

**Northside Neighborhood, Chapel Hill
Orange County**

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

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Executive Summary

This document is the final report on an action-oriented community diagnosis (AOCD) of the Northside Neighborhood in Chapel Hill, North Carolina. The assessment was aimed at identifying the strengths and challenges of the Northside community as described by service providers and community members. The AOCD was conducted by a team of five graduate students from the University of North Carolina-Chapel Hill School of Public Health between September of 2004 and May of 2005. The student team was guided by Delores Bailey, a service provider and community member who served as the students' community preceptor. Mrs. Bailey is the co-director of EmPOWERment Incorporate, and non-profit organization focusing on sustainable economic development in Northside and other communities.

The team first attended community events to observe neighborhood dynamics and gain entrée. The team then examined secondary data about the neighborhood's geography, history, demographics, economics, and education. After being approved by the School of Public Health's Institutional Review Board (IRB), we conducted qualitative, key informant interviews with 11 service providers, 14 community members, and 2 youth focus groups to listen to issues of concern to them. After analyzing the data from these interviews and data from secondary sources, our team organized the results into broad domains. These were: economics, housing, crime, and community dynamics. Service providers and community members' views on these domains were then expressed as themes for each domain.

With input from a planning committee of community members and service providers, five themes were selected for discussion at a community forum. These selected domains were crime and safety, housing, economics, services for youth, and services for seniors. The

Community Forum on May 10, 2005 was attended by 150 community members and service providers.

The following action steps were recommended:

- Economics: Service providers and community members agreed that local businesses and local government should provide more opportunities for people to learn job skills.

- Increasing awareness of programs currently offered by EmPOWERment, Inc.

- Investigating the state of vocational programs in Chapel Hill-Carrboro schools

- Encouraging existing minority owned businesses to hire minority employees

- Youth services: Community members and service providers feel that services, including those offered by Hargraves, are not meeting the needs of youth in the community.

- Ensuring Hargraves employees distribute information to parents

- Deliver flyers to the Chapel Hill-Carrboro schools central office

- Provide van transportation to meetings for parents

- Organize more events for parents and children

- Provide summer activities for children over the age of twelve

- Petition the recreation commission for more teenage programs

- Senior services: Community members and service providers feel that services, including those offered by Hargraves, are not meeting the needs of senior citizens.

- Mobilizing a committee to address the needs of senior citizens

- Housing: Community members and service providers share a mutual concern for the current and future state of housing for long term resident of Northside.

- Creating a committee dedicated to addressing the many issues concerning housing

- Compiling a list of current city codes (trash, noise, parking, landscaping)
- Creating standards specific to Northside from community meetings
- Delegating accountability for deviations from standards
- Publicizing the list to residents, landlords, and town officials
- Crime and safety: Community members and service providers agreed that Northside is generally a safe neighborhood, but could be made safer by eliminating drug activity.
 - Inviting neighbors to community watch meetings
 - Distributing information about meetings to churches and public housing communities
 - Placing the community patrol on the next community watch meeting agenda.

It is our hope that this document will be of use to those concerned about the health and quality of life of people living and working in Northside.

Section I: Introduction

This document is the final report on an action-oriented community diagnosis (AOCD) of the Northside Neighborhood in Chapel Hill, North Carolina. The assessment was aimed at identifying the strengths and challenges of the Northside community as described by service providers and community members. The AOCD was conducted by a team of five graduate students from the University of North Carolina-Chapel Hill School of Public Health between September of 2004 and May of 2005. The student team was guided by Delores Bailey, a service provider and community member who served as the students' community preceptor. Mrs. Bailey is the co-director of EmPOWERment Incorporate, and non-profit organization focusing on sustainable economic development in Northside and other communities.

Components of the AOCD process include defining the community, analyzing secondary data, gaining entrée into the community, identifying and interviewing key informants, analyzing primary data, planning the community forum, and presenting the findings to the community. A successful AOCD will engage the community in thinking critically about the findings. The components of the Northside AOCD are outlined throughout this document.

The team first attended community events to observe neighborhood dynamics and gain entrée. The team then examined secondary data about the neighborhood's geography, history, demographics, economics, and education. After being approved by the School of Public Health's Institutional Review Board (IRB), we conducted qualitative, key informant interviews with 11 service providers, 14 community members, and 2 youth focus groups to listen to issues of concern to them. After analyzing the data from these interviews and data from secondary sources, our team organized the results into broad domains. These were: economics, housing,

crime, and community dynamics. Service providers and community members' views on these domains were then expressed as themes for each domain.

This paper is an explication of the AOCD of the Northside Neighborhood in Chapel Hill, North Carolina. The paper includes sections addressing secondary data, methodology, primary data, a comparison of insider and outsider views, and a summary of the community forum.

Section II: Secondary Data Findings

Northside History

The Northside neighborhood lies in the heart of Orange County, North Carolina. Orange County was established in 1752, and includes the towns of Hillsborough, Chapel Hill, and several smaller towns. Chapel Hill is the largest incorporated town in Orange County with a population of approximately 50,000 (<http://factfinder.census.gov>).

The Northside neighborhood is bounded by Columbia Street on the east, Rosemary Street on the south, McMasters Street on the north, and the Sunset Street on the west. The Northside neighborhood, approximately 150 acres in size with a population of approximately 2,500, is home to single family units, public housing sites, a number of historical buildings and many service providers. The first public secondary school for African-Americans in Chapel Hill, Northside Elementary, is located in Northside and is currently one of three Chapel Hill Senior Centers. The William P. Hargraves Community Center, formerly known as the Roberson Street Recreation Center, is a focal point for many community events.

Historically, Northside consisted of two neighborhoods, one White and one African-American, divided by Church Street, named after the "Old Baptist Church," located on the corner of Church and Franklin Street. In the 1920's the White section east of Church Street was

sold to the town, divided into lots, and developed according to standards of the time. The western section was an African-American neighborhood, originally known as Potter's Field, and was lauded for being the most prosperous African-American neighborhood in Chapel Hill. In the 1960s, Northside residents garnered federal money to build new houses and improve existing structures on land they owned.

Population

Northside is located in the 2000 U.S. Census Tract 113 of Orange County, North Carolina. Tract 113 is very diverse with a racial make up of 54% white, 38.2% African-American and 3.9% Latino. 51.1% of the population is male and the median age is 25.8 years. The total population of Northside is estimate at 2,500, 48.9% of whom are younger than 24 (factfinder.census.gov, 2000). ¹

Economics/Employment

65.3% of the civilian labor force population 16 years and older are employed and 5.6% are unemployed. 29.1% of the employable population is not in the labor force. The parents of all children under the age of six are in the work force. The majority of the employed civilian population works in management, professional, service, sales, and office occupations. The median household income is \$21,597 and median family income is \$23,295. 31.3% of families below poverty level have related children below 5 years of age. 41.3% of families with a female head of household and no husband present also have related children less than 5 years of age (factfinder.census.gov, 2000).

¹ Much of the secondary data analysis is based on Census Tract 113, which includes the Northside neighborhood. Tract 113 is larger than Northside; therefore the data presented is an approximation of the actual neighborhood.

Education

The Northside community is served by the Chapel Hill-Carrboro public school system. Private schools in the area include Saint Thomas More Catholic School, Carolina Friends School, Emerson Waldorf School, and the Montessori Day school; however most students in the community attend public schools. Students in Northside attend Rashkis Elementary, Smith Middle, and Chapel Hill High School.

