

**People with Disabilities in
Franklin County, North Carolina**

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

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EXECUTIVE SUMMARY

The following document is a detailed report of an Action-Oriented Community Diagnosis (AOCD) completed by a six-member student team from the University of North Carolina at Chapel Hill, School of Public Health, Department of Health Behavior and Health Education. This AOCD was conducted in order to gain an understanding of the cultural, social, economic, and health experiences of people living with disabilities and their families in Franklin County, North Carolina. Through the AOCD process, the team and community participants identified resources, strengths and challenges that exist in Franklin County for people living with disabilities and their families, and developed action steps to address several of the challenges.

Over the course of seven months from October 2005 to April 2006, with the help of two community liaisons (one long-time Franklin County resident and one service provider with extensive experience working with people with disabilities), the team worked to learn more about the community. Through researching secondary data, attending community events, and conducting 36 in-depth interviews with 46 community members and service providers and one focus group with ten additional community members, team members gained valuable insight into everyday life in this community. The team developed a coding system to analyze the data collected and to identify recurring themes related to living with disabilities in Franklin County.

In April 2006, the team organized a community forum in Louisburg, the county seat, to present findings from the AOCD process to over 60 community members and service providers. At the forum, participants had the opportunity to discuss major themes that emerged from the team's data analysis, and to work together in small groups to create specific action steps to address those themes. The themes discussed at the forum were as follows:

Theme 1: The lack of transportation options in Franklin County limits quality of life (access to services, employment, and recreation) for people living with disabilities, thus there is a crucial need for expanded transportation options to serve the county.

Theme 2: The lack of a centralized system for informing residents about social and human services in Franklin County contributes to a lack of knowledge of existing services, frustration with navigating those services, and furthers a feeling of isolation among residents.

Theme 3: There is a lack of adequate, affordable home care options to facilitate independent living among residents with disabilities in Franklin County.

Theme 4: There is a crucial need for a centrally located facility where residents can gather for social and recreational interaction to promote a better quality of life among Franklin County residents.

Theme 5: Lack of awareness about disabilities among the general public limits accessibility (i.e. safe pedestrian travel, ADA compliance, etc.) and employment opportunities for people living with disabilities in Franklin County.

The following are the action steps that were developed at the community forum:

Theme 1: Transportation

- Establish preliminary coordination with the Regional Transit Provision Committee.
- Contact churches to encourage involvement in a program to provide more transportation options to Franklin County residents through the use of church vans.
- Educate churches on the issue of transportation through face-to-face discussion.

Theme 2: Centralized Resource System

- Write petition to Franklin Times requesting more Community Guides be available to the whole county.
- Increase dissemination of The Franklin County Community Guide to the general public through mailings (utility bills), newspaper, schools, churches, KARTS, presentations by service providers to civic clubs, community activities, the internet, and other channels.
- Longer-term steps include: creating a centralized resource system that all community residents can access to obtain information about resources and services. (Group participants mentioned that a national phone-based information and referral system, Dial 2-1-1, may soon be available in Franklin County and could be an ideal route for residents to obtain information about services.)

Theme 3: Independent Living

- Increase awareness about the need for more volunteers to distribute meals for the Meals on Wheels Program.
- Work with the Department of Social Services to generate a list of people who are isolated and in need of in-home services. The list will be provided to churches and youth organizations that have volunteer initiatives (e.g. Boy Scouts).
- Create partnerships between churches across the county and isolated residents in the same geographic areas so that church members can assist residents in their local area.
- Communicate with school superintendents about creating requirements for students to fulfill community service hours through helping the elderly and people with disabilities in their homes.
- Contact local Boy Scouts of America troops about building ramps and other mechanisms to facilitate independent living for people in isolated areas.

Theme 4: Recreation

- The Recreation Department Staff will seek training from service providers who work with people with disabilities to educate them about disabilities and how to accommodate people with disabilities in recreational and entertainment opportunities.
- The Recreation Department will conduct a countywide survey to determine the recreational needs and desires of Franklin County residents.
- Participants from this group will initiate a community group representing people with disabilities to work with the Recreation Department as it begins to incorporate accommodations for people with disabilities into new and existing programs.

Theme 5: Awareness

- Push for and provide awareness articles in local newspapers and newsletters.
- Provide information to churches through the Interfaith Council on how to reach out to and support people with disabilities and make their congregations more accessible.
- Educate: a) seniors, through the Senior Centers, who often have disabilities but are unaware of available resources and their rights; and b) children in schools since they are pivotal in changing the culture surrounding disabilities.
- Encourage individuals to speak up for disability issues, for example, report abuse of parking spaces for people with disabilities or advocate for accessibility.

- Create an accessibility “certification” system for local businesses which will encourage owners to make accommodations so they can be labeled “disability friendly” to attract more clients and increase potential for profit.

Following the forum, the team completed this final report with recommendations for the community based on their experiences throughout the process and the outcomes from the community forum. The final recommendations are summarized below:

- In addition to working with local churches and volunteer organizations to create added transportation opportunities as outlined in the action steps from the forum, the team recommends that Franklin County officials, representatives, community members, and service providers work to lobby at the state and federal level for increased funding for wide-spread, accessible public transportation throughout the region.
- The team recommends that the Franklin County community advocate for increased use and circulation of the Franklin County Community Guide so that residents will be better informed of available resources and contacts. The guide may be distributed through the Franklin County Times and/or at public locations throughout the county. Further, Franklin County officials, representatives, community members, and service providers may lobby at the federal level to bring the Dial 2-1-1 human services help-line to Franklin County.
- The team recommends that service providers and community organizations work more closely with the Department of Social Services to identify isolated individuals and/or families within the county who are living with disabilities. In addition, the team recommends that organizations and service providers who work with people with disabilities collaborate more closely with county schools and churches to encourage stronger volunteer programs to assist those in need of home care services.
- As outlined in the action steps that resulted from the forum, the team recommends that the Department of Parks and Recreation work to distribute a countywide survey to determine the recreation and entertainment needs and interests of all community members, including those with disabilities. Additionally, it would be beneficial to the community as a whole for the Parks and Recreation Department to pursue additional funding that may go towards the development of a centrally located, accessible community recreation/entertainment center.
- In addition to promoting awareness about living with disabilities on an individual and organizational basis, the team suggests that county officials, representatives, community members, and service providers should commence a close working relationship with the Alliance of Disability Advocates office and Executive Director Dr. Rene Cummins to increase general disabilities awareness and compliance with ADA regulations throughout the county.

The team hopes that this report, the action steps, community member and service provider connections, and strong sense of initiative for change that emerged from this project and the community forum will continue to build on the strengths of this community. Ultimately, the team also hopes that the entire AOCD process and this final report contribute to future improvements not only for people living with disabilities, but also for all residents of Franklin County.

SECTION I: INTRODUCTION

Action-Oriented Community Diagnosis (AOCD) is a community-based, health education process that encourages collaboration between community members and service providers in order to identify and understand the resources, strengths, and challenges that impact the quality of life within the community. At the conclusion of the AOCD process, community members and service providers have the opportunity to gather together to develop action steps that build on existing community capacities and address the identified challenges¹. From October 2005 through April 2006, a six-member student team from the University of North Carolina, School of Public Health, Department of Health Behavior and Health Education conducted an AOCD in Franklin County, North Carolina. The purpose of this AOCD was to identify strengths and challenges facing people with disabilities and their families in Franklin County.

The team worked with two preceptors throughout the AOCD process, Ms. Jeannie Wolff-Rossi, Coordinator for the Participant Involvement Fund of the North Carolina Council on Developmental Disabilities, and Dr. Rene Cummins, Executive Director of the Alliance of Disability Advocates Center for Independent Living. Ms. Wolff-Rossi and Dr. Cummins assisted the students through the steps of the AOCD process by sharing their first-hand knowledge about living with disabilities and life in Franklin County. The preceptors also facilitated the processes of introducing the team to community members and service providers and helped the team develop relationships within the community.

The team began the AOCD process by attending a comprehensive training on the Americans with Disabilities Act (1990) to gain a better understanding of the definition of a disability (see Appendix A). In order to move forward with the process, the team spent a significant amount of time in Franklin County in an effort to develop relationships with residents and service providers and to familiarize them with the project. These activities included traveling around the community with the preceptors to learn about the physical environment in

Franklin County, volunteering at the Louisburg and Franklinton Senior Centers on a bi-weekly basis, attending a church service, eating and socializing at local restaurants, and volunteering with the Meals on Wheels and Franklin County Adult Day Programs.

These activities connected the team to many key informants, leaders, and long-time residents within the general community and service sectors in the county. Team members conducted a total of 36 in-depth interviews with 46 community members and service providers and conducted one focus group with ten participants. Through time spent participating in community activities and interviewing community members and service providers, the team gained a better understanding of what life is like for people living with disabilities and for their families, as well as for the Franklin County community as a whole, which allowed them to transition from seeing the community from an outsider's to an insider's perspective.

The AOCD process concluded with a community forum at which the team presented their findings about life in Franklin County to members of the community and service providers. The forum provided an opportunity for community members and service providers to discuss the overarching themes that emerged from the team's data analysis concerning living with disabilities in Franklin County, to connect the community with services and resources, and to develop action steps for the future. The pages that follow contain more detailed information about the outcomes of the AOCD process that focused on the lives of people with disabilities and their families in Franklin County, North Carolina.

SECTION II: DEFINING THE COMMUNITY

A. Secondary Data

1. Background Information

Named for Benjamin Franklin, the Franklin County area began developing in the mid-eighteenth century and was officially formed in 1779. Louisburg was incorporated as the county seat in 1779. Currently, there are four other incorporated towns in Franklin County: Franklinton,

Youngsville, Bunn, and Centerville² (see Appendix B). Franklin County covers approximately 492 square miles³, and is located in north-central North Carolina (see Appendix C) in the Piedmont area, within close proximity to the cities of Henderson, Raleigh, Durham, Chapel Hill, and also the Research Triangle Park area (see Appendix D).

2. Demographics of Franklin County

The U.S. Census Bureau estimate of Franklin County's population as of 2004 is 53,520 people, with an estimated population growth of 13.2% from 2000 to 2004. This rate is more than double the population growth rate of the state of North Carolina (6.1%). Furthermore, the population change between 1990 and 2000 was 29.8%³ (see Appendix E). According to the county's comprehensive land use plan, these high rates of population growth in Franklin County are a result of increased immigration from nearby metropolitan counties such as Durham and Wake due to rising housing costs and decreasing land availability². The dramatic population increase in the county could put increased strain on already limited transportation options and resources, including the existing social services that provide assistance to people with disabilities.

As reported in the 2000 census, 64% of Franklin County's population is white, 30% is black, and 4.5% is Hispanic. The census also shows that the percent of Hispanics that make up the county population has quadrupled from 1980 to 2000⁴ (see Appendix F). The growth in the Hispanic population will likely require the county to increase its sensitivity towards and accommodations for residents whose native language is not English. The age distribution of Franklin County shows that the mean age in the county is between 35-39 years of age; and that 28% of the population is under age 20, 57% is between ages 20 and 59, and 15% is over age 60⁴ (see Appendix G). The large proportion of residents over 60 years of age contributes to the overall number of people with disabilities living in Franklin County, as the possibility of being affected by a disability increases with age⁵.

3. Economy

While Franklin County is a fairly rural area that relied on agriculture, lumber, and textiles for economic viability in the past, it is now in transition to an economy based more on high-tech industries including biotechnology, telecommunications, software development, and plastics recycling⁶. According to the North Carolina Department of Commerce's Economic Development Information System (NCDC-EDIS), Franklin County's unemployment rate is 4.5%, as compared to 5.5% in the state of North Carolina, as of August 2005. The NCDC-EDIS also reports that the median household income in Franklin County as of 2000 is approximately \$39,000, and just over 12.5% of the population is identified as living in poverty⁷.

4. Health and Healthcare

The U.S. Census Bureau American FactFinder shows that, as of 2000, 22.2% of the population over five years of age in Franklin County has a disability⁸ while 19.3% of the national population has a disability⁹. Of those with disabilities in the county, 5.8% are aged 5-15 years, 21.5% are aged 16-64 years, and 50.7% are aged 65 years or older⁸, which reinforces the need for special disability services for the elderly population. Furthermore, the census report shows that among all residents in the county between the ages of 21 and 64, 80% of those without a disability are employed while 54.2% of those with a disability are employed, demonstrating a dramatic difference in employment rates for those with disabilities in the county⁸. In addition to issues related to disabilities, a Franklin County Health Department brochure highlights cancer-related deaths, diabetes, and obesity as three major health issues in Franklin County¹⁰.

The U.S. Department of Health and Human Services Health Resources and Services Administration currently lists Franklin County as a medically underserved area, or an area in which residents have a shortage of personal health services¹¹. Franklin County is served by one 85-bed acute-care hospital, the Franklin Regional Medical Center, with over 110 physicians¹². Additionally, the Franklin County Health Department supports numerous programs including

“Frankly Healthy,” a program of North Carolina’s 2010 Health Objectives/Healthy Carolinians. “Frankly Healthy” identifies among its priorities: (1) youth health, teen pregnancy and unsafe sex, nutrition, and physical activity; and (2) adult health, chronic diseases/breast cancer and chronic diseases/general. Additionally, rural teens, older African Americans and Latinos, and the rural adult population are also targeted for health disparities programs¹³. The University of North Carolina at Chapel Hill (UNC-Chapel Hill) and Duke University hospital systems, as well as WakeMed Medical Center, are located in nearby Wake, Durham, and Orange counties and serve many Franklin County residents.

5. Education

Franklin County is home to Louisburg College, a two-year junior college that has existed for over 200 years. Vance-Granville Community College also has a satellite campus that opened in 1998 in Franklin County. The public school system in the county consists of eight elementary schools, three middle schools, and three high schools, serving over 8,000 students⁶.

6. Services and Resources

Franklin County has a Department of Health and Human Services (DHHS), Department of Social Services (FCDSS), and Department of Aging (DA). Through these agencies, residents can access many services, including: services for people who are blind, deaf, and/or hard of hearing; senior care and other activities at two Senior Centers dedicated as North Carolina Centers of Excellence; vocational rehabilitation services; Medicaid; Volunteers in Medicine; independent living services; public health services; emergency services; work first programs; food stamps; and economic independence services^{14, 15}.

Other departments that exist in the county include: Emergency Services, Parks and Recreation, Veterans Services, Planning and Development, and Economic Development. The county government organizational structure is based on the office of the County Manager supported by seven County Commissioners (five of the Commissioners are assigned to districts

while two are designated at-large)¹⁶. While Franklin County does not have a formal, widespread public transportation system, the fee-based Kerr Area Rural Transit System (KARTS) serves the area. KARTS operates passenger vans for public transport during the weekdays on an appointment-based schedule, and serves several surrounding counties as well.

7. Culture and Recreation

The county hosts several countywide festivals and conventions each year, such as the International Whistler's Convention, the Tar River Festival, and a Strawberry Festival. Franklin County also has four major parks (River Bend Park, Moose Lodge Park, Luddy Park, and Mitchell Park) and the Parks and Recreation Department organizes several youth sports teams. Religion is also a very important part of life in Franklin County and there are over 100 churches representing various denominations across the county⁶.

However, recreation and entertainment activities are limited in Franklin County, leading many residents to travel to neighboring counties in search of such activities. Each month with their electric bills, Franklin County residents receive a list of upcoming events in and around the county. Frequently the majority of the events listed are located outside of the county.

B. Overview of Field Observations

As the team spent time traveling throughout Franklin County, attending community events, and conducting interviews, they kept written field notes of their observations. The following paragraphs contain an overview of the community as described in the student notes.

The team observed that Franklin County is a rural, sparsely populated area with most of the townships defined by small crossroads where two or more highways meet. Louisburg, the county seat, is located towards the middle of the county, and appears to be the core of Franklin County's resources and activities. The rest of the county is mostly open countryside with crop fields such as tobacco, soybeans, corn, and trees/lumber. The team observed that there is a mix of houses scattered throughout parts of the county: older, ranch style homes, many of which are

in various states of disrepair; several farm houses with barns and silos along the highway; and a few scattered new sub-developments. The county appears to be of low to middle socio-economic status, with some areas that appear to be middle to upper-middle class.

Contrary to initial expectations at the beginning of the project, the team repeatedly observed people of various races and backgrounds within Franklin County. In the townships surrounding Louisburg, the team observed mostly Caucasian residents. However, within the city of Louisburg, there seems to be a greater diversity of ethnicities, with a large percentage of African Americans and what seems to be a growing Hispanic population in the area. The team felt that Louisburg is the ethnic ‘melting pot’ for the county since it is the largest commercial center in the vicinity. The team also observed residents representing a variety of age groups: young children, middle-aged adults, and elderly residents. However, the team did not notice many young adults, giving the impression that Franklin County is home to mostly families and older residents. Furthermore, the team repeatedly observed that the majority of residents with visible physical disabilities are older adults. Given the large number of seniors in the community, the team felt there could be a need for disability services especially for the elderly.

The team sensed that Franklin County takes pride in downtown Louisburg and in Louisburg College, one of the oldest private, two-year colleges in the nation. The college and downtown Louisburg are designated as Historical Districts, as noted by brown street signs. Franklin County is making efforts to rebuild the downtown area; however, the efforts seemed intermittent, with some new buildings next to visibly older ones.

Team observations indicate that there is a dichotomy in the county, which may be stimulated by the population growth and economic transition within the area. There seems to be a widening gap between those in the lower and those in the upper class, as well as between the long-term residents and new residents. This gap is particularly evident with regards to housing. For example, in downtown Louisburg there are some large, well-maintained plantation-style

houses that neighbor older homes and poorly maintained apartments. In the countryside, there are new sub-developments and larger farms surrounded by smaller, older houses.

Franklin County seems to lack organized community recreation opportunities. The team did not observe public space for the Franklin County or Louisburg community to gather to socialize or engage in activities. Additionally, the team failed to find evidence of many community events to bring people together other than church-sponsored activities.

Many of the notes recorded in the team's field observations reflected the findings discussed in the next section. The findings compiled from community member and service provider interviews, gave the team a better context for the culture, challenges, and strengths of the Franklin County community and how they specifically affect people living with disabilities.

SECTION III: FINDINGS

A. Community Strengths

The team noted several assets in Franklin County that may be beneficial for individuals with disabilities. The most prominent assets include the family centered-community, the friendliness of residents towards one another, and the caring and commitment of many of the service providers and volunteers.

As outsiders, it is difficult to observe where individuals find support, but through informal conversations with residents and when spending time in the community, it became apparent that family and friends are a main source of support for individuals with disabilities. On one occasion while listening to two friends talk about their disabilities, the team noted that they would go to the grocery store together and assist each other with shopping. Each would use their abilities to compensate for the other's disability, demonstrating the importance of support from friends and family in the community.

The team observed an abundance of churches within the county, and perceived this as a sign that religion is also a key source of social support, beliefs, and values for Franklin County

residents and thus, an asset in the community. While visiting a local church, St. Paul's Episcopal, the team noticed the welcoming address on the front of the church bulletin, which stated, "We welcome especially all who may have particular reasons to think they may not be welcome because of ethnic, racial or religious background, age, sexual orientation, financial circumstance, physical appearance, physical or mental ability, or past or present sins." The fact that the church intentionally reaches out to people who may be struggling with these issues gives the impression that the church is sensitive and welcoming to all people, making it a place where individuals with disabilities may feel more comfortable.

In addition to the support from family, friends, and the church, the team noticed the friendly, small-town feeling of Franklin County and perceived this as an asset. The team frequently heard people mention that everyone knows one another and that Louisburg has a way of bringing people back, "whenever people leave, they end up coming back." The team observed the residents' friendly attitude toward one another on several occasions and also experienced it first-hand. While visiting St. Paul's Episcopal, a church patron sitting in front of the team turned to them with a smile and handed the team a hymnal turned to the current song to make sure the team was able to follow. Additionally, many of the interviewees were very supportive and on many occasions residents went out of their way to thank team members for their dedicated work. These gestures made the team feel welcome within the community.

Another significant asset that the team repeatedly observed is the commitment and compassion of many of the service providers and volunteers who serve people with disabilities in the county. On several occasions, while spending time with service providers at their places of work, the team noted that the providers were friendly and cheerful and took the time to build friendships with those they serve, often going above and beyond their job duties to assist members in the community to make their lives easier and more enjoyable. While volunteering with the Meals on Wheels Program, one volunteer mentioned that his route often takes him much

longer than it should because he enjoys talking with the residents for a few minutes when dropping off their meal. The volunteer revealed that often he is the only company they have, and showed compassion for the people he serves. In addition, many of the service providers willingly played an active role in assisting the team throughout the AOCD project. It is evident that the dedication of these service providers improves the quality of life for individuals with disabilities in this community.

Although the team found numerous strengths within the Franklin County community, it was also apparent that several challenges faced not only people with disabilities, but also community members in general. Those challenges are presented in the following sections as themes that emerged from the team's data collection.

B. Overview of Themes

In addition to the strengths and assets highlighted throughout the team's experiences and interviews in the county, several challenges that face people with disabilities emerged as recurrent themes. These themes became the focus of small group discussions at a community forum held in April. Based on analysis of interviews with community members and service providers, and field observations, the team found that the most important challenges facing residents with disabilities include: lack of transportation options; lack of a centralized information system for services; insufficient home care to facilitate independent living; lack of recreation opportunities; and a lack of awareness about the needs of people with disabilities, especially concerning the built environment, employment, and the provision of services. The sections that follow highlight community member, service provider, and team perspectives for each of the final five selected themes.

C. Transportation

Theme 1: The lack of transportation options in Franklin County limits quality of life (access to services, employment, and recreation) for people living with disabilities, thus there is a crucial need for expanded transportation options to serve the county.

1. Community Member Perspectives

“-Like one day, you were down at Wal-Mart after bingo and sitting there, waiting for KARTS to come around. You would have to wait for what 1-2 hours... ?

-Yes, I would have had to wait for 3 hours for them to pick me up and finally someone from the other housing that knew me, came down to pick me up and brought me home.”

Nearly every community member interviewed, especially those with disabilities, spoke about how lack of transportation limits their ability to access jobs, medical care, shopping, and interaction with other community members. One community member mentioned that, besides KARTS there aren't other transportation services except for emergency vehicles that will take people with disabilities [to the hospital]. In the absence of a public transportation system, non-driving community members must rely on friends and family. Although people living in the community recognized that Franklin County is a friendly and family-oriented county, friends and families are not always available as necessary. As one community member explained, “without my husband I would not likely be able to get out.”

