Appendices
## Appendix A
### Community Resource Guide

<table>
<thead>
<tr>
<th>NEED</th>
<th>SERVICE</th>
<th>SERVICE PROVIDER</th>
<th>PHONE NUMBER</th>
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<td>Bilingual Parent Resource Center</td>
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<td><strong>Child Care</strong></td>
<td>Resources, Referrals, and Subsidy</td>
<td>Child Care Networks, Inc.  Little Kids Chatham Child Development Center</td>
<td>542-6644</td>
<td>English and Spanish speaking</td>
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<td>Preschool Programs</td>
<td>Head Start</td>
<td>742-5316</td>
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<td>After School Programs</td>
<td>4-H Club</td>
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<td>Various Activities</td>
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<td>542-0333</td>
<td>Environmental Activities</td>
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<td>Boys and Girls Club</td>
<td>663-6159</td>
<td>4th-8th grade + siblings</td>
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<td>542-3626/ 663-5568</td>
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<td>NC Childcare Resource &amp; Referral</td>
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<td>942-0941</td>
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<td>Deep River Mediation</td>
<td>542-4075</td>
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<td>For juveniles ordered to complete community service or restitution; no program fee</td>
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<td><strong>Employment</strong></td>
<td>Resources/Job Listing</td>
<td>JOCCA Job Link Center</td>
<td>542-4781/ 742-5645</td>
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<td>Employment Security Commission</td>
<td>742-7454</td>
<td>Provides work permits and employment services.</td>
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<td>Chatham Trades Inc.</td>
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<td>Training/Assessment</td>
<td>Vocational Rehabilitation</td>
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<td>All programs of Chatham County Public Health Department</td>
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<td><strong>Family Support</strong></td>
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<td>Baby Love Maternity Care Coordination</td>
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<td>Adolescent Pregnancy</td>
<td>Adolescent Pregnancy Prevention Coalition of N.C. Piedmont Health Services</td>
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<td>Reach-Out Pregnancy Crisis Center</td>
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<td>Main Health Dept. # 542-8220</td>
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<td>HIV Case Management</td>
<td>542-8271</td>
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<td>Focus on Fathers</td>
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<td>Teen parents</td>
<td>Adolescent Parenting Program</td>
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<td>Parents</td>
<td>Parent Empowerment Program</td>
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<td><strong>Family Support, Continued</strong></td>
<td>Parents of children 5-18</td>
<td>Family Advocacy of Chatham County Together!</td>
<td>663-2370</td>
<td>Supports families in a variety of ways</td>
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<td>Boys 12-17 with behavioral/emotional issues</td>
<td>Three Springs</td>
<td>542-1104</td>
<td>Residential counseling program</td>
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<td>Council on Aging</td>
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<td>For children 7-17</td>
<td>Chatham Together!</td>
<td>542-5155</td>
<td>Mentoring program</td>
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<td>For children with special needs</td>
<td>NC TEAACH</td>
<td>966-2174</td>
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<td>Children’s Developmental Service Agency</td>
<td>560-5600</td>
<td>Developmental evaluations and assistance for children 0-3</td>
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<td>Ages 3 and up Developmental evaluations and assistance</td>
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<td><strong>Family Violence</strong></td>
<td>Crisis Hotline</td>
<td>Family Violence and Rape Crisis Services</td>
<td>542-0224</td>
<td>24 hours; English and Spanish speaking</td>
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<td>Victim Services</td>
<td>Coalition for Family Peace</td>
<td>742-7320</td>
<td>English and Spanish speaking; offering shelter, parent education, support groups, advocacy, crisis counseling, legal referrals</td>
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<td>Family Violence and Rape Crisis Center</td>
<td>542-5445</td>
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<td>Chatham County Sheriff’s Dept.</td>
<td>542-2811</td>
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<td>Carmen Coley</td>
<td>542-1792</td>
<td>Victim advocacy for sexually abused children and their families</td>
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<td>Batterer Intervention</td>
<td>Family Violence and Rape Crisis Center PEACE program</td>
<td>542-5445</td>
<td>A 26 week class for adults who are violent toward their partners</td>
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<td>Harvey Reid</td>
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<td>DSS</td>
<td>American Red Cross</td>
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<td>Work First, Food Stamps, help w/ utilities</td>
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<td>Salvation Army</td>
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<td>Disaster relief, utilities</td>
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<td>663-0443 (Siler City)</td>
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<td>Child Support Office</td>
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<td>Child Care Networks</td>
<td>542-6644</td>
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<td>Food</td>
<td>Emergency food supply</td>
<td>CORA</td>
<td>542-5020</td>
<td>Need referral from an agency or church</td>
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<td>Family Resource Center</td>
<td>663-5867</td>
<td>Provides groceries for those who qualify.</td>
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<td>Haw River Church</td>
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<td>542-2214</td>
<td>Second Saturday of each month</td>
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<td>Mt. Gilead Baptist Church</td>
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<td>542-2431</td>
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<td><strong>Alston Chapel Church</strong></td>
<td>Every Thursday</td>
<td>542-4111</td>
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<td><strong>Pentecostal Holiness Church</strong></td>
<td>Every other week</td>
<td>742-5791</td>
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<td><strong>Evergreen Church</strong></td>
<td>Rev. Joy MacVane</td>
<td>968-0198</td>
<td>Tuesday nights 6-8pm</td>
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<td><strong>Ongoing food assistance</strong></td>
<td>DSS Food Stamps</td>
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<td>742-5641</td>
<td>For pregnant women and children age 0-5</td>
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<td>Orientation to life in US</td>
<td>663-0471</td>