Prior to the 2003-2004 academic year, elementary students from Northside attended Seawell Elementary; however the completion of Rashkis in 2003 and the growth of the school system led to the redistricting of Northside. Overall, students at all three schools perform better on standardized tests than students in the rest of the state, however an achievement gap apparently exists along racial lines. More than 95% of white students at Rashkis passed both reading and math tests while 84.2% of African-American students passed (Education First, 2004). The passing rate of African-American students at Rashkis is higher than the rate for the district and state (72.6% and 66.7% respectively) but it is lower than the rate for Seawell (91.7%). Students at Rashkis score higher on individual tests than the district and state averages. At Smith middle school more than 95% of white students pass end of grade tests, while 67.7% of black students pass. This is higher than the state average for African-American students (66.7%) yet lower than the district average (72.6%). Overall, students at Smith score lower than the district average on individual tests, but higher than state averages. At Chapel Hill High School 94.2% of white students pass end of course tests, while 60.1% of African-American students pass. This is higher than both the district and state averages for African-American students (57.2% and 54.7% respectively).

At all three schools more than 90% of teachers are fully licensed. All classrooms in the school district are connected to the internet. Overall, the resources available to and performance of students from Northside are greater than the average for African-American students in North Carolina; however they are significantly less than that of students at other Chapel Hill-Carrboro schools.

Housing

Approximately 65% of the area's structures were built between 1940 and 1979 and roughly 73% of specified owner-occupied units are valued at \$50,000-149,999 (factfinder.census.gov, 2000). Roughly 84% of current structures in the area are smaller than 2,000 square feet, and the mean house size is 1,700 square feet (Dees, 2004). The gross rent for an estimated 70% of specified renter-occupied units ranges from \$300-749 (factfinder.census.gov, 2000). Since the mid-1980s, the backyard gardens and quaint front porches that once reflected the single-family fabric of the historically African-American neighborhood have been met with competition from developers who purchase the properties to construct large student rentals (Hunter, 2004). The neighborhood's proximity to UNC and the University's plans to add an additional 6,000 students to its rolls within the next decade are still fueling the rental development in Northside (The Chapel Hill News, 1/03/1999).

The influx of college students to Northside has brought visible noise, parking, and waste management problems, not to mention a disruption to generations of home-owning families in the area. In February of 2004, Northside was declared a Conservation District by the Town of Chapel Hill, and limits on the size of houses and a moratorium on duplexes were legislated in an effort to ease the issues caused by student rentals (Dees, 2004). EmPOWERment, Inc., the organization our preceptor directs, participated in the campaign for the declaration of Northside

as a conservation district. EmPOWERment, Inc. is a non-profit organization aimed at increasing home ownership opportunities in the Northside community, and enforces an “owner-occupied protective covenant” before selling houses to families who will maintain the continuity of the neighborhood.

Health

Because of the small size of the Northside neighborhood, demographic data on health specific to the Northside population is difficult to gather. In a 2003 county-wide community health assessment of Orange County conducted by the Orange County Department of Health, six key health issues were identified:

1. Many people are uninsured.
2. Barriers such as transportation, lack of insurance, and knowing about services keep people from using preventive health services and education, causing health conditions to become worse before seeking treatment.
3. Overweight, obesity and related health conditions are of concern to all ages.
4. Substance abuse is a problem in the community, and more ways of preventing it and treating those who are addicted are needed.
5. Mental health services are either too expensive or the waiting lists are too long.
6. There is not enough dental care for low-income adults and those without dental insurance.

(Orange County Community Health Assessment Report)

Crime

Noise Complaints

Police records indicate an increase in noise complaints in Northside. These complaints correlate with the University academic calendar year. An analysis of music and noise complaint data from the Chapel Hill Police Department reveals that the number of noise complaints (average monthly number of complaints over each school year) nearly doubled during the period from April 1996 to January 1999. The number of complaints is dramatically reduced during the months of June and July each year, and again during the month of December when students are away for summer and winter breaks.

Drugs

There has been an overall improvement in the level of crime in the Northside community over the past decade, however much improvement still needs to be made to reduce the overall crime rates in Northside. Crime rates and drug charges in the Northside neighborhood for the first two quarters of the fiscal year 2003-2004 were greater than the rates for the town as a whole. (CH-2.46 crimes/1,000 people; NS- 8.04 crimes/1,000 people). Similarly, the total property crimes in Northside report 47.43 per 1,000 compared to Chapel Hill's rate of 24.98 per 1,000. Finally, the drug charges in the town of Chapel Hill average about 3.79 per 1000 in comparison to Northside's rate of 42.60 per 1000. Both community members and police officers continue to be concerned about drug dealing (especially sales of crack cocaine) in the neighborhood. According to the Chapel Hill Police, most of the criminal activity takes place on Sunset, Rosemary and Graham Streets.

Although the crime rate in Northside is high compared to that of Chapel Hill as a whole, both the town and Northside have experienced a decrease in reported crime. Crime levels have improved due in part to the police department's work with residents to establish community policing techniques. In the past, there was some confusion among residents about whom to call

with different types of complaints. After working with residents for several years, however, residents are more aware of which departments to call when they have a concern.

Section III: Methodology

Establishing entrée and participant observation

The community preceptor, Delores Bailey - the co-director of EmPOWERment Incorporated - assisted the team with identifying events for participant observation and suggested various ways in which to gain entrée into the community. At her urging, we began the process by attending monthly community watch meetings that she facilitates. While other neighborhoods have community watch programs, Northside is the only community in Chapel Hill that holds monthly meetings. Several community members, Chapel Hill Police Department officers, and University staff attend the meetings monthly. Members of the AOCD team have attended each meeting since October 2004. These meetings have provided opportunities for the team to learn about concerns in the community while meeting community members and service providers. Additionally, group members have assisted the preceptor with distributing flyers door-to-door to advertise upcoming meetings and events, and have attended other community events, such as church services, community picnics, and the celebration honoring the renaming of Airport Road to Martin Luther King, Jr. Blvd.

Identifying and reviewing secondary sources

Secondary data sources were identified through consultation with the AOCD class teaching team, sources used by previous AOCD teams, discussions with the preceptor, and interviews with community members and service providers.

Secondary data sources included US Census records for track 113, North Carolina public school records, Orange County health department records, archived and current *Chapel Hill News* and *Independent Weekly* newspaper articles, minutes from Chapel Hill Town Hall meetings, real estate listings for the community, records of outstanding criminal warrants for the Northside community, the North Carolina collection at the UNC-CH Wilson library and previous community diagnosis documents.

Identifying and recruiting participants for key informant interviews

There were two types of participants in this study, service providers and community members. Because service providers are publicly identifiable, those participants were identified through consultation with the AOCD class teaching team, sources used by previous AOCD teams, discussions with the preceptor, and interviews with community members and service providers.

In order to protect the identity of community members, those participants were identified through a process approved by the UNC School of Public Health Institutional Review Board. Potential participants were identified by the community preceptor, team interactions with community members, and community members' recommendations. Those participants were then asked by the person recommending them for the interview (a non-team member, such as the community preceptor or community member) if they would be willing to participate in the interview. Once community members agreed to participate, they then called the AOCD team phone number or agreed to have an AOCD team member contact them via phone or email.

