

# **Latinos in Sampson County, North Carolina**

## **An Action-Oriented Community Diagnosis**

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## **Executive Summary**

The following document is a detailed report of an Action Oriented Community Diagnosis (AOCD) conducted by a team of six students from the University of North Carolina Chapel Hill, School of Public Health, Department of Health Behavior and Health Educations in collaboration with the Sampson County Health Department. The AOCD was conducted in order to understand the cultural, social, economic, and health experiences of Latinos living in or accessing services in Sampson County. Throughout the AOCD process, the AOCD student team and community participants worked together to identify the strengths and challenges of Latinos living or accessing services in Sampson County and to create action steps addressing several of the identified challenges.

Between September 2007 and April 2008, with the help of community liaisons from the Sampson County Health Department, the student team made an effort to learn about the community. By reviewing secondary sources of information such as newspapers, and websites, conducting in-depth interviews with 16 service providers and nine community members; and facilitating five focus groups with community members, the team members gained a broad perspective on issues important to the Latino community in Sampson County. The team organized a data coding system to identify recurring themes related to the Latino community living in or accessing services in Sampson County.

On April 19, 2008, the analyzed data were presented to the community at a forum held at the Sampson Community College, with the aim of bridging different viewpoints, creating a dialogue among county residents and service providers, and developing actions steps to address the identified challenges. The specific challenges included transportation, language and communication, awareness of services, leadership, housing, and recreation.

The following are action steps that resulted from the group discussion at the forum:

- Raise awareness of transportation services that currently exist in Sampson County through Spanish language newspapers and radio.
- Get more people involved in community events.
- Organize ongoing community meetings to share information between service providers and community members.

Following the forum, the student team compiled this report that presents recommendations for the community based on results from the forum and its experiences in Sampson County. The principal final recommendations include:

- The team recommends that service providers and community members work closely together to develop materials and to organize events that are culturally appropriate and will encourage more Latinos to participate in community discussions.
- The team also recommends that advertisements for activities, events or services clearly state whether translation services are provided or bilingual staff will be present and what, if any, documentation is required. Further, it is recommended that these advertisements are distributed or announced in a manner that is likely to reach the Latino population, (e.g., door-to-door flier circulation, Spanish language radio, Spanish language newspapers, etc.)
- The team strongly recommends that service providers work in collaboration with community members in any community organizing effort in order to best serve the community's needs.
- Following the action steps identified, the team recommends that ongoing community meetings are held in an effort to bring together service providers and community members to share information.

The student team hopes that this document and its contents will serve as a resource for continuing a community dialogue initiated at the community forum. Ultimately, the team hopes that the entire AOCD process and final report will lead to improvements not only for Latinos, but also for all residents of Sampson County.



## **I. Introduction**

An Action Oriented Community Diagnosis (AOCD) is a participatory process involving community members and service providers in both defining the strengths and needs of a particular community and creating appropriate action steps to address these identified areas of importance. As the Latino population in Sampson County is growing at a fast rate, employees at the Sampson County Health Department asked that a University of North Carolina student team conduct an AOCD in the county in order to learn more about the Latino community's strengths, needs, and experiences accessing services. After reviewing secondary resources, the team began to make an effort to gain entrée into the community, an essential phase of an AOCD process encouraging the team to become more visible and trusted in the community.

Next, the team conducted numerous interviews and organized focus groups with community members and service providers in order to hear their opinions related to both the Latino and the broader community in Sampson County. Through coding and analyzing the interviews, the team identified main themes and topics that could be the focus of discussions at the community forum. An AOCD forum offers an opportunity for community members and service providers to come together and share ideas related to the main discussion topics, ultimately creating action steps that address identified areas for improvement or change. Participants take responsibility for making an effort to complete specific action steps, thereby demonstrating their commitment to making improvements and changes in the community. The student team was able to conduct an AOCD in Sampson County largely due to its helpful preceptors at the Health Department, Nursing Director Kathie Johnson, RN, Consuela Combs, Health Educator, and Alex Lerma, all of whom assisted in the team's efforts to gain entrée into the community and then complete the steps that followed.

This AOCD report is comprised of multiple sections. First, it provides background information about Sampson County and the Latino population in order to familiarize the reader with the community. Next, the report presents information about the prominent community strengths and the main community challenges that were identified through both interviews and student team observations. The report also includes a section on the community forum, the methodology used throughout the AOCD process, and student team reflections regarding limitations, future considerations, and final recommendations.

## **II. Introduction to Sampson County**

### **A. Geography**

Sampson County is situated in the coastal plain of North Carolina; the county stretches for 60 miles in length, covers a total of 947 square miles and is the second largest county in the state. There are eight principal towns in Sampson County, including Clinton, Roseboro, Salemburg, Garland, Newton Grove, Harrells, Autryville, and Turkey. Clinton, incorporated in 1852, is not only the county seat but also the oldest and largest town in the county.<sup>1</sup> The seven counties that border Sampson are Johnston, Wayne, Harnett, Cumberland, Bladen, Duplin, and Pender. Notably, Sampson County is located approximately an hour's drive from both the state capitol and several North Carolina beaches.<sup>2</sup> The county is accessible through a transportation network that includes several major highways. Interstate 95 is a prominent north-south route that borders the western part of the county, while Interstate 40 is the east-west corridor that stretches through twenty miles of the northeast part of the county and extends all the way from coastal Wilmington, North Carolina to Barstow, California. Other main highways including US routes 421, 13, 24 and 701 pass through sections of the county, connecting the interstate routes and

allowing for direct access to the state's deep water ports, capital city, and international airport.<sup>3</sup> Please refer to Appendix A for maps of the county.

## **B. History**

The North Carolina General Assembly established Sampson County in April 1784, creating it from an area taken from neighboring Duplin County. Sampson County grew to its present size after land was annexed from Wayne and New Hanover counties. Scotch-Irish immigrants from North Ireland were the earliest European settlers in Sampson County and were later joined by pioneers from Massachusetts, Connecticut and New Jersey, as well as by descendants of the Swiss colony in New Bern.<sup>4</sup> John Sampson, a Scotch-Irish immigrant, served in the county's militia and later assumed the role of Wilmington's first mayor. Sampson's stepson, Richard Clinton, occupied a number of governmental and military roles in Duplin and the surrounding area, and eventually secured the passage of an act creating a new county that he proposed be named "Sampson" in recognition of his stepfather.<sup>4</sup>

Other groups historically living in Sampson County include African-Americans, who first came to Sampson County in the 18<sup>th</sup> century after North Carolina legalized slavery in 1715;<sup>5</sup> and members of the Coharie tribe (descended from the Neusiok Indians), who inhabited Sampson County beginning in the mid-1700s.<sup>6</sup>

## **C. Demographics of the Latino Community**

Latinos comprise the fastest growing demographic group in North Carolina. In 1990, Latinos numbered 76,256; by 2004, the population was estimated at 600,913.<sup>7,8</sup> The rapid growth of the Latino population stems from an increased rate of immigration to North Carolina as well as a high number of births among Latinos, which increased from 1,752 in 1990 to 12,544 in 2000.<sup>9</sup> Traditionally, the majority of Latinos in North Carolina have been male; however, in

recent years the proportion of women has increased, which may contribute to the high birth rate.<sup>10</sup> Latinos in North Carolina tend to be younger than the median age for the general population. The median age of Latinos is 24 versus 35 years and 20.9% of Latinos are under the age of 10, compared to 13.7% among the general population.<sup>7</sup>

Sampson County was one of five counties in North Carolina in 2000 with a Latino population of nine% or above, and in 2006, Latinos accounted for 15.4% of the total 63,651 Sampson County residents.<sup>9,11</sup> The majority (59.3%) of Latinos in Sampson County are foreign-born and come from diverse countries and territories including Mexico (75.7%), Puerto Rico (3.1%), Cuba (0.4%), and countries in Central and South America (24.8%).<sup>7</sup> Among Latinos in Sampson County, 86.5% speak Spanish at home, of which 58.6% of these Spanish-speakers report speaking English less than very well.<sup>12</sup> Latinos in Sampson County are less likely than the general population to have a high school diploma (32.3% vs. 69.1%) and to have a college degree (6.6% vs. 11.1%).<sup>7</sup> Only 1.7% of Latinos in Sampson County report owning a single-family home, compared to 15.7% of the general population in the county.<sup>7</sup> As of 2004, approximately 45% of Latinos living in North Carolina were undocumented.<sup>8</sup> These data illustrate some of the many challenges that the growing Latino population in Sampson County faces.