2. Service Provider Perspectives

“With the county being such a big rural county, the further away from town, the harder it is to get services. Because we are so rural, volunteers that take meals on wheels are sometimes doing it on their lunch hour. You have a hard time meeting the rural area's needs without transportation.”

A majority of service providers recognized inadequate transportation as a major barrier for people with disabilities in Franklin County. Many service providers rated KARTS as sufficient in terms of reliability but acknowledged several drawbacks for riders using the service. Typical complaints included that service is slow, there is a cost associated with riding the vans, and, as KARTS does not run past 6:00 pm in the evening and does not operate at all on weekends, travel is limited. KARTS also does not run on a set schedule, which creates a variable length of time between pick-up and drop off. One service provider explained, “If you have an appointment in the afternoon you may have to get on the van hours beforehand in the morning.”

Despite these limitations, service providers generally agreed that the problem with transportation is not KARTS itself, but rather should be viewed as a chronic issue of limited funding for transportation at both the county and state levels.

Those who are unable to use KARTS due to financial constraints, or because they simply do not know of the service, must depend on family and friends for transportation. Depending on others for transportation is especially difficult when friends and family work, and are not readily accessible. One service provider explained that people who are homebound and dependent on a working caretaker are at a tremendous disadvantage not only in gaining access to services, but also in making and maintaining community ties.

Several service providers pointed out that, when possible, they make home visits in order to deliver their services to clients. However, they felt that their efforts were hindered by limited staff and funding for travel. For services such as the Meals on Wheels Program, which requires clients to sign the paperwork at the provider agency, a lack of transportation for some clients means an inability to access crucial daily services that could be tremendously beneficial.

3. Team Perspectives

Throughout the seven months spent in the community, the team observed that a lack of transportation appears to be one of the biggest obstacles faced by Franklin County residents, with and without disabilities. As most of Franklin County's services are centered in Louisburg, it is often difficult for people living outside of Louisburg to access them. This challenge is exacerbated both by the vastness of the county and by the limited availability of public transportation. The team did note the existence of the fee-based transportation service, KARTS; but there is no bus system and only one taxi car serving the area, which is inaccessible to people with disabilities or who use wheelchairs.

Student notes specifically revealed that residents with disabilities depend heavily on friends and family for their transportation needs. While scheduling a focus group with

community members who have varying degrees of vision loss, and while volunteering at the Adult Day Program, the team noticed that family members often dropped off and picked up their relatives. The team also found that a lack of transportation limited several community members' involvement in AOCD activities because of difficulty getting to meetings and/or events.

4. Comparison of Perspectives

Both community members and service providers recognize the limitations of the KARTS service, as well as how a lack of reliable transportation affects most aspects of people's lives, especially those with disabilities that prevent them from driving. Although they stressed the importance of improving transportation services in Franklin County, community members seemed to accept inadequate transportation as part of their daily life, and as a problem they were not optimistic about fixing. One community member speaking about transportation in general said emotionlessly, "if we can't provide our own transportation, we are out of luck."

Service providers seemed to view the inadequacy of transportation in Franklin County as a function of poor funding and often sought to reach community members without transportation by delivering services themselves. Community members on the other hand viewed transportation as a problem that could be eased with the help of more volunteers. Service providers seemed to also understand the problem of transportation on countywide and state levels whereas community members picked out individual components of the current system that could be changed to provide better access. Many community members felt that if KARTS ran more on a standard route system, they would be able to access necessary services more readily.

D. Centralized Resource System

Theme 2: The lack of a centralized system for informing residents about social and human services in Franklin County contributes to a lack of knowledge of existing services, frustration with navigating those services, and furthers a feeling of isolation among residents.

1. Community Member Perspectives

“One of the challenges I’ve found is what’s available. When I say that, I mean not just what services are available from the county, but what services are available from the state and the federal government.”

Community members and family members of people with disabilities often complained about not knowing where to go to find specialized medical services, support groups, or general legal information. Many reported seeking out services in Wake, Orange or Durham counties or not having their needs met at all. Generally, community members seemed to assume that a service was unavailable after several unsuccessful attempts at seeking information. The phrase, “the services simply do not exist here,” came up repeatedly in interviews.

In their search for government assistance, community members commonly acknowledged “not knowing where to start” when navigating both the Department of Social Services as well as the Health Department. Even though several community members reported unfriendly encounters with personnel in these departments, most recognized that inefficiency in services as well as inadequate disbursements (one community member reported receiving seven dollars in food stamps) resulted from federal limits on services and locally uncontrollable bureaucracy.

For community members, difficulty finding needed services or connecting with others who shared their problems often resulted in isolation. One family member of a person with a disability explained the isolation that resulted from not knowing where to find nursing assistance. “One of my concerns is the isolation. I can’t take him to these medical situations by myself. It’s just too much for me.”

2. Service Provider Perspectives

“I’ve seen so many at home when I do home visits that have stayed at home for years because they did not know any alternative.”

Lack of knowledge of services that exist for people with disabilities in Franklin County was a common grievance of service providers. Most service providers felt they did an adequate or

strong job of advertising their services via available avenues (internet, newspaper, radio, street outreach etc.) but recognized the difficulty in reaching people in the outlying areas of the county.

Other service providers felt that knowledge of available services is not enough to ensure that services would be fully utilized. The sentiment that “just because clients know of a service does not mean they know it well” came up frequently in interviews. Service providers recognized the need to communicate information about services more thoroughly, but were unsure of how to do so. One service provider pointed out that there are seniors who have lived in Franklin County for years, but still are not aware of the Senior Center that has been there since the early 1980s, lamenting, “you can’t reach everyone, even though you try to.” Further, some service providers felt as though there is an adequate network of existing services inside and outside the county, but that the issue is getting people in contact with those services. One service provider also noted that some people with disabilities may not access services because they feel they cannot afford to pay for them and are often times unaware of government programs such as Medicare, Medicaid, and Supplemental Security Income (SSI) that help defray medical costs.

3. Team Perspectives

Although there appear to be various resources in Franklin County, the team noted that it may be difficult for community members to locate many of the services as they are spread out, and/or not easily identifiable. On occasion, it took the team months to find unlisted resources in the community. Team members were able to explore smaller scale, informal services/resources only when well-connected residents referred team members to such services. Team members’ notes speculated that residents new to the county, or those who are geographically isolated or socially disconnected, would face similar challenges.

Furthermore, the team noted that few organizations are fully aware of what services their sister agencies provide, and found it difficult to refer the team to other resources. At the Department of Health and Human Services, employees in one department seemed unfamiliar

with the work of employees in a neighboring department, despite being in the same building and providing complementary services. The team felt that it would be beneficial for residents if there were a centralized system to link services and resources in the county.

4. Comparison of Perspectives

Community members often pointed to the Franklin County Department of Social Services (FCDSS) as the focal point of their troubles. They seemed to believe FCDSS was the main avenue for getting access to resources, while expressing extreme frustration with the red tape one has to go through when working with that agency. Consequently, community members seemed to give up on pursuing services after being turned down for government assistance or discovering that necessary services were not provided by FCDSS or the Health Department.

Service providers and community members recognized the impact of geographic dispersion on their connections with one another. Although service providers emphasized their outreach efforts, many also recognized that knowledge of their services was often passed along by word of mouth. They also acknowledged that, while community members are familiar with providers in general, they have limited knowledge of the specific services and benefits offered.

E. Independent Living

Theme 3: There is a lack of adequate, affordable home care options to facilitate independent living among residents with disabilities in Franklin County.

1. Community Member Perspectives

“When you become [middle aged] and you can’t see, you don’t want your parents taking you everywhere you have to go.”

Community members generally felt that home care was not affordable and complained that nursing home service providers were not always sufficiently trained to handle a wide range of disability-related needs. This was especially true among interviewees who had disabilities that were unrelated to aging.

Although some caregivers seemed to want to help, several community members noted difficulty in finding compassionate nurses. One community member remarked of the service she relied on for day-to-day care, “I have to pay them \$90 per week. They never call to see how you are. They just expect you to send a check.”

Several community members noted that one positive aspect in the community is that doctors and service providers frequently make house calls. One family member of a child with a disability said her child’s teacher even came to the home.

2. Service Provider Perspectives

“How do we, [service providers], empower individuals and families...so they can do what they need to do to help folks out? It’s very disconcerting to see people in that struggle, or if they know they’re in that struggle how can we get them to be more proactive?”

The ability of people with disabilities to live independently in Franklin County is made difficult by an insufficient variety of services pertaining to in-home nursing care as well as an absence of respite care. Although several service providers felt the Adult Day Program at the Louisburg Senior Center was a sufficient service for providing care to individuals who cannot be left alone during the day, most recognized that the high cost of in-home services for those who otherwise would be able to live independently prevented them from doing so.

Many service providers expressed the view that people with cognitive disabilities were most affected by the lack of home healthcare options. As one service provider explained, “I’ve been called out to a home for assessments so many times for a mentally handicapped child [with a cognitive disability] who recently got out of the public school system... Those people are left out there without anything other than a mentoring program that’s done through [Department of] Mental Health, and they send someone to the home and that’s limited too.”

3. Team Perspectives

While volunteering at the Louisburg Adult Day Care center and with the Meals on Wheels Program, team members sensed that residents often have difficulty finding affordable options that encourage independent living for their family members with disabilities. Through team interactions with community members, teammates observed that individuals with disabilities are often dependent on others (for example, family, outside services such as Meals on Wheels, home aid, and respite care) to assist them with daily functioning, including cooking, personal hygiene/care, cleaning, and managing medication regimens. The team also sensed that residents, including Meals on Wheels recipients, greatly appreciated even the few minutes of conversation and human interaction they received when volunteers came to deliver meals.

Following observations of parents and their children (both adult and young) with disabilities, student notes indicated a concern about what will happen to community members with a disability when their primary caregiver is no longer able or available to care for them. The team noted that many of the community members with disabilities would be in helpless situations if something were to happen to their family or friends and they were left alone.

4. Comparison of Perspectives

Both community members and service providers agreed that in-home care services were expensive and unaffordable for those on a fixed income. Many community members also expressed dissatisfaction with available home care nurses who show a lack of compassion in caring for those they serve. Service providers expressed the view that the Adult Day Program was sufficient in providing options for adults with disabilities so that they could live more independently. This incongruence shows the difference of opinion between community member and service provider views on this topic, since most community members referred to the need for home care nurses to facilitate independent living. Based on the team's observations that many people are unaware of services such as the Adult Day Program, this disconnect likely exists

because service providers are fully aware of the program while community members may not be, or may not have the transportation to access it.

F. Recreation

Theme 4: There is a crucial need for a centrally located, accessible community center where residents can gather for social and recreational interaction to promote a better quality of life among Franklin County residents.

1. Community Member Perspectives

“There isn’t any recreation. If there is any recreation, we don’t know about it, you don’t hear about it. Unless you get the county paper or you have kids in school, you don’t hear about anything going on.”

Community members typically did not know of any recreation opportunities for people with disabilities in Franklin County. Although this complaint about recreation seemed to be common among people with disabilities, most community members recognized a lack of recreation for adults in general. Other community members only knew of recreation services offered by The Senior Center such as bingo, yoga, dominos, line dancing and aerobics. Unfortunately, these services are limited to people who are at least 60 years of age.

With the exception of the Senior Center, community members mentioned the movie theater as one option for entertainment in Louisburg but complained about its inaccessibility. As one community member explained, “the bathroom is upstairs, [and there is no elevator]. So I go to Raleigh most of time and I like that theater, [I like] the accessible restroom on the first floor.”

Several community members were pleased with the accessibility of the parks in Louisburg but had questions about their safety, noting that, “the downtown park is built on the Tar River, but put in a location in town that most people don’t feel comfortable letting their kids go play.” Furthermore, despite Franklin County’s efforts to develop recreation opportunities for children, several community members complained about a lack of playgrounds designed specifically for people with disabilities.

2. Service Provider Perspectives

“If you’re a senior citizen, the Senior Center is a good resource, but really, I think that’s about it...when the group comes up with places they want to go, I try to allow time to do that but it’s very limited.”

A lack of recreation opportunities for people living with disabilities commonly came up in service provider interviews as well. Most service providers seemed to agree that recreation opportunities for adults in Franklin County were unavailable, but that recreation was especially important for people with disabilities so that “they know what is out there for them and what they can do.” One service provider noted an expressed interest by clients for a Boys and Girls Club or an aquatic center.

Several service providers pointed to a lack of funding for recreation opportunities, recognizing that services for children were strong but there was an absence of funding for programs that are specifically accessible for people with disabilities. One service provider recognized the recreation department’s limited capabilities, “[the recreation department consists of] a two-man team, and they are doing all they can to provide what they do provide.” The cost of maintaining an indoor pool was estimated at \$180,000 annually, roughly equivalent to the recreation department’s entire budget.

Although many service providers recognized the high cost of building a recreation center in Louisburg, several suggested that modifications made to existing services would help meet the needs of people with disabilities.

3. Team Perspectives

The team learned through the windshield tour and scanning the local papers that Franklin County holds a weekly Farmer’s Market, sporadic craft fairs, a holiday parade, church-sponsored activities, a few local festivals, and cultural shows at Louisburg College. Additionally, the team learned more about the two active Senior Centers in Louisburg and Franklinton by volunteering at each one on a regular basis. However, while seeking possibilities to gain entrée into the

community, the team found little opportunity for community cohesiveness through recreational or social activities for Franklin County residents or among people with disabilities. There is no community center or central place for social interaction, with the exception of Louisburg College; there are no bars in Louisburg and few places for teenagers or college students to venture. The team discovered that some clubs and organizations have very high membership fees, thus excluding a large number of county residents who simply cannot afford to join.

In addition, because there is no local transportation system it is difficult for people to attend recreational or social events within or outside the county. Few social outlets for the general population of Franklin County translate into even fewer recreational opportunities for people living with disabilities. As a result, it appears that there is little recreational opportunity in Franklin County; and overall it seems that residents go outside the area into the neighboring counties for social functions and entertainment opportunities.

4. Comparison of Perspectives

Service providers were much more likely than community members to speak about recreation opportunities specifically for people with disabilities. Community members conversely seemed to accept that recreation in general in Franklin County would have to expand before any disability-specific opportunities were made available to them. In addition, community members generally did not know of types of disability-related activities that were available in other counties that they would like to see in Franklin County.

Service providers also tended to stress the importance of recreation for the self-esteem and general health and well being of community members, whereas community members were mostly dissatisfied with not having anything to do.

Community members were also less likely to provide suggestions for improved recreation opportunities. One community member remarked; “The recreation department here hasn’t done anything for us. They told us one time or another that we can plan something and

they would see what they can do. But we would rather they come to us...” Service providers seemed willing to provide recreation opportunities to people with disabilities but were hindered by a lack of resources to do so.

G. Awareness

Theme 5: Lack of awareness about disabilities among the general public limits accessibility (i.e. safe pedestrian travel, ADA compliance, etc.) and employment opportunities for people living with disabilities in Franklin County.

1. Community Member Perspectives

“Maybe if you had people wear a blindfold for a day they’d have some kind of respect, see what it’s like, or close their ears off or something, see what they’re going through, walk a mile in their shoes.”

The lack of accessibility of Franklin County’s built environment was a common source of stress for people with disabilities. People with physical limitations noted frustration with sidewalk curb cuts that ended abruptly, steep steps up from the street to the sidewalk in the downtown area, and inaccessible bathrooms and aisles in stores and restaurants. Although most recognized the built environment as more of an issue in the downtown area, many community members complained of not being able to access tables in several newer, popular restaurants or safely cross Bickett Boulevard’s four lanes in the absence of cross walk signals.

One of the most common complaints from community members was a lack of accessible parking spaces in the parking lots of businesses and in the downtown areas. Additionally, community members indicated the possibility that accessible parking placards are used illegally. Community members also expressed frustration at the lack of employment opportunities for people with disabilities. Employers seemed to have a general lack of understanding of the capabilities of people with disabilities, and seem unwilling to provide the necessary accommodations for employees with disabilities. One community member explained,

“Employers should be open to people with disabilities, and [should] trust that they may be capable and consistent.”

2. Service Provider Perspectives

“You can have all the transportation in the world but it means nothing if a building is not accessible.”

There was a strong consensus among service providers that the accessibility of the built environment in Franklin County is generally prohibitive to people with disabilities.

Service providers consistently pointed out that many of the older buildings in Louisburg have not been renovated to ADA standards, and that some newer buildings, such as the Courthouse in the downtown area, lack accessible restrooms. Service providers also acknowledged that a lack of sidewalks in downtown Louisburg makes it difficult for people who use wheelchairs or who have other mobility limitations to get around town, and felt that the absence of sidewalks is not only a limitation of the built environment, but a safety issue as well. Service providers also recognized that accessibility affects employment opportunities for people with disabilities. Many community members have complained to service providers that a lack of accessibility is an added barrier to finding work. Other service providers reported that they knew of clients who preferred staying at home because getting around town in general was too difficult.

Most service providers also remarked that issues of accessibility result from a lack of funding. Several service providers were aware that their own facilities were not accessible, but felt powerless to make the necessary changes. A service provider at Louisburg College, for example, noted witnessing the embarrassment that students with physical limitations feel when accessing the gymnasium and “having to be carried in just to watch a game.” Other service providers disagreed that the accessibility of the built environment is a pressing need for people with disabilities. Some interviewees felt that there were ramps on most businesses that required them, and that there is ample accessible parking in the county. Service providers holding this

view seemed to trust that, as ADA is a nationally mandated law, most businesses are in compliance and did not see a need for increased attention to this issue.

3. Team Perspectives

Student notes reflected frustration regarding physical barriers that can theoretically be easily remedied and at times, the team suspected that it would take simple steps to eliminate such obstacles. For example, items blocking doorways and aisle displays in local businesses could easily be moved. Businesses could designate more accessible parking spaces closer to building entrances, and enforce laws regarding use of parking spaces. Other simple changes to address common barriers include lowering the height of counters or credit card machines so that people who use wheelchairs or are of small stature can reach them, or improving lighting in public establishments to aid people with vision loss. The team felt that, in making such efforts, businesses would attract committed workers and customers, increasing the opportunity for profit. The team also sensed that many accommodations are not being made due to a lack of awareness about the needs of people with disabilities.

The team also documented other examples of inaccessibility to buildings, facilities, and other structures in the built environment, which contribute to the overall difficulty of accessing services in Franklin County. The team discovered no sidewalks around the recently built school; curb cuts that provide access to nothing in particular; few crosswalks or audible crosswalk signals on major roads; few ramps; and high thresholds that are hard to navigate for individuals who use wheelchairs or with visual loss. Additionally, there are no automatic opening doors at the Department of Health and Human Services buildings. The team felt that these barriers make many locations inaccessible and the environment unsafe, especially for those with disabilities.

Additionally, in many establishments such as restaurants, churches, and government buildings (some recently renovated), the team noted that often aisles were not wide enough to allow for free passage. In some establishments, the bathrooms are inaccessible due to narrow

doorways, limited space for turning wheelchairs around in stalls, soap dispensers and sinks that are too high to reach, and toilets that are not at the correct height for ease of use from a wheelchair or for someone who has difficulties standing up or sitting. In some instances, the team heard that residents with disabilities avoid certain businesses because they are inaccessible or unaccommodating for people living with disabilities. The team found that larger chain establishments maintain better accessibility for people with disabilities, perhaps because they have the financial resources to make such accommodations, and thus are more likely to comply with ADA regulations.

Team notes also indicated that inaccessibility contributes to the small number of employment opportunities in Franklin County for people with disabilities. Many available jobs appear to be outside Franklin County, requiring a long daily commute. One such example is Wal-Mart, which provides significant employment opportunities for people with and without disabilities. However, the business offices are not accessible, as they are on the second floor of the building with no elevator. This limits job opportunities for people with mobility limitations to jobs as greeters or floor level positions, as opposed to managerial or administrative ones.

4. Comparison of Perspectives

Many service providers spoke about accessibility of the built environment in terms of ADA compliance, while community members explained that they simply stayed away from businesses they could not access, including the downtown area. Service providers less frequently mentioned the safety concerns resulting from inaccessibility that many community members expressed.

Service providers seemed to view the issue of employment from a broader perspective, noting that many people with disabilities in search of jobs were limited by a lack of transportation and education. However, community members felt they were being discriminated against as a result of their disability.

SECTION IV: COMMUNITY FORUM

A. Overview of Forum Planning

The forum planning process began in mid-February with the development of a community-based Forum Planning Committee (FPC). At the end of each interview, interviewees were invited to join the FPC. Those who accepted the invitation worked closely with the team to ensure that residents had input throughout the forum planning process. Planning was a participatory process with decision-making and tasks shared by both the committee and the team.

The FPC met four times prior to the forum and two team members facilitated the meetings. All meetings were held at the Louisburg Senior Center and lasted approximately one hour. A total of ten individuals including community members with disabilities, family members, service providers and members of the team took part in the process; however not all committee members attended every meeting.

The first meeting was used to explain the purpose of the AOCD project and forum, to solidify relationships between the team and the FPC, as well as to establish lines of open dialogue. The second meeting was used to: decide forum location, date and time, food and entertainment; approve flyer design and marketing strategy; and assess transportation options. At the third meeting, the team presented eighteen themes that emerged from the data (see Appendix H) and briefly introduced the SHOWED and Force Field small group facilitation techniques (see Appendix I). The committee then selected five themes they believed to be the most important and most changeable in Franklin County to focus on at the forum. Importance was defined as whether the issue significantly affected the lives of a majority of people with disabilities and their families. Changeability was defined as how well the issue would lead to the creation of specific action steps. The final meeting was devoted to finalizing forum logistics.

With the guidance and support of the FPC, the team carried out additional forum preparation. All team members participated in the process of requesting donations from local

organizations and businesses (see Appendix J). The team raised nearly \$300 for additional costs, collected twenty donated door prizes to be given away to forum participants, and the meal was provided free-of-charge by the family of a child with a disability in Franklin County.