The team was committed to exploring the diversity of perspectives in Northside. Community members included older, African-American residents whose homes had been owned by their family for generations, African-American single parents, two focus groups of youth,

White homeowners with families, and former students who had chosen to continue to live in the neighborhood after completion of their studies at the University. Several attempts were made to interview full-time University students who currently live in the neighborhood, including targeted emails through a University listserv and a focus group on campus. This population was difficult to reach using traditional data gathering processes. Although team had informal interactions with these UNC students, their perspective is not represented directly in the findings.

Developing, pre-testing and using guides for key informant interviews

After reviewing previous interview guides and consulting with the AOCD teaching team and community preceptor, the team developed interview guides, focus group guides, and consent forms for service providers and community members, including youth (parental consent and youth assent). The interview guides for the service providers and community members were templates with core questions, intended to be expanded upon by the interviewer (See Appendix A). The community member interview guide was pretested with a colleague of the community preceptor (the community preceptor was unavailable at the time).

Data analysis

Text from the service provider and community member interviews was analyzed using a system of multiple coders. Pairs of team members, an interviewer and note taker, interviewed participants. The interviewer was primarily responsible for conducting and facilitating the interview and the note taker took notes during the interview. After the interview, the note taker transcribed the notes from the interview. Next the interviewer pre-coded the initial transcript into general domains. After the initial coding one of two master coders conducted a more detailed coding and divided the domains into themes. Finally the team analyzed the identified domains and codes as a group and presented the preliminary findings to the forum planning committee.

The forum planning committee determined domains to be presented and how to best present them to the community at the forum. The domains selected by the forum planning committee as both most salient and most actionable were: housing, crime and safety, economics, services for seniors, and services for youth.

Identifying potential participants for community forum planning

Participants for the community forum planning committee were recruited primarily through community member and service provider interviews. At the conclusion of the interview, the participants were informed about the community forum. The importance of convening a small working group to comb over the initial results of the community diagnosis was stressed. A projected time commitment of 4-5 meetings in the three weeks preceding the forum was outlined. The participants were asked if they would be willing to meet with the forum planning group and assist with planning the event. Ultimately the planning committee consisted of – 3 team members, 3 service providers and 4 community members who met for four one-hour meetings over a three week period.

Limitations

Limitations to the AOCD methodology included gaining entrée, accessing university students, pre-existing community dynamics, limited AOCD team, and the snowball interview referral method. The team faced difficulty in gaining entrée due to the

Section IV: Primary Data Findings

The Northside team conducted interviews with 11 service providers, 14 community members, and 2 youth focus groups, collecting more than 30 hours of interviews and a wealth of qualitative data. Team members also compiled field notes of interactions in the community. The

field notes were usefully for better understanding community dynamics and standards. One of the unique strengths of the Northside community is the overlapping role of community member and service providers. Several interview participants could be identified as both community members and service providers. When given the choice, most preferred to be interviewed as community members, though their roles as service providers are evident in their responses. Additionally, some service providers are former community members with long histories in the neighborhood further blurring the lines between insider and outsider points of view. The following discussion examines some of the general similarities and differences between service provider and community member perspectives.

Economics: Service providers and community members agreed that local businesses and local government should provide more opportunities for people to learn job skills.

As mentions in the Secondary Data section, many of the households in the community are lower income and the majority of the jobs are management, professional, service, sales, and office. Analysis of interviews and field notes revealed the domain of economics and themes of employment/income and local business in the community. While many jobs were identified as office or management positions, many of the people who live in Northside work in lower paying jobs and some of the crime in the neighborhood is related to poverty.

Outsider Perspective

Service providers mentioned that members of the Northside community work in various jobs within the town of Chapel Hill. Many of the residents of Northside are UNC students while the rest of Northside is comprised of permanent residents. According to service providers many permanent residents in Northside work in service jobs at local fast food eateries, UNC hospitals, dining services, and cleaning services; but there are a growing number of individuals who remain unemployed. Service providers have noted that although the rate of unemployment is relatively

low compared to other neighboring towns, Northside has the highest rate of unemployment in the town of Chapel Hill.

Some of the problems of unemployment were attributed to seasonal work (employment based on the UNC academic calendar) as well as day care and its lack of availability.

Child care is part of the problem, you need child care to find a job, but you need a job to get child care. There is a problem with the system. (SP09)

Service providers also suggested on various occasions that some people do not want to work service jobs and do not feel that a four year college is ideal for them. These individuals should have other options and opportunities to learn other job skills such as a junior college or trade school.

Service providers viewed businesses in the community as a potential source of support and improvement, though some felt the business owners are not reaching out to the community enough. Several service providers suggested programs that provide tangible support such as an internship or summer job program for neighborhood teenagers. Some existing programs such as Neighborhood Night Out and DARE were seen as ineffective and wasteful. It would be more beneficial to take action and make change than to talk about what should change.

The businesses are complaining about people hanging out on the street but they are not doing anything to help out the community. Business owners need to take the responsibility to reach out. (SP05)

Team members cited the presence of several area businesses and services in field notes. These services include restaurants, stores, churches, and business offices. Restaurants located in the community appear to serve community members as well as the greater Chapel Hill population. Stores and churches in the community primarily serve members of the Northside community and others with strong ties to the neighborhood. Several organizations, such as

EmPOWERment, Inc., provide specific services to community members. Failed businesses such as the Honey Bears teahouse were also cited in field notes.

Insider Perspective

Community members discussed high unemployment, low wage jobs, and a lack of community support as the primary economic challenges for Northside residents. Community members cited Northside as having the highest rate of unemployment in Chapel Hill despite the large number of students who are not included in the work force. Community members attribute most jobs in the neighborhood to the university. The state of employment in the community affects all Northside residents as demonstrated by youth dialogue concerning jobs:

*[What kind of jobs do people have?]
Working at Food Lion
Working at KFC and TJs
They are in jail and they work (FG 01)*

Community members also stated local businesses and agencies should provide more support and assistance for people in the community looking for jobs. Suggestions included providing internships for youth, offering jobs to people on the street, and providing comprehensive job training services through the Hargraves Center. Some community members attributed part of the economic struggle in Northside to apathy from the local community.

Business owners need to take the responsibility to reach out. There is the civil rights institute on campus who talks about change, but they don't even interact with the people in the Northside community. (CM 10)

Overall, community members saw unemployment as a serious problem in Northside that influences other concerns, primarily drug crime. They are optimistic that community support and outreach can improve the economic state of the neighborhood.

Community members and service providers share similar views of the current economic state of Northside. Participants from both perspectives cite a need for more participation from

local agencies to provide more jobs and improve the economy of the community. Service providers tend to place pressure on businesses to create jobs and provide support for the neighborhood, while community members focus more on the need for more government sponsored programs to train adults for new careers and provide alternative educational routes for teenagers.

Housing: Community members and service providers share a mutual concern for the current and future state of housing for long term resident of Northside.

As mentioned in the Secondary Data section, housing in the community consists of small, low cost homes that have traditionally been owned by generations of single families. The houses are now increasingly being rented to university students. As of the winter of 2004 Northside was declared a conservation district and limits on the size of houses and a moratorium were legislated in an effort to ease the issues caused by student rentals. Most interview participants mentioned that African-American families who have lived in Northside for generations have had to leave because of the rising cost of living, outside investors' purchase of property and an influx of students. These concerns were also noted by group members in field notes.