#### **D. Industry and Economy**

Sampson County's industry is largely rooted in agriculture. Residents take pride in their county's status as one of the largest poultry and vegetable producers in North Carolina and among the nation's largest producers of pork.<sup>4</sup> In 2002, there were an estimated 1,178 farms in Sampson County; of these farms, 90.7% were family-owned.<sup>13,14</sup>

According to the North Carolina Department of Commerce, the top two manufacturers in the county in 2007 were Premium Standard Farms, Inc. (referred to as “Smithfield” or by its previous name, “Lundy’s”), a pork packaging company, and Hog Slat, Inc., the largest manufacturer of hog equipment in the country.<sup>15</sup> Premium Standard Farms, Inc. is estimated to have a work force made up of approximately 60% Latinos.<sup>16</sup> The top two non-manufacturing employers in 2007 were Sampson County Schools and Prestage Farms, Inc., a pork and poultry producer.<sup>15</sup> Appendix B contains a chart of the county’s top employers and industries.

In part due to the many job opportunities in agriculture, in 2007, the unemployment rate in Sampson County was 3.8%, considerably lower than the state unemployment rate of 5.1%.<sup>15</sup> The median household income in 2005 was \$34,469, giving Sampson County a rank of 64<sup>th</sup> out of the state’s 100 counties when comparing highest to lowest median household income in North Carolina.<sup>15</sup> The per capita personal income in 2005 was \$24,836, which is below the state average of \$32,234 and places the county 70<sup>th</sup> out of all North Carolina counties.<sup>15</sup> The median value of owner-occupied housing units was also lower than the state value, at \$66,314 versus \$108,300, respectively.<sup>15</sup>

Latinos add substantially to the economy in North Carolina. In 2004, Latinos contributed \$9.2 billion through purchases and taxes,<sup>2,3</sup> and Latinos age sixteen and older are more likely to be employed or in the labor force than members of the general population.<sup>2</sup> Latino workers tend to hold low-paying, low-skilled jobs, and are likely to be employed in farming, construction, production or transportation professions.<sup>2</sup> While the median income for Latinos (\$30,529) is similar to that of African-Americans (\$31,951) in North Carolina, Latinos in the state are more likely to live in poverty (27.4%) compared to African-Americans (25.0%) or whites (8.5%).<sup>2</sup>

## **E. Political Climate**

In order to understand the challenges Sampson County's Latino population face, it is essential to consider the national and local political climate that influences Latino immigrants' daily life in the United States and specifically in North Carolina. Current anti-immigrant sentiment throughout the nation, and in North Carolina, may play an important role in Sampson County Latinos' safety, well-being, health and overall quality of life.

On a national level, major changes in immigration policy have been stalled in Congress for several years.<sup>3</sup> Coinciding with discussion of immigration reform, Immigration and Customs Enforcement (ICE) has increased its activity by initiating raids. Between October 2006 and September 2007, ICE fined employers more than \$30 million for violating immigration laws, arrested 92 employers and 771 employees, and began deportation proceedings for more than 4,000 unauthorized workers, contributing to tense working environments for undocumented immigrants and their employers.<sup>4</sup> In the wake of Congress' inaction on immigration reform, states and communities are devising their own ways to respond to the country's 12 million undocumented immigrants. The result has been a patchwork of rigid ordinances, many aimed at forcing undocumented immigrants out of communities.<sup>5</sup>

In the first six months of 2007, 171 immigration bills became law in 41 states (including North Carolina), more than double the number of laws approved in all of 2006.<sup>6</sup> North Carolina was formerly one of eight states where individual tax numbers (ITN) were accepted as identification, but in 2005 restrictions tightened. Currently, a valid social security number or visa is required in order to obtain a license, effectively making it impossible for undocumented workers to get or renew a license. The American Civil Liberties Union (ACLU) has expressed

concern that as the number of anti-immigrant programs increases, racial profiling is more likely to occur.<sup>8</sup>

Anti-immigrant activity in North Carolina is also evidenced by an increasingly common practice in which undocumented immigrants in jail for traffic or other violations are identified and deported. In addition, 18 law enforcement agencies in North Carolina, more than in any other state, have asked to join a program allowing them to check the immigration status of individuals they arrest and jail through a federal database in conjunction with ICE.<sup>8</sup> The Sampson County Sheriff's Office is among the agencies that have expressed interest in partnering with ICE in an effort to remove 'violent criminal aliens.' Aggressive actions to identify and deport undocumented individuals may contribute to an increased sense of fear and vulnerability among immigrant communities in Sampson County.<sup>15</sup> Recently, 18 employees at Smithfield Packing Company, a major employer of Latinos in the county, were deported, causing alarm among many immigrants in the area.<sup>15</sup> ICE has also demonstrated interest in Smithfield Packing, resulting in workers being pulled off the line and arrested from a pork processing plant in a nearby county in January of 2007.<sup>15, 16, 17</sup> In addition to rigid local legislation and overall anti-immigrant sentiment in North Carolina, the Smithfield Packing incident exemplifies the type of tense climate of fear and insecurity that many Latino immigrants in Sampson County may feel. Please refer to Appendix C for further discussion.

### **III. Strengths of the Sampson County Latino Community**

Three major strengths of the Latino community in Sampson County were consistently identified throughout the many service provider and community member interviews and focus groups: the importance of family, faith, and a strong work ethic.

## **A. Importance of Family**

*“... in order to make a decision, I put my family first. I look for the way... it’s always for my family.”*  
–Community Member

Family is a focal point of daily life for many Latinos in Sampson County. Community members tend to be family-oriented and spend much of their free time in the company of their relatives. Families in the Latino community also serve as an important source of social support. In addition, children are greatly valued in the family, and sacrifices are often made by parents to provide their children with the best quality of life possible.

## **B. Faith**

*“... people are extremely, extremely faithful to their relationship with God and coming to church.”*  
–Service Provider

Faith is also a central aspect of Latino culture. By attending church services and practicing religion together in the home, faith serves as a way to strengthen family bonds. The team observed many children at the church services that they attended. Faith also allows parents to share valued cultural practices and festivities with their children.

## **C. Strong Work Ethic**

*“They are the hardest working people I’ve ever seen. You have to admire their work ethic.”*  
–Service Provider

Both services providers and community members proudly described work ethic as a significant strength of the community. The difficulty we experienced in scheduling interviews with community members reinforced the idea that many Latinos have full work schedules with little free time. Due to Latinos’ busy work schedules, the team was able to infer that work is a priority among Latinos and that they are willing to dedicate much of their time to their jobs.



## **IV. Challenges for the Sampson County Latino Community**

During interviews, both community members and service providers described multiple challenges that the Latino population in Sampson County faces, many of which were issues that the student team noted while spending time in the county. Among the most frequently mentioned challenges were barriers or concerns related to transportation, language and communication, awareness and accessibility of services, leadership, housing, and recreation.

### **A. Transportation**

*Theme 1:* Lack of public transportation within Sampson County, combined with recent restrictions on drivers' licenses, makes it difficult for many Latinos within the county to use available services and limits their employment opportunities.

#### **1. Background**

Sampson County is the second largest county in the state and is a largely rural.<sup>1</sup> As noted by service providers, community and team members, Latinos must rely on their own transportation, walk long distances on roads unsafe for pedestrians, or pay other community members for rides in order to get to their jobs, go grocery shopping, get to healthcare appointments, and play or enjoy recreational activities. Public transportation, while available, is limited.

The Sampson Area Transportation (SAT) service offers public transportation throughout the county for a fee. According to the transportation coordinator, SAT is supported by a combination of the Community Transportation Program and the Elderly and Disabled Individuals Transportation Program through state and federal funding (Service Provider, personal communication, April 4, 2008). While SAT does not require individuals to show identification, there are many limitations to accessing this service, including the fact that SAT only operates Monday through Friday from six in the morning to five at night, a reservation is

required, there are no bilingual speaking employees, and many residents are unaware of the service. Until recently, many local health department employees did not realize that the service could be used for general transportation needs. Out of the 838 individuals who used the service last year, only 18 were Latinos (Service Provider, personal communication, April 4, 2008).

Coupled with the lack of public transportation, the new driving restrictions add significantly to the difficulties that many Latinos living in Sampson County must confront. Due to these recent restrictions placed on obtaining and renewing driver's licenses in the state, many Latinos are forced to drive without a license or insurance or pay for rides.

## **2. Team Observations**

Team members noticed an absence of public transportation in Sampson County. Throughout the team's time spent in the area, the only form of mass transportation observed was school buses. The lack of sidewalks and the quality of the rural roads appeared to discourage biking and walking. Transportation seemed to consist solely of the use of personal cars. The team realizes that there may be some type of informal public transportation service, such as carpooling; however, it was not possible to assess the presence of such a service through observations.