In order to advertise for the forum, personalized invitations were mailed to interviewees, donors, key organizations, community leaders and agencies that serve people with disabilities. Flyers were posted at agencies serving the disability community, local businesses, and other community gathering places (see Appendix K). The event was advertised twice in the Franklin Times newspaper and on the Tar River Baptist Association website. However, the most effective marketing strategy was word of mouth advertising by the FPC and team members. FPC members who are well connected to the community were pivotal in finalizing many of the last details, and committee members took on active roles at the forum as speakers and coordinators.

Team members worked with the FPC to create a packet to give to participants at the forum that included an agenda for the evening's events, an inspirational poem, and a preliminary Franklin County resource list for community members (see Appendix L).

B. Forum Small Group Discussion Summaries and Action Steps

1. Transportation

The small group discussion on transportation had five participants. Attendees included town and county government employees, service providers who work with clients directly affected by a lack of accessible transportation in Franklin County, and one community member.

In the beginning of the discussion, the student facilitator used the SHOWED discussion method to guide the group through questions related to a quote from an interview with a service provider (see Appendix M). However, as a result of the participants' current work on issues of transportation, they were already knowledgeable about the problem of delivering reliable extended transportation to Franklin County residents. The discussion quickly expanded to the topic of long range, state-level transportation initiatives as participants discussed transportation

as an issue that affects all of North Carolina, not only those living with disabilities in Franklin County. Thus, the SHOWED method was insufficient in narrowing the discussion to achievable action steps and the facilitator employed the Force Field analysis technique for the remainder of the discussion.

Participants chose expanded transportation options in Franklin County as their primary goal in the Force Field analysis. Participants listed taxi cabs and the existing KARTS services as facilitating assets that Franklin County can build upon to expand transportation options, but also noted that a lack of competition for those services kept their prices high. One group member also mentioned coordination with the Regional Transit Provision; a regional initiative to plan for the future transportation needs of the greater Raleigh area.

Although all of these factors were deemed important by group members, the group decided that coordinating with local churches and non-profits that have access to vans would be an important and immediate step that the group could take in order to lessen the transportation burden on Franklin County residents. Specific action steps included:

- Establish preliminary coordination with the Regional Transit Provision Committee.
- Contact churches to encourage involvement in a program to provide more transportation options to Franklin County residents through the use of church vans.
- Educate churches on the issue of transportation through face-to-face discussion.

2. Centralized Resource System

Six forum attendees participated in the discussion about the lack of a centralized resource system including one community member and five service providers. The facilitator quoted an excerpt from a community member interview as a conversation trigger and used the SHOWED method to work through a series of questions to generate action steps (see Appendix M).

The group felt that the problem exists due to both a lack of awareness among community members and a lack of communication among service providers. Some ideas that arose from the

discussion were: the need to inform residents about services by creating a centralized resource system and the need to identify and compile existing services. One small group participant made note of a useful resource that already exists in the community, The Franklin County Community Guide, which is distributed by the Franklin Times and contains a substantial amount of information about services and resources in the community. Thus, the group generated the following action steps to facilitate dissemination of the Franklin County Community Guide to all residents in the county, including those of lower socio-economic status and/or in rural areas:

- Write petition to Franklin Times requesting more Community Guides be available to the whole county.
- Increase dissemination of The Franklin County Community Guide to the general public through mailings (utility bills), newspaper, schools, churches, KARTS, presentations by service providers to civic clubs, community activities, the internet, and other channels.
- Longer-term steps include: creating a centralized resource system that all community residents can access to obtain information about resources and services. (*Group participants mentioned that a national phone-based information and referral system, Dial 2-1-1, may soon be available in Franklin County and could be an ideal route for residents to obtain information about services.*)

3. Independent Living

The small group discussion on the theme of independent living in Franklin County had a total of twelve participants, including four service providers and eight community members with and without disabilities. A member of the team facilitated the discussion using the SHOWED method by first reading a quote from a family member of a person with a disability and then asking a series of questions leading to the creation of specific action steps (see Appendix M).

The conversation included many accounts of personal stories and discussion of the need for more volunteerism and community support through churches and youth. Participants agreed that those who are connected to families and friends had ample support to live independently in their homes. One participant shared, “If there is a family that has been in Franklin County all of

our lives, we know the support system. If someone moves in they don't have that extended support.” Participants also agreed that due to lack of knowledge about who needs help and lack of funding for medical devices to help facilitate independent living, there is a need to connect isolated individuals known to social services staff with youth volunteers and church community members who could visit them in their homes. The group generated the following action steps based on increasing volunteerism and obtaining the proper resources from social services:

- Increase awareness about the need for more volunteers to distribute meals for the Meals on Wheels Program.
- Work with the Department of Social Services to generate a list of people who are isolated and in need of in-home services. The list will be provided to churches and youth organizations that have volunteer initiatives (e.g. Boy Scouts).
- Create partnerships between churches across the county and isolated residents in the same geographic areas so that church members can assist residents in their local area.
- Communicate with school superintendents about creating requirements for students to fulfill community service hours through helping the elderly and people with disabilities in their homes.
- Contact local Boy Scouts of America troops about building ramps and other mechanisms to facilitate independent living for people in isolated areas.

4. Recreation

Eight people, including the Director of the Franklin County Department of Parks and Recreation, five other service providers, and two community members, attended the small group discussion on recreation opportunities for people with disabilities living in Franklin County. The student facilitator initiated the discussion with a quote from an organization named Disabled Sports, USA related to the physical, mental, and emotional benefits of recreation for people with disabilities. In response to a series of questions about the quote that were adapted from the SHOWED facilitation procedure (see Appendix M), the small group participants offered personal stories about their experiences with people with disabilities in Franklin County and their

feelings about how increased recreation and entertainment opportunities could contribute to an improved quality of life for people living with disabilities.

Group members agreed that recreation opportunities are limited in Franklin County for all residents and especially for people with disabilities due to a lack of understanding within the Recreation Department, and within the community in general, of the best ways to incorporate activities for people of all abilities into new and existing recreation programs. Group members also agreed that, while youth recreation programs exist in Franklin County, they are not inclusive for youth with disabilities and that similar opportunities are necessary for people of all ages in the county. Participants stressed that the Recreation Department needs to know from the community, including residents with disabilities, what types of recreational opportunities are desired by residents. This small group discussion resulted in the following action steps:

- The Recreation Department Staff will seek training from service providers who work with people with disabilities to educate them about disabilities and how to accommodate people with disabilities in recreational and entertainment opportunities.
- The Recreation Department will conduct a countywide survey to determine the recreational needs and desires of Franklin County residents.
- Participants from this group will initiate a community group representing people with disabilities to work with the Recreation Department as it begins to incorporate accommodations for people with disabilities into new and existing programs.

5. Awareness

Eight forum attendees, both with and without disabilities, participated in the small group discussion about awareness, including three community members and five community members/service providers. The facilitator presented a cartoon alluding to issues of the built environment, community support, awareness, and advocacy (see Appendix M).

The group talked about the importance of community awareness among the general public as well as within the disability community. Topics included safety; parking and lack of police enforcement; ADA non-compliance and the built environment; and the lack of knowledge

of resources, rights, and policies within the disability community. The group agreed that individuals do not think about or advocate for disability issues unless they are somehow affected themselves, directly or indirectly. Part of increasing awareness is to overcome the “invisibility” of people with disabilities, especially since many individuals tend to be isolated and many disabilities are not obvious to the observer.

A main focus of the discussion was the need for educating the general public, business owners, government officials and policy makers, and people with disabilities themselves about disability issues. In order to begin doing this, the group decided to establish an Awareness Committee in Franklin County that would lead the following action steps:

- Push for and provide awareness articles in local newspapers and newsletters.
- Provide information to churches through the Interfaith Council on how to reach out to and support people with disabilities and make their congregations more accessible.
- Educate: a) seniors, through the Senior Centers, who often have disabilities but are unaware of available resources and their rights; and b) children in schools since they are pivotal in changing the culture surrounding disabilities.
- Encourage individuals to speak up for disability issues, for example, report abuse of parking spaces for people with disabilities or advocate for accessibility.
- Create an accessibility “certification” system for local businesses which will encourage owners to make accommodations so they can be labeled “disability friendly” to attract more clients and increase potential for profit.

C. Conclusion of Forum

At the conclusion of the small group discussions, a community member or service provider from each group reported back to the larger group about the action steps that were generated. Also, individuals in the small groups agreed to take personal responsibility for initiating the listed action steps and each group designated a point-person so that community members would know whom to contact in order to follow up on action steps. The evening was

concluded with remarks from a member of the team and the FPC, followed by a complete family-style dinner and raffle of door prizes.

SECTION V: METHODS

The methodology described in detail in this section was used to assess the strengths and challenges of the community, particularly for people with disabilities. At the conclusion of the team's experience in Franklin County, the community was given an opportunity to voice their opinions and a means for fostering community empowerment.

A. Defining the Community, Gaining Entrée, and Team Observations

The Franklin County team, consisting of six graduate students, began the AOCD process by assessing whether or not a community of people with disabilities existed within the larger community in Franklin County. It quickly became apparent that a community of people with disabilities did not exist within the county. However, communities consisting of senior citizens as well as adults with disabilities were identified in at least two towns within Franklin County. Therefore, the team defined the community as people living with disabilities and their family members who serve as caregivers.

The first team exposure to Franklin County was through a windshield tour in which the team's preceptors, Ms. Jeannie Wolff-Rossi, a long-time Franklin County resident, and Dr. Rene Cummins, Executive Director for the Alliance of Disability Advocates in Raleigh, accompanied the AOCD team. The team made observations while driving through several towns in Franklin County, including the county seat of Louisburg and the downtown area. The windshield tour provided the first opportunity for the team to systematically observe specific characteristics of the community including religion, history, economic conditions, housing, education, transportation, recreation, and racial and ethnic composition. As a community member of Franklin County for 23 years and a person with a disability, Ms. Wolff-Rossi provided an insider's perspective and an informative narration throughout the tour.

In order to learn more about the rights and struggles that people with disabilities have faced in this country, the team took part in an in-depth training on the Americans with Disabilities Act (ADA) conducted by team advisor Dr. Rene Cummins. Realizing that the larger community did not have a defined community of people with disabilities, the team decided to regularly volunteer at two Senior Centers, located in Louisburg and Franklinton, and an Adult Day Program in Louisburg, in order to begin gaining entrée and further observe what life is like for people with disabilities in the area. Team members also attended a church service in order to further develop relationships with community members. Each team member recorded field notes after attending these events to document detailed observations and reflections on these activities and the community (see Appendix N).

B. Secondary Data Collection

Secondary data sources included websites, newspapers, and public documents that provide information about the conditions, history, culture, demographics, environment, health status, access to services, and resources affecting people with disabilities in Franklin County. Individual team members researched these various topics and reported their findings back to the team. Most secondary data was available through internet sources. Team members also regularly reviewed the local paper, *The Franklin Times*, and collected print materials and verbal information from service providers.

C. Primary Data Collection through Interviews and Focus Group

Primary data was collected through interviews conducted with community members living in Franklin County, service providers serving the county, and family members of people with disabilities. The team also conducted one focus group. The process of primary data collection included recruitment of interview and focus group participants, the interview process itself, and analysis of the data collected through interviews and one focus group.

The Institutional Review Board (IRB) approved an application addressing issues related to protection of human rights prior to the team conducting any research activities (see Appendix O). The application outlined the procedures for identifying and recruiting participants, costs and benefits of participation, obtaining informed consent, maintaining confidentiality, and release of data to the public. Separate consent forms were created for service providers, community members with disabilities, community members/family members, and parents of youth with disabilities (see Appendix P). Assent forms were also available for youth focus groups; however, a youth focus group was not conducted. A separate consent form was also prepared to allow participation by people with legal guardians. Large print, Braille, and lower reading level versions of forms, as well as a sign language interpreter were also available upon request.

Key informants included those who could potentially represent the ideas and attitudes of many people and speak for the community about issues specifically affecting people with disabilities. The team made initial contacts with service providers through public listings. Referrals for other key informant community members, family members, and service providers were then obtained through interviews. Additionally both team advisors gave the team a list of contacts. Team advisors and other service providers explained the purpose of the AOCD process to community members contacted on the team's behalf. Each referred person was given the opportunity to agree to or decline being contacted by a team member (see Appendix Q). Participants were also given the opportunity to accept or decline an interview once contacted by the team. Upon agreeing to participate in interviews, the team also contacted individuals whom they met through volunteering at the Senior Centers and Adult Day Program.

D. Interview and Focus Group Guide Development

The team's original interview and focus group guides were based on those used by the 2004-2005 team that worked with people with disabilities living in Johnston County¹⁷ (see Appendix R). The team modified these guides to include items specific to Franklin County.

Different guides with similar questions were created for interviews and focus groups for service providers, community members (with and without disabilities), and family members of people with disabilities. A simplified version of the community member focus group guide was also available in the event of a youth focus group. The guides were approved by the IRB with the original application. The service provider interview guide was pilot tested with field advisor Dr. Rene Cummins; and the community member interview guide was pilot tested with field advisor Ms. Jeannie Wolff-Rossi. Pilot testing the interview guides allowed for feedback on specific questions and for identifying potential problems with each guide so that the team could make appropriate changes. Although the guides helped insure continuity on general topics discussed from one interview to the next, regardless of who conducted the interview, individual perceptions and assumptions might have influenced the research process if some interviewers used probing questions more or less than others.

E. Conducting Interviews and Focus Group

The team conducted 36 key informant interviews with 21 service providers, 9 family members, 16 community members, and 8 community members with a disability (see Appendix S). Five interviews were conducted with more than one individual simultaneously to accommodate schedules of community members and service providers. Each person was asked if s/he would like to be interviewed as a service provider or a community member since, in many cases, service providers also live in Franklin County. The appropriate interview guide was then used. Interviews lasted anywhere from 50 minutes to 2 hours. Each interview and focus group began with an introduction of the interviewing process and informed consent as described in the consent forms. Interviewers gave each person a copy of the consent form to keep. Two members of the team conducted each interview; one team member conducted the interview and the other took notes. Interviewers also asked permission to tape record the interview to supplement the note taker's notes; tape recording began only after the individual had given verbal consent.

One focus group lasting 25 minutes was conducted with 10 community members with disabilities. One team member facilitated the focus group while three additional team members took notes. The focus group was also tape recorded with the permission of the participants.

F. Data Transcription, Coding, and Analysis

Upon completion of each interview, the note taker transcribed his/her notes within a few days of the interview. Based on responses from the first 13 interviews, the team generated a codebook (see Appendix T). Commonly discussed general categories of information were each assigned a number in the codebook. Two team members were responsible for coding all service provider and community member interviews to maintain consistency and reliability in the coding analysis. Coders used a text analysis computer program (*AtlasTi*) to assign codes to sections within each transcribed interview.

G. Selection of Themes

In order to discuss the community's most appropriate and important themes at the forum, the team presented the categories of themes identified through the coding analysis to the Forum Planning Committee. From the initial data analysis, the team identified 18 specific themes related to the general topics discussed in the findings section (see Appendix H). After presenting all of these themes at a forum planning committee meeting, committee members agreed that, as many of the themes were related to each other, they could be condensed into a shorter list of more focused themes to be discussed at the community forum. For example, five themes that related to a lack of knowledge of existing services and how to navigate those existing services were integrated into one theme focusing on the lack of a centralized resource system in the county. Additionally, four themes related to recreation were condensed into one theme; and two themes about transportation were combined into one. All themes related to knowledge of issues facing people with disabilities, including how a lack of knowledge impacts the accessibility of the built environment, were also combined to create one theme about general awareness.

Finally, one theme related to independent living was revised, based on a recommendation from the forum planning committee.

It is important to note that the forum planning committee agreed that two of the additional recurrent themes should not be addressed at the community forum due to their lack of potential for change on the community level. One theme, related to a general lack of funding for programs and services in the county, consistently emerged in interviews as a common barrier to improving services for people with disabilities. The team and planning committee, however, felt that garnering funding ought to be part of a long-term goal for growth and development in Franklin County as well as in the state of North Carolina. Another theme related to lack of specialty doctors in Franklin County was common to many interviews. However, the team and planning committee were uncertain about the potential for change for this theme, due to the existence of several reputable hospital systems in neighboring counties.

H. Limitations of Data Collection

The team had difficulty obtaining secondary data on community history. Team members visited the local library to obtain more information on the history of the county; however little was found dealing specifically with people with disabilities.

Regrettably, a variety of factors made it difficult for the team to recruit youth participants (ages 5-17) as well as a more diverse population of interviewees from various racial/ethnic backgrounds, particularly from the Latino community. These limitations included time constraints and limited entrée into ethnic communities. Gaining perspectives on the community's strengths and challenges affecting people with disabilities from diverse backgrounds is extremely important in representing a broad view of ideas. However, referrals given by service providers and preceptors were limited mostly to white participants. The lack of a Latino perspective was also an evident weakness at the forum.

Another limitation was the overlap of roles individuals played in the community between community members and service providers. Some service providers wished to be interviewed as community members and some community members wished to be interviewed as service providers. This overlap made it difficult to distinguish between the community member and service provider perspective on certain themes.

SECTION VI: CONCLUSIONS AND RECOMMENDATIONS

A. Conclusions

As discussed in the previous methodology section, there were several limitations in the AOCD process that kept the team from getting a more representative view of the challenges facing people with disabilities in Franklin County with the least possible bias. However, there were also several strengths in the process carried out by the team.

With help from key informants and members of the FPC, the team reached a large number of people in the community as evident from the number of interviews conducted and the large number of attendees at the community forum. Further, as several positive steps are already underway in the county, the team believes that this AOCD process has laid a solid foundation for increasing the voice of the Franklin County disability community. For example: grant-writing and program planning to start an Awareness Committee, lead by the North Carolina Office on Disability and Health, have already begun; necessary supplies for the Senior Center and Adult Day Care Program were purchased with donated funds; ADA training is currently being organized for the Franklin County Department of Recreation Staff; and community members and service providers have been strengthening new relationships developed at the forum. One community member shared with the team days after the forum:

“For so long I have felt very much alone in trying to educate people on accessibility and the need for people with disabilities to be included in all aspects of life here. At the forum, seeing so many people coming together, I almost cried. Not from sadness, but of pure joy that I am not alone and that now I have others to turn to for support and understanding. I

cannot express what this project has meant to me, and I will work very hard to make sure your work here is not wasted.”

As community members and service providers continue to implement the specific action steps generated at the forum, positive changes will continue to develop for people living with disabilities in Franklin County and for the community as a whole.

B. Recommendations

In consideration of the strengths and resources within the community, Franklin County has an enormous potential for becoming a place where people with disabilities can live, work, and thrive. There was a great deal of congruence in the perspectives of community members, service providers, and the team on many recurrent themes. Considerable agreement on these issues indicates the potential for service providers and community members to work together smoothly to improve the quality of life for people with disabilities.

Based on the team observations, interviews conducted, and action steps generated by participants at the forum, the team offers the following recommendations for Franklin County:

- In addition to working with local churches and volunteer organizations to create added transportation opportunities as outlined in the action steps from the forum, the team recommends that Franklin County officials, representatives, community members, and service providers work to lobby at the state and federal level for increased funding for wide-spread, accessible public transportation throughout the region.
- The team recommends that the Franklin County community advocate for increased use and circulation of the Franklin County Community Guide so that residents will be better informed of available resources and contacts. The guide may be distributed through the Franklin County Times and/or at public locations throughout the county. Further, Franklin County officials, representatives, community members, and service providers may lobby at the federal level to bring the Dial 2-1-1 human services help-line to Franklin County.
- The team recommends that service providers and community organizations work more closely with the Department of Social Services to identify isolated individuals and/or families within the county who are living with disabilities. In addition, the team recommends that organizations and service providers who work with people

with disabilities collaborate more closely with county schools and churches to encourage stronger volunteer programs to assist those in need of home care services.

- As outlined in the action steps that resulted from the forum, the team recommends that the Department of Parks and Recreation work to distribute a countywide survey to determine the recreation and entertainment needs and interests of all community members, including those with disabilities. Additionally, it would be beneficial to the community as a whole for the Department of Parks and Recreation to pursue additional funding that may go towards the development of a centrally located, accessible community recreation/entertainment center.
- In addition to promoting awareness about living with disabilities on an individual and organizational basis, the team suggests that county officials, representatives, community members, and service providers should commence a close working relationship with the Alliance of Disability Advocates office and Executive Director Dr. Rene Cummins to increase general disabilities awareness and compliance with ADA regulations throughout the county.

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**APPENDIX A:
SUMMARY OF AMERICANS WITH DISABILITIES ACT (ADA) OF 1990**

Background:

The ADA of 1990 is the most comprehensive piece of legislation enacted to protect the rights of people with disabilities in the United States.

Purpose:

To establish a clear and comprehensive prohibition of discrimination on the basis of disability.

When does ADA Apply?

The ADA applies when you have one or more of the following situations:

- 1) Documented mental/physical disability or condition that substantially limits one or more major life activities (for example, driving, reading, breathing, walking).
- 2) A history or record of the condition or injury.
- 3) You are regarded as or treated by others as having an impairment (for example, you are stereotyped, discriminated against, or screened out for jobs because of a disability¹⁸).