Outsider Perspective

A number of service providers commonly stated that the housing market in Northside has undergone rapid change and development as former single-family houses are turned into rental property for students. Some have credited this change to the reality of a free marketplace, noting that people have the freedom to buy and redevelop property if they so choose. Others have noted their dissatisfaction with the housing process and the decline of cultural history in Northside. Those who felt discontent with the change spoke of younger generations inheriting property from relatives but not knowing the value of real estate. As a result, these individuals sell the family property to developers instead of building on it for retirement purposes and investing in their

family's future. Additionally, some reported that permanent residents who have lived in the community for many generations are losing their homes due to rising property taxes which they cannot afford to pay. It becomes difficult to retain residences when the taxes are growing faster than their income or social security.

Houses should be kept. We need something to teach [homeowners] about how to keep houses, what the value of it is, what you can do with it. (SP03).

Although EmPOWERment has been mentioned as a positive asset for building affordable community housing, some expressed the opinion that the organization does not truly work to benefit the people of the community, but rather seeks to benefit itself by trying to purchase property at the cheapest price possible. In contrast, others saw EmPOWERment as a great benefit to the community in terms of housing and mobilization. A number of service providers noted that when Chapel Hill does create affordable housing, people have trouble living in Northside. Most of the affordable housing in this area does not come attached to the (land) property, and residents can only own the home itself.

Most African Americans, when buying a house want to buy a home that is going to appreciate, So it's viewed as negative when they see houses whose property doesn't appreciate, but whose land does (though the land belongs to the city)...So this system has failed the people. (SP05)

Others mentioned that unless Habitat for Humanity is involved, it is impossible to build affordable housing since the cost of getting plans approved makes it difficult.

The construction of new condominiums and low cost housing on the edge of the community plays a prominent role in field note observations. Renovated houses have been observed both as multi-family houses rented to students as well as homes owned by permanent residents. Service providers noted in interviews that in the next 25 years Northside will undergo

a great deal of raising and replacing of houses, which some service providers feel is at times an asset, but mainly a challenge for the community.

Group members noted that most houses are well-kept and neat despite evidence of age, though some notice was taken of dilapidated houses. Service providers did not mention the physical conditions of houses.

Insider Perspective

Community members expressed conflicting views on the physical state of housing in the neighborhood. Some noted that their neighbors have pride in their property and work hard to maintain the appearance of their homes, keeping their yards free of trash and well kept.

You don't see a lot of houses that is not being taken care of with trash laying out on the street. (CM04)

In contrast, others mentioned that their houses, as well as those of their neighbors, are in need of repair and do not look as nice as they could.

It's pretty run down in this part. My house is pretty run down. (CM 13)

Community members saw the current transition from single family, resident owned houses to rental property as a function of many factors including increasing cost of ownership and the ability of students to afford higher rent.

One of the major problems of Northside is the increase in property taxes, which is thus causing older residents to have difficulty keeping their houses... Also, we are losing housing due to student housing. This is not the fault of the students, but rather the market. Residents can't compete with students on rent when a student can afford to pay \$400 to \$500 per bedroom. (CM 10)

In addition to increasing property taxes and market pressures, community members cited an aging population in the housing transition. As older community members pass away, they either leave their houses to children and grandchildren who then sell the property or they sell the property themselves prior to death.

Community members consistently expressed concerns for the future of Northside as downtown Chapel Hill begins to grow, bringing in more high-end businesses and the possibility of more expensive housing. Several people mentioned fears that the construction of high-density, multi-use developments on Rosemary Street will have a detrimental effect on the community by increasing property values and pushing long-term residents out of the area, leading to an influx of higher income buyers looking for less expensive property near downtown.

Rosemary is the border of the neighborhood and will become more attractive to a wider range of people. Property and land will become more valuable inside that neighborhood. People will see that as an opportunity to become downtown in a vibrant community, many home owners will be low income. You could see high end gentrification, with more access, now seeing this as opportunity to get less expensive property near high end property. Now people buying property, putting additions on. A generalization on my part, a majority will not be low income or persons of color. (CM03)

Concern about development on the borders of the community gives way to mixed feelings about the future of the community as the historic conservation district protects the community from development that is not in the spirit and tradition of the neighborhood.

Views on current housing changes contrast based on insider versus outsider perspective. Service providers who once lived in the community but are now outsiders view the change in housing use as a function of decreasing commitment to the community by younger generations. Other service providers see the transition as a result of a free market economy. Most community members credit the cost of maintaining a house and the higher spending power of students as the source of housing changes.

Crime: Community members and service providers agreed that Northside is generally a safe neighborhood, but could be made safer by eliminating drug activity.

As mentioned in the Secondary Data section, police reports and other data sources cite noise complaints and drug related crime activity as the main sources of complaints to the police department. Most crime concerns revolve around non-violent crimes, and there are very few

complaints of property crimes in interviews and participant observation with the exception of minor vandalism. Most of the crime described by community members and service providers is drug related.

Outsider Perspective

Group members observed many discussions about drug activity and associated property crimes during the walking tours of the community and at community watch meetings. Field notes include observations of people hanging out on the streets selling drugs. This activity is highlighted by service providers as an interference with the harmony and accord of the community.

We got a lot of street pharmaceutical sales. (SP09)

It has been noted that several drug dealers selling in the Northside neighborhood are not residents of Northside. Additionally, it has been reported that many of the individuals purchasing drugs in Northside are often non-residents or students. These individuals come from neighboring areas and become nuisances for members of the Northside community. Service providers have suggested the community highlight that drug activity is perpetuated by outsiders as one method of eliminating the activity.

You need to take ownership of the neighborhood, explain you don't want that in the neighborhood, and get involved- not just calling the police. Some people have held signs on the street that say "drug dealer," with an arrow pointing to the person. The dealers won't shoot guns, you just need to make them feel uncomfortable. (SP06)

Service providers mention that older community members report drug and loitering problems as a major threat. However, often times they do not take action because they fear retribution.

Field notes include many accounts of community members' concern for crime and safety, specifically at the monthly community watch meetings. General crime and safety is also a

reoccurring theme in many service provider interviews. Interview participants cite numerous attempts to address crime issues, yet the problem of crime continues to affect the Northside community. Service providers noted that policing often occurs on the 100 block of Franklin Street, where many of the UNC students frequent. However, Rosemary Street, where more policing is needed, does not seem to get enough attention.

Insider Perspective

Community members viewed drug activity in Northside as one of the major challenges the community faces. They told stories of regularly seeing drug dealers on streets and often take action by calling the police department to complain. Interviewees identified most dealers and buyers as teenagers and young adults, many of whom are from neighborhoods other than Northside.

[Who are the people buying the drugs?] All kinds of people. People that want to get high. Students. People that do live in Northside, but mostly people that don't live in Northside. (FG 01)

While people do call the police department to report drug activity, they felt that the police do not always do an effective job. Police presence in Northside pushes drug dealers and buyers toward Franklin Street and the downtown area. Some community members feel that Northside is not a high priority area for police patrols.

When you go to Franklin Street, there are police everywhere patrolling, but on Rosemary Street, they don't do anything. Attention and safety concerns has always been focused on the 100 block of Franklin, and not on Rosemary Street. (CM 10)

Current concerns about drug activity focused on the impending surge in activity with the summer as school lets out and the temperature increases. Many community members mentioned that drug activity peaks when the weather is nice and when people receive paychecks and welfare checks.