## **3. Service Provider Perspective**

*“Transportation is a big problem – getting to appointments, getting license plates (changing them and putting them on different cars in order to get to the appointment). They do crazy things.”*  
–Service Provider

While service providers acknowledged the problem of a lack of public transportation, many held the perspective that Latinos in the county mostly use their own cars for transportation. As one service provider explained: *“You know, they all have their own vehicles, here at church, they're kind of like typical Americans, they don't carpool. This'll be like a truck parking lot out*

*here. And they all have very new vehicles, very expensive vehicles, by and large. Everyone basically has their own transportation.*” Other service providers described Latinos’ reliance on paying friends for rides, a method cheaper than using a taxi, or using Medicaid-based transportation services.

Although service providers overall expressed the idea that most residents have the means to get around the county, they agreed that there is a large need for public transportation. Partly because the county is so large, one service provider thought that a public transportation system would help bring the community together by offering more people the chance to participate in county festivities and gatherings. An organized public system would also ensure that transportation would not stand as a barrier to accessing services, especially for individuals who live far from Clinton or Newton Grove, where many services are located.

#### **4. Community Member Perspective**

*“A lot of [Hispanics] are scared right now because they can’t get a driver’s license without a social security number so they are either driving without a license or carpooling with other people. There is no public transportation so I don’t see how they get around that.”*

- Community Member

During interviews, community members conveyed that transportation is a significant problem for Sampson County residents. The lack of public transportation makes traveling within the county a challenge, especially for Latinos. The challenges associated with transportation are even greater for Latinos who are undocumented. Many community members expressed their reliance on friends with cars, whom they pay to drive them to places such as work, school, medical appointments, and church. Others pay for a taxi or point-to-point bus shuttle service that requires an advance appointment. The lack of public transportation has caused some Latinos to accept the risk of driving without a license in order to get to their places of employment.

Without public transportation, Latinos have limited employment opportunities and face barriers to utilizing available services. One community member noted that the lack of transportation has a negative impact on health, as it prevents individuals from seeking medical care and other services. Overall, community members voiced the need for an affordable and accessible transportation system.

## **B. Language and Communication**

*Theme 2:* Although the number of interpreters and bilingual providers has increased within Sampson County, bilingual services offered in English and Spanish are still limited. The lack of services offered in Spanish creates barriers to both providing and receiving quality services.

### **1. Background**

There are no county-specific ordinances requiring that signs or documents be printed in Spanish; however, the current trend is for Sampson County service providers to take necessary steps so that their assistance is offered in Spanish. According to Susan Holder, the Assistant County Manager (personal communication, May 2, 2008), many departments within the county have begun to voluntarily provide signs and documents in Spanish and are making concerted efforts to hire bilingual employees. While this shift has been slow to develop, she noted that it is a learned response to the clear growing need for a greater bilingual capacity throughout the county as a higher percentage of people accessing services are Spanish-speaking. The Sampson County Health Department, while required by federal law to provide written and verbal services in all languages, has also adapted its approach over the last several years and hired more bilingual staff as clientele has becoming increasingly Spanish-speaking (Kathie Johnson, personal communication, May 1, 2008).

The current trend to make efforts to incorporate more bilingual services throughout Sampson County is reflected in the school system as well. In the past, the county school system

was only able to support several bilingual education tutors funded with federal migrant dollars. Approximately 8 years ago, the state started providing funds that school systems could use to hire certified ESL teachers and provide additional training for staff; with state monies, there are now 21 certified ESL teachers in the Sampson County system, which does not include the Clinton City School System and its educators (Pam Westbrook, personal communication, April 29, 2008). In addition, the team was told during informal conversation that some teachers within the school system are implementing specific protocols to better accommodate and instruct Spanish-speaking students.

In regards to information provided in Spanish to the general public throughout the county, there are a few forms of Spanish language media based in Sampson County or offered in the immediate area. WRRZ 880 AM is a Spanish radio station in Clinton that has existed for about seven years, and has functioned as a Christian radio station for the past two years (Radio station employee, personal communication, May 1, 2008). Approximately one year ago, an additional Spanish radio station was started, 94.3 FM, whose programming focuses on various topics of interest to Latinos, including information about distinct health concerns (Service Provider, personal communication, May 1, 2008). The newspaper, 'Vida Latina,' is a Spanish paper based outside Sampson County that is circulated in the area on a monthly basis (Echo Latino employee, personal communication, May 1, 2008).

## **2. Team Observations**

The team observed steps that individuals or organizations are taking to improve communication between English and Spanish speakers, as well as areas for improvement that would alleviate troubles caused by language differences. The team noticed that there were

dedicated interpreters and other individuals making concerted efforts to assist people facing communication challenges, and that various agencies and organizations in the county were utilizing bilingual signs. The team also learned during a casual conversation that a specific transportation service is required by law to advertise in Spanish every time the service does a radio/television/newspaper announcement in English. While spending time in the county, the team observed local businesses' and stores' efforts to advertise products and services in Spanish, as well as to offer merchandise typical in Central America or Mexico, including food items, music and other forms of entertainment. The team was pleased to note the positive steps taken to address Latinos' language needs. While many positive efforts were apparent, the team also noticed that certain events and services in the county could be more accessible to Latinos than they are currently by providing materials in Spanish or interpretation services. At one event that team members attended, Latino representation was low which may reflect the fact that few materials were offered in Spanish.

### **3. Service Provider Perspective**

*“...I have to put myself in their position...how hard it is to be here and not speak the language—you feel left out, you can't go somewhere and ask to have your needs met. When they ask for my help and I speak Spanish, I feel gratitude that I can help them and they need my services...”*  
—Service Provider

Numerous service providers spoke at length about language and communication as a central concern for Latinos and those who interact with Latinos in Sampson County. Multiple providers mentioned the difficulty associated with trying to offer services to Latinos when they do not speak the same language. One individual cited the lack of bilingual interpreters employed in the county as a critical problem. Another provider spoke more specifically about the severe shortage of bilingual employees in the hospital and the associated complications. Transportation,

another constant theme throughout interviews, was also mentioned as a challenging public service to provide if passengers do not speak English and cannot direct a driver. A Sampson County teacher discussed how language barriers are evident when children take documents home requiring a parents' signature that are not returned due to a lack of understanding, and that children may have to serve as translators at parent-teacher conferences if ESL instructors are unavailable.

Various providers spoke of either their interest in becoming more skilled at communicating with Spanish-speaking clients or of their current efforts aimed at assisting Spanish speakers seeking services. One individual mentioned having recently acquired bilingual signs for the work office and about an intention to hire a bilingual employee, while another spoke about a new policy supporting employees to enroll in Spanish immersion classes. One educator explained that ESL teachers are available to Spanish-speaking students and that selected staff development days are devoted to building skills for working with Latino students more effectively. Multiple providers stated that in the absence of a bilingual co-worker, they utilize a language line to assist their clients. In addition, Spanish-speaking providers interviewed often spoke about their personal efforts to ensure that Latinos receive necessary assistance, including assuming the role of interpreter when both arranging and then accompanying their clients to other appointments.

A provider commented that Latinos would benefit from being able to learn skills and new trades from Latino teachers, and that some of the services and classes currently available are of interest to Latinos but are inaccessible due to language barriers.

#### **4. Community Member Perspective**

*“...[Latinos] can get a bank account. But the other part —they give them a card that they cannot use, they give all the instructions in English, they give them a checking account and they don’t know how to write a check.”* -Community Member

The majority of community members who emphasized language and communication as an important issue for Latinos commented on the great value of classes that are currently offered in Sampson County that help lessen the effects of language barriers. One community member stated that most Latinos want to learn English. The community member explained that while many people struggle to learn the language, they are interested in trying and therefore consistently attend English classes offered through a church. Another individual mentioned the numerous churches that offer English classes as a great strength of the community, and that while the English taught may be fairly basic, it is still an asset that ESL classes are available for Latinos. Several community members specifically noted that the community college plays a central role in offering language classes to Latinos. One individual mentioned that Latinos can enroll in various levels of English classes as well as computer classes at the community college and that there are more options for Latinos now than there were in the past. Another community member commented that when schools offer free ESL classes, they are inevitably full of Latinos who are eager to learn English.

One community member stated that services that help to build language and computer skills are popular among Latinos in Sampson County who tend to seek out this type of training. In addition, the community member suggested that even for those Latinos who arrive in the U.S. with a high level of education, the inability to speak English will inhibit their ability to open a successful business or fulfill other goals. Finally, a community member suggested that a positive vision of the Latino population’s future in Sampson County would include an increase of



services offered in Spanish, including computer and tax classes and other services geared specifically toward Latinos.