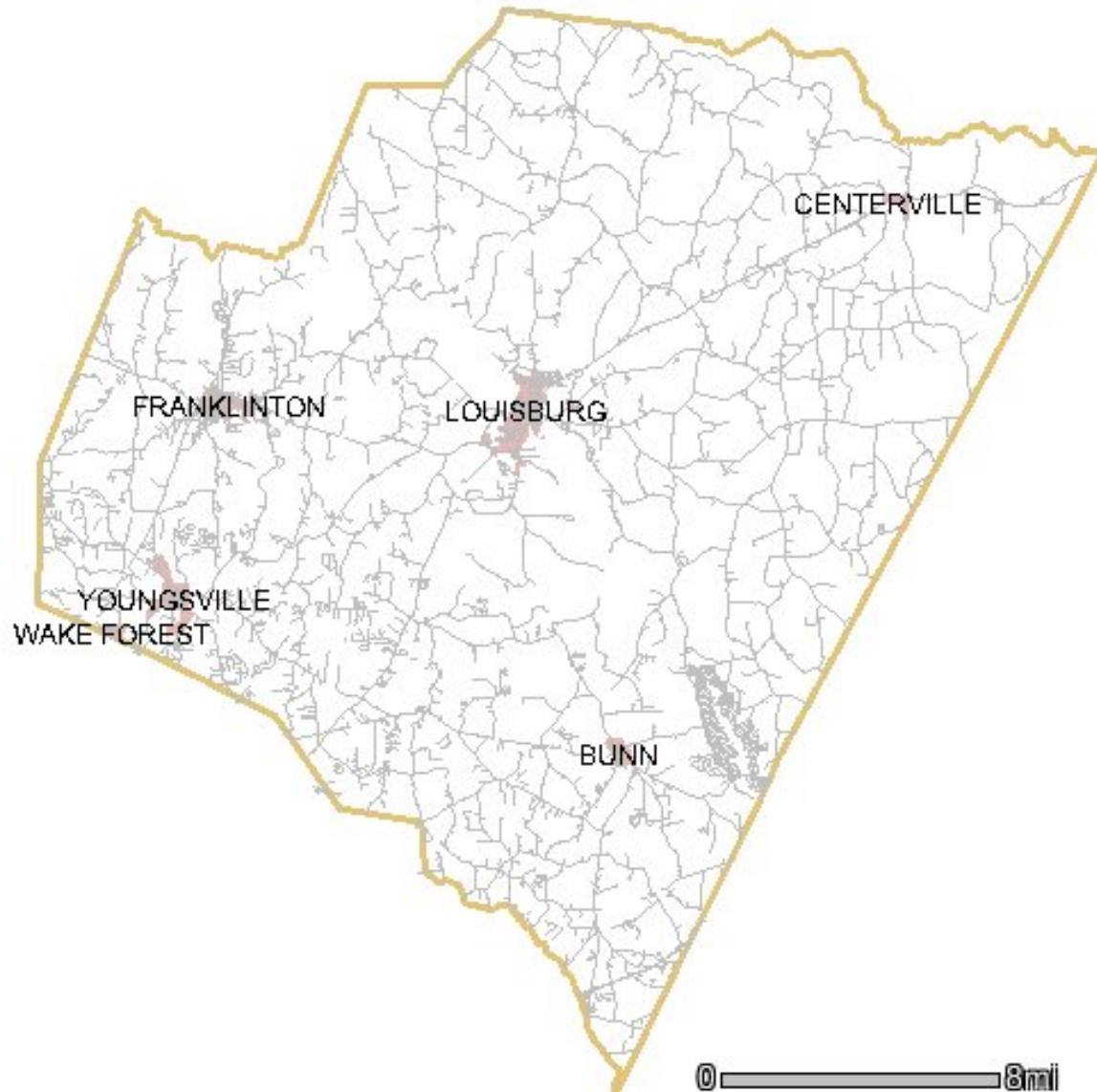
Titles:

Title	Category	Responsibility	Enforced By
I	Employment	To make reasonable accommodations for employees to meet essential job requirements	Equal Employment Opportunity Commission (EEOC)
II	Public Services (State & Local Government)	To remove physical barriers, provide effective communication, and modify existing policies	Department of Justice
III	Private Entities (Public Accommodations & Commercial Facilities)	To remove physical barriers, provide effective communication, and modify existing policies	Department of Justice
IV	Telecommunications	To establish telecommunications relay services and closed captioning of Federally funded Public Service Announcements (PSAs)	Federal Communications Commission (FCC)
V	Miscellaneous	For technical assistance, information, and materials regarding ADA compliance	Department of Justice

Technical Assistance:

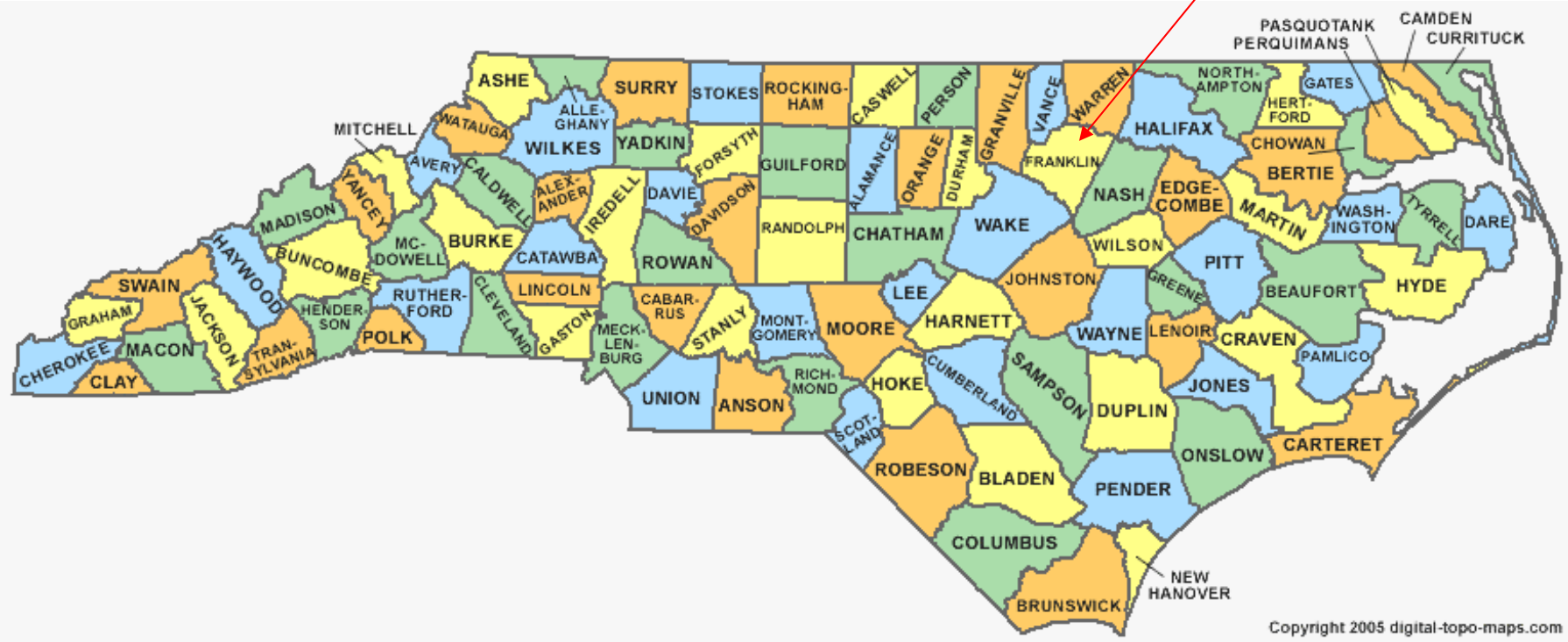
Southeast Disability & Business Technical Assistance Center
1-800-949-4ADA or 1-800-949-4232 (V/TTY)
404-385-0641 (FAX); sedbtac@catea.org; www.sedbtac.org

**APPENDIX B:
FRANKLIN COUNTY MAP**



**APPENDIX C:
NORTH CAROLINA COUNTY MAP**

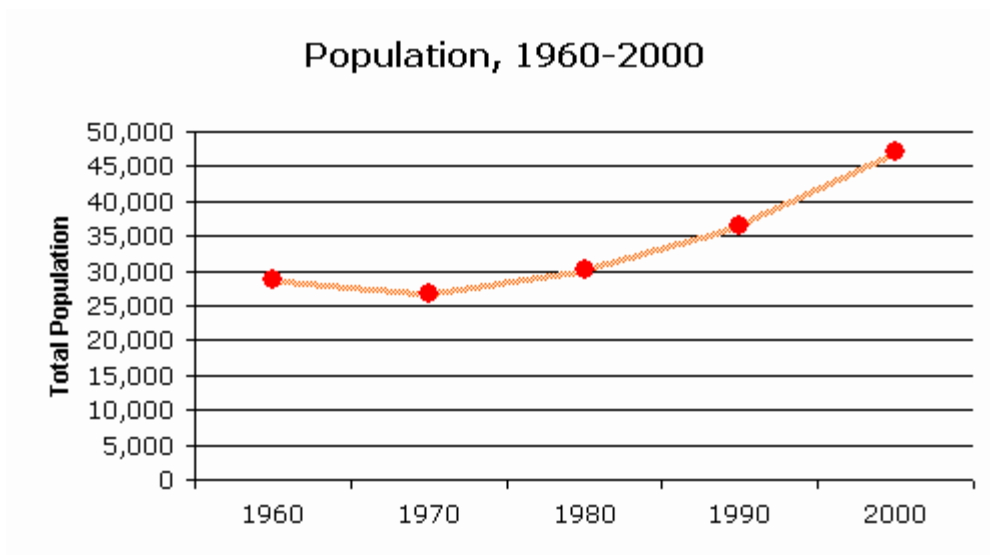
Franklin County



**APPENDIX D:
FRANKLIN COUNTY REGIONAL MAP**



APPENDIX E: FRANKLIN COUNTY POPULATION GROWTH

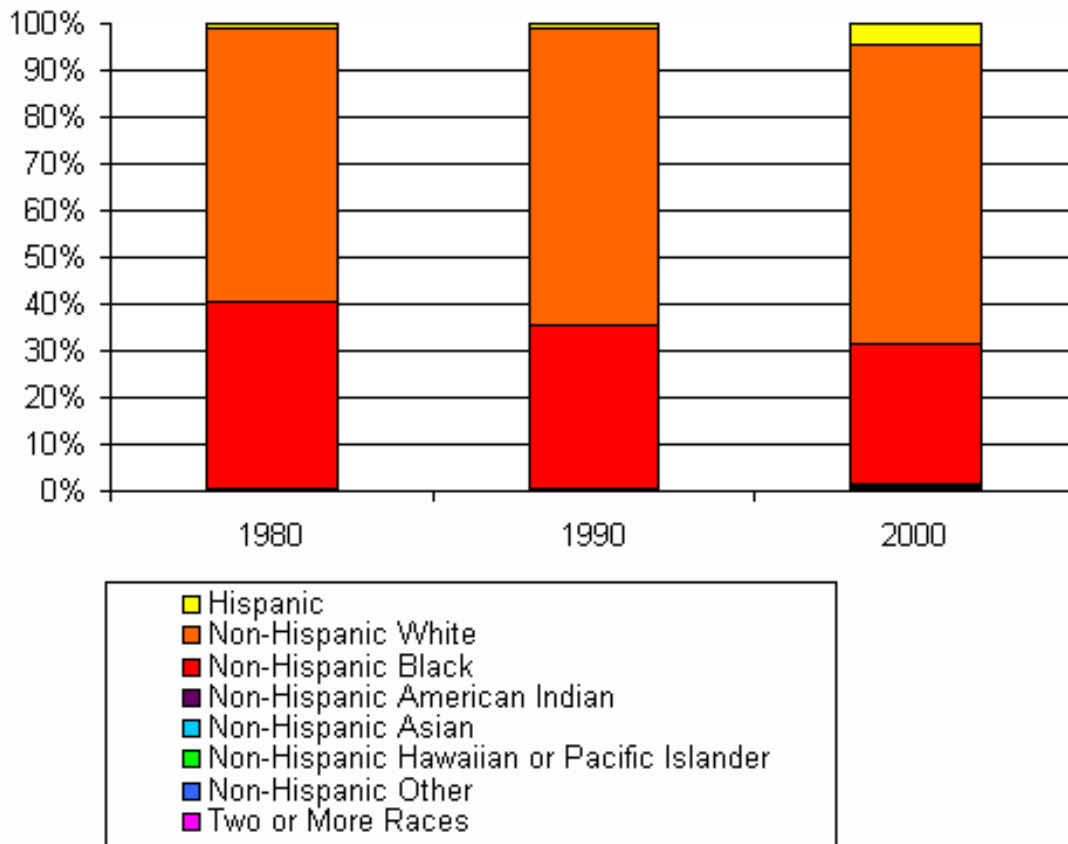


Franklin County Population, 1960-2000

	1960	1970	1980	1990	2000
Total	28,755	26,820	30,055	36,414	47,260
Change		-1,935	3,235	6,359	10,846
Percent Change		-6.73%	12.06%	21.16%	29.79%

Source: [Census 2000](#)
analyzed by the [Social
Science Data Analysis
Network \(SSDAN\)](#)⁴.

**APPENDIX F:
FRANKLIN COUNTY POPULATION BY RACE**



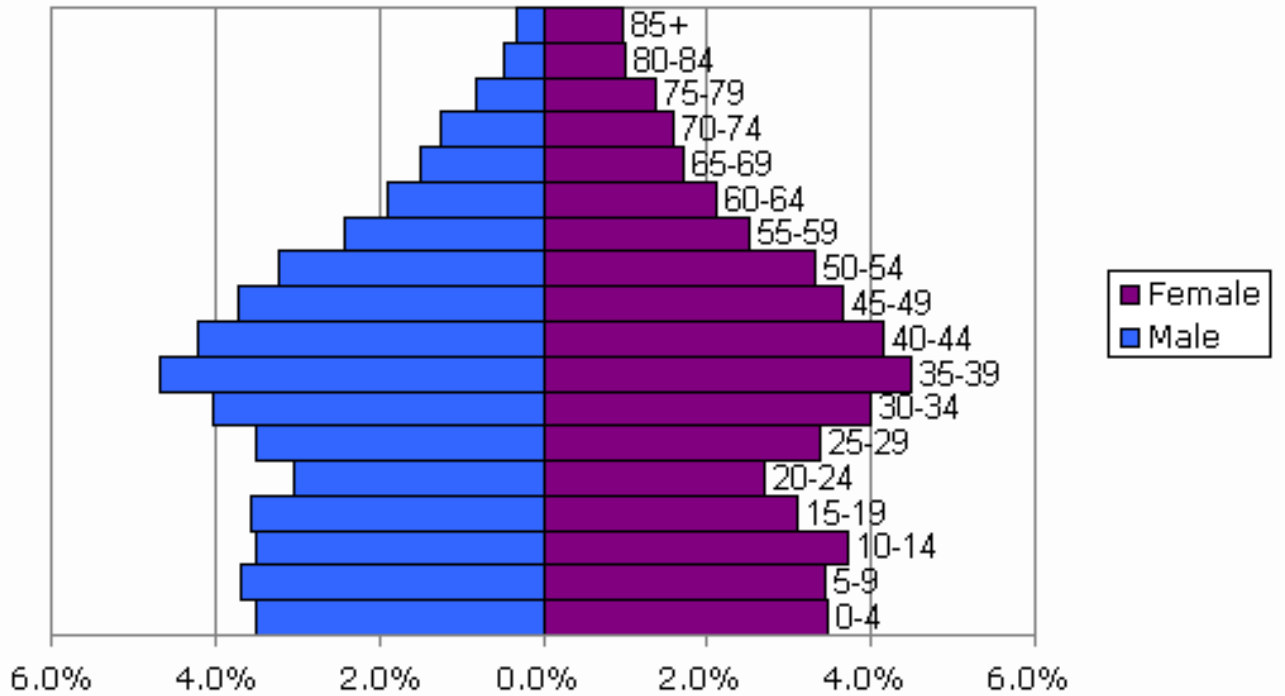
Hispanic Population and Race Distribution for Non-Hispanic Population

	1980		1990		2000	
	Number	Percent	Number	Percent	Number	Percent
Total Population	30,055	100.00%	36,414	100.00%	47,260	100.00%
Total Hispanics	330	1.10%	290	0.80%	2,100	4.44%
White*	17,545	58.38%	23,197	63.70%	30,335	64.19%
Black*	12,087	40.22%	12,791	35.13%	14,124	29.89%
American Indian and Eskimo*	38	0.13%	74	0.20%	182	0.39%
Asian*	43	0.14%	54	0.15%	137	0.29%
Hawaiian and Pacific Islander*	-	-	-	-	16	0.03%
Other*	12	0.04%	8	0.02%	33	0.07%
Two or More Races*	-	-	-	-	333	0.70%

* Non-Hispanic only; in 1980 and 1990 "Asians" includes Hawaiians and Pacific Islanders.

Source: [Census 2000](#)
analyzed by the [Social
Science Data Analysis
Network \(SSDAN\)](#)⁴.

**APPENDIX G:
FRANKLIN COUNTY AGE DISTRIBUTION (2000)**



Age Distribution by Sex, 2000

	Male		Female	
	Number	Percent	Number	Percent
Total Population	23,314	49.33%	23,946	50.67%
0-4	1,660	3.51%	1,635	3.46%
5-9	1,748	3.70%	1,621	3.43%
10-14	1,660	3.51%	1,757	3.72%
15-19	1,681	3.56%	1,466	3.10%
20-24	1,433	3.03%	1,274	2.70%
25-29	1,654	3.50%	1,592	3.37%
30-34	1,900	4.02%	1,893	4.01%
35-39	2,214	4.68%	2,124	4.49%
40-44	1,985	4.20%	1,957	4.14%
45-49	1,764	3.73%	1,733	3.67%
50-54	1,520	3.22%	1,574	3.33%
55-59	1,145	2.42%	1,187	2.51%
60-64	895	1.89%	994	2.10%
65-69	700	1.48%	809	1.71%
70-74	591	1.25%	746	1.58%
75-79	386	0.82%	656	1.39%
80-84	229	0.48%	467	0.99%
85+	149	0.32%	461	0.98%

Source: [Census 2000](#) analyzed by the [Social Science Data Analysis Network \(SSDAN\)](#)⁴.

APPENDIX H: COMPLETE LIST OF THEMES

Transportation

The following themes were condensed into one theme related to transportation:

Community members and service providers in Franklin County expressed a crucial need for expanded transportation options for people living with disabilities in Franklin County.

The lack of transportation options limits quality of life (access to services, employment, and recreation) for people living with disabilities in Franklin County.

Final Theme: The lack of transportation options in Franklin County limits quality of life (access to services, employment, and recreation) for people living with disabilities, thus there is a crucial need for expanded transportation options to serve the county.

Centralized Resource System

The following themes were condensed into one theme related to a centralized resource system:

Service providers expressed concern over difficulty reaching community members in the more rural regions of the county.

Community members living outside of Louisburg felt isolated from available services.

New Franklin County residents lack the knowledge of how to gain access to the community and its services that long-term residents have.

Although some service providers feel there is a strong network between service providers, others feel that there is a need for improved cooperation between service providers.

The underlying system for the Department of Social Services in Franklin County is difficult to navigate.

Final Theme: The lack of a centralized system for informing residents about social and human services in Franklin County contributes to a lack of knowledge of existing services, frustration with navigating those services, and furthers a feeling of isolation among residents.

Independent Living

Final Theme: There is a lack of adequate, affordable home care options to facilitate independent living among residents with disabilities in Franklin County.

Recreation

The following themes were condensed to form one final theme related to recreation:

There is a need for more funding for recreation, specifically recreational activities for people with disabilities.

Franklin County lacks a centrally located, accessible community center where residents can gather for entertainment and special activities.

There is a lack of opportunities/facilities for physical recreation to accommodate people with disabilities.

There is a lack of community activities to promote social and recreational interaction among Franklin County residents.

Final Theme: There is a crucial need for a centrally located facility where residents can gather for social and recreational interaction to promote a better quality of life among Franklin County residents.

Awareness

The following themes were condensed to form one final theme related to awareness:

Lack of knowledge among the general public about disabilities contributes to the isolation experienced by people with disabilities in Franklin County.

Lack of employers who are willing to accommodate for employees with disabilities contributes to the limited employment opportunities for people with disabilities.

In Louisburg, as well as throughout the county, limited sidewalks, crosswalks, and audible signals inhibit safe pedestrian travel.

In Louisburg, as well as throughout the county, there is limited accessibility/ADA compliance within buildings.

Final Theme: Lack of awareness about disabilities among the general public limits accessibility (i.e. safe pedestrian travel, ADA compliance, etc.) and employment opportunities for people living with disabilities in Franklin County.

Themes Not Discussed at the Community Forum

The following themes were not discussed at the forum as the Forum Planning Committee felt there was a lack of potential for change at the county level.

Residents with unique disabilities feel that there is a lack of specialized care in the county.

There is a need for increased funding to support services for the growing population in the county.

APPENDIX I: DESCRIPTION OF SMALL GROUP DISCUSSION FACILITATION METHODS

Force Field Analysis

Force Field analysis involves the identification and evaluation of the forces that either help or hinder a proposed change, with a gradual narrowing of focus to specific hindering forces (barriers) that can be lessened or helping forces that can be strengthened to help create the change. Force Field analysis is a useful technique when small group participants already understand the issues being discussed and are ready to create action steps.

Steps:

1. Identify the current situation and decide on a goal to be achieved.
2. Write the current situation in the center of the paper, and the goal on the far right.
3. Group members brainstorm helping forces and hindering forces (barriers) that affect the present situation, and/or the ability to move toward the goal. Helping forces are written on the left side of the situation box, and hindering forces are written on the right.
4. Group members discuss the importance of each helping and hindering force.
5. Draw arrows connecting the forces and the current situation box; longer arrows indicate more important forces (Note, arrows for hindering forces are drawn to point away from the goal and arrows for helping forces point toward the goal).
6. Group members identify the helping or hindering force on which they want to focus. This becomes the current situation on a new piece of paper.
7. Repeat the process 1-2 times, until the group arrives at a goal specific enough for which concrete action steps can be created.
8. Group members brainstorm action steps and responsibility for each action step is assigned to a group member¹⁷.

SHOWED

SHOWED is a technique that begins with an understanding of the underlying causes of a situation and ends in action steps. It is a useful technique when group members have not previously addressed the topic, and when the root causes of the problem have not been articulated. SHOWED is an acronym whose letters stand for different steps in the discussion.

Steps:

1. Use a trigger to begin the discussion. A trigger might be a poem, a skit, a quote, a video clip, or a story that captures the essence of the situation the group is about to discuss.
2. Ask group members questions to guide the discussion from a common understanding of the trigger, to why it is happening, and finally to what can be done about it¹⁷.

Sample SHOWED Questions:

S (SEE): What do you see in this picture?

H (Happening): What is happening?

O (Our): How does this relate to our lives?

W (Why): What causes this?

E (Evaluation): How are we part of the problem?

D (Do): What can we do about this?

**APPENDIX J:
LETTER USED TO REQUEST DONATIONS FROM FRANKLIN
COUNTY ORGANIZATIONS AND BUSINESSES**

March 24, 2006

Dear Friend in Franklin County,

We are a team of 6 graduate students at the University of North Carolina at Chapel Hill. As part of our course work we are conducting a community assessment within Franklin County. A local service provider requested a team for this area to assess the strengths and limitations around issues of people living with disabilities in the community.