<td>Orientation Program</td>
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<td><strong>Pittsboro Memorial Library</strong></td>
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<td>542-8524</td>
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<td><strong>Triangle Reading Services</strong></td>
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<td>832-5138</td>
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<td><strong>Wren Memorial Library</strong></td>
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<td><strong>Medical Providers/Health</strong></td>
<td>Chatham Hospital</td>
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<td>Carolina Outreach</td>
<td>542-4042</td>
<td>In-home therapy and support services</td>
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<td><strong>Orange, Person, Chatham Mental</strong></td>
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<td>913-4000</td>
<td>Works in partnership with</td>
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<td>Health Center Club Insight</td>
<td>542-7432</td>
<td>consumers. Offers mental health services</td>
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<td>Chatham Counseling Center</td>
<td>542-4422 (Pittsboro) 742-5612 (Siler City)</td>
<td>Provides prevention and education, crisis intervention, brief therapy and long-term psychiatric services.</td>
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<td>El Futuro</td>
<td>338-1939 or Toll Free 877-235-6809</td>
<td>Services for Spanish-speaking people</td>
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<td>Services for children 0-6 with emotional or behavioral issues</td>
<td>Preschool Outreach Program</td>
<td>542-9891</td>
<td>Also provides child-specific support for child care providers</td>
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<td>Screening, triage, access, and referral</td>
<td>Star Call Center</td>
<td>913-4100 or 1-800-233-6834</td>
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<td>Services for families with children 0-8 exposed to violence</td>
<td>Safe Start/Chatham Partnership</td>
<td>542-7449</td>
<td>Provides families with therapy</td>
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<td>Poison Control</td>
<td>General</td>
<td>UNC Poison Control Hotline</td>
<td>1-800-848-6596</td>
<td>Provides immediate, free, expert advice over the phone about treatment for possible exposure to poisons.</td>
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<td>National Poison Control Hotline</td>
<td>1-800-222-1222</td>
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<td>Parenting Education</td>
<td>General parenting skills</td>
<td>Parent Empowerment Program</td>
<td>545-8399</td>
<td>At Chatham County Public Health Department</td>
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<td>Family Skills Course</td>
<td>545-8399</td>
<td>9 week parenting class series</td>
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<td>Circle of Parents</td>
<td>545-8399</td>
<td>Support groups for parents</td>
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<td>For kids with behavioral and emotional issues</td>
<td>Chatham County Together!</td>
<td>542-5155</td>
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<td>Chatham Family Resource Center Bilingual Parent Resource Center NC Cooperative Extension Service</td>
<td>663-5867 663-4833 542-8202</td>
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<td>Recreation/Arts</td>
<td>Chatham County Parks and Recreation Department</td>
<td>545-8370/ 542-8252</td>
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<td>Siler City Recreational Facilities: Paul Braxton Gym Paul Braxton Recreational Center 4-H Club</td>
<td>663-3761 742-5861 542-8202</td>
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<td>Student Services</td>
<td>Educational support services for students</td>
<td>Chatham County Schools Student Services</td>
<td>542-6400</td>
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<td>Substance Abuse Treatment</td>
<td>General</td>
<td>Project Turnaround</td>
<td>542-7413/1-800-758-6077</td>
<td>Adult and Juvenile programs  Coordinates statewide resources</td>
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<td>Partnership for a Drug Free NC</td>
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<td>Chatham Family Resource Center</td>
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<td>Confidential Assessments to DWI</td>
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<td>The DWI Center</td>
<td>1-866-485-1703</td>
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<td>Pregnant women &amp; mothers of infants</td>
<td>Horizons</td>
<td>966-9830</td>
<td>Outpatient program</td>
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<td>Family Wellness and Recovery Services, Hope Meadow program</td>
<td>968-8680</td>
<td>Residential program</td>
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<tr>
<td></td>
<td>Adolescents</td>
<td>Chatham Counseling Center</td>
<td>542-4422 (Pittsboro)</td>
<td>Assessment, outpatient treatment, referrals</td>
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<td></td>
<td></td>
<td></td>
<td>742-5612 (Siler City)</td>
<td></td>
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<tr>
<td></td>
<td>Spanish speaking services</td>
<td>SASA/ Jaime Montano</td>
<td>742-5262</td>
<td>Assessment and treatment</td>
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<td>El Futuro</td>
<td>1-877-235-6809</td>
<td>Assessment and treatment</td>
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<td>Murray and Associates</td>
<td>623-0622</td>
<td>DWI classes</td>
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<td>English speaking services</td>
<td>TASC program @ Chatham</td>
<td>542-4422</td>
<td>Assessment, treatment,</td>
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<td>Counseling Center</td>
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<tr>
<td>Support</td>
<td>Narcotics Anonymous</td>
<td>1-800-721-8225 Call for meeting times and locations</td>
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<td></td>
<td>Alcoholics Anonymous</td>
<td>742-5584 933-3877 (AA Hotline) 1-888-425-2666 Offers help to hope &amp; help to families &amp; friends alcoholics.</td>
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<tr>
<td>Summer Camps</td>
<td>4-H Club</td>
<td>542-8202</td>
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<td>Chatham County Parks and Recreation Department</td>
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<td>Chatham YMCA</td>
<td>545-9622</td>
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<td>Translation Services</td>
<td>Translation Hispanic Liaison</td>
<td>742-1448</td>
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<td>CHICLE</td>
<td>933-0398</td>
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<td></td>
<td>Mitch Million</td>
<td>542-6495, ext. 212 Court Interpretation</td>
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<td>Transportation</td>
<td>General transportation</td>
<td>Chatham Transit Network 542-5136 Call for schedules and pickup</td>
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<td></td>
<td>Sister-2- Sister</td>
<td>742-4223</td>
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<td></td>
<td>NC Dept. of Motor Vehicles</td>
<td>663-2601 (Siler City) Call for information</td>
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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](http://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:

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

19.) What do you think divides people?
   *Probes*: politics, religion, different priorities?

20.) What services do community members use most?
   *Probes*: 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?
   *Probes*: 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?
   *Probes*: 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?
   *Probes*: 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
  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 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 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 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 interviewers 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.

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.

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.

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>2006 Census</th>
<th>Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caucasian/White</td>
<td>71.3%</td>
<td>70.7%</td>
</tr>
<tr>
<td>African American</td>
<td>13.8%</td>
<td>13.6%</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>11.8%</td>
<td>12.2%</td>
</tr>
<tr>
<td>Asian/Pacific Islander</td>
<td>2.1%</td>
<td>1.3%</td>
</tr>
<tr>
<td>Native American</td>
<td>0.4%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Other</td>
<td>n/a</td>
<td>1.4%</td>
</tr>
</tbody>
</table>

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 FUTURE

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 it 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

Household Needs (Survey Section I)

<table>
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<tr>
<th>% of Respondents</th>
<th>Jobs</th>
<th>Food</th>
<th>Housing</th>
<th>Healthcare</th>
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Table 1b

Community Issues and Needs (Survey Section II)

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<th>% of Respondents</th>
<th>Jobs</th>
<th>Food</th>
<th>Housing</th>
<th>Healthcare</th>
<th>Medicines</th>
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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

Respondents by Community of Residence

Table 4

Income Level Distribution

Note: *Chatham County income data are based on American Community Survey 3-Year Estimates (2005-2007).
Table 5

![Bar chart showing the education levels of respondents.](chart1.png)

**Education Level of Respondents**

- **Did not finish high school**: 24.6%
- **High school diploma/GED**: 34.8%
- **Some college / Associate's degree**: 22.2%
- **Bachelor's degree**: 8.0%
- **Some graduate study**: 1.9%
- **Graduate degree**: 2.0%

Note: **Lowest** = $25,000 or less; **Middle** = $25,000-$100,000; **Highest** = $100,000 or more.

Table 6

![Bar chart showing the income and education levels.](chart2.png)

**Income and Education Levels**

- **High school diploma/GED or less**
  - Lowest: 69%
  - Middle: 34%
  - Highest: 71%
- **Some College/Associate**
  - Lowest: 24%
  - Middle: 15%
  - Highest: 20%
- **Bachelors Degree**
  - Lowest: 2%
  - Middle: 4%
  - Highest: 8%
- **Graduate Education**
  - Lowest: 1%
  - Middle: 22%
  - Highest: 20%

Note: *Lowest* = $25,000 or less; *Middle* = $25,000-$100,000; *Highest* = $100,000 or more.