30% of survey respondents. Listed in order of frequency of response.

** Issues and Needs in our county, identified as "little problem" or "big problem" by survey respondents. List is in order of frequency of responses. All issues in list were identified as a problem by more than 70% of total of survey respondents.

Table 3

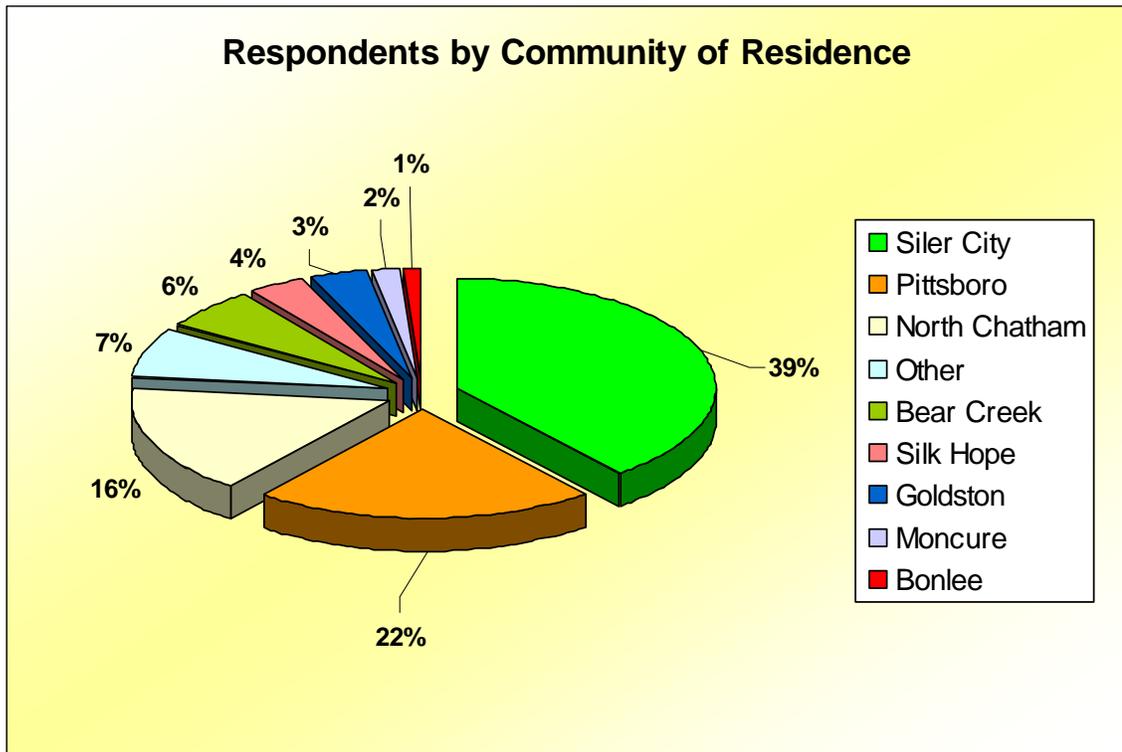
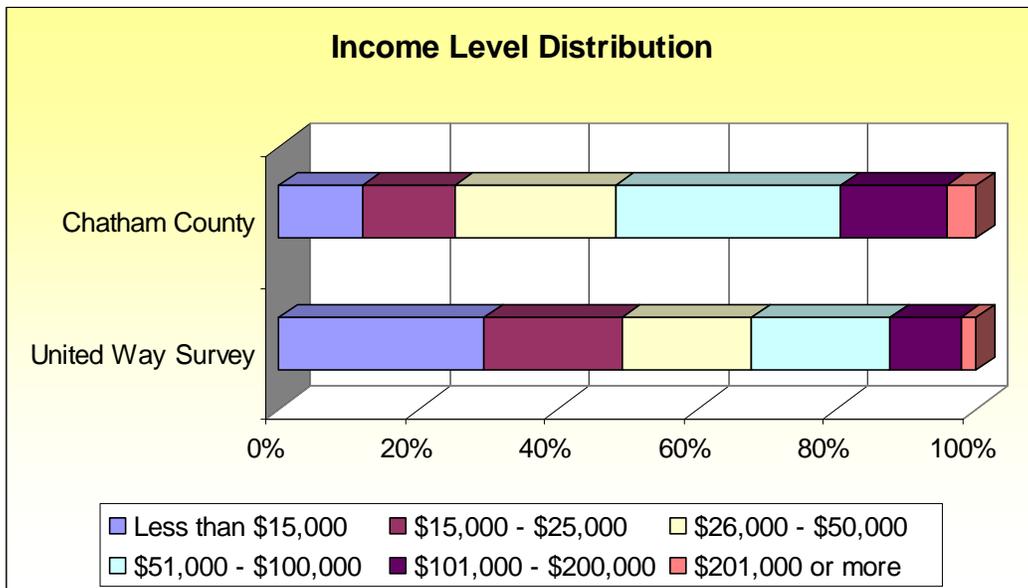


Table 4



Note: ^a Chatham County income data are based on American Community Survey 3-Year Estimates (2005-2007).