We are fortunate enough to have spent the last 6 months attending Franklin County events, interviewing local residents and service providers, and frequenting local restaurants and stores. On April 18, 2006 from 4:00 to 7:00pm at the Police Training Center in Louisburg, we will present our results at a community forum entitled *Living with Disabilities in Franklin County: a Community Coming Together*. This event is an opportunity for the community to come together, discuss the issues, and work to create action steps to address issues that arise.

During our time in Franklin County we have noticed the pride that residents have in their community and local establishments. Given this, we would like to have businesses represented at our forum. We are requesting a donation from your business to be given away as a door prize to local residents, or a cash donation to go towards the cost of the forum. We will have a list of donors present at the forum to give you recognition. This undoubtedly will generate even more goodwill in the community and publicly credit your organization as a generous one.

Your donation is eligible for a tax deduction. The Federal Tax ID number for UNC-CH is 56-600-1393. Should you have any questions, please do not hesitate to contact us by phone at (919) 966-3919 or toll-free at (866) 610-8272.

We thank you for your donation, and we hope that you will join us at the forum on April 18!!

Most Sincerely,

Bobbie Jo Munson
Community Forum Planning Committee, Co-Chair

Nidhi Sachdeva
Community Forum Planning Committee, Co-Chair

**APPENDIX K:
FORUM ANNOUNCEMENTS**

Flyer

Living with Disabilities in Franklin County
A Community Coming Together



Date: Tuesday, April 18, 2006

Time: 4:00-6:00pm, Free Dinner following

Forum Location: Police Training Center

(104 Wade Avenue, Louisburg)

Food, Entertainment & Prizes!!

Event FREE; People with disabilities, their families and friends, service providers, & concerned citizens are **all invited** to attend.

The **Purpose** of this Forum is to:

- Share and discuss the strengths and challenges of living with disabilities in Franklin County
- Connect the community with services and resources
- Develop action steps for the future

For additional information, or anyone needing special assistance or accommodations (RSVP by April 11), call Toll Free: 1-866-610-8272



General Invitation Letter

Franklin County Team
919.966.3919; Toll Free 1.866.610.8272
FranklinCounty@unc.edu



Dear _____

We are writing to let you know about some exciting work that is going on in Franklin County for people with disabilities and their families. We are a team of six graduate students from the School of Public Health at the University of North Carolina at Chapel Hill, who have been conducting an Action Oriented Community Assessment in Franklin County over the last 8 months. Our goal was to gather information about what life is like for people with disabilities and their families by attending community events, and conducting interviews and focus groups with nearly fifty people with disabilities, family and community members, and service providers. In partnership with our forum planning committee, we are currently planning a community forum to discuss the issues raised in these interviews and focus groups; and we are very pleased to invite you to attend this long-awaited event!

The community forum will take place on Tuesday, April 18th from 4:00 - 6:00pm, with dinner following, at the Police Training Center in Louisburg (104 Wade Ave.). At the forum entitled "Living with Disabilities in Franklin County: a Community Coming Together," people with disabilities, their families and friends, service providers, and concerned citizens will come together to discuss the strengths and challenges for people living with disabilities in Franklin County, and to connect people with services and resources. After presenting the information we have gathered from all of you, we will join together to brainstorm steps that will make Franklin County an even better place for people with disabilities and their families; and there will be food, fun, entertainment, and prizes!

We hope that you are able to attend the forum and invite you to bring your co-workers, friends and family as well (see enclosed flier). Unfortunately, we do have limited space so we would very much appreciate an RSVP by April 11 so we will have an idea of how many people will be coming. In addition, if there are any accommodations needed (special assistance, transportation, etc.) please do not hesitate to let us know ahead of time so we can be sure to make arrangements.

If you have any questions, please feel free to get in touch with us by phone or by e-mail (information above) any time. In the meanwhile, thank you for your commitment to persons with disabilities, their families, and the Franklin County community!

Hope to see you soon!

Sincerely,

Bobbie Jo Munson and Nidhi Sachdeva,
the rest of the Franklin County Team, and the Forum Planning Committee



Interviewee Invitation Letter

Franklin County Team
919.966.3919; Toll Free 1.866.610.8272
FranklinCounty@unc.edu



Dear _____,

Thank you again for being willing to share your thoughts and experiences about what life is like for people with disabilities living in Franklin County and their families. We have spoken with nearly fifty people in your community and are eager to share with you what we have found through our interviews and focus groups. You may remember hearing that we were planning to host a community forum in Franklin County in April. Now, the time has finally come and we are very pleased to invite you to attend this long-awaited event!

The community forum will take place on Tuesday, April 18th from 4:00 - 6:00pm with dinner following, at the Police Training Center in Louisburg (104 Wade Avenue). At the forum entitled "Living with Disabilities in Franklin County: a Community Coming Together" people with disabilities, their families and friends, service providers, and concerned citizens will come together to discuss the strengths and challenges for people living with disabilities in Franklin County, and to connect people with services and resources. After presenting the information we have gathered from all of you, we will join together to brainstorm steps that will make Franklin County an even better place for people with disabilities and their families; and there will be food, fun, entertainment, and prizes!

We hope that you are able to attend the forum and invite you to bring your friends and family as well (see enclosed flier). Unfortunately, we do have limited space so we would very much appreciate an RSVP by April 11 so we will have an idea of how many people will be coming. In addition, if there are any accommodations needed (special assistance, transportation, etc.) please do not hesitate to let us know ahead of time so we can be sure to make arrangements.

If you have any questions, please feel free to get in touch with us by phone or by e-mail (information above) any time. In the meanwhile, thank you again for your commitment to persons with disabilities, their families, and the Franklin County community!

We hope all is well and to see you soon!

Sincerely,

and the rest of the Franklin County Team



APPENDIX L:
FORUM PARTICIPANT PACKET

Living with Disabilities in Franklin County
A Community Coming Together

April 18, 2006
4:00-6:00pm

Police Training Center
Louisburg, NC



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Check it out!

You will find a copy of the final written report on the web after June 2006 at
<http://www.hsl.unc.edu/phpapers/phpapers.cfm>

Schedule of Events

❖ **Introductions**

- Preceptors
 - Rene Cummins, Executive Director, Alliance of Disabilities Advocates Center for Independent Living
 - Jeannie Wolf-Rossi, Coordinator, Participant Involvement Fund NC Council on Developmental Disabilities
- Explanation of the Project

❖ **Welcome Address**

- Lucy Allen, NC House Representative

❖ ***The Low Road*, by Marge Piercy**

- A Poem read by Tyler Wester, age 13

❖ **Franklin County, People Living with Disabilities Team**

- Introductions
- Presentation of Findings and Discussion of Themes

❖ **Small Breakout Group Discussions**

- Creating Action Steps

❖ **Return from Breakout Groups**

- Present Action Steps

❖ **Closing Remarks**

❖ **Dinner and Prizes**

Living with Disabilities in Franklin County
A Community Coming Together

April 18, 2006

Dear Friend in Franklin County,

The students from the School of Public Health, Department of Health Behavior and Health Education at UNC Chapel Hill want to welcome you to your Franklin County Community Forum! We would also like to thank you for your commitment to your community. The team has worked hard over the past eight months interviewing both community members and service providers, and we have learned a tremendous amount about the strengths and challenges of living with disabilities in Franklin County.

We want this forum to be a place where community members with disabilities, their family members and service providers can come together and share ideas about how to make life better for people with disabilities in your community. We also want the forum to be a place where everyone feels free to express his or her own opinions and ideas about the issues we will discuss today.

We hope that the conversations that take place today will be the first step in creating a plan for furthering community awareness about issues for people with disabilities. Although we make no promises about what steps will result from our work together today, we are confident that Franklin County residents have the resolve, dedication and community strength to make change. As one service provider put it, “when Franklin County residents come together, they can move mountains.”

We would like to thank you again for being a part of this work today. We also want to express our humble thanks for letting us work alongside your community on issues we are all very passionate about. We look forward to learning about Franklin County’s progress!

Most sincerely,

The Franklin County Team

the Low Road

What can they do to you? Whatever they want.
they can do anything you can't stop them doing.

How can you stop them?
Alone you can fight, you can refuse.
You can take whatever revenge you can, but they roll right over you.
But two people fighting back to back can cut through a mob,
a snake-dancing fire can break a cordon,
termites can bring down a mansion.

Two people can keep each other sane, can give support, conviction, love, hope.

Three people are a delegation, a committee, a wedge.
With four you can play games and start an organization.
With six you can rent a whole house,
have pie for dinner with no seconds,
and make your own music.

A dozen makes a demonstration,
a hundred fills a hall.
A thousand have solidarity and your own newsletter;
ten thousand a community and your own paper;
a hundred thousand, a network of communities;
ten million our own country.

It goes one at a time.
It starts when you care to act.
It starts when you do it again after they say no.
It starts when you say We and know exactly who you mean;
and each day you mean one more.

Adapted from the Marge Piercy poem, *the Low Road*

Community Strengths

- ◆ Community members help one another in times of need and rally around an issue
- ◆ Community-focused; everyone knows everyone else
- ◆ Family-centered, strong family values, and a sense of collectivity
- ◆ Highly supportive church community
- ◆ Many existing service providers go out of their way to accommodate their clients
- ◆ Support through family and friends

“The people working in the service fields in this county go above and beyond. I’ve seen KARTS drivers on their day off, in their private vehicle go out and buy groceries for people they knew couldn’t get out. I see people that go above and beyond their job boundaries to try to meet those needs and I don’t think you would have that in a larger area. I think because of the tight knit community and the rural area people pull together a lot more to meet those needs.”

~ Community Member

“Franklin County is growing, and when that happens, services increase. It is a plus to be in this situation because services are growing, compared to being in a stagnant situation where we are losing services.”

~ Service Provider

“There are good people here. There are a lot of volunteers in my program and countywide. If it’s a good cause people will rally around it.”

~ Community Member

“There are very friendly people here. I never go out in the wheelchair and not have people offer help. It is not that people are different, it is small and slow-paced and people surely feel they must know you.”

~ Community Member

Themes for Small Group Discussions

1. The lack of transportation options in Franklin County limits quality of life (access to services, employment, and recreation) for people living with disabilities, thus there is a crucial need for expanded transportation options to serve the county.
2. The lack of a centralized system for informing residents about social and human services in Franklin County contributes to a lack of knowledge of existing services, frustration with navigating those services, and furthers a feeling of isolation among residents.
3. There is a lack of adequate, affordable home care options to facilitate independent living among residents with disabilities in Franklin County.
4. There is a crucial need for a centrally located facility where residents can gather for social and recreational interaction to promote a better quality of life among Franklin County residents.
5. Lack of awareness about disabilities among the general public limits accessibility (i.e. safe pedestrian travel, ADA compliance, etc.) and employment opportunities for people living with disabilities in Franklin County.

Special Thanks for Your Generosity and Support!

Sponsors

The Wester Family and Wester's
Front End and Brake Shop
Louisburg Police Station
Louisburg Town Hall

Donors

Angus Junction
Auto Zone
Eckerd's
Evon Neal Bailbonds
First Citizen's Bank
Food Lion
Johnny's Barbeque
Louisburg Theater
Lowe's Foods
Magnolia Garden
Miranda B's Hallmark
Murphy's House
Pete Smith Tire & Quick Lube
Step into Style
Stewart's Jewelers
The Coffee Hound Bookstore
The Total Image Salon
Triangle Realty Corporation
Uptown Beautiful Nook
Wal-Mart
Williams and Clifton
Attorney's at Law

Supporters

Rene Cummins
Jeannie Wolf-Rossi
Louisburg Senior Center
Forum Planning Committee:
Diane Cox
Beverly Kegley
Helen Morton
Lynn Parrish
Gordon Parrish
Wendy Watkins
Christy Wilson
Patrick Woods
UNC Teaching Team
Student Volunteers

Speakers

Patrick Woods
Rene Cummins
Jeannie Wolf-Rossi
Lucy Allen
Tyler Wester
Wendy Watkins
Christy Wilson

Entertainment

Timmy Bryant
Al Wright

Thank you!

List of Resources

TOWN MAYORS

Bunn

Marsha Strawbridge, Mayor
P.O. Box 398
Bunn, NC 27508
Phone: (919) 496-2992

Franklinton

Jenny Edwards, Mayor
Mike Morton, Manager
P.O. Box 309
Franklinton, NC 27525
Phone: (919) 494-2520

Louisburg

Karl Pernell, Mayor
C. L. Gobble, Town Administrator
110 West Nash Street
Louisburg, NC 27549
Phone: (919) 496-3406

Youngsville

Sam Hardwick, Mayor
Brenda Robbins, Town Administrator
P.O. Box 190
Youngsville, NC 27596
Phone: (919) 556-5073

COUNTY GOVERNMENT

County Manager

Chris Coudriet
113 Market Street
Louisburg, NC 27549
Phone: (919) 496-5994
Fax: (919) 496-2683

County Commissioners

District 1 - Louisburg

Sidney E. Dunston
129 George Leonard Rd.
Louisburg, NC 27549
Phone: (919) 496-7855

District 2 - Franklinton

Jimmie R. Gupton
152 Best View Drive
Louisburg, NC 27549
Phone: (919) 496-3037

District 3 - Epsom- Centerville

Robert L. Swanson
1669 White Level Rd.
Louisburg, NC 27549
Phone: (919) 853-3395

District 4 - Bunn, Pilot

Harry L. Foy, Jr.
P.O. Box 1270
Spring Hope, NC 27882
Phone: (919) 269-0299

District 5 - Youngsville

Don Lancaster
75 Remington Court
Youngsville, NC 27596
Phone: (919) 556-6577

District 6 - At - Large

Raymond A. Stone
325 Stone Lane
Kittrel, NC 27544
Phone: (252) 492-9663

District 7 - At - Large

Lynwood D. Buffaloe
165 Bridges Farm Rd.
Youngsville, NC 27596
Phone: (919) 556-2477

STATE REPRESENTATIVES

Senate Member

Doug Berger
622 Legislative Office Building
Raleigh, NC 27603-5925
Phone: (919) 715-8363
Email: DougB@ncleg.net

House of Representatives Member

Lucy T. Allen
1307 Legislative Building
Raleigh, NC 27601-1096
Phone: (919) 733-5860
Website: www.lucytallen.com/lta.htm

COUNTY DEPARTMENTS

Department of Aging

127 Shannon Village
Louisburg, NC 27549
Phone: (919) 496-1131 or 494-5611
Fax: (919) 496-0467

Health Department

107 Industrial Drive, Suite C
Louisburg, NC 27549
Phone: (919) 496-8110
Fax: (919) 496-8126

Social Services

PO Box 669
Louisburg, NC 27549
Phone: (919) 496-5721
Fax: (919) 496-8137
Website: <http://www.fcdss.org/>

ADA Coordinator's Office

Director Randy Likens
Emergency Medical Services
8145 NC 56 HWY
Louisburg, NC 27549
Phone: (919) 496-5005

Parks and Recreation

62 West River Road
Louisburg, NC 27549
Phone: (919) 496-6624
Fax: (919) 496-7656
Website:
<http://www.co.franklin.nc.us/docs/parks/index.html>

NON-PROFITS FOR PEOPLE WITH DISABILITIES

United Way

Post Office Box 342
Louisburg, NC 27549-0342

TRANSPORTATION

KARTS

Diane Cox
943 West Andrews Ave
Henderson, NC 27536
Phone: (252) 438-2573

EDUCATION

Louisburg College

Learning Services
Laura Arrington
501 North Main Street
Louisburg, NC 27549
Phone: (919) 497-327

Vance-Granville Community College

Daniel Alavardo
Counseling Services
PO Box 917
Henderson, NC 27536

Franklin County Schools

Lynn Henderson, Assistant Superintendent for
Human Resources
PO Box 449
105 S. Bickett Blvd.
Louisburg, NC 27549
Phone: (919) 496-4159 ext. 221

HOSPITAL

Franklin Regional Medical Center

Bonnie Little, Community Relations
Director
PO Box 609
100 Hospital Drive
Louisburg, NC 27549
Phone: (919) 496-5131
Fax: (919) 497-8018
Website:
www.franklinregionalmedicalctr.com

HEALTH AND CARE

Carebridge Assisted Living

361 Leonard Road
Louisburg, NC 24549
Phone: (919) 853-3121

Louisburg Manor

TRC of Louisburg, Inc.
PO Box 489
Louisburg, NC 27549
Phone: (919) 496-6084
Fax: (919) 496-5458

The Pines

Warremtta Stevemspm & Warren
Massenburg
29 George Leonard Road
Louisburg, NC 27549
Phone: (919) 496-4470
Fax: (919) 496-4109

Zollieville Rest Home

Warrenetta Stevenson
1437 East River Road
Louisburg, NC 27549
Phone: (919) 496-4170
Fax: (919) 496-5639

FAMILY CARE

Alston Family Care Home

Lizzie C. Alston/Selma A. Davis
476 Leonard Road

Louisburg, NC 27549
Phone: (919) 853-6715

Lee Family Care Home

Willie James Lee
945 Vaiden Road
Louisburg, NC 27549
Phone: (919) 853-3359

Louisburg Senior Village

Boom Boom, Inc.
PO Box 986
Louisburg, NC 27549
Phone: (919) 496-1611
Fax: (252) 446-0612

HOME CARE AND HOSPICE

Advantage Care In Home Services, Inc.

1712 Highway 39 South
Louisburg, NC 27549
Phone: (919) 496-4996

Community Home Care and Hospice

928 North Main Street
Louisburg, NC 27549
Phone: (919) 496-1206

Continuum Home Care of Louisburg

1704 NC Hwy. 39 N
Louisburg, NC 27549
Phone: (919) 496-7222

Franklin County Home Health Agency

107 Industrial Drive
Louisburg, NC 27549
Phone: (919) 496-2143
Home Health Provider: 347068

Genesis Health Care

202 N. Main Street
Louisburg, NC 27549
Phone: (919) 496-1889

Handy Hands Services

117 Ridgewood Road

Youngsville, NC 27596
Phone: (919) 556-4181

Hospice of Wake County, Inc.
Suite 92, One Park Place Bldg.,
60 Wheaton Ave.
Youngsville, NC 27596
Phone: (919) 828-0890

Maxim Healthcare Services, Inc.
216-D, North Bickett Blvd.
Louisburg, NC 27549
Phone: (919) 496-3612

Personal Healthcare, Inc.
304 Pony Road
Zebulon, NC 27597
Phone: (919) 845-0845

Tender Loving Care Home Health & Hospice
1937 N C 39 Hwy. N.
Louisburg, NC 27549
Phone: (919) 496-1900
Hospice Provider: 341560
Home Health Provider: 347110

Total Care of Louisburg Home Health, Inc.
78 Wheaton Avenue
Youngsville, NC 27596
Phone: (919) 554-2279
Home Health Provider: 347217

United Home Care, Inc.
102 Nash St. West Cornerstone II, Suite E
Louisburg, NC 27549
Phone: (919) 340-0003

MENTAL HEALTH

D.D. Residential Services, Inc.
29 Strange Road
Louisburg, NC 27549
Phone: (919) 496-6957

Genesis
Leon Jackson Pernell
Outpatient Facilities
216 South Main Street
Louisburg, NC 27549
Phone: (919) 497-0069

Hewitt's Home Care
Joan Hewitt
Supervised Living/Alternative Family Living
36 Forest Hills Court
Louisburg, NC 27549
Phone: (919) 496-2352

Sherry Et El Counseling Services, PLLC
102 West Nash Street Suite B
Louisburg, NC 27549
Phone: (919) 340-0230

St. Paul Residential Care
Supervised Living/Alternative Family Living
Geraldine Harris-Holloway
2165 Old US 64 Highway
Spring Hope, NC 27882
Phone: (252) 478-3958

Tanya Place
Residential Treatment
Milltrene B. Newell
1514 East River Road
Louisburg, NC 27549
Phone: (919) 496-1903

The Ainuddin's Home
Supervised Living DD Adult
123 Bullock Street
Louisburg, NC 27549
Phone: (919) 496-4361

The SweeTom's Home
Supervised Living DD Adult
Milltrene Brodie Newell
909 Bickett Boulevard
Louisburg, NC 27549
Phone: (919) 496-1899

Tony's Helping Hand

Supervised Living/Alt. Family Living
Tony Cooke
32 Gayline Drive
Louisburg, NC 27549
Phone: (919) 496-6712

Williams Home

United Support Services, Inc.
Supervised Living/Alternative Family
Living
4407 West River Road
Franklinton, NC 27525
Phone: (919) 494-5176

NURSING HOME FACILITIES**Britthaven of Louisburg**

Linda D. Tharrington, Administrator
1704 Highway 39 North
Louisburg, NC 27549
Phone: (919)496-7222

Louisburg Nursing Center

Janice B. Pearce, Administrator
202 Smoketree Way
P O Box 629
Louisburg, NC 27549-0629
Phone: (919) 496-2188

SENIOR CENTERS AND DAY FACILITIES**Louisburg Senior Center**

Christy Wilson
127 Shannon Village
Louisburg, NC 27549
Phone: (919) 496-1131

**Adult Day Program. Louisburg Senior
Center**

Wendy Watkins
127 Shannon Village
Louisburg, NC 27549
Phone: (919) 496-1131

Franklinton Senior Center

Patrick Woods
602 East Mason Street
Franklinton, NC 27525
Phone: (919) 494-5611

EMPLOYMENT**Vocational Rehabilitation and Independent
Living**

Gordon Agingu, Director
559 S. Bickett Blvd.
Louisburg, NC 27549
Phone: (919) 496-3124

Raleigh Vocational Center

3011 Falstaff Road
Raleigh, NC 27610
Phone: (919) 231-3325

INCO-RVC

602 S. Garnett Street
Henderson, NC
Phone: (252) 492-9555

ADVOCACY**Alliance of Disability Advocates—Center for
Independent Living**

Rene Cummins, Executive Director
PO Box 12988
Raleigh, NC 27605
Phone: (919) 833-1117

The ARC of North Carolina

4200 Six Forks Rd, Suite 100
Raleigh, NC 27609
Phone: 1-800-662-8706 or (919) 782-4632

**Governor's Advocacy Council on Persons with
Disabilities**

Bobby L. Bollinger
Senate President Pro-Tem At-Large
PO Box 306
Louisburg, NC 27549
Phone: 1-800-821-6922

ASSISTIVE DEVICE PROVIDERS

Active Medical Inc

Mark Trujilo
108 N. Main Street,
Louisburg, NC 27549
Phone: 1-888-892-8483

Generations Tadpole Lending Assistive Devices Lending library

205-G West E Street
Butner, NC 27509-1933
Phone: (919) 575-3093
Toll-free: 1-(888) AT-TRY-IT

Partnerships in Assistive Technology

1110 Navaho Dr. Suite 100
Raleigh, NC 27609
Phone: (919) 872-2298

HELPFUL DISABILITIES RESOURCE

WEBSITES

<http://www.disabilityresources.org/NORTH-CAROLINA.html>

<http://www.alliancecil.org/Resources.htm>

<http://www.ncdan.com/links.html>

**APPENDIX M:
TRIGGERS AND QUESTIONS USED IN SMALL GROUP DISCUSSIONS
AT THE FRANKLIN COUNTY COMMUNITY FORUM IN APRIL 2006**

Transportation (*Please note that the student facilitator began the discussion using SHOWED but then moved to Force Field Analysis.*)

Trigger - "If [people] don't qualify for help for transportation, the base cost for going to Durham and back is \$20. You can't afford that on a fixed income. Transportation needs are not met at all and that limits their ability to get services because they can't get where they need to go."
(Quoted from a Service Provider Interview)

SHOWED Questions –

- S**
1. What words or phrases from this quote stick out in your mind?
 2. What images come to mind when you read/hear this quote?
- H**
3. Could you describe what you think is happening in this quote in your own words?
 4. How are different members of the community [community members, people with disabilities, service providers] affected by this situation [transportation]?
- O**
5. How does this quote remind you of situations you've experienced?
 6. Do you know of other community members who have experienced similar issues with transportation?
- W**
7. What are some of the consequences of limited transportation for people with disabilities?
 8. Why do you think transportation issues exist in Franklin County? What are the causes?
- E**
9. How can we [community members, people with disabilities, service providers] be a part of the solution in addressing the challenges faced by people with disabilities due to limited transportation?
 10. Who else in the community could/should be part of addressing these challenges?
- D**
11. What specific steps can we take towards addressing this challenge?
 12. Who here would be willing to take responsibility for any of these steps?
 13. Are there other community members that might be interested in being involved in these steps?
 14. Who here is willing to contact those people if they are not present tonight?
 15. Who would like to present these ideas to the group?
 16. Who would be willing to act as a contact person for other group members to report to for these actions?