### **C. Awareness and Accessibility of Services**

*Theme 3:* Many services that are offered in Sampson County are not accessible to Latinos due to various reasons. Of those services that are available, some Latinos are either not aware of their existence or incorrectly believe that they do not qualify to receive them.

#### **1. Background**

Sampson County has many services available, especially health and children's services; however, agencies vary in their level of accessibility for Latinos. Some services require different forms of identification that can be problematic for Latinos. For instance, the Crisis Center, which provides short-term housing, food, financial assistance, and clothing, requires a social security card; and the Sampson County Department of Social Services requires a birth certificate or documentation of legal residence in order to obtain Medicaid or Food Stamps.

Other factors contributing to restricted accessibility include a lack of bilingual service providers and Spanish-language documents; many service organizations do not currently have enough money to hire interpreters or additional bilingual staff members. As a result, services are frequently under-utilized by Latinos, and many Latinos in Sampson County are not aware of the full range of services available. For example, while the SAT service has provided low-cost transportation since 1977, less than half of Latinos and other community members attending the community forum knew SAT existed. Also, in 2007, roughly 2% of registered "active riders" using the service were Latino, while Latinos made up 15.4% of the general population in Sampson County in 2006 (Service Provider, personal communication, April 4, 2008).<sup>7</sup>

It should be noted that many area services do have Spanish-language documents, bilingual signs, and interpreters available to assist Spanish-speaking clients. Area services which offer lower-cost or sliding-scale fees for medical services and have interpreters on-site include the Sampson County Health Department, the Tri-County Community Health Center, the Tri-County Family Dental Center, Harvest House (for substance abuse treatment), Goshen Medical Center, and U-Care (a domestic violence shelter). Other local organizations with bilingual providers include the Episcopal Farmworkers' Ministry, the Partnership for Children, and the Sampson Community College, which offers free adult education classes in Spanish.

## **2. Team Observations**

As previously noted in the transportation 'team observations' section, due to Sampson County's large size and the lack of an extensive public transportation system, community members must have their own cars or rely on others for rides, which makes accessing services particularly difficult for the Latino population. Our team also noticed that some businesses may not be as accessible to Latinos due to the fact that they did not have signs or advertisements in Spanish. The absence of signs and promotional materials in Spanish may contribute to Latinos' lack of awareness of available services.

## **3. Service Provider Perspective**

*"[Latinos] are not going to really know what's out there. They know about the clinics, the Tri-County clinic and stuff like that, but don't know about other services that might be available to them..."*

—Service Provider

Service providers described a number of challenges Latinos face when trying to access services. Trouble with communication was repeatedly mentioned by service providers as a main barrier. Many service providers recognized that the lack of bilingual English/Spanish employees and interpreters at their places of employment contributed to Latinos' underutilization of their

services. Providers also acknowledged that transportation is a large barrier that prevents people from seeking medical care or healthcare assistance. Many interviewees were aware of the SAT service, although several did not know what documents or identification were needed to use it, as some thought that having Medicaid was a requirement and others were confident that no such requirement existed. Another noted barrier to accessing services was the challenge of providing services during hours that are convenient for Latinos. For example, as one service provider explained, Latinos work extremely long hours and they often work six days a week. With such busy schedules and the need to make time for family and other priorities, it is often nearly impossible to make time to access various supportive services. Lastly, service providers highlighted the concern that Latinos do not use services due to an assumption that help is not offered to people without proper documentation and status as a legalized citizen. One service provider emphasized that information needs to be provided to decrease such misconceptions.

#### **4. Community Member Perspective**

*“...it seems to me that all the services we need are already in place. It’s just having a way for us to use them. There is that big disconnect there. For example, if you have free child care and it’s only 9 – 3 PM and the only jobs are available are second shift. Anything that’s out there, because most are working hourly, it’s always like, ‘Do I need to lose a day’s pay to get a \$30 benefit?’”*

–Community Member

Community members echoed many of the issues related to access to and awareness of services that service providers discussed. Community members stated that there is a lack of education about where to go to get services or what is available. For example, one community member said that many pregnant women do not know where to get prenatal care. Other community members talked specifically about the difficulty of not being allowed to use all available services due to documentation requirements. One community member was particularly concerned about the requirement that children must have documentation in order to be eligible

for Medicaid. Most frequently, community members expressed the problem of services not being offered during appropriate or extended business hours and how this limitation is one of the most frustrating challenges. As service providers also expressed, Latinos' little free time due to busy work schedules, combined with services' hours of operation, greatly hinders the ability of Latinos to access services on a regular basis.

## **D. Leadership**

*Theme 4:* A solid and strong network of Latino leaders may help to improve community cohesion and can serve as a foundation for community organizing efforts.

### **1. Background**

Although numerous Latino organizations exist throughout North Carolina, none are located within Sampson County.<sup>17</sup> In 2005, the Latino Initiative for Public Policy and Civic Leaders in Sampson County (founded by the center for International Understanding at UNC-Charlotte) was comprised of 10 delegates, of which only one was Latino.<sup>18</sup>

In addition to lack of organizational resources, many Latinos in North Carolina (both citizens and non-citizens) also encounter more obstacles to political participation compared to other racial/ethnic groups. Even among more acculturated Latino citizens, political participation rates are often far below those of both Anglos and African Americans.<sup>19</sup> Only 15.4% of the Latinos in Sampson County voted in 2007, representing only 0.75% of the total number of voters.<sup>7, 20</sup>

### **2. Team Observations**

The team had the opportunity to meet and observe a number of Latinos who have adopted an array of leadership roles. While attending various church services within the county, the team witnessed multiple priests and pastors interacting with their religious congregations. The team

noted that these religious leaders seemed to be accessible to and well-respected by church members and the team learned that some of them offer group marriage and family counseling sessions at their churches, suggesting their commitment to assisting the community on multiple levels. During interviews with these religious figures, the team also noted their understanding of community challenges and strengths, and their dedication to improving Latinos' quality of life in the county.

In addition to the team's observation that leaders exist within the different churches, the team witnessed service providers and community members demonstrating leadership qualities as well. When meeting with the forum planning committee, it was evident to team members that both Latino service providers and community members in attendance were knowledgeable about their community's needs; they were willing and able to promote connections among various county residents and to confidently promote the forum to both their friends and anonymous individuals. During the forum itself, a few Latinos who were often referred to as leaders in the community reinforced this idea by repeatedly sharing their perspectives and encouraging others to participate. While the team observed leadership within the Latino community, they recognize that there is a need for more leaders within the Latino community.

### **3. Service Provider Perspective**

*“...that's the whole problem right there—there isn't one leader identified. If I were walking in their shoes, I'd find church leaders that are strong and band together, form some type of coalition...there's nobody I know of who has stepped forward.”* -Service Provider

From the service provider perspective, there are limited well-known leaders within the Latino community. A few providers identified Latino individuals affiliated with either churches or schools and agreed that they are prominent, valued leaders among Latinos in Sampson County

who, in addition to completing their jobs, dedicate extra effort in order to help Latinos who turn to them for various types of assistance. Another service provider suggested that many of the Latino pastors and priests are leaders in the community, and that Latinos rely on them for guidance. Similarly, one provider explained that a specific family that has lived in the county for many years has assumed an important leadership role, serving as part of a supportive foundation for Latinos and consistently helping people with legal questions and interpretation as needed.

#### **4. Community Member Perspective**

*“... there is a lack of leadership and of leaders who can actually put things together... we need to invest in creating leaders in the county. There is a huge need for leadership in this community.”*

-Community Member

The majority of community members expressed their concern about the current lack of Latino leaders in Sampson County. A few community members agreed that creating and encouraging development of leaders is an important issue to address, and that the absence of someone to “represent us” is a critical problem. While maintaining that the community lacked sufficient strong leadership, a few interviewees named individuals who serve as leaders, the majority of whom are visible, well-respected people affiliated with churches or specific schools. Like service providers, many community members mentioned Latinos in the area who are considered leaders due to their status as reliable, well-established professionals who have connections that they willingly use to assist people in need. Latinos with connections, however, may become ‘abused resources’ in the community, as explained by one individual interviewed.

## **E. Housing**

*Theme 5:* The lack of affordable and adequate housing, documentation barriers in buying homes, and securing alternative housing options in the case of deportation cause a high fear and stress within the Latino community.