Table 5

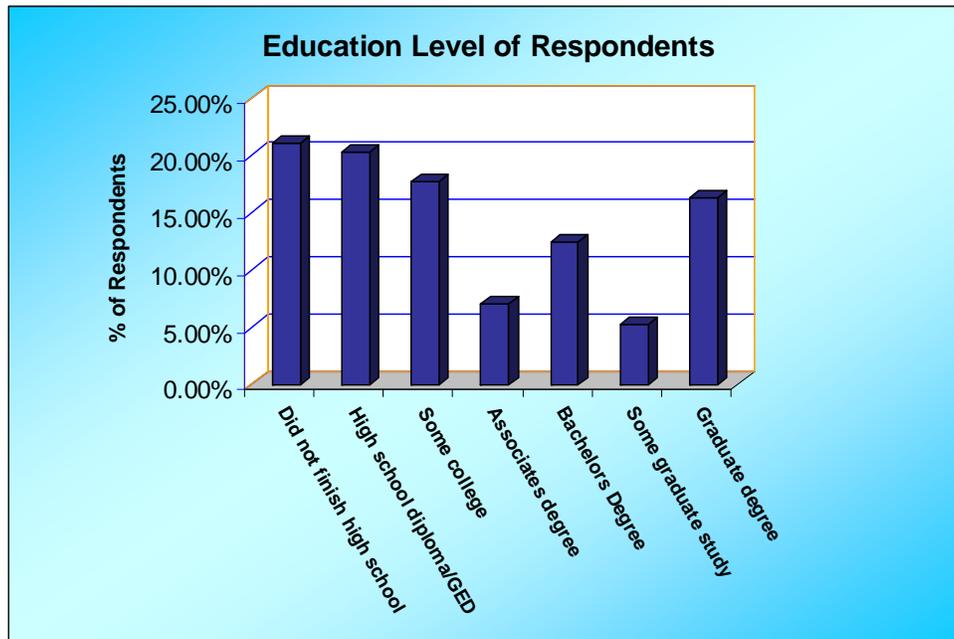
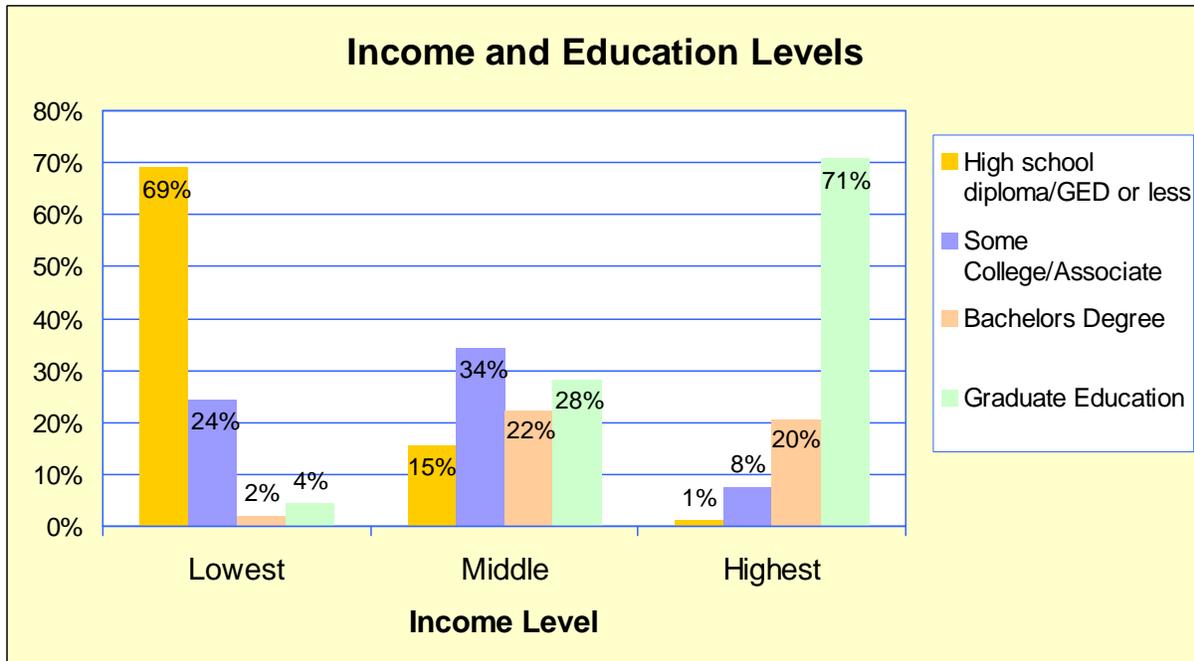


Table 6



Note: ^aLowest= \$25,000 or less; Middle= \$25,000-\$100,000; Highest= \$100,000 or more.