Centralized Resource System

Trigger - “Being a parent, watching a child with a disability is so much stress. That would be one thing that would ease so much stress. You can’t know what to do and do it right and timely, as well as be a caretaker at the same time...you just sit and cry sometimes, because you don’t know who to call [for information]. If you just had someone to ask questions...”

(Quoted from an Interview with a Family Member of Person with a Disability)

SHOWED Questions –

- S**
 - 1. What words or phrases from this quote stick out in your mind?
 - 2. What images come to mind when you read/hear this quote?

- H**
 - 3. In your own words, could you describe what you think is happening in this quote?
 - 4. How are different members in the community affected by the situation presented in this quote [people with disabilities, service providers, families]?

- O**
 - 5. How does this quote remind you of situations you’ve experienced?
 - 6. Do you know of others who have experienced frustration with finding information or informing the community about services available?

- W**
 - 7. Why do you think this situation exists in Franklin County? What are the causes?
 - 8. When situations like this occur, how does it impact different members in the community or the community as a whole? (people with disabilities, families of people with disabilities, service providers)

- E`**
 - 9. How can we be a part of the solution to improve coordination among service providers and community members about services available?
 - 10. Who else in the community could/should be a part of addressing these challenges and how?

- D**
 - 11. What specific steps can we decide on today toward addressing this challenge? (*Use answers from question 9 &10 as examples to further discussion and get to specific actions.*)
 - 12. Who here would be willing to take responsibility for any of these steps?
 - 13. Are there other community members that might be interested in being involved in
 - 14. Who here is willing to contact those people if they are not present tonight?
 - 15. Who would like to present these ideas to the group?
 - 16. Who would be willing to act as a contact person for other group members to report to for these actions?

Independent Living

Trigger - “One of my concerns is the isolation. That bothers me a lot and I don't know how to overcome that. I can't take him to these medical situations by myself. It's just too much for me. I have arthritis and I am afraid to try to handle him by myself. And it was so nice up there [in VA] because his nurse was able to go with me.”

(Quoted from an Interview with a Family Member of Person with a Disability)

SHOWED Questions –

- S**
1. What words or phrases from this quote stick out in your mind?
 2. What images come to mind when you read/hear this quote?
- H**
3. Please describe what you think is happening in this quote in your own words?
 4. How do you think this person feels about this situation?
- O**
5. Have you ever experienced a situation like this as a caregiver or as a person with a disability who needs assistance at home? If so, how did the situation make you feel?
 6. Do you know of other family members, community members, or caregivers who have experienced similar issues with providing care for a person with a disability in the home? If so, please share.
- W**
7. Why do you think situations like this exist for caregivers and people who need home care in Franklin County?
 8. When situations like this occur, how does it impact the families of people with disabilities or the community?
- E**
9. How can we be a part of the solution in addressing the limited options for home care in Franklin County so that people with disabilities can live more independently?
 10. What other organizations or services in the community could/should be a part of addressing this challenge?
- D**
11. What specific steps can we decide on today toward addressing this challenge? (*Use answers from questions 9 and 10 to further discussion and get to specific points of contact*).
 12. Who here would be willing to take responsibility for any of these steps?
 13. Are there other community members that might be interested in being involved in these steps?
 14. Who here is willing to contact those people if they are not present tonight?
 15. Who would like to present these ideas to the group?
 16. Who would be willing to act as a contact person for other group members to report to for these actions?

Recreation

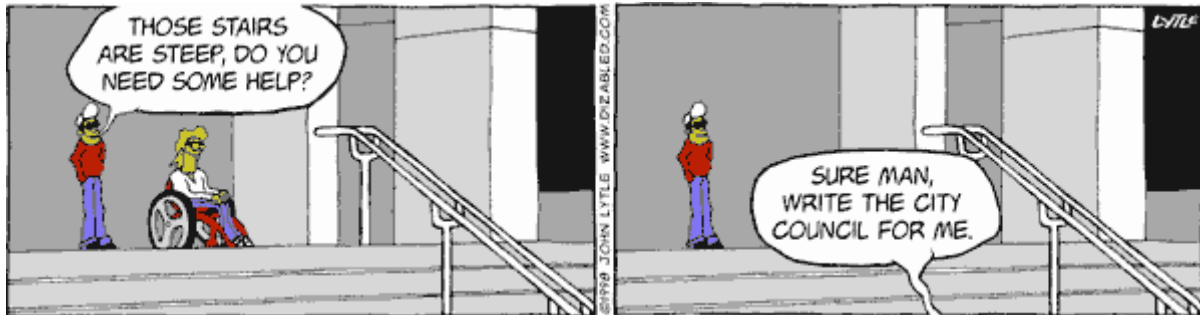
Trigger - "Sports and recreation offers the opportunity to achieve success in a very short time period; to use this success to build self-confidence and focus on possibilities instead of dwelling on what can no longer be done." (Quoted from Disabled Sports USA <http://www.dsusa.org/>)

SHOWED Questions –

- S**
1. What words or phrases from this quote stick out in your mind?
 2. What images come to mind when you read/hear this quote?
- H**
3. Could you please describe what types of activities, community events, social interactions do you imagine?
 4. How do you imagine the participants or those who cannot participate feel about these activities?
- O**
5. How are different members of the Franklin County community [community members, people with disabilities, service providers] involved in the scenes that you just described?
 6. Have you ever experienced a time when you had or didn't have the opportunity to participate in the scenarios you've mentioned?
 7. Do you know of other community members who have had or haven't had these opportunities?
- W**
8. Why do you think that you have or don't have these opportunities?
 9. What are the causes of having/not having these opportunities?
- E**
10. How do we as individuals and as a community contribute to this issue?
 11. How can we [community members, people with disabilities, service providers] be a part of the solution in addressing the challenges faced by people with disabilities due to limited recreation opportunities?
 12. Who else in the community could/should be part of addressing these challenges? How?
- D**
13. What specific steps can we take towards addressing this challenge?
 14. Who here would be willing to take responsibility for any of these steps?
 15. Are there other community members that might be interested in being involved in these steps?
 16. Who here is willing to contact those people if they are not present tonight?
 17. Who would like to present these ideas to the group?
 18. Who would be willing to act as a contact person for other group members to report to for these actions?

Awareness

Trigger -



(Retrieved from <http://www.dizabled.com/index.html?im=38>)

SHOWED Questions –

- S**
1. Literally, what do you see in this cartoon?
 2. What specific images stand out to you?
- H**
3. What topic or topics does this cartoon illustrate?
 4. How do you think different members of the community [community members, people with disabilities, service providers] are affected by this situation [lack of awareness among the general public]?
- O**
5. How does this quote remind you of situations you've experienced?
 6. Do you know of other community members who have experienced similar situations because of a lack of awareness?
- W**
7. What are some of the consequences of having a lack of awareness about people with disabilities?
 8. Why do you think there is a lack of awareness of issues surrounding people living with disabilities in Franklin County? What are the causes?
- E**
9. How are *we* a part of the problem?
 10. How can *we* [community members, people with disabilities, service providers] be a part of the solution in addressing the challenges faced by people with disabilities?
 11. Who else in the community could/should be part of addressing these challenges?
- D**
12. What specific steps can we take towards addressing this lack of awareness?
 13. Who here would be willing to take responsibility for any of these steps?
 14. Are there other community members that might be interested in being involved in these steps?
 15. Who here is willing to contact those people if they are not present today?
 16. Who would be willing to act as a contact person for other group members to report to about these action steps?
 17. Who would like to present these ideas to the group?

**APPENDIX N:
PARTICIPANT OBSERVATION CONDUCTED IN FRANKLIN COUNTY**

Date	Event	# of Team Members that Attended
October 2005	Windshield Tour	All 6 team members
November 12, 2005	Walking Tour of Louisburg	5 team members
November 18, 2005	American Disabilities Act Training	All 6 team members
November 20, 2005	Church at St. Paul's	5 team members
November 20, 2005	Lunch at Murphy's House	5 team members
January-May 2006	Volunteering at Louisburg Senior Center	3 team members volunteer every other week
January-May 2006	Volunteering at Franklinton Senior Center	3 team members volunteer every other week
February 3 and 17, 2006	Volunteer with the Meals on Wheels Program	1 team member each time

APPENDIX O: INSTITUTIONAL REVIEW BOARD APPROVAL LETTER




THE UNIVERSITY
of NORTH CAROLINA
at CHAPEL HILL

OFFICE OF HUMAN
RESEARCH ETHICS

PUBLIC HEALTH INSTITUTIONAL
REVIEW BOARD (IRB)

501 ROSENAU HALL
CAMPUS BOX 7400
CHAPEL HILL, NC 27599-7400

T 919.966.9347
F 919.966.6380
<http://ohre.unc.edu>

TO: Pamela Scott Diggs
DEPARTMENT: Health Behavior and Health Education
ADDRESS: CB# 7440
DATE: 12/16/2005
FROM: 
Andrea K. Biddle, PhD, Chair
Public Health IRB, Office of Human Research Ethics

IRB NUMBER: 05-2756
APPROVAL PERIOD: 12/16/2005 through 12/15/2006
TITLE: Action Oriented Community Diagnosis in Franklin County
SUBJECT: Expedited Protocol Approval Notice--New Protocol

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

NOTE:

(1) This Committee complies with the requirements found in Part 56 of the 21 Code of Federal regulations and Part 46 of the 45 Code of Federal regulations. Federalwide Assurance Number: FWA-4801, IRB No. IRB540.

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

APPENDIX P: INTERVIEW AND FOCUS GROUP CONSENT FORMS



THE UNIVERSITY
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SCHOOL OF PUBLIC HEALTH

DEPARTMENT OF HEALTH BEHAVIOR
AND HEALTH EDUCATION

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www.sph.unc.edu/hbhe

Interview Consent Form for Community/Family Members **Would you like to participate in an AOCA of your community?**

WHAT ARE SOME GENERAL THINGS YOU SHOULD KNOW ABOUT PROJECTS LIKE THIS?

You are being asked to take part in a community assessment study. To join the study is voluntary. You may refuse to join, or you may withdraw your consent to be in the study, for any reason, without penalty. This is research designed to obtain new knowledge. This new information may help people in the future. You may not receive any direct benefit from being in the project. There also may be risks to being in these studies.

Details about this study are discussed below. It is important that you understand this information so that you can make an informed choice about being in this study. You will be given a copy of this consent form. You should ask the student team any questions you have about this study at any time.

WHAT IS THE PURPOSE OF THIS STUDY?

The purpose of this project is to conduct a community assessment, or to understand the cultural, social, economic, and health experiences of people with disabilities and their families living in Franklin County. The information gathered will be used to identify community strengths and needs, as well as future directions that will enable the larger Franklin County community and people with disabilities within the community to gain competency that leads to improved health status for people with disabilities. Service providers, community leaders, community members with and without disabilities, and family members of people with disabilities will either be interviewed or asked to participate in a focus group. Results of the interviews and focus groups will then be summarized without identifying data and made available to services providers and community members.

WHAT IS AOCA?

AOCA means Action-Oriented Community Assessment. AOCA is an assessment designed to understand the cultural, social, economic, and health experiences of individuals living in Franklin County. The purpose is to better understand the experiences of people with disabilities living in Franklin County and their families.

WHY ARE YOU BEING ASKED TO PARTICIPATE IN AOCA?

You are being asked to participate because we want to gain perspective from individuals with disabilities, family members, other community members, and service providers on Franklin County's strengths and needs regarding services and supports for people with disabilities. Someone in your community identified you as a person who can talk about the views of your community as a whole.

HOW LONG WILL YOUR PART IN THIS STUDY LAST?

The AOCA will last for approximately 6 months. Each participant will only be asked to participate in a single interview or focus group. Interviews will last approximately one hour and focus groups will last approximately 90 minutes. Each participant will be informed of the community forum at the end of the AOCA process, and asked if the student team can send them an invitation to the forum or if they would like to participate on a community forum planning committee.

WHAT WILL HAPPEN IF YOU TAKE PART IN THIS PROJECT?

You will be asked to participate in a 1 hour interview conducted by team members from the UNC School of Public Health. There are no wrong answers or bad ideas, just different opinions. If you do not feel comfortable answering a question or do not have an opinion, just let us know. We are interested in your perspective as a community member and/or family member of a person with a disability in the Franklin County community. Your participation is limited to this one interview, and you will not be contacted for further sessions.

If you agree to participate in the interview we will record your comments on a piece of paper. Also, with your permission, we would like to tape record the discussion to make sure we do not miss anything. Only members of our group will listen to the tapes. The tapes will be erased after our study is over. You can ask us to turn off the tape recorder at any time. If you decide to participate in this interview, you will be asked to sign an "informed consent" form. Signing the form means that you understand the purpose of the AOCA project and what you will be asked to do during the project. It also means that you understand that you can stop taking part in the project at any time.

WHAT ARE THE POSSIBLE BENEFITS FROM TAKING PART IN THIS PROJECT?

This project is designed to benefit society by gaining new knowledge. You will have the opportunity to share your thoughts about the future of Franklin County. You may also expect to benefit by participating in this study by possibly helping to make things better in your community over time.

WHAT ARE THE POSSIBLE RISKS OR DISCOMFORTS INVOLVED FROM BEING IN THIS PROJECT?

There are minimal physical, psychological, or social risks associated with participating in this study. However, one potential risk may arise if you make any negative comments about your community or individuals within the community, and that information is disclosed, your reputation may be affected. We will do the best we can to protect you from this risk by keeping all data in a locked file cabinet at the School of Public Health. In addition, your name will never be attached to anything you say. Also, talking about life issues can sometimes be uncomfortable. Your decision to take part in this study will not influence any of the services you receive or might receive.

WILL IT COST YOU ANYTHING TO TAKE PART IN THIS PROJECT?

The only costs are the time and expense of traveling to and from the interview and the time spent during the interview.

HOW MANY PEOPLE WILL TAKE PART IN THIS STUDY?

If you decide to be in this study, you will be one of approximately 50 people in this study.

WHAT WILL WE DO WITH THE INFORMATION THAT WE GATHER?

The team will summarize the information gathered from interviews and focus groups and present it in both written and verbal form to your community at a community forum.

YOUR PARTICIPATION IS VOLUNTARY AND CONFIDENTIAL.

If you agree to participate in this study, please understand that your participation is voluntary (you do not have to do it). Any information that you provide will remain confidential. Though your name and address may be collected, it will not be used in any way in the study or linked to your responses. It will only be used to invite you to attend the community forum.

HOW WILL YOUR PRIVACY BE PROTECTED?

To respect your privacy and confidentiality, and that of other participants, we ask that you not repeat anything that is shared today in this interview. To ensure confidentiality, you may use a made-up name during the interview, but please sign your real name on the consent form. Information such as age and number of years residing in Franklin County may be gathered during the interview. These descriptive characteristics are collected only to help summarize our data. When we report the data, all identifying information will be removed. Your responses and comments will not be linked to you. The only people with access to all data are the members of the student team and the faculty advisors. Interviews will be tape recorded, with your consent prior to taping. You may ask the team to turn off the tape recorder at any time during the group. All notes and audiotapes containing your interview responses will be stored in a locked cabinet at the School of Public Health and will be destroyed in May 2006 when the study is over.

WILL YOU RECEIVE ANYTHING FOR BEING IN THIS STUDY?

You will not be paid to participate in this interview, but refreshments will be provided.

CAN YOU REFUSE OR STOP PARTICIPATION?

Yes. You are free to stop participating at any time. You can choose not to answer any questions or stop taking part in the interview at any time. During the interview you may ask that the recording be stopped at any time.

WHAT IF YOU HAVE QUESTIONS ABOUT THIS PROJECT?

You have the right to ask, and have answered, any questions you may have about this project. This is a student project being conducted under the supervision of our faculty advisor, Kate Shirah. If you have any questions about this project and/or you wish to withdraw at any time, you may contact graduate student, Pamela Diggs, or Kate Shirah. Their contact information follows:

Pamela Diggs
(919) 966-3671
UNC-Chapel Hill
School of Public Health
Campus Box # 7440

Kate Shirah
(919) 966-0057
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School of Public Health
Campus Box # 7440

WHAT IF YOU HAVE QUESTIONS ABOUT YOUR RIGHTS AS A PARTICIPANT?

All research on human volunteers is reviewed by a committee that works to protect your rights and welfare. If you have questions or concerns about your rights as a research subject you may contact, anonymously if you wish, the Institutional Review Board at 919-966-3113 or by email to IRB_subjects@unc.edu.

PARTICIPANT’S AGREEMENT:

By signing this consent form, I agree that I have read and understand the information presented here, and I freely give my consent to participate in the Action-Oriented Community Assessment. I also agree to keep everything that is shared in the interview confidential and not share it with anyone outside of this group. I have asked all the questions I have at this time. I voluntarily agree to participate in this interview.

Your Signature and Date

Your Printed Name

Team Member Signature and Date

Team Member Printed Name

Thank you!



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Interview Consent Form for Community Member with a Disability

Would you like to participate in an AOCA of your community?

WHAT ARE SOME GENERAL THINGS YOU SHOULD KNOW ABOUT PROJECTS LIKE THIS?

You are being asked to take part in a community assessment study. To join the study is voluntary. You may refuse to join, or you may withdraw your consent to be in the study, for any reason, without penalty. This is research designed to obtain new knowledge. This new information may help people in the future. You may not receive any direct benefit from being in the project. There also may be risks to being in these studies.

Details about this study are discussed below. It is important that you understand this information so that you can make an informed choice about being in this study. You will be given a copy of this consent form. You should ask the student team any questions you have about this study at any time.

WHAT IS THE PURPOSE OF THIS STUDY?

The purpose of this project is to conduct a community assessment, or to understand the cultural, social, economic, and health experiences of people with disabilities and their families living in Franklin County. The information gathered will be used to identify community strengths and needs, as well as future directions that will enable the larger Franklin County community and people with disabilities within the community to gain competency that leads to improved health status for people with disabilities. Service providers, community leaders, community members with and without disabilities, and family members of people with disabilities will either be interviewed or asked to participate in a focus group. Results of the interviews and focus groups will then be summarized without identifying data and made available to services providers and community members.

WHAT IS AOCA?

AOCA means Action-Oriented Community Assessment. AOCA is an assessment designed to understand the cultural, social, economic, and health experiences of individuals living in Franklin County. The purpose is to better understand the experiences of people with disabilities living in Franklin County and their families.

WHY ARE YOU BEING ASKED TO PARTICIPATE IN AOCA?

You are being asked to participate because we want to gain perspective from individuals with disabilities, family members, other community members, and service providers on Franklin County's strengths and needs regarding services and supports for people with disabilities. Someone in your community identified you as a person who can talk about the views of your community as a whole.

HOW LONG WILL YOUR PART IN THIS STUDY LAST?

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WHAT WILL HAPPEN IF YOU TAKE PART IN THIS PROJECT?

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WILL IT COST YOU ANYTHING TO TAKE PART IN THIS PROJECT?

The only costs are the time and expense of traveling to and from the interview and the time spent during the interview.

HOW MANY PEOPLE WILL TAKE PART IN THIS STUDY?

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WILL YOU RECEIVE ANYTHING FOR BEING IN THIS STUDY?

You will not be paid to participate in this interview, but refreshments will be provided.

CAN YOU REFUSE OR STOP PARTICIPATION?

Yes. You are free to stop participating at any time. You can choose not to answer any questions or stop taking part in the interview at any time. During the interview you may ask that the recording be stopped at any time.

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Your Signature and Date

Your Printed Name

Team Member Signature and Date

Team Member Printed Name

Thank you!



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Interview Consent Form for Community Member with a Disability with Legal Guardians

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HOW WILL YOUR PRIVACY BE PROTECTED?