### **1. Background**

In line with the national housing crisis, there is a housing problem in Sampson County that affects the Latinos in the county. Most Latinos rent homes due to the fact that home ownership is difficult. Only 1.7% of Latinos in the county are home owners, compared to 15.7% of the general county population.<sup>7</sup> The low number of Latino home owners is likely due to two factors: (1) 24.7% of the Latinos live in poverty, making it difficult to purchase a home whose median price is approximately \$100,000,<sup>8</sup> and (2) many Latinos in the county lack the proper documentation to purchase a home since 45% of Latinos in the county are undocumented.<sup>7</sup> Due to the challenges associated with purchasing a home, most Latinos in Sampson County live in rental properties.

### **2. Team Observations**

The team noticed a wide range of housing conditions during our visits to Sampson County. Many homes throughout the county were well-maintained, spacious, and complete with manicured lawns and landscaping. Multiple new upscale housing developments were also visible in a few areas throughout the county; the team was told that these developments appealed to middle-class individuals working in Raleigh. In contrast, the team also observed that many single homes and whole neighborhoods in the county seemed to suggest people living in poverty or in uncomfortable conditions. During the team's windshield tour, preceptors pointed out several different neighborhoods and camps where migrant workers commonly live. In these

areas, team members noted that the trailers and other homes were often perched on concrete blocks and in need of repairs. Some of these neighborhoods were situated alongside dusty, dirt roads, tucked back in areas hidden from the main paved road. Team members noticed similarly poor conditions of some groups of trailers placed adjacent to large farms; presumably, the trailers were home to migrant workers employed on the farms.

### **3. Service Provider Perspective**

*“I don’t expect someone here in the U.S. to live in those conditions, but I see it here... they live in those places.”* -Service Provider

When asked about the Latino community’s main needs, many service providers discussed inadequate and unsafe housing as a central problem and an area for improvement. Several service providers noted that Latinos often have limited options for housing due to a lack of documentation, prohibitive costs, and difficulty finding a house or apartment sufficient for a large number of family members and friends. Multiple service providers stated that once Latinos succeed in finding a home, they face challenges posed by the unhealthy and unsafe conditions of the apartment, house or trailer. One service provider revealed how seeing migrant Latino workers’ housing was an ‘eye-opening experience,’ and that some houses were not fit for human inhabitants. Another provider mentioned that when work has necessitated home visits, it has been evident that some Latinos living in trailers are exposed to hazardous conditions due to a lack of space that forces people to sleep on the floor, a lack of proper windows and fire detectors, a lack of air conditioning and heating devices, and unhealthy sanitary conditions. The same provider commented that when driving through Sampson County, many of the trailer homes that appear to be ‘unfit’ to live in are the places where many Latinos reside. Another service provider mentioned that while Latinos living in terribly-maintained homes may realize that their housing



conditions are unsafe and uncomfortable, they do not complain for fear of consequences that may include deportation. One service provider spoke about another housing issue, noting that Sampson County lacks safe homes to serve as sanctuaries for women in abusive relationships or with a history of alcohol and/or drug abuse.

#### **4. Community Member Perspective**

*“...[Latinos] have to live in broken down neighborhoods that aren’t really all that great.”*  
-Community Member

Community members interviewed individually or who participated in focus groups expressed ideas and concerns related to housing that were congruent with many of the service providers’ comments. Multiple community members stated that a central problem for many Latinos is that they live in poor, inadequate conditions. Another individual mentioned that it is not uncommon for Latinos to share a mobile home with up to 20 roommates to help pay the rent due to low-paying jobs. One community member suggested that it is everyone’s dream to buy a house and that many Latinos assume that after securing a good job in the U.S., they will be able to see this dream realized. Unfortunately, as many Latinos have few options other than low-wage employment, they end up living in neighborhoods with poor conditions and renting poorly-maintained homes. In one focus group, a community member stated that Latinos cannot let their money ‘work here,’ commenting that Latinos who might be able to buy a house struggle to fulfill this goal due to restrictive laws.

#### **F. Recreation**

*Theme 6:* Creating more recreational programs may serve to unify the Latino community, decrease youth gang involvement, and improve positive interactions between Latinos and other community members in Sampson County.

## **1. Background**

Due to the size of the county, Sampson County offers few recreational opportunities that are accessible to all residents. The majority of the recreational opportunities are in Clinton, where the only movie theater (East Park Cinema), roller skating/blading rink (Seven Gables Skating Rink), and performing arts theater (Sampson Community Theater) in the county are located. The Sampson County Agri-Exposition Center, also in Clinton, hosts recreational activities, such as the Sampson CenterStage Performing Arts Series.

The Sampson County Parks and Recreation Department and Clinton Recreation and Parks Department provide athletic programs for both adults and youths. Other athletic programs are offered through the schools and various churches. Annual community events include the National Hollerin' Contest, Harrells 300 Tractor Pull, Court Square Street Fair & Barbecue Cook-Off, Turkey Day Celebration and Parade, and the Christmas in Clinton Parade. The county also has many ponds and lakes where fishing is possible. Currently there is no YMCA or other community recreation center, bowling alley, mall, or place for the community to unite.

## **2. Team Observations**

The team first noticed a lack of recreational opportunities during the windshield tour. Other than school athletic fields, the only visible recreational facilities during the tour were Seven Gables Skating Rink and the East Park Cinema, both located in Clinton. Team members did not see any mall during the tour although the team did observe that Wal-Mart was similar to a mall, as it offers a place to shop, eat, and socialize. The team also noticed that Club Bahia, a Latino nightclub on Business 701, had been closed. While team members had heard that soccer was a popular activity, no signs of a league or even informal games were observed during the eight-month AOCD period. After meeting with the Athletic Director of the Clinton Recreation

and Parks Department, the team became aware that the park and numerous sports fields (including soccer fields) were hidden from plain view just off Sunset Avenue. In the months following the initial windshield tour, team members noticed a park and walking trail in Newton Grove. The team also observed that there were few sidewalks in the county, and the busy highways through town and gravel country roads seemed unsafe for pedestrians and bikers. Because of the size of Sampson County, team members recognize that the team may not have been made aware of all recreational opportunities in the county.

### **3. Service Provider Perspective**

*“So basically [Latinos] are very family oriented, so they might just stay at home and be with their kids and just relax, because they’re very hard workers – they work six days a week and everything.”*  
- Service Provider

Service providers identified family activities as the most common form of recreation. As the above quote suggests, the majority of these family activities take place in the home. Service providers explained that many family activities revolve around food, such as Sunday afternoon barbeques. Cultural celebrations, like Cinco de Mayo and quinceñeras, were also listed as family activities. Soccer and church activities were the other most common activities that service providers mentioned. Latinos of all ages play soccer in Sampson County. One service provider described the popularity of soccer in the area: *“To tell how desperate Latinos are to find somewhere to play, as soon as a Latino finds out where to play, it spreads like wildfire. So that wore [my friend’s fields] out to the point that it was a mud hole. In less than a year she had to close down, and she had many fields.”* Some churches even have their own soccer fields to accommodate Latino soccer enthusiasts. In regards to the churches themselves, the county is home to churches of a variety of denominations. According to some service providers, churches

are where most people spend their time on Sundays, and some residents go to church on Saturdays as well.

#### **4. Community Member Perspective**

*“They have to go outside Sampson County. The only thing that they have here available is movies, and a lot of them aren’t attracted because it’s English...”* -Community Member

Community members also acknowledged soccer and church as the two most popular recreational activities in Sampson County. Nevertheless, the majority of community members expressed concern about the lack of recreational activities in the county. Many individuals noted that they leave the county in order to have fun. Interviewees listed going to Smithfield or Raleigh to see concerts, shopping in Fayetteville, and taking trips to the Atlantic Ocean as popular activities outside of Sampson County. Some community members mentioned that recreational activities are particularly limited during the winter.

### **V. Forum**

The student team worked with a forum planning committee to organize the forum. The forum’s purpose was to bring together community members and service providers with the goal of discussing the identified strengths and needs of the Latino community, identify steps of action, and transfer ownership of the project to the community. The forum planning committee which consisted of service providers and community members worked in collaboration with the student team on a weekly basis over a 6 week period to determine the direction and content of the forum.

The Sampson County Community Forum was held on Saturday, April 19, 2008, from 2:00 – 3:30 PM in the auditorium of Sampson Community College in Clinton. Approximately 29 participants attended the forum, including community members, service providers, and

planning committee members. The majority of the forum attendees were Latino. Simultaneous interpretation was provided for English speakers, as well as childcare for the approximately 20 children whose parents attended.

A registration table was set up near the entrance to the auditorium for forum attendees to register for one of the six theme discussions and to enter a bible raffle, if interested. Attendees were informed at that point that tickets for the general raffle would be distributed during the discussion session. Near the registration table, service providers from Tri-County, U-Care, Partnership for Children, the Sampson Community College, and the Sampson County Health Department had information tables for attendees to learn about their organization's specific services.