Once summer hits it will get bad. Yesterday it was really hot, that's all you see. And tomorrow it will be worst because it's the first of the month, people get their welfare checks. (CM 02)

Community members see crime as something they and their neighbors need to take responsibility for. They frequently call the police to report criminal activity, and some have confronted drug dealers directly. While crime in the community is highlighted as a nuisance, it is not seen as a great threat to safety and wellbeing by most people.

Some people may say that there's a lot of crime. Compared to other places, in other cities, it's not a whole lot of crime. You do have some, but people are very respectful, even those that are hanging out, selling drugs, they're very respectful and they respect certain areas of the community. (CM 04)

Community members called for greater enforcement of loitering and truancy regulations as a way to regulate crime, especially drug activity. They feel that if these ordinances are better enforced then it will be more difficult for major crimes to take place because the opportunity will be removed.

Community members and service providers agree that drug crimes are a major challenge for the community, and activism by residents has done a great deal to decrease criminal activity in the community. Community members express some concerns for personal safety due to criminal activity. They feel that the neighborhood is generally safe; however they are frustrated by the image Northside has in the greater community as an unsafe area. Service providers do not share the frustration about neighborhood image with community members, though both groups agree that most criminal activity is committed by non-residents. They also agree that there is a greater focus of police attention on Franklin Street than Rosemary Street leading to higher crime in Northside.

Services: Community members and service providers feel that services, including those offered by Hargraves, are not meeting the needs of Northside community members.

Community members, especially youth and senior citizens lack knowledge about what resources are available, and service providers not creating programs adequately tailored to the youths' needs.

Outsider Perspective

The presence of services in the community is a major factor in Northside traditions. The senior center, community school, and Hargraves center are cited as places used by residents on a regular basis.

They don't call this their senior center; they call this their school, because it used to be their school. (SP01)

The community has used these services, especially Hargraves, for generations. However, following a two year renovation project at the Hargraves Center and changes in the neighborhood population, the community has seen a decline in traditions and services.

Although service providers mentioned many services offered in the community, including the senior center, housing services, mental health, day care, NAACP, churches and the homeless shelter, they indicate that these services are not meeting the needs of the community. Employment/ job skills, housing, substance abuse and child care resources are needed to empower residents to be able to break the cycle of needing services.

There are jobs but people aren't hired. In Chapel Hill [you're] either rich or poor . . . must be rich and pay or be poor and get help. People in middle can't get [assistance]. (SP02)

[A]s someone who is providing services for a community, I realize that although we're able to help on a short term, we won't be able to give anyone a better life. The assistance that we currently give is very limited. We need to find more sustainable ways to help them prevent homelessness, substance abuse, etc. (SP04)

There are many activities, programs, and organizations available for youth living in the Northside community, however many of the activities tend to be centered on younger children.

Some of these youth centered programs include basketball, bowling, summer day camp, circus trips, Head Start, music and tennis lessons. There are various activities that youth can get involved ; however, service providers have noted that many of these programs require fees which many members of the Northside community cannot afford. Service providers have mentioned that in the past the Northside community would work together to raise money, organize free activities and work hard to make sure that the youth in the community had things to do to occupy their time.

I think that the youth need people to create activities that they want to be involved in and think that are worthwhile. They need someone to ask them “if you could do anything with your free time, what would it be, and then work to try to make that happen. (SP04)

Several service providers suggested that it is important that Northside community members work together to assess what programs the youth would like to be involved in, and organize ways to make it more affordable for the residents in an effort to create the type of environment where all youth can participate in the available activities.

The Hargraves center is cited as the primary source of recreation for Northside residents. Service providers noted the center offers athletic programs for children and teenagers as well as summer camp and other recreational activities offered. The promise of a drug free, safe experience is a highlighted aspect of the center’s activities for children.

The younger people mostly go to Hargraves. That is like a refuge for them. They know they can go to Hargraves; they’re going to get in. They’re gonna be able to play, even by the drug guys. Hargraves is off limits to [the drug guys]. (SP09)

The center also provides programs and services in conjunction with the senior center during the day when children are in school. Other sources of recreation cited are businesses on Franklin Street and the downtown area, though some participants emphasized the student-dominated atmosphere of downtown businesses.

If I was a resident, I wouldn't want to go out if there were a bunch of college kids. It's a students tailored downtown. (SP04)

Recreational activities, such as bowling and ice-skating, which take place beyond the borders of, are viewed as positive experiences, but economic factors can hinder these service.

Service providers in the Northside Community generally view transportation services positively. The Chapel Hill/Carrboro buses are fare free, service many neighborhoods and are focused on early morning to late evening hours. However, some service providers recognized limitations to the transit in the greater Triangle region.

Not many of my clients have transportation. They don't get to ride to work for free because the buses are not free between cities. (SP 07)

There was also recognition of the EZ Rider, a transportation service for people with mobility limitations, as well as Orange Public Transportation (OPT) which serves clients of community service agencies who live in other parts of Orange County.

Insider Perspective

Most services discussed by community members regard recreation and education opportunities for youth. Some interviewees mentioned a need for services that provide support to parents as a way of serving youth in the community. Overall, community members express a need for more youth services that are not focused athletic activities.

I hate to see Black boys especially just wanting to do football and basketball, Black boys don't feel they're worth anything if they can't play those. . .I would love for Black children to be able to go away to summer camp. . .I wish more Black children could have a week away, get to meet other people, do good, wholesome things (CM05)

Youth specifically mentioned the lack of activities for teenagers provided by the town. They do not want to use the existing Street Scene Teen Center in downtown Chapel Hill because it does not focus on the pop-culture style they prefer. As an alternative to the Teen Center, Northside teens frequent local businesses and homes.

[Isn't there something at the city hall for teens?] (laughter) yeah...but no one goes over there. The teen center ain't for us. That's for them white kids. Sometimes we will go over there, and then walk to McDonalds and hang out. A lot of people hang out at the McDonalds on Franklin Street.

A lot of people come to Hargraves and play basketball, or go to some of the events that happen at Hargraves. But everything is mostly for young kids. There isn't much for teenagers to do, so we just come up [to this house] sometimes. Most people come up to Hargraves on Sunday afternoons to play basketball. (FG 02)

The senior center in Northside provides recreation for older residents on a daily basis.

Several community members talk about visiting the senior center for meals and to play games, such as bingo and dominoes. While the senior center plays a major role in the day-to-day lives of many Northside residents, future plans to move the center out of the neighborhood frustrate many community members.

...most of them go to Northside Senior Citizens Center, they go there and have a lot of programs there. But within the next year or two it'll be gone.(CM 04)

Community Dynamics: Historically relationships are a vital aspect of the community, but some community members feel that a recent trend away from cohesiveness, including generational and racial tensions, strains community relationships.

The broadest domain to emerge from field notes and interviews is community dynamics.

This domain includes the themes of interpersonal relationships, politics/mobilization, and race.

The community dynamics domain is embedded with the overarching theme of UNC student presence in the neighborhood. The impact of UNC students on the Northside community does not fit neatly in any one theme, but it has been highlighted as an extremely important factor by community members and service providers. Each theme includes a discussion of UNC student factors when applicable.