To respect your privacy and confidentiality, and that of other participants, we ask that you not repeat anything that is shared today in this interview. To ensure confidentiality, you may use a made-up name during the interview, but please sign your real name on the consent form. Information such as age and number of years residing in Franklin County may be gathered during the interview. These descriptive characteristics are collected only to help summarize our data. When we report the data, all identifying information will be removed. Your responses and comments will not be linked to you. The only people with access to all data are the members of the student team and the faculty advisors. Interviews will be tape recorded, with your consent prior to taping. You may ask the team to turn off the tape recorder at any time during the group. All notes and audiotapes containing your interview responses will be stored in a locked cabinet at the School of Public Health and will be destroyed in May 2006 when the study is over.

WILL YOU RECEIVE ANYTHING FOR BEING IN THIS STUDY?

You will not be paid to participate in this interview, but refreshments will be provided.

CAN YOU REFUSE OR STOP PARTICIPATION?

Yes. You are free to stop participating at any time. You can choose not to answer any questions or stop taking part in the interview at any time. During the interview you may ask that the recording be stopped at any time.

WHAT IF YOU HAVE QUESTIONS ABOUT THIS PROJECT?

You have the right to ask, and have answered, any questions you may have about this project. This is a student project being conducted under the supervision of our faculty advisor, Kate Shirah. If you have any questions about this project and/or you wish to withdraw at any time, you may contact graduate student, Pamela Diggs, or Kate Shirah. Their contact information follows:

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PARTICIPANT’S AGREEMENT:

By signing this consent form, I agree that I have read and understand the information presented here, and I freely give my consent to participate in the Action-Oriented Community Assessment. I also agree to keep everything that is shared in the interview confidential and not share it with anyone outside of this group. I have asked all the questions I have at this time. I voluntarily agree to participate in this interview.

Your Signature and Date

Legal Guardian Signature and Date

Your Printed Name

Legal Guardian Printed Name

Team Member Signature and Date

Team Member Printed Name

Thank you!



Interview Consent Form for Service Providers

Would you like to participate in an AOCA of your community?

WHAT ARE SOME GENERAL THINGS YOU SHOULD KNOW ABOUT PROJECTS LIKE THIS?

You are being asked to take part in a community assessment study. To join the study is voluntary. You may refuse to join, or you may withdraw your consent to be in the study, for any reason, without penalty. This is research designed to obtain new knowledge. This new information may help people in the future. You may not receive any direct benefit from being in the project. There also may be risks to being in these studies.

Details about this study are discussed below. It is important that you understand this information so that you can make an informed choice about being in this study. You will be given a copy of this consent form. You should ask the student team any questions you have about this study at any time.

WHAT IS THE PURPOSE OF THIS STUDY?

The purpose of this project is to conduct a community assessment, or to understand the cultural, social, economic, and health experiences of people with disabilities and their families living in Franklin County. The information gathered will be used to identify community strengths and needs, as well as future directions that will enable the larger Franklin County community and people with disabilities within the community to gain competency that leads to improved health status for people with disabilities. Service providers, community leaders, community members with and without disabilities, and family members of people with disabilities will either be interviewed or asked to participate in a focus group. Results of the interviews and focus groups will then be summarized without identifying data and made available to services providers and community members.

WHAT IS AOCA?

AOCA means Action-Oriented Community Assessment. AOCA is an assessment designed to understand the cultural, social, economic, and health experiences of individuals living in Franklin County. The purpose is to better understand the experiences of people with disabilities living in Franklin County and their families.

WHY ARE YOU BEING ASKED TO PARTICIPATE IN AOCA?

You are being asked to participate because we want to gain perspective from individuals with disabilities, family members, other community members, and service providers on Franklin County's strengths and needs regarding services and supports for people with disabilities. Someone in your community identified you as a person who can talk about the views of your community as a whole.

ARE THERE ANY REASONS YOU SHOULD NOT BE IN THIS STUDY?

You should not participate in this study if you are a UNC-CH student or staff member, Non-English speaking, decisionally impaired, a prisoner, parolee or other convicted offender, a pregnant woman, or under the age of 10.

HOW LONG WILL YOUR PART IN THIS STUDY LAST?

The AOCA will last for approximately 6 months. Each participant will only be asked to participate in a single interview or focus group. Interviews will last approximately one hour and focus groups will last approximately 90 minutes. Each participant will be informed of the community forum at the end of the AOCA process, and asked if the student team can send them an invitation to the forum or if they would like to participate on a community forum planning committee.

WHAT WILL HAPPEN IF YOU TAKE PART IN THIS PROJECT?

You will be asked to participate in a 1 hour interview conducted by team members from the UNC School of Public Health. There are no wrong answers or bad ideas, just different opinions. If you do not feel comfortable answering a question or do not have an opinion, just let us know. We are interested in your perspective as a service provider in the Franklin County community. Your participation is limited to this one interview, and you will not be contacted for further sessions.

If you agree to participate in the interview we will record your comments on a piece of paper. Also, with your permission, we would like to tape record the discussion to make sure we do not miss anything. Only members of our group will listen to the tapes. The tapes will be erased after our study is over. You can ask us to turn off the tape recorder at any time. If you decide to participate in this interview, you will be asked to sign an “informed consent” form. Signing the form means that you understand the purpose of the AOCA project and what you will be asked to do during the project. It also means that you understand that you can stop taking part in the project at any time.

WHAT ARE THE POSSIBLE BENEFITS FROM TAKING PART IN THIS PROJECT?

This project is designed to benefit society by gaining new knowledge. You will have the opportunity to share your thoughts about the future of Franklin County. You may also expect to benefit by participating in this study by possibly helping to make things better in your community over time.

WHAT ARE THE POSSIBLE RISKS OR DISCOMFORTS INVOLVED FROM BEING IN THIS PROJECT?

There are minimal physical, psychological, or social risks associated with participating in this study. However, one potential risk may arise if you make any negative comments about your community or individuals within the community, and that information is disclosed, your reputation may be affected. We will do the best we can to protect you from this risk by keeping all data in a locked file cabinet at the School of Public Health. In addition, your name will never be attached to anything you say. Also, talking about life issues can sometimes be uncomfortable. Your decision to take part in this study will not influence any of the services you receive or might receive.

WILL IT COST YOU ANYTHING TO TAKE PART IN THIS PROJECT?

The only costs are the time and expense of traveling to and from the interview and the time spent during the interview.

HOW MANY PEOPLE WILL TAKE PART IN THIS STUDY?

If you decide to be in this study, you will be one of approximately 50 people in this study.

WHAT WILL WE DO WITH THE INFORMATION THAT WE GATHER?

The team will summarize the information gathered from interviews and focus groups and present it in both written and verbal form to your community at a community forum.

YOUR PARTICIPATION IS VOLUNTARY AND CONFIDENTIAL.

If you agree to participate in this study, please understand that your participation is voluntary (you do not have to do it). Any information that you provide will remain confidential. Though your name and address may be collected, it will not be used in any way in the study or linked to your responses. It will only be used to invite you to attend the community forum.

HOW WILL YOUR PRIVACY BE PROTECTED?

To respect your privacy and confidentiality, and that of other participants, we ask that you not repeat anything that is shared today in this interview. To ensure confidentiality, you may use a made-up name during the interview, but please sign your real name on the consent form. Information such as age and number of years residing in Franklin County may be gathered during the interview. These descriptive characteristics are collected only to help summarize our data. When we report the data, all identifying information will be removed. Your responses and comments will not be linked to you. The only people with access to all data are the members of the student team and the faculty advisors. Interviews will be tape recorded, with your consent prior to taping. You may ask the team to turn off the tape recorder at any time during the group. All notes and audiotapes containing your interview responses will be stored in a locked cabinet at the School of Public Health and will be destroyed in May 2006 when the study is over.

WILL YOU RECEIVE ANYTHING FOR BEING IN THIS STUDY?

You will not be paid to participate in this interview, but refreshments will be provided.

CAN YOU REFUSE OR STOP PARTICIPATION?

Yes. You are free to stop participating at any time. You can choose not to answer any questions or stop taking part in the interview at any time. During the interview you may ask that the recording be stopped at any time.

WHAT IF YOU HAVE QUESTIONS ABOUT THIS PROJECT?

You have the right to ask, and have answered, any questions you may have about this project. This is a student project being conducted under the supervision of our faculty advisor, Kate Shirah. If you have any questions about this project and/or you wish to withdraw at any time, you may contact graduate student, Pamela Diggs, or Kate Shirah. Their contact information follows:

Pamela Diggs
(919) 966-3671
UNC-Chapel Hill
School of Public Health
Campus Box # 7440

Kate Shirah
(919) 966-0057
UNC-Chapel Hill
School of Public Health
Campus Box # 7440

WHAT IF YOU HAVE QUESTIONS ABOUT YOUR RIGHTS AS A PARTICIPANT?

All research on human volunteers is reviewed by a committee that works to protect your rights and welfare. If you have questions or concerns about your rights as a research subject you may contact, anonymously if you wish, the Institutional Review Board at 919-966-3113 or by email to IRB_subjects@unc.edu.

PARTICIPANT’S AGREEMENT:

By signing this consent form, I agree that I have read and understand the information presented here, and I freely give my consent to participate in the Action-Oriented Community Assessment. I also agree to keep everything that is shared in the interview confidential and not share it with anyone outside of this group. I have asked all the questions I have at this time. I voluntarily agree to participate in this interview.

Your Signature and Date

Your Printed Name

Team Member Signature and Date

Team Member Printed Name

Thank you!



THE UNIVERSITY
of NORTH CAROLINA
at CHAPEL HILL

SCHOOL OF PUBLIC HEALTH

DEPARTMENT OF HEALTH BEHAVIOR
AND HEALTH EDUCATION

302 ROSENAU HALL
CAMPUS BOX 7440
CHAPEL HILL, NC 27599-7440

T 919.966.3761
F 919.966.2921
www.sph.unc.edu/hbhe

Focus Group Consent Form for Community Member with a Disability **Would you like to participate in an AOCA of your community?**

WHAT ARE SOME GENERAL THINGS YOU SHOULD KNOW ABOUT PROJECTS LIKE THIS?

You are being asked to take part in a community assessment study. To join the study is voluntary. You may refuse to join, or you may withdraw your consent to be in the study, for any reason, without penalty. This is research designed to obtain new knowledge. This new information may help people in the future. You may not receive any direct benefit from being in the project. There also may be risks to being in these studies.

Details about this study are discussed below. It is important that you understand this information so that you can make an informed choice about being in this study. You will be given a copy of this consent form. You should ask the student team any questions you have about this study at any time.

WHAT IS THE PURPOSE OF THIS STUDY?

The purpose of this project is to conduct a community assessment, or to understand the cultural, social, economic, and health experiences of people with disabilities and their families living in Franklin County. The information gathered will be used to identify community strengths and needs, as well as future directions that will enable the larger Franklin County community and people with disabilities within the community to gain competency that leads to improved health status for people with disabilities. Service providers, community leaders, community members with and without disabilities, and family members of people with disabilities will either be interviewed or asked to participate in a focus group. Results of the interviews and focus groups will then be summarized without identifying data and made available to services providers and community members.

WHAT IS AOCA?

AOCA means Action-Oriented Community Assessment. AOCA is an assessment designed to understand the cultural, social, economic, and health experiences of individuals living in Franklin County. The purpose is to better understand the experiences of people with disabilities living in Franklin County and their families.

WHY ARE YOU BEING ASKED TO PARTICIPATE IN AOCA?

You are being asked to participate because we want to gain perspective from individuals with disabilities, family members, other community members, and service providers on Franklin County's strengths and needs regarding services and supports for people with disabilities. Someone in your community identified you as a person who can talk about the views of your community as a whole.

HOW LONG WILL YOUR PART IN THIS STUDY LAST?

The AOCA will last for approximately 6 months. Each participant will only be asked to participate in a single interview or focus group. Interviews will last approximately one hour and focus groups will last approximately 90 minutes. Each participant will be informed of the community forum at the end of the AOCA process, and asked if the student team can send them an invitation to the forum or if they would like to participate on a community forum planning committee.

WHAT WILL HAPPEN IF YOU TAKE PART IN THIS PROJECT?

You will be asked to participate in a 90-minute focus group (small groups assembled to identify and discuss key issues in the community) facilitated by team members from the UNC School of Public Health. There are no wrong answers or bad ideas, just different opinions. If you do not feel comfortable answering a question or do not have an opinion, just let us know. We are interested in your perspective as a community member with a disability. Your participation is limited to this one focus group, and you will not be contacted for further sessions.

If you agree to participate in the focus group we will record your comments on a piece of paper. Also, with your permission, we would like to tape record the discussion to make sure we do not miss anything. Only members of our group will listen to the tapes. The tapes will be erased after our study is over. You can ask us to turn off the tape recorder at any time. If you decide to participate in this focus group, you will be asked to sign an “informed consent” form. Signing the form means that you understand the purpose of the AOCA project and what you will be asked to do during the project. It also means that you understand that you can stop taking part in the project at any time.

WHAT ARE THE POSSIBLE BENEFITS FROM TAKING PART IN THIS PROJECT?

This project is designed to benefit society by gaining new knowledge. You will have the opportunity to share your thoughts about the future of Franklin County. You may also expect to benefit by participating in this study by possibly helping to make things better in your community over time.

WHAT ARE THE POSSIBLE RISKS OR DISCOMFORTS INVOLVED FROM BEING IN THIS PROJECT?

There are minimal physical, psychological, or social risks associated with participating in this study. However, one potential risk may arise if you make any negative comments about your community or individuals within the community, and that information is disclosed, your reputation may be affected. We will do the best we can to protect you from this risk by keeping all data in a locked file cabinet at the School of Public Health. In addition, your name will never be attached to anything you say. Also, talking about life issues can sometimes be uncomfortable. Your decision to take part in this study will not influence any of the services you receive or might receive.

WILL IT COST YOU ANYTHING TO TAKE PART IN THIS PROJECT?

The only costs are the time and expense of traveling to and from the focus group and the time spent during the focus group.

HOW MANY PEOPLE WILL TAKE PART IN THIS STUDY?

If you decide to be in this study, you will be one of approximately 50 people in this study.

WHAT WILL WE DO WITH THE INFORMATION THAT WE GATHER?

The team will summarize the information gathered from interviews and focus groups and present it in both written and verbal form to your community at a community forum.

YOUR PARTICIPATION IS VOLUNTARY AND CONFIDENTIAL.

If you agree to participate in this study, please understand that your participation is voluntary (you do not have to do it). Any information that you provide will remain confidential. Though your name and address may be collected, it will not be used in any way in the study or linked to your responses. It will only be used to invite you to attend the community forum.

HOW WILL YOUR PRIVACY BE PROTECTED?

To respect your privacy and confidentiality, and that of other participants, we ask that you not repeat anything that is shared today in this focus group. Additional people may attend the focus group in order to provide medical or social support for the participants. These individuals will be asked to sign a Confidentiality Statement indicating they understand their role as an observer not a participant and their willingness not to repeat anything that is shared outside the group. To ensure confidentiality, you may use a made-up name during the focus group, but please sign your real name on the consent form. Information such as age and number of years residing in Franklin County may be gathered during the focus group. These descriptive characteristics are collected only to help summarize our data. When we report the data, all identifying information will be removed. Your responses and comments will not be linked to you. The only people with access to all data are the members of the student team and the faculty advisors. Focus groups will be tape recorded, with your consent prior to taping. You may ask the team to turn off the tape recorder at any time during the group. All notes and audiotapes containing your focus group responses will be stored in a locked cabinet at the School of Public Health and will be destroyed in May 2006 when the study is over.

WILL YOU RECEIVE ANYTHING FOR BEING IN THIS STUDY?

You will not be paid to participate in this focus group, but refreshments will be provided.

CAN YOU REFUSE OR STOP PARTICIPATION?

Yes. You are free to stop participating at any time. You can choose not to answer any questions or stop taking part in the focus group at any time. During the focus group you may ask that the recording be stopped at any time.

WHAT IF YOU HAVE QUESTIONS ABOUT THIS PROJECT?

You have the right to ask, and have answered, any questions you may have about this project. This is a student project being conducted under the supervision of our faculty advisor, Kate Shirah. If you have any questions about this project and/or you wish to withdraw at any time, you may contact graduate student, Pamela Diggs, or Kate Shirah. Their contact information follows:

Pamela Diggs
(919) 966-3671
UNC-Chapel Hill
School of Public Health
Campus Box # 7440

Kate Shirah
(919) 966-0057
UNC-Chapel Hill
School of Public Health
Campus Box # 7440

WHAT IF YOU HAVE QUESTIONS ABOUT YOUR RIGHTS AS A PARTICIPANT?

All research on human volunteers is reviewed by a committee that works to protect your rights and welfare. If you have questions or concerns about your rights as a research subject you may contact, anonymously if you wish, the Institutional Review Board at 919-966-3113 or by email to IRB_subjects@unc.edu.

PARTICIPANT’S AGREEMENT:

By signing this consent form, I agree that I have read and understand the information presented here, and I freely give my consent to participate in the Action-Oriented Community Assessment. I also agree to keep everything that is shared in the focus group confidential and not share it with anyone outside of this group. I have asked all the questions I have at this time. I voluntarily agree to participate in this focus group.

Your Signature and Date

Your Printed Name

Team Member Signature and Date

Team Member Printed Name

Thank you!

APPENDIX Q: RECRUITMENT AND DATA COLLECTION FORMS

Recruitment Consent Form

A team of students from the UNC School of Public Health is conducting a study of the cultural, social, economic, and health experiences of the people living with disabilities in Franklin County. They would be interested in contacting you to participate in an interview or focus group for their study. If you agree to be contacted by the team, you will be given more information about the study and have the opportunity to decide if you wish to participate in it or not. I will not know whether you decide to participate or not. Regardless of your decision, any services you may utilize will not be affected in any way. If you have any questions about the study, you can contact the faculty advisor Kate Shirah, MPH or graduate student Pamela Diggs.

Kate Shirah (919) 966-0057
UNC School of Public Health
Dept of Health Behavior and Health
Education
Campus Box 7440
Chapel Hill, NC 27599-7440

Pamela Diggs (919) 966-3761
UNC School of Public Health
Dept of Health Behavior and Health
Education
Campus Box 7440
Chapel Hill, NC 27599-7440

May I have permission to give your name and contact information to them?

Purpose of this form:

This is to provide guidelines for service providers and community members to receive permission to release name and contact information of potential interviewees and focus group participants to the Community Diagnosis research team. If an individual agrees to be contacted by the Community Diagnosis research team, more information about the study will be provided and the individual will have the opportunity to decide if he or she wishes to participate. Recruiters will not learn whether or not an individual decides to participate or not. In the case of individuals recruited through service providers, care will be taken to ensure the individual is aware that services he or she may utilize will not be affected in any way. This information will only be released to the Community Diagnosis research team. This guide will be provided to service providers and community members to read to potential study participants.

Action-Oriented Community Diagnosis: Confidentiality Statement

Please check all that apply:

Interview

Focus Group

You are being asked to sign the following statement because you will be attending a focus group or interview in order to provide support for one or more individual participants.

Confidentiality Statement:

I understand that I will be attending this group as an observer not as a participant. I agree to protect the confidentiality of all participants by not repeating anything that is stated today outside of the context of this interview or focus group.

(Please sign and date)

Project Interest Form

We hope that you will continue to be a part of our AOCD!

Are you interested in becoming involved with the Franklin County Community Forum planning committee?

Yes No

Would you like to receive information about AOCD activities in Franklin County?

Yes No

If so, please share you contact information below:

This information will not be connected to any of the information that you have just shared with us in the focus group or interview. It will only be used to let you know more about the AOCD project and to invite you to attend the Community Forum.

Contact Information

Name:	
Address:	
City, State, Zip Code	
Telephone Number:	
Cell Phone Number:	
E-mail Address:	
Best way and time to reach you:	

Focus Group Background Information Sheet

1. How long have you lived in Franklin County? _____ years
2. Do you currently work in Franklin County?
 Yes No
3. How old are you? _____ years
4. How would you describe your ethnicity? (American Indian and Alaskan Native, Asian, Black or African American, Native Hawaiian and Other Pacific Islander, White, Latino, Some other race) _____

APPENDIX R: INTERVIEW AND FOCUS GROUP GUIDES

Community Members (with and without disabilities) Interview Guide

Introduction: Hello, my name is _____. I'm going to be leading our interview today. This is _____, who will be taking notes and helping me during our discussion. We will be here about 60 minutes to talk to you about living in Franklin County and your opinions concerning the strengths of Franklin County and the challenges it faces. We are especially interested in learning about the experiences of people with disabilities living in Franklin County. Your insights and opinions on these subjects are important, so please say what's on your mind and what you think. There are no right or wrong answers. All of your responses and information will remain confidential. First I am going to ask you a few questions about Franklin County in general, and then I have some questions about life in Franklin County specifically for people with disabilities.

Life in Franklin County

1. Describe life in Franklin County.
 - *Housing*
 - *Employment*
 - *Transportation/travel time*
 - *Schools*
 - *Recreation activities*
 - *Religion*
 - *Healthcare*
2. How do you feel about the recent renovations of downtown Louisburg?
3. What do you think are some of the best things about Franklin County?
4. What do you think are some of the challenges facing Franklin County?

People with Disabilities: Strengths and Challenges

5. What about for people with disabilities—what is life like for them?
 - *Housing, employment, transportation/travel time, schools, recreation activities, healthcare*
6. What are some of the best things about Franklin County for people with disabilities?
Probe: strengths, resources in the community
7. What are the challenges facing people with disabilities in Franklin County?
 - *Accessibility, services, discrimination*
8. How do you think Franklin County could better serve people with disabilities?
 - *If you were in charge, what would you change?*
9. How do people support one another in Franklin County?

Services and Businesses

10. What kinds of programs/services are offered to people with disabilities in Franklin County? *Probe: education, recreation, health services, etc*
11. What services and businesses do you use most frequently in the community? *Services include: social services, medical, police, DMV, government offices etc.*
 - *Do those services come to you or do you go to them? How far?*

12. Can you describe your experience with service providers in the community? *Probe: attitude, behavior, how do they help you? Meet your needs?*
13. What services and businesses do you avoid using in the community? *To clarify: Too far? Heard bad things?*
 - *Why don't you use these services?*

General Community

14. If someone were to ask you if Franklin County is a good place to live for people with disabilities, how would you respond?