The forum was originally planned to begin at 1:00 PM; however, due to the low number of attendees present at the scheduled start time, the forum was delayed in order to accommodate late arrivals and began shortly after 2:00PM. While the community members trickled into the auditorium, the team met with a teaching team member to determine how to proceed with the forum, given the low attendance. The team agreed to give the PowerPoint presentation presenting the AOCD process and the themes that had emerged, and to survey the audience to select one theme to discuss as a group (instead of doing the previously planned six break-out group discussions).

The forum began with a short welcome from the Bilingual Services Coordinator at the Community College. This was followed by opening remarks from a planning committee member who works as an ESL coordinator at the Community College. In her speech, she acknowledged the importance of this community gathering and the benefits associated with sharing ideas and encouraging open communication between service providers and community

members. Next, the team gave the PowerPoint presentation, and explained the change of plan for how the forum would proceed. The team then asked that people raise their hand to show support for the theme they wished to discuss, with the transportation theme earning the most votes. One particularly vocal community member expressed interest in discussing all six themes. The team agreed that all were important but that due to time limitations the group would need to focus the discussion on one theme in order to generate specific action steps and to have the most successful discussion possible.

One team member began the transportation discussion by showing her ORID trigger – a photograph of two people walking down a rural road – and asking questions about what the forum attendees observed in the photograph, the issues or concerns that the picture demonstrates, and how the issues were related to their community (please refer to Appendix T for the ORID trigger picture and complete list of questions). Forum attendees offered that the scene in the picture would be typical for many Latinos in Sampson County who do not have personal vehicles and therefore have to walk to access services. Illustrating the interrelated nature of many of the six themes, the conversation moved into other challenges associated with transportation, such as awareness of services, communication and language barriers, and shame regarding the need to ask for help to obtain information or to use services.

As individuals began to raise other concerns and challenges tied to transportation, the conversation shifted to focus more on these related issues. Attendees raised their concern about the lack of general awareness of services, especially among the Latino community. Focusing on the transportation theme, one preceptor asked the audience for a show of hands of those who were aware of the public transportation service through the Sampson Area Transportation. Many people did not know such a service existed or they thought they needed Medicaid or special

documents to use it. A service provider talked about the need for more service providers and community members to collaborate to increase awareness of services. Since there is not a central location where people can find out about services and programs that are available, he suggested creating a multi-community communication system because services may exist in neighboring counties, yet people do not know about them.

While lack of awareness of services is an issue, some community members voiced the concern that even if they do know that services exist, there are still barriers to using those services. These barriers may include transportation, language, and racism or discrimination. Other forum attendees agreed that these challenges exist and cited specific incidences of racism when trying to access services. Language and communication was mentioned as a particularly difficult barrier for many Latinos. For instance, SAT does not currently employ any fluent Spanish speakers. A bilingual service provider provided her phone number and offered to interpret for any Latino community member who does not feel comfortable or is not able to make a transportation reservation.

The topic of shame also emerged from the discussion. Community members agreed that there is shame associated with not knowing where services are and not knowing how to do things that others may consider simple tasks (such as writing a check or paying taxes). A number of attendees mentioned the embarrassment they feel if they have to ask people for help with daily issues that arise or with accessing services in the area.

Remaining aware of time constraints, the team began to encourage forum attendees to generate ideas of what particular actions could address some of the challenge that were mentioned. People agreed that it is important to raise awareness of the transportation services that currently exist (e.g. through Spanish language radio, Latino newspapers, etc.), get more

people involved in events like the forum, address the need for more regular meetings to share information, and reduce discrimination and racism. Ultimately, the group decided to create action steps related to arranging ongoing meetings (similar to the forum) for community members and service providers who are concerned about issues related to Latinos' quality of life.

The specific action steps are as follows:

- Members of the group and others will form a core team of service providers and community members to spearhead the effort to hold regular meetings;
- Three service providers from the group will organize the first meeting;
- One community member will publicize the event;
- Another service provider will contact a specific prominent community member to get him involved in planning the meetings.

After the group generated these action steps, the team announced the winners of both the general and bible raffle, and distributed prizes accordingly. The forum evaluation form was then distributed (please refer to Appendix U) before concluding with a large food buffet, beverages, and music.

## **VI. Methodology**

AOCD is a community-oriented approach used to understand the experience of an individual community, including the relationships between community members and service organizations that may promote or hinder the health and well-being of the community. Because AOCD is a participatory and action-oriented approach, its goal is to involve community members and service organizations in the research process, and it ultimately seeks to develop action steps to address needed changes identified through the AOCD findings. The AOCD process involves a multitude of steps, including “gaining entrée” into a community, gathering secondary data about the community, participant observation of the community and social



interactions through a “windshield tour” and participation in community events, key informant interviews with community members and service providers, analysis of the interview findings, and a community-wide forum to discuss the interview findings and generate action steps. The individual steps of the AOCD process are discussed below.

### **A. Getting to Know the Community**

In order to start the AOCD process in Sampson County, the team learned about the community by reading newspapers and visiting websites about the county, observing interactions in the community, and by becoming involved in Sampson County activities. The first step was to meet with team co-preceptors Kathie Johnson and Consuela Combs from the Sampson County Health Department. Kathie and Consuela provided the team with a brief overview of the area, which was followed with a guided van tour (a “windshield tour”) of the entire county. The tour offered an introductory understanding of the geography, layout, history and economics of Sampson County. During the tour the team saw multiple farms, meat-packing plants and other types of industry where many Latinos work in multiple towns within the county. Additionally, the preceptors identified locations where Latinos congregate, and suggested events and places the team could attend and visit in order to meet community members. Team members wrote notes about their driving tour experience, describing the observed geographic, physical, cultural, and social characteristics of the area. Upon completing the tour, the team was introduced to Spanish interpreters and other health department employees who would later assist with the AOCD process.

In addition to the driving tour, team members spent time during October, November and December becoming familiar with Sampson County. Team members went to community gatherings such as a County Fair and a Breast Cancer Awareness event, as well as attending

Spanish language church services and visiting Latino-owned restaurants and stores. Alternating team members attended eight events during this timeframe, documenting their observations through written notes. See Appendix L for a complete list of activities that team members attended.

## **B. Data Collection**

### **1. Secondary Data Collection**

Additionally, team members made an effort to familiarize themselves with the community by gathering background information about the area and about Latino residents' experiences and living conditions through a variety of sources. Sources included but were not limited to the county's local newspaper, the Sampson Independent; the Sampson County Economic Development Commission's official website; The North Carolina Farmworker Health Program; and several documents that reviewed the health status of Latinos in the state. These data informed the team's general understanding of the community and were used to develop the community member, service provider and focus group data collection tools. Secondary data also helped to inform the significant themes that emerged during the data collection process. Please refer to Appendix K for a complete list of secondary data sources.

### **2. Developing and Pre-Testing Interview Guides**

AOCD requires that primary data collection occur through team observations and interviews with key informants within the community of interest and those who provide services to the community. After spending time in Sampson County and interacting with community members and service providers, the team developed interview and focus group guides by modifying existing documents from previous AOCD projects with the Latino community in Carboro (2003), North Orange (2005) and Johnston County (2006) .. In addition, new questions

were developed specifically for the Latino community in Sampson County based upon information from secondary sources and team observations. All questions were open-ended and intended to draw out service providers' and community members' perspectives on the strengths and challenges of the Latino community in Sampson County. The team also created fact sheets, oral and written consent forms, and a demographic questionnaire. All materials were created in both English and Spanish with guidance from the students' instructors. In December 2007, the team pre-tested the interview guides with a service provider and community member, and made revisions based on feedback shared during those sessions. The team was granted approval for use of the documents in January 2008.

### **3. Identifying and Interviewing Service Providers and Community Members**

Data collection occurred over seven months from October 2007 until April 2008. The team began interviews with service providers who were selected based on preceptors' recommendations and names identified in public documents. Community members were then recruited and interviewed based on service providers' recommendations and discussions with employees of Latino-owned businesses. Community members who were interviewed advised the team about other individuals they should contact that they thought would provide useful information, thus helping the team to utilize a snowball recruitment effort. In order to protect the confidentiality of community members, the team obtained permission from community members before contacting them. The team asked interviewees and helpful acquaintances in Sampson County to provide community members with a 'consent to contact' form and a brochure describing the AOCD process. These materials gave community members the opportunity to either call the team directly (using a toll-free number) or to be contacted by a team member using their preferred method (phone, email, or mailing address).

#### **4. Conducting Interviews and Data Analysis**

The team interviewed 16 service providers individually and gathered information from community members through individual interviews (9 interviewees) or focus group discussions (39 participants). Generally, interviews with service providers occurred at the individual's place of business, while interviews or focus groups with community members were held at private locations convenient for participants. To be interviewed, service providers had to work in Sampson County and be at least 18 years of age and of any race, ethnicity, and gender. Community members had to access services in Sampson County, had to be at least 18 years of age, and self-identify as Latino/a, descended from a person/persons from Latin America, or from Latin America him/herself.

Two team members were present at each interview. One team member conducted the interview while the second team member took notes. If given permission by the interviewee, the session was tape-recorded and the note-taker used the recorded interview in order to supplement written notes and complete the interview transcription. Careful efforts were made to protect participants' identity; each interview was assigned a random identification number so that names were not linked to any personal information provided during the conversation.

Once the majority of service provider interviews were conducted, two team members created a preliminary code book, a document based on the emerging topics discussed in the interviews. The code book contained a list of "codes", such as "housing", "importance of religion", "occupation", etc., which were used to identify specific themes across all interviews. The team then used the code book to code or highlight the themes and sub-themes within each interview using ATLAS.ti<sup>®</sup>, an analysis program for analyzing qualitative or descriptive data. The code book was modified as more interviews were assessed to include relevant items and new

emerging themes. After all interviews or focus group discussions were coded, an analysis of the interviews was performed to recognize patterns across interviews. Service provider interviews, community member interviews, focus group transcriptions, and team field notes were analyzed separately and then compared and contrasted to identify shared opinions and differences in perspectives. Once common themes were pulled from the data, the most common themes were presented to the forum planning committee. The committee chose the six themes to be discussed during the community forum through group discussions. Topic areas presented to the forum planning committee, but not chosen for discussion during the community forum, included higher education, continuing education for adults, crime and violence, disconnect between generations, and discrimination (See Appendix R for a complete list of theme statements).

### **C. Identifying Forum Planning Committee Members**

Committee members were recruited throughout the interviewing phase of the AOCD process. Individuals who expressed interest in assisting with forum planning were contacted in early March. The committee consisted of eight members - four were recruited after participating in a focus group or in interviews, two were individuals whom our preceptors had referred to us, and two were individuals we contacted late in the AOCD process and were simultaneously recruited to be both planning committee members and interviewees. All planning committee members were community members, four of whom were also service providers.

### **D. Forum Planning**

Two team members were responsible for organizing the forum planning committee and leading meetings, while other team members occasionally attended meetings in order to meet the committee members and share their input about forum details. The first meeting took place on Thursday, March 20; the committee met weekly from 6:00 - 7:30 PM for five consecutive weeks

up until the date of the forum. During the first meeting, team members introduced the AOCD process and presented the planning committee's responsibilities. To further discuss forum logistics, two students also met with committee members at the community college on several occasions outside of regularly scheduled forum planning meetings. Committee members played an active role in publicizing the forum, selecting themes for forum discussions, collecting donations, deciding on a forum time and place, and guiding the general content and direction of the forum.

All AOCD team members, with the forum planning committee's assistance, participated in distributing over 500 fliers to schools, churches, Latino stores/restaurants, and local agencies that serve the Latino population in the county. Additionally, approximately 40 personal invitations were mailed to religious leaders, community members, and service providers. Advertisements were broadcast on two Latino radio stations in Sampson County and on one local television station operated by the Sampson County Community College. Team and committee members also solicited donations from local businesses and organizations, specifically seeking food and raffle prizes. With the planning committee's help, we also decided that it would have information tables present at the forum. Five area organizations were identified to provide forum attendees with information regarding available services in the county.

## **VII. Conclusions and Final Recommendations**

### **A. Conclusions**

Through the AOCD process, the team was able to gain a more complete understanding of the issues that the growing and diverse Latino community in Sampson County faces. Using qualitative data collection to combine multiple perspectives, the team concluded that Latino

community members share many strengths, including a strong family and religious value, as well as a strong work ethic. Further, the team identified challenges that the Latino community in Sampson County confronts, which include a lack of awareness and accessibility of services, difficulties with language and communication, complications with housing, a lack of recreational opportunities, a lack of leadership, and a lack of transportation. These identified challenges can be made more difficult due to larger issues such as immigration status and documentation. Through the AOCD process, connections among the identified strengths and challenges were illuminated.

The AOCD closed with a community forum. The forum offered service providers and community members the opportunity to discuss the challenges facing the Latino community and to devise realistic action steps to address these obstacles. The action steps that resulted from the forum, including organizing and holding on-going community meetings, could lead to major positive changes for Latinos in Sampson County. The student team is hopeful that the ideas and data gathered through the AOCD process will serve as a platform for service providers and community members to continue to work together on improving the quality of life for all persons in Sampson County.

## **B. Final Recommendations**

There are many strengths and resources within Sampson County, and the county has the potential to be a place where all Latinos can thrive. Many community members and service providers expressed similar beliefs about the recurring themes, indicating that there is the potential for both service providers and community members to work together more closely to achieve their shared goals and to improve the quality of life for Latinos in the county. Based on

the data collected, the team's observations, and the generated action steps from the community forum, the team offers the following recommendations:

- The team recommends that service providers and community members work closely together to develop materials and to organize events that are culturally appropriate and will encourage more Latinos to participate in community discussions.
- The team also recommends that advertisements for activities, events or services clearly state whether translation services are provided or bilingual staff will be present and what, if any, documentation is required. Further, it is recommended that these advertisements are distributed or announced in a manner that is likely to reach the Latino population, (e.g., door to door flier circulation, Spanish language radio, Spanish language newspapers, etc.)
- The team strongly recommends that service providers work in collaboration with community members and other service providers in any community organizing effort in order to best serve the community's needs. Following with the action steps identified, the team recommends that ongoing community meetings are held in an effort to bring together service providers and community members to share information.



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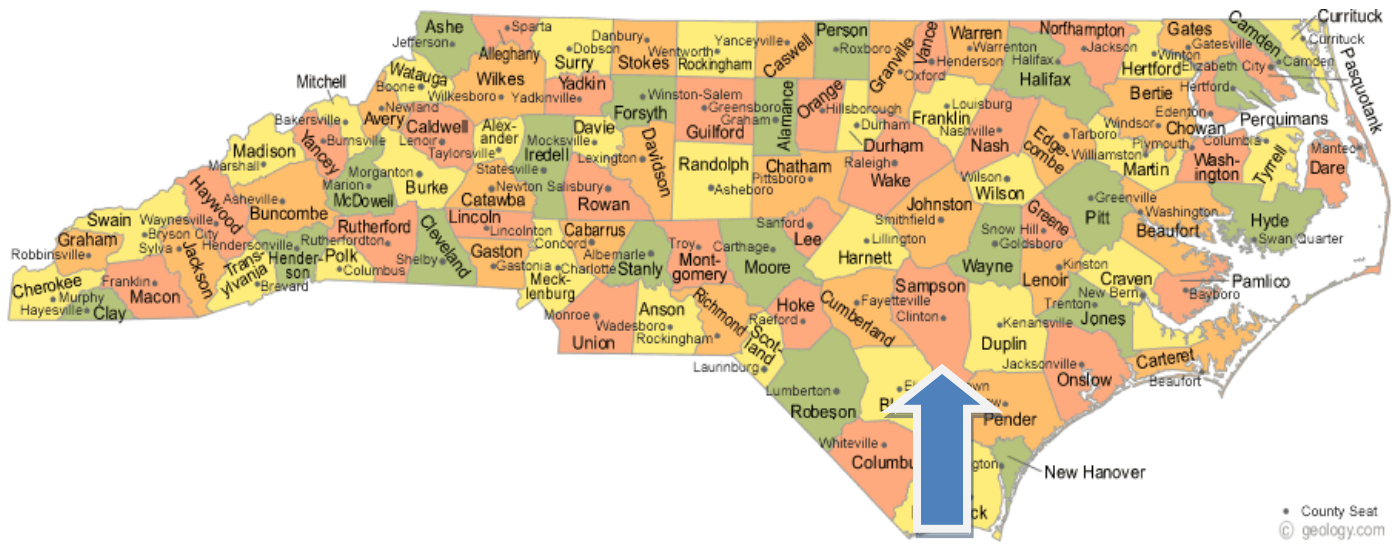
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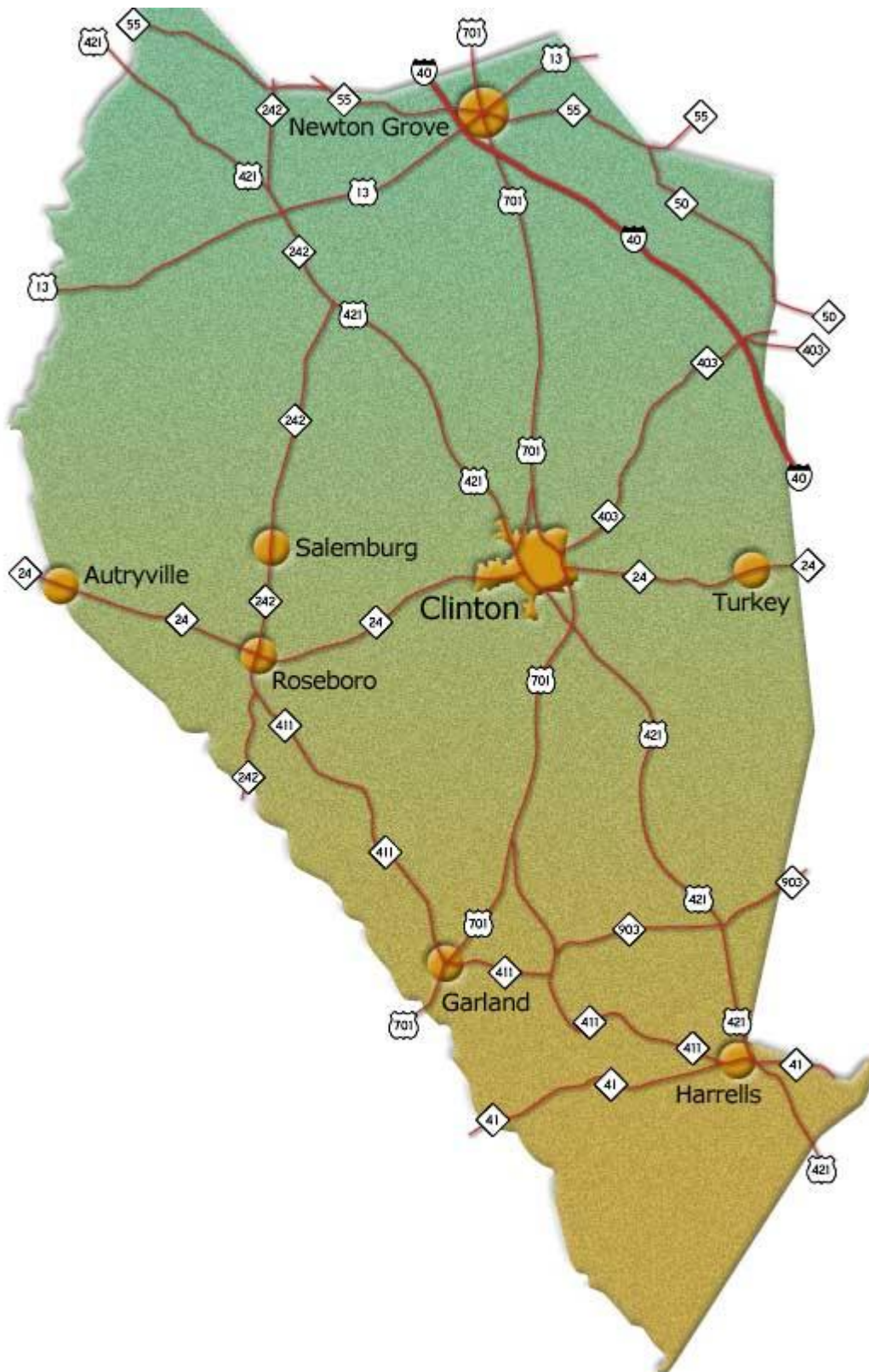
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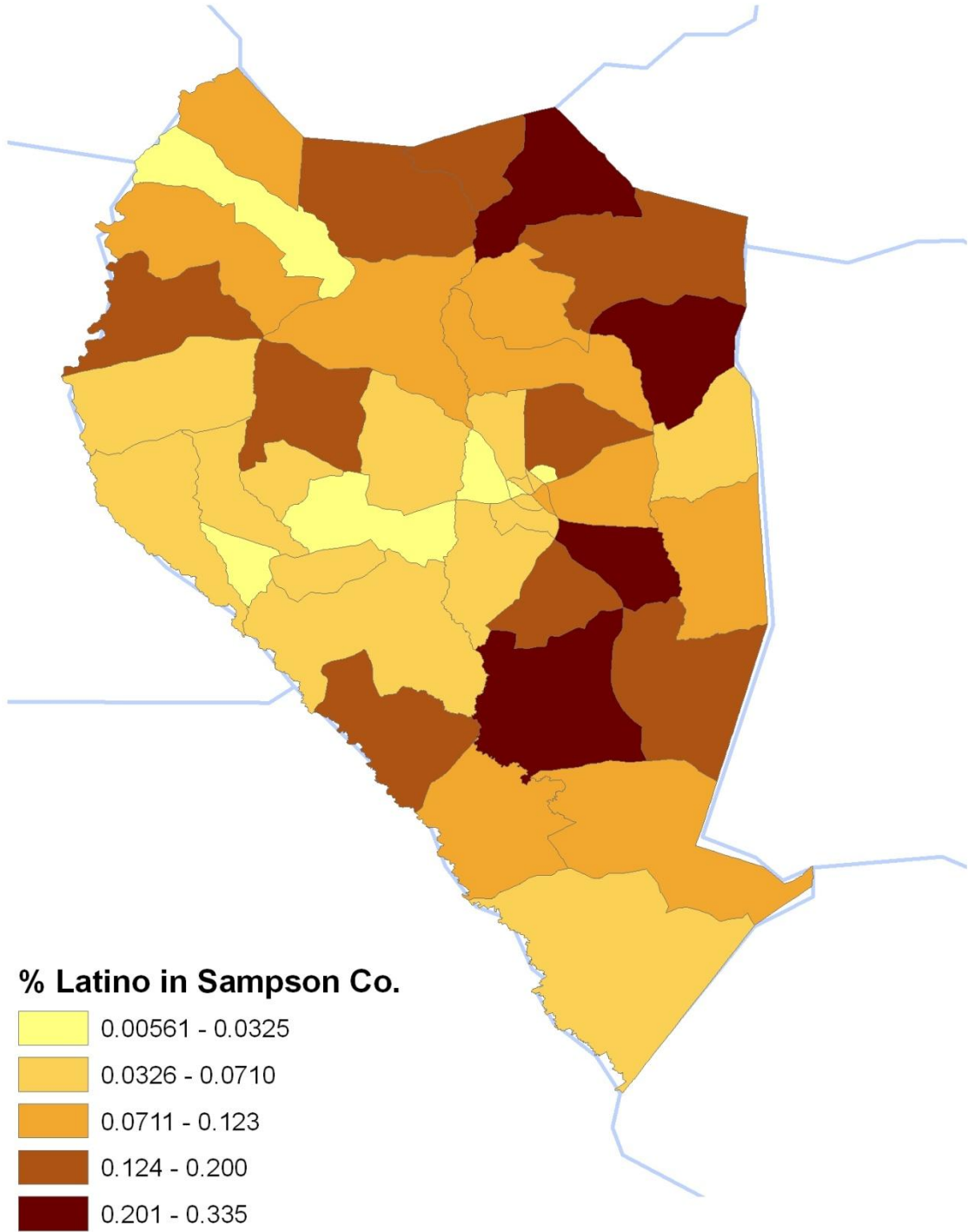
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APPENDIX A. MAPS OF SAMPSON COUNTY





# Sampson County A OCD Team



APPENDIX B. TOP EMPLOYERS IN SAMPSON COUNTY



### Top Employers in Sampson County

<b>Top Manufacturers (2<sup>nd</sup> Quarter 2007)</b>	<b>Employment Range</b>
Premium Standard Farms Inc.	1,000+
Hog Slat Co. Inc.	250-499
Casual Corner Group Inc.	100-249
Martins Abattoir	100-249
Allen Canning Company	100-249
S & W Ready-Mix Concrete Co. Inc.	100-249
Nestaway	100-249
Dubose Strapping Inc.	100-249
Fischbein Company	50-99
Dodger Industries Inc.	50-99

Source: [http://www.nccommerce.com/NCDOCWEBAPP/Resources/CountyProfiles/pdf/Sampson\\_2007Q4.pdf](http://www.nccommerce.com/NCDOCWEBAPP/Resources/CountyProfiles/pdf/Sampson_2007Q4.pdf)

<b>Top Non-Manufacturing Employers (2<sup>nd</sup> Quarter 2007)</b>	<b>Employment Range</b>
Sampson County Schools	1,000+
Prestage Farms Inc.	500-999
Sampson Regional Medical Center	500-999
County of Sampson	500-999
Clinton City Schools	250-499
State of North Carolina	250-499
Liberty Healthcare