Outsider Perspective

Interpersonal relationships in the community were highlighted as a very positive trait in group-member field notes. Many observations involved our preceptor and her role in the

community. Neighborhood residents appeared to know each other and attempt to be welcoming to others they meet. The Hargraves community center is observed to be a central point in the community and a source of socialization and entertainment. Evidence of residential relationships indicates a strong history of friendship and support in the community.

Northside is regarded by service providers as a close-knit community that has changed over the years. A primary factor initiating this change is the shift in property ownership discussed in the housing section. As a result, the service providers have expressed that Northside neighborhood is losing its cultural history and sense of community.

I saw Northside before because I was in it before urban renewal. I don't see much to brag about. Before we lived in cribs, not houses. Some went to college; have money, why can't they put up a building? They're not interested in their own community. (SP03)

All of the small houses are being bought by developers, which are consequently taking away from the cultural history of Northside. (SP05)

Some service providers alluded to a trend of Northside residents as being older than in the past generations.

Northside residents used to be young, people with children, now it is mixed with some older people and students. (SP03)

These changes in demographics, from African-American resident owned homes to commercial rental property and from families to older persons and colleges students, were generally seen as a negative influence on the community.

...with the predominantly Caucasian student renters being regarded as intruding upon and displacing African-American members of the community. To reduce the social issues solely to race would be incorrect, however. Student renters are usually transient members of the community and are regarded as not participating much in community activities. (SP08)

Existing ideas for community mobilization were observed frequently by group members. Consistent attendance at community watch meetings indicates a community committed to change

for the better. Several programs have been mentioned and noted by group members including the Good Neighbor Initiative and free classes for youth at the Hargraves Center. The Good Neighbor Initiative is a program to inform UNC students about the standards of conduct when living in a residential area and to help open lines of communication between students and permanent residents. Services for youth at the Hargraves Center include tutoring, tae kwon do classes, and other activities. The community watch meetings provide residents with an opportunity to learn about services already in place and to mobilize for new services.

Overall, service providers felt that the Northside Community has high level of community mobilization and resources for dealing with issues in the community. One avenue for airing community issues is the established Community Watch meeting which occurs monthly at Hargraves Community Center. Most of these meetings are centered on a topic regarding neighborhood safety and Chapel Hill City planning and development. However, guest speakers such as the District Attorney and the Mayor of Chapel Hill have attended the community meetings. The meetings are seen as a forum for community mobilization but some participants voiced concern that not enough mobilization is actually taking place.

The Northside Community Meetings are a great start. That's how participation and community organization starts. (SP04)

You need to take ownership of the neighborhood...and get involved-not just calling the police. (SP06)

It was recognized that neighborhood members need to take action in order to initiate change. This commonly held belief demonstrates the level of community mobilization within Northside and is a good starting place for initiating change.

Service providers cited some instances in which community members have been involved in political issues: cleaning up dumps near the school, placing the homeless shelter in the

community and voter registration. In general, however, service providers do not perceive community members as being very involved in politics. Some service providers mention a general lack of interest in politics. Others mention that some community members are very interested in political issues but are not fully engaging the entire community in activism.

Even though there are public meetings going on, the people being affected by the decisions don't feel that they have a chance to be part of the process. There are a lot of activists in the community, but I don't know if they think about engaging the whole community in certain actions. (SP04)

Some service providers discuss the role of the churches in politics, saying that if churches were more involved in political issues, then the community members would be more involved.

Some service providers saw race as a source of tension, but most viewed racial diversity and interaction in Northside as a positive aspect of the neighborhood and a means of growth and improvement. One service provider noted the role parents play in forming a child's understanding of racial differences and relations. Children tend to befriend whoever they like without considering race or neighborhood affiliation, but parents' beliefs can have positive or negative impacts on a friendship.

I think that kids don't really know where people live. People are more like "If you are my friend than you are my friend." So then what comes in to play is how the parents interact. (SP10)

Integration was viewed as a positive point in Northside's history because the movement brought with it services and support, such as athletic and music lessons, from the white community of Chapel Hill. Some racial tension is noted in the presence of unfamiliar white people in the community. While white students from the university live in the neighborhood, it is believed that the presence of unfamiliar people contributes to the drug trafficking problems in Northside. Service providers believe that outsiders are the people purchasing drugs rather than those living within the neighborhood.

People are buying houses up to make in to rental units. The area has gotten diverse and that is to be expected. (SP06)

You see a strange car come in to the neighborhood and it's a young white person, what are they doing here in Northside? . . . I am not saying that there aren't white people, there are quite a few of them. They live all over Northside.

Outsider Perspective

Community members discussed changes in the relationships between neighbors in Northside over recent years. UNC students living in the neighborhood were often cited as a major factor in these changes, though changing attitudes of long-term residents are also cited as a major factor. Community members feel that UNC students do not have a sense of commitment to the community, leaving neighborly relationships to fall through the cracks.

It makes it hard, when more people move in who have no connections to community, you will have more and more trouble. Ok, I've done my four years or two years, I'm done. A lot of students come in sophomore and junior years, they buy a house cheap, stay in it til they finish school and then they go. It disturbs the dynamics of the community. (CM 08)

Transient residents, like students, did not notice or lament changes in neighborhood relationships the way long term residents do. Short term residents had a more neutral view of the relationships.

People say hello and how are you doing, but it doesn't go beyond a casual greeting. I think my neighbor feels threatened by all the college students, or white people. Seems like the long-term residents really know each other. (CM 12)

I don't think there is any blatant tension. It's fairly harmonious. (CM 14)

Community members mentioned the monthly community watch meetings as a major source of community involvement and the primary arena for mobilization. While most agreed that the meetings are a good starting point for activism and the most effective way to voice concerns, several community members are concerned about the lack of action in the community when decisions come before the city.

...the churches want street side parking for services on Sunday, but when the time came to stand up for it at town council, there were one or two people there. People don't care... (CM 08)

While community members vote on a regular basis, activity in campaigns is not a priority for most. Political involvement is valued as a right that should not be taken for granted and older community members encourage young adults to participate by voting.

There are many political and activist organizations in the community. Community members see these organizations as both a venue for positive change and as a frustrating series of attempts to save the neighborhood without community input.

Too many organizations and too many people coming in and wanting to do something for the NS neighborhood. The best thing that ever happened to Northside was ... EmPOWERment. (CM 04)

Community members agreed that Northside residents need to mobilize in a united movement to implement the changes they want rather than waiting for outside organizations to address their concerns. They would like to see more activism from community members in addition to the vocalization of concerns as community meetings.

Community members presented contrasting views on racial interaction in Northside. Some view integration in the neighborhood as a very positive thing. They mention interactions between neighbors crossing racial barriers on a regular basis.

My wife and I are an exception to the community, some people are willing like us. They could do a lot to foster ties. We lived next to a house with grandmother, kids, all in one place with one bathroom, nice as could be, kids would play together.

Just because we live next door to someone we won't necessarily build deep friendships. I was naïve and thought that would happen, it didn't. May have been because I'm white, etc. There seems to be a greater sense of community growing up, if we're outside they offer us food, very generous, or to recreate. Many of people here have less resources than I grew up with, they are so generous. (CM 03)

Others see less desirable aspects of integration in the neighborhood and tension between people of different races.

The neighborhood here is cluttered with trash. Had we been able to go in your neighborhood (HAD we been able), we wouldn't have done that, we would have taken care of our property and been respectful. (CM 05)

My neighbor is African-American and we interact on a daily basis. We don't get along. . . . We have property issues. He'll drive on my side of the road but I can't drive on his. It's segregation. There are some casual hellos, but I don't see mixing regularly. (CM 12)

Overall community members express more frustration with social and economic divisions than with racial rifts. The general view is that issues in the community stem from media stereotypes and political structures than from individual racial differences.

Section V: The Community Forum

The forum is the final step in the AOCD process. The purpose of the forum was to present community members and service providers with the information that was collected throughout the AOCD process and to provide a venue for discussion of the information presented. The forum was planned with the input of a forum planning committee of 10 service providers and community members. The planning committee assisted the team with selecting themes for discussion and appropriate framing of discussion topics. The topics selected for discussion included: economics, services for youth, services for seniors, housing and crime. A small group discussion on each of the five selected topics was lead by an AOCD team member.

The community forum was held on May 10, 2005 at The Hargraves Center in the Northside Neighborhood. The forum was attended by approximately 150 community members and service providers. The forum was advertised through flyers placed on neighborhood doors

and inserts in bulletins at local churches. Food and door prizes for the forum with a total value of approximately \$1,200 were donated by local businesses.

The forum was attended by key community leaders, service providers, active community members, and community members who had not previously been involved in community watch activities. Community leaders in attendance included several church leaders, long term community residents, and business owners. Service providers included representations from the Orange County Health Department, NC Prevention Partners, UNC-CH and EmPOWERment Incorporated. Community members who had not previously been involved in the community watch program included university students and other residents.

The forum began with a brief introduction and explanation of the AOCD process. Following introductory remarks, forum attendees were invited to enjoy dinner and begin discussing the highlighted topics. Following dinner small groups were formed and team members lead discussions using Force Field analysis. Force Field Analysis is a facilitation guide that moves participants from defining the problem to prioritizing goals and determining specific actions steps towards addressing the goal. After discussions the large group reconvened and the small group results were presented.

Small group report back: Economics

Team member Molly Jarman facilitated the small group discussion addressing the current state of employment for Northside residents and the far reaching effects of lower paying jobs using Force Field Analysis. Participants focused on the goal of increasing the number of minority owned businesses in and around the community. The actions steps developed by the group included increasing awareness of programs currently offered by EmPOWERment, Inc.,

investigating the state of vocational programs in Chapel Hill-Carrboro schools, and encouraging existing minority owned businesses to hire minority employees.

Small group report back: Services for Youth

Team member Jennifer Gard facilitated the small group discussion addressing the lack of services for youth in the community using Force Field Analysis. Participants first pinpointed the goal of increasing communication about activities and event at Hargraves; they focused on the goal of increasing participation by parents in youth activities at the Hargraves center. The action steps developed by the group included ensuring Hargraves employees distribute information to parents, deliver flyers to the Chapel Hill-Carrboro schools central office, provide van transportation to meetings for parents, organize more events for parents and children, provide summer activities for children over the age of twelve, and petition the recreation commission for more teenage programs.

Small group report back: Services for Seniors

Team member Alison Gunn facilitated the small group discussion addressing the lack of service for senior citizens in the community using Force Field Analysis. Participants focused on the goal of creating a committee to address the specific needs of senior citizens in Northside. Participants in the discussion created a committee on the spot and continued to create and assign task towards the mobilization of the committee. These tasks include creating flyers, organizing volunteers, scheduling meetings, securing a meeting location, and involving local churches.

Small group report back: Housing

Team member Iguehi Esoimeme facilitated the small group discussion addressing the displacement of long term African-American residents as a result the rising cost of living, outside investors' purchase of property, and an influx of students using Force Field Analysis. Participants focus on the goal of creating a list of community standards to be distributed to short and long term Northside residents. The action steps developed by the group included, creating a committee dedicated to addressing the many issues concerning housing, compiling a list of current city codes (trash, noise, parking, landscaping), creating standards specific to Northside from community meetings, delegating accountability for deviations from standards, and publicizing the list to residents, landlords, and town officials.

Small group report back: Crime and Safety

Team member Anne Butzen facilitated the small group discussion addressing the presence of drug crime in Northside using Force Field Analysis. Participants focused on the goal of creating an active community patrol through the community watch program. Action steps developed by the group included inviting neighbors to community watch meetings, distributing information about meetings to churches and public housing communities, and placing the community patrol on the next community watch meeting agenda.

Limitations

Limitations of the forum included logistics, timing to coincide with standing community watch meeting, description of the AOCD process, and inadequate conclusion to the event, difficulty in estimating attendance. There were several logistical challenges, mostly associated with the availability of the site on the day of the forum. The team was unable to access the forum site until one hour prior to the start of the event. There were also logistical challenges associated

with the space arrangement of the site, when breaking into small groups there was congestion and background noise inhibited discussions. The forum occurred during the time usually set aside for monthly community watch meetings. Due to this timing, some community members were confused about the purpose of the forum. The description of the AOCD process at the beginning of the forum was not complete in the explanation of the purpose of the project. The team was unable to fully conclude the forum due to time limitations. It was difficult to plan for the event because the estimates for attendance in the days leading to the forum ranged from 25 to 150.

Section VI: Recommendations and Conclusions

Based on the data collected through the AOCD process and the action steps developed at the community forum, the student team proposes these next steps for the Northside community and the town of Chapel Hill. Some next steps were easily identified from the community forum while others are based on the observations and expectations of team members. Throughout the AOCD process the student team has been impressed by the commitment and ability of community members and service providers. We are confident that the next steps for Northside will be successful with the full support of the community.

1) The university and other organizations should postpone further studies of the Northside Community.

Throughout the process of working in Northside the team encountered remnants of previous diagnoses in the community. The community has been studied in recent years by several organizations (including UNC-CH). Most recently a study by the NC Prevention Partners

and Active Living by Design frustrated some community members by portraying what was perceived as a negative image of the community and recommending physical changes to the neighborhood that were not desired by some community members. During the data collection phase the team was informed of an upcoming diagnosis to be conducted by the UNC-CH Department of Exercise and Sports Science and the Orange County Health Department. An overall sense of frustration with over diagnosis in the community was cited by team members on a regular basis and proved to be a challenge to gaining entrée. It will be in the best interest of the community and future researchers to avoid studies in Northside for a period of time.

2) The town of Chapel Hill should have a representative from city hall at the monthly Northside community watch meetings .

Team members attended community watch meeting regularly during the AOCD process. At these meetings many issues concerning local ordinances, politics, taxes, and development were raised. Due to the high capacity of the community most of the issues raised were addressed by the following meeting. In many cases a town representative could have answered questions and addressed concerns immediately and reduced the amount of time at each meeting spent updating questions from the previous month. Additionally, town representation at community meetings would demonstrate the town's commitment to helping the neighborhood maintain its history and culture.

3) The town of Chapel Hill Parks and Recreation Department should provide more programs and activities for older youth.

Many interview and focus group participants mentioned the lack of activities for youth in the community. The Hargraves Center provides extensive services for children under twelve years of age and some activities for older youth. At the community forum participants requested summer programs for children over twelve and made plans to petition the town for more services. Many of the crime issues faced in Northside involve teenagers and young adults during non-school hours. It would serve the neighborhood and the town as a whole to provide more activities for teenagers throughout the year. One possibility would be to establish a new teen center in addition to the Street Scene Teen Center on Franklin Street, which is identified by youth focus group participants as an uncomfortable place that does not meet their needs.

4) Neighborhood watch meetings should include development/reinstatement of a community patrol.

Community members attending the May 10th forum mentioned a desire for a renewed citizens' patrol through the Community Watch program. This sentiment arose in several small group discussions and is in the best interest of neighborhood residents. The neighborhood patrol should include participation other citizen-led campaigns to reduce crime and from local businesses.

References

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- Education First, NC School Report Cards. (2004). Retrieved from the World Wide Web February 8, 2005 at <http://www.ncreportcards.org>.
- Orange County Community Health Assessment Report, 2003. Retrieved from the World Wide Web at <http://www.co.orange.nc.us/health/ChaReport.pdf>, February 18, 2005.

Appendix B: Secondary Data Sources

Secondary Data Sources

2000 US Census, <http://www.factfinder.census.gov>
Active Living By Design, <http://www.activelivingbydesign.org>
Chapel Hill-Carrboro Public Schools, <http://www.chccs.k12.nc.us/>
Chapel Hill Herald, <http://www.chapelhillherald.com>
Chapel Hill New, <http://www.chapelhillnews.com>
Chapel Hill Police Department, <http://townhall.townofchapelhill.org/police/>
Chapel Hill Town Hall Minutes, <http://townhall.townofchapelhill.org/>
Daily Tar Heel, <http://www.dthonline.com>
Independent Weekly, <http://www.independentweekly.com>
News and Observer, <http://www.newsobserver.com>
NC Prevention Partners, <http://www.ncpreventionpartners.org/>
North Carolina Department of Public Instruction, <http://www.ncpublicschools.org/>
Orange County Health Department, <http://www.co.orange.nc.us/health/>
Wilson Library, <http://www.lib.unc.edu/wilson/>

Free Chicken Dinner!



at the

Northside Neighborhood Celebration!

May 10th at 6:30pm

(in place of the Community Watch meeting)

at the Hargraves Center

216 N Roberson St. in the Great Room

Free dinner, local entertainment, and door prizes!

Childcare will be provided.

Meet new neighbors!

Discuss issues and take action!

Learn about important resources!



Sponsored by EmPOWERment,
Northside Community Watch and the UNC School of Public Health
Contact Delores Bailey at 967-8779

Appendix C:
Donations Request Letter



Reclaiming the POWER of our Communities

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Jane Farrar, Vice-President
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Date: March 31, 2005

To: To Whom it May Concern

From: EmPOWERment, Inc.: Delores Bailey, Jeff Caiola, Co-Directors
Northside Action-Oriented Community Diagnosis (AOCD) Team, UNC Chapel Hill:
Alison Gunn, Annie Butzen, Iguehi Esoimeme, Jen Gard, Molly Jarman

RE: Donations for Northside Community Forum

A group of graduate students from the University of North Carolina, Chapel Hill have been working on a community project in the Northside neighborhood since the fall of 2004. We have been working with community leaders and members of Northside to identify the strengths and future directions of the community. As part of this process, we will be having a forum on May 10, 2005 from 7:00-9:00 p.m. at Hargraves Community Center.

It is our hope that this forum will help the Northside community identify its available resources and prioritize its response to conditions and situations that affect the general health, wellness, and quality of life for its residents.

In order to create a celebratory and productive event, we are looking for donations from area businesses. We are currently estimating about 100-150 people to attend and participate in the evening's discussion, and would appreciate donations of food to feed our group. Additionally, we are looking for donations, however small or large, that could be provided as door prizes for forum attendees. All businesses donating food and/or door prizes will be recognized for their involvement at the community forum. Your donation is tax deductible (EmPOWERment, Inc.'s tax ID# is 56-1965772). A donation from you would provide you with an opportunity to advertise your establishment to residents and service providers in the Northside community.

If you would like to donate food or door prizes or have any questions, please contact us at the number below. Any type of donation that you can provide will be greatly appreciated.

Thank you for your time.

Sincerely,
EmPOWERment, Inc.
Northside AOCD Team
Phone Number: 919-969-9497 (Iguehi Esoimeme)
Email: jgard@email.unc.edu (Jen Gard)

Appendix C:
Community Resource List

Chapel Hill-Carrboro Resources

Emergency Services (fire, police, ambulance) 911
Chapel Hill Community Center (919) 968-2787, ext. 206
Chapel Hill High (919) 929-2106
Chapel Hill Housing Department (919) 968-2850
Chapel Hill Senior Center (Elliot Road) (919) 968-2058
Chapel Hill Transit (919) 968-2769
Chapel Hill-Carrboro Resident's Council (919) 932-2914
Chapel Hill-Carrboro Schools (919) 967-8211
Child and Parent Support Services (919) 286-7112
Community School for People Under Six (919) 929-1543
Community Financial Counseling (919) 932-3115
Daycare Services Association (919) 967-3272
Duke University Hospital (919) 416-3853
Durham Regional (919) 403-4374
Empowerment (919) 967-8779
Food Bank of North Carolina (919) 875-0707
Hargraves Recreation Center (919) 932-2965
Inter Faith Council (919) 929-6380
Job Skills Training programs (919) 733-6745
Library (919) 968-2777
Metropolitan planning organization (MPO) (919) 560-4366
Orange/Alamance Department of Transportation (336) 570-6833
Orange County Department of Social Services (919) 968-2000
Orange County Health Department (919) 245-2411
Orange County Mental Health Association (919) 942-8083
Orange County Rape Crisis Center (919) 968-4647
Orange/Durham Coalition for Battered Women (919) 688-4015
Parks and Recreation Administration (919) 968-2784
Parks and Recreation Athletics (919) 968-2787, ext. 206
Parks and Recreation Programming (919) 968-2787, ext. 212
Pine Knolls Family Resource Center (919) 929-0636
Poison Control (Emergency) 1-800-222-1222
Police department (information only) (919) 968-2760
Raleigh-Durham International Airport (919) 840-2125
Rashkis Elementary (919) 918-2160
Senior Center (Northside) (919) 968-2080
Smith Middle School (919) 918-2145
Social Services (919) 732-8181
Town Hall (919) 968-2888
Triangle Transit Authority (919) 549-9999
UNC Dean of Students (919) 966-4042

UNC Hospitals (919) 966-4131
Unemployment Claims 1-866-278-3822
Youth Creating Change (919) 929-2266

Appendix E

Event	Date and Location	Groups Members in Attendance	Number of Group Members recording field notes
Walking tour of Northside	October 5, 2004.	Alison, Annie, Iguehi, Jen, Molly	5
Flyering for Community Watch Meeting	October 8, 2004.	Alison, Annie, Iguehi, Jen, Molly	5
Community Watch Meeting	October 12, 2004. Hargraves Community Center.	Alison, Jen, Molly	3
Group Dinner	November 3, 2004. Queen of Sheba's Restaurant.	Alison, Annie, Iguehi, Jen, Molly.	5
Community Watch Meeting	November 9, 2004. Hargraves Community Center.	Annie, Iguehi, Jen.	3
Empowerment Fundraiser		Annie, Molly	2
Holiday Party	December 7, 2004. Hargraves Community Center	Annie	1
Community Watch Meeting	January 11, 2004. Hargraves Community Center	Iguehi, Jen, Molly	3
Community Watch Meeting	February 8, 2004. Hargraves Community Center	Alison, Annie, Jen, Molly	4