Demographic/background info

Just real quick, if you don't mind, we have a few personal background questions.

15. Where do you live in Franklin County?
16. How long have you lived in Franklin County?
17. How old are you? *Probe: approximately*
18. How would you describe your ethnicity?

Recommended Individuals to Interview

19. Is there anyone else in the community who you think it is important for us to talk to about these issues? *Probe: service providers, residents*
 - Describe the specific person or organization
 - Why do you think their opinions and views would be helpful for us to hear?
 - Are you willing to get permission for us to contact them?

Recommendations for Community Forum

20. We are going to be conducting a community forum in April where we will share the information we have gathered with the community. The forum is designed to bring people in Franklin County together to talk about issues for people with disabilities. We will be sharing some of the things we have learned from our interviews and hope this will be an opportunity for community members, family members, people with disabilities, and service providers to come together, pool resources, and brainstorm possible solutions. Would you be interested in being involved with this event?

We are specifically looking for individuals who would be willing to serve on a community advisory board. The purpose of the board will be to plan a forum that community members will want to attend and to follow-up on potential ideas and suggestions that are generated as a result of the forum. We anticipate that we will probably have 3-4 planning meetings in March and April prior to the actual event.

21. Do you have any ideas regarding how to get people to attend? *Probe: time, place, publicity, door prizes, special activities that would attract people to this meeting*
22. Who else do you think should help us coordinate this forum?

Additional Information

23. Is there anything else you want to tell us about the Franklin County community?
24. Questions from note-taker?

Thank you again for your participation!

Family Member Interview Guide

Introduction: Hello, my name is _____ I'm going to be leading our interview today. This is _____, who will be taking notes and helping me during our discussion. We will be here about 60 minutes to talk to you about living in Franklin County and your opinions concerning the strengths of Franklin County and the challenges it faces. We are especially interested in learning about your experiences as a family member of a person living with disabilities in Franklin County. Your insights and opinions on this subject are important, so please say what's on your mind and what you think. There are no right or wrong answers. First I am going to ask you a few questions about Franklin County in general, and then I have some questions about life in Franklin County specifically for people with disabilities. All of your responses and information will remain confidential.

Life in Franklin County

1. Do you currently live and work in Franklin County? *If yes, where?*
2. Describe life in Franklin County.
 - *Housing*
 - *Employment*
 - *Schools*
 - *Transportation/travel time*
 - *Recreation activities*
 - *Religion*
 - *Healthcare*
3. How do you feel about the recent renovations of downtown Louisburg?
4. What do you think are some of the best things about Franklin County?
5. What do you think are some of the challenges facing Franklin County?

People with Disabilities: Strengths and Challenges

6. What about for people with disabilities—what do you think life is like for them and their families?
 - *Housing, employment, schools, transportation/travel time, recreation activities, healthcare*
7. What do you think are some of the best things about life in Franklin County for people with disabilities and their families?
8. What do you think are the challenges facing people with disabilities in Franklin County and their families? *Probe: accessibility, services, discrimination*
9. How have these challenges affected you and your family personally?
10. What strengths/resources does Franklin County have to help families deal with these challenges?
11. How do people support one another in Franklin County?

Programs and Services

12. What kinds of programs/services are offered in Franklin County? How are services made available to people with disabilities and their families? *Probe: education, recreation, health services, etc.*

13. How do you feel about the services available for people with disabilities? *Probe: strengths, challenges, etc.*
14. To what extent are families involved or included in services for people with disabilities?
15. If someone were to ask you if Franklin County is a good place to live for people with disabilities and their families, how would you respond?

Demographic/Background Information

Just real quick, if you don't mind, we have a few personal background questions.

16. How long have you lived in Franklin County?
17. How old are you? *Probe: approximately*
18. How would you describe your ethnicity?

Recommended Individuals to Interview

19. Is there anyone else in the community who you think it is important for us to talk to about these issues? *Probe: members of other families, service providers, or other residents*

Describe the specific person or organization.

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

Are you willing to get permission for us to contact them?

Recommendations for Community Forum

20. We are going to be conducting a community forum in April where we will share the information we have gathered with the community. The forum is designed to bring people in Franklin County together to talk about issues for people with disabilities. We will be sharing some of the things we have learned from our interviews and hope this will be an opportunity for community members, family members, people with disabilities, and service providers to come together, pool resources, and brainstorm possible solutions. Would you be interested in being involved with this event?

We are specifically looking for individuals who would be willing to serve on a community advisory board. The purpose of the board will be to plan a forum that community members will want to attend and to follow-up on potential ideas and suggestions that are generated as a result of the forum. We anticipate that we will probably have 3-4 planning meetings in March and April prior to the actual event.

21. Do you have any ideas regarding how to get people to attend? *Probe: time, place, publicity, door prizes, special activities that would attract people to this meeting?*
22. Who else do you think should help us coordinate this forum?

Additional Information

23. Is there anything else you'd like to tell us about your experiences as a family member of a person living with disabilities in Franklin County?
24. Questions from the note-taker?

Thank you again for your participation!

Service Provider Interview Guide

Introduction: Hello, my name is _____ I'm going to be leading our interview today. This is _____, who will be taking notes and helping me during our discussion. We'll be here about 60 minutes to talk to you about the role your group or organization has in the Franklin County community, and about your opinions concerning the strengths of Franklin County and the challenges it faces. We are especially interested in learning about the experiences of people with disabilities living in Franklin County. Your insights and opinions on this subject are important, so please say what's on your mind and what you think. There are no right or wrong answers.

First, I am going to ask you a few questions about Franklin County in general, and then I have some questions about life in Franklin County specifically for people with disabilities. All of your responses and information will remain confidential.

Description of Service Provider and Agency

1. What is the name of your agency?
2. Where is it located?
3. What is your role? *Probe: job title*
4. How long have you worked at this agency? Why did you choose to work here?
5. Tell us about your agency/work in general. What services does your agency provide?
6. Describe the most frequent users of your services? *Probe: geographical information, SES, ethnicity, ages, types of disabilities, etc.*
7. What barriers do people face when trying to access your agency's services? Why?
8. Are there groups that tend to be difficult for your agency to reach? *Probe: geographic, transportation, cultural, language, access to Louisburg?*

Roles and Responsibilities of Service Providers

9. What steps do you take to facilitate access to your agency's services?
10. If someone has questions about services for people with disabilities, whom can they talk to at your agency?
 - *Is that person your ADA Coordinator/do you have an ADA coordinator?*
 - *If yes, how would I contact that person?*
11. What other agencies in Franklin County provide services to the residents of the community you serve?
 - *What kinds of services do they provide?*
 - *Are there other agencies that provide similar services to your agency?*
 - *Do you know of other agencies outside of Franklin County that provide services to Franklin County residents?*

Assets Found in the Community

12. How would you describe Franklin County? *Probe: Would you define it as a community?*
13. How would you describe the community for people with disabilities?
14. What are some of the best things about Franklin County for people with disabilities?
15. What do you think are the major challenges facing people with disabilities in your community? *Probe: healthcare, accessibility, services, discrimination*
16. Which challenges do you feel are the **most** important to address? *Probe: Why?*

17. If someone were to ask you if Franklin County is a good place to live for people with disabilities, how would you respond?
18. If you had the power to change things in Franklin County, what would you change?
Probe: What services would you offer? What programs would you modify or cancel?
 - *What about for people with disabilities?*

Recommended Individuals to Interview

19. We are hoping to interview several people in the community who know what is going on in the community and might be able to speak on behalf of the residents of Franklin County. Would you like to recommend someone else to be interviewed? (service providers, residents)
 - a. Describe the specific person or organization
 - b. Why do you think their opinions and views would be helpful for us to hear?
 - c. Are you willing to get permission for us to contact them?

Recommendations for Community Forum

20. We are going to be conducting a community forum in April where we will share the information we have gathered with the community. The forum is designed to bring people in Franklin County together to talk about issues for people with disabilities. We will be sharing some of the things we have learned from our interviews and hope this will be an opportunity for community members, family members, people with disabilities, and service providers to come together, pool resources, and brainstorm possible solutions. Would you be interested in being involved with this event?

We are specifically looking for individuals who would be willing to serve on a community advisory board. The purpose of the board will be to plan a forum that community members will want to attend and to follow-up on potential ideas and suggestions that are generated as a result of the forum. We anticipate that we will probably have 3-4 planning meetings in March and April prior to the actual event.

21. Do you have any ideas regarding how to get people to attend? *Probe: time, place, publicity, door prizes, special activities that would attract people to this meeting*
22. Who else do you think should help us coordinate this forum?

Additional Information

23. Is there anything else you would like to share about the Franklin County community?
24. Questions from note-taker?

Thank you again for your participation!

Community Members (with disabilities) Focus Group Guide

Introduction: Hello, my name is _____ I'm going to be leading our focus group today. This is _____, who will be taking notes and helping me during our discussion. We will be here about 90 minutes to talk to you about living in Franklin County and your opinions concerning the strengths of Franklin County and the challenges it faces. We are especially interested in learning about your experiences of people with disabilities and their families in Franklin County. Your insights and opinions on this subject are important, so please say what's on your mind and what you think.

We ask that you do not discuss what you have heard in this room after the focus group is over. Please remember that you do not have to answer any questions that you are uncomfortable with and that there are no right or wrong answers. At this time, we will hand out a focus group confidentiality statement. If you agree with the statement, please sign the form.

First I am going to ask you a few questions about Franklin County in general, and then I have some questions about life in Franklin County specifically for people with disabilities.

Life in Franklin County

Describe life in Franklin County.

Housing

Employment

Schools

Transportation/travel time

Recreation activities

Religion

Healthcare

1. How do you feel about the recent renovations of downtown Louisburg? (*are they accessible to people with disabilities*)
2. What do you think are some of the best things about Franklin County?
3. What do you think are the challenges facing Franklin County?

People with Disabilities: Strengths and Challenges

4. What is life like for you and your family?
 - *Housing, employment, schools, transportation/travel time, recreation activities, healthcare, religion*
5. What do you think are some of the best things about life in Franklin County for people with disabilities and their families?
6. What do you think are the challenges facing people with disabilities in Franklin County and their families? *Probe: healthcare, accessibility, services, discrimination*
7. How have these challenges affected you and your family personally?
8. What strengths/resources does Franklin County have to help you deal with these challenges?
9. How do people with disabilities support one another in Franklin County?

Programs and Services

10. What kinds of programs/services are offered in Franklin County? How are services made available to people with disabilities and their families? *Probe: education, medical, recreation*

11. How do you feel about the services available for people with disabilities? *Probe: strengths, challenges, etc.*
12. Do you use the KART services for transportation?

General Community

13. If someone were to ask you if Franklin County is a good place to live for people with disabilities and their families, how would you respond?

Recommended Individuals to Interview

14. Is there anyone else in the community who you think it is important for us to talk to about these issues? *Probe: members of other families, other residents, or service providers*
If you have someone in mind, would you mind staying for a few minutes after the focus group so that we can find out more information?

Recommendations for Community Forum

15. We are going to be conducting a community forum in April where we will share the information we have gathered with the community. The forum is designed to bring people in Franklin County together to talk about issues for people with disabilities. We will be sharing some of the things we have learned from our interviews and hope this will be an opportunity for community members, family members, people with disabilities, and service providers to come together, pool resources, and brainstorm possible solutions.
Would you be interested in being involved with this event?
 - a. If you are interested, would you mind staying for a few minutes after the focus group so that we can find out more information?
16. Do you have any ideas regarding how to get people to attend? *Probe: time, place, publicity, door prizes, special activities that would attract people to this meeting*

Additional Information

17. Is there anything else you'd like to tell us about your experiences as a person living with disabilities in Franklin County?
18. Questions from the note-taker?

Thank you again for your participation!

APPENDIX S DEMOGRAPHIC INFORMATION OF INTERVIEWEES

Service Providers

Service providers were not asked for demographic information however, the average number of years worked at their agencies or organizations was 5 years. A total of 21 service providers were interviewed.

Community Members and Family Members

Demographic Characteristics	Community Members	Family Members	Focus Group with VIP
Male	7	4	5
Female	9	5	5
White	14	8	7
Black	2	1	3
Hispanic	0	0	0
Other Ethnic Group	0	0	0
Youth	1	0	0
Adult	12	6	3
Senior Citizen	3	3	7
With a Disability	8	0	10
Without a Disability	8	9	0
Total	16	9	10

APPENDIX T: CODEBOOK USED FOR INTERVIEW ANALYSIS

The following list of codes was used in analysis of all interviews conducted by the student team. Please note that they were developed in a different order so the numbering is not sequential.

Codes Used for Both Community Member and Service Provider Interviews

1. Role
 - 1A. Service provider
 - 1B. Community member
 - 1Ba. Family member
 - 1Bb. Person with disability
2. Gender
 - 2A. Male
 - 2B. Female
3. Race
 - 3A. Caucasian
 - 3B. African American
 - 3C. Hispanic
 - 3D. Asian
 - 3E. Native American
 - 3F. Other
4. Age
 - 4A. Under 18
 - 4B. 18-25
 - 4C. 26-35
 - 4D. 36-45
 - 4E. 46-55
 - 4F. 55-65
 - 4G. 65 and up
5. Residency
 - 5A. FCO Yes
 - 5Aa. Bunn
 - 5Ab. Youngsville
 - 5Ac. Franklinton
 - 5Ad. Louisburg
 - 5Ae. Zebulon
 - 5Af. Other
 - 5Ag. Length of time living in FCO
 - 5Ag1. Less than 1 year
 - 5Ag2. 1-5 years
 - 5Ag3. 6-10 years
 - 5Ag4. 10+ years
 - 5B. FCO No
 - 5C. Length of time working in FCO
 - 5Ca. Less than 1 year

- 5Cb. 1-5 years
- 5Cc. 6-10 years
- 5Cd. 10+ years
- 12. Additional agencies/services
 - 12A. None available
 - 12B. Available in neighboring county
 - 12C. 1-3 agencies named
 - 12D. 4-6 agencies named
 - 12E. More than 6 agencies named
 - 12F. Private contractors
- 13. Most Important Challenges
 - 13A. Lack of transportation
 - 13B. Limited access
 - 13C. Cost
 - 13Ca. Lack of medical coverage
 - 13D. Lack of knowledge of services
 - 13E. Lack of convenience
 - 13F. Limited funding for service
 - 13G. Location
 - 13H. Stigma
 - 13I. Discrimination
 - 8Ia. No discrimination
 - 13J. Language
 - 13K. Communication
 - 13L. Lack of knowledge of disability
 - 13M. Required proof of disability
 - 13N. Lack of employment
 - 13O. Quality of services is poor
 - 13P. Lack of empowerment
 - 13Q. Built Environment
 - 13R. Lack of knowledge about how to serve people better
 - 13S. Services not comprehensive
 - 13T. Services Unavailable
 - 13U. Growth
 - 13V. Poor Healthcare
 - 13W. Lack of recreation
 - 13X. Services expensive
- 14. Description of Community
 - 14A. Growing
 - 14B. Rural
 - 14C. Bedroom community
 - 14D. Family-oriented
 - 14E. Friendly
 - 14F. Supportive
 - 14G. In transition
 - 14H. Dichotomized

- 14Ha. By income
- 14Hb. By length of residency
- 14Hc. By race
- 14Hd. By age
- 14I. Small-town mentality
- 14J. Religious
- 14K. Beautiful
- 14L. Slow-paced
- 14M. Diversity
- 14N. Close-knit
- 14O. Town-Centered
- 14P. Low Employment
- 14Q. Little monetary investment
- 14R. Poor Schools
- 14S. Isolated/Spread Out
- 14T. Inadequate housing
- 14U. County is biggest employer
- 14V. Expensive healthcare
- 14W. Discriminatory towards kids
- 15. Description of Community for PWD/Good Place to Live
 - 15A. Isolated
 - 15B. Inaccessible
 - 15C. Low employment
 - 15D. Don't know
 - 15E. Friendly
 - 15F. Concerned (government leaders)
 - 15G. Under-funded
 - 15H. Good service networks
 - 15I. Community-oriented/supportive
 - 15J. Family-oriented/supportive
 - 15K. Yes, good place to live
 - 15L. No, not good place to live
 - 15M. Adequate recreation for people with disabilities
 - 15N. Inadequate recreation for people with disabilities
 - 15O. Bad place to live without a support system
 - 15P. Good but could be better
 - 15Q. Lacking resources
 - 15R. Depends on Disabilities
 - 15S. Good because of its proximity to Raleigh
 - 15T. Inadequate Housing
 - 15U. Accessible
 - 15V. Lack of parking
- 16. Best Community Assets for PWD
 - 16A. Friendly
 - 16B. Helpful/Supportive
 - 16C. Located close to other urban counties

- 16D. Concerned (government leaders)
- 16E. Slow-Paced
- 16F. Beautiful
- 16G. Communication of Services
- 16H. Strong social Services
- 16I. No Traffic
- 16J. Good healthcare
- 16K. Subsidized Housing
- 16L. Good Parking
- 17. Most Important Challenges to Address
 - 17A. More accessibility
 - 17B. More education
 - 17C. More services
 - 17D. More transportation
 - 17E. Empowerment
 - 17F. More awareness
 - 17G. More support (groups)
 - 17H. More Funding
 - 17I. Discrimination
 - 17Ia. Discrimination in Employment
 - 17J. More resources (funding and services)
 - 17K. More Training
 - 17L. Employment
 - 17M. Don't Know
 - 17N. Attracting industry
 - 17O. Keeping up with growth
 - 17P. Improving healthcare
 - 17Q. Improving knowledge of the healthcare system
 - 17R. Improving knowledge of the social services system
- 26. GOOD QUOTE
- 27. GOOD TRIGGER

Codes Used for Community Member Interviews Only

- 18. How Do You Feel about Downtown Renovations
 - 18A. Don't know
 - 18B. Positive
 - 18C. Negative
- 19. How do you think FC can better serve PWD?
 - 19A. I don't know
 - 19B. Not a long-time resident
 - 19C. Improved transportation
 - 19D. More information/education about disabilities
 - 19E. More information/education about services
 - 19F. Improve physical accessibility
 - 19G. Community center

- 19H. More support
- 19I. More community activities
- 19J. More funding for services
- 20. How do people support each other in FC?
 - 20A. Family
 - 20B. Friends
 - 20C. Sliding scale services
 - 20D. Free services for low-income residents
 - 20E. Volunteer
 - 20F. People go to homes to provide services
- 21. Most used services
 - 21A. None
 - 21B. Social services
 - 21C. Police
 - 21D. DMV
 - 21E. Medical
 - 21F. Government offices
 - 21G. Retail businesses
 - 21H. Senior Centers
 - 21I. KARTS
 - 21J. Parks
 - 21K. Services outside Franklin County
 - 21L. Walmart
 - 21M. Grocery Stores
 - 21N. Vocational Rehab
- 22. What services do you avoid?
 - 22A. Social services
 - 22B. Police
 - 22C. DMV
 - 22D. Medical/Louisburg Hospital
 - 22E. Government offices
 - 22F. Retail businesses
 - 22G. Senior Centers
 - 22H. KARTS
 - 22I. Parks
 - 22J. Entertainment/movie theatre
- 23. Reasons you go outside of Franklin County for services
 - 23A. More Accessible
 - 23B. More Variety
 - 23C. Cheaper
- 24. Describe Experience with Service Providers in Community
 - 24A. Positive
 - 24B. Negative
 - 24C. Don't know (no experience)
- 25. Describe Experience with Government (officials and Facilities) in Community
 - 25A. Positive

25B. Negative

Codes Used for Service Provider Interviews Only

6. Types of Services

6A. Government

6Aa. County

6Ab. State

6Ac. Local

6B. Transportation

6C. Emergency Services

6D. Healthcare

6E. Social Services

6F. Small Business

6G. Recreation

6H. Education

6I. Advocacy

6J. Technology

6k. Counseling

7. Most Frequent Users (MFU's)

7A. Age Bracket

7Aa. Under 18

7Ab. 18-25

7Ac. 26-35

7Ad. 36-45

7Ae. 46-55

7Af. 55-65

7Ag. 65 and up

7B. Race

7Ba. Caucasian

7Bb. African American

7Bc. Hispanic

7Bd. Asian

7Be. Native American

7Bf. Other

7C. SES

7Ca. Low

7Cb. Middle

7Cc. High

7D. Geographical

7Da. In Louisburg

7Db. In Franklinton

7Dc. In Zebulon

7Dd. In Bunn

7De. In Youngsville

7Df. Not in town

- 7E. Types of Disability
 - 7Ea. Physical
 - 7Ea1. Visually Impaired
 - 7Ea2. Hearing Impaired
 - 7Ea3. Mobility Impaired
 - 7Eb. Mental
 - 7Ec. Learning
- 7F. Gender
 - 7Fa. Male
 - 7Fb. Female
- 8. Barriers
 - 8A. Lack of transportation
 - 8B. Limited access
 - 8C. Cost (Limited Funding for Client to access service)
 - 8Ca. Lack of medical coverage
 - 8D. Lack of knowledge of services
 - 8E. Lack of convenience
 - 8F. Limited funding for service to reach client
 - 8G. Location
 - 8H. Stigma
 - 8I. Discrimination
 - 8Ia. No discrimination
 - 8J. Language
 - 8K. Communication
 - 8L. Lack of knowledge of disability
 - 8M. Required proof of disability
 - 8N. Lack of employment
 - 8O. Resistant to assistance
- 9. Difficult Groups to Reach
 - 9A. Low SES
 - 9B. Hispanic
 - 9C. Rural
 - 9D. Uninsured
 - 9E. Resistant to Help
 - 9F. Hearing Impaired
- 10. Communication of Services/Activities
 - 10A. Television
 - 10B. Radio
 - 10C. Referral from other service
 - 10D. Church
 - 10E. Newspaper
 - 10F. Yellow pages
 - 10G. Electric bill
 - 10H. Word of mouth
 - 10I. Internet
 - 10J. Roadside billboards/flyers

- 10K. Community Presentations
- 10L. Participation with Local Government
- 10M. Phone
- 10N. Print Materials
- 10O. Newsletter
- 10P. Referrals to other services if can't provide
- 10Q. Interpreter
- 11. ADA Services
 - 11A. Coordinator on-site
 - 11B. No coordinator on-site
 - 11Ba. Staff member fields questions
 - 11Bb. Referral to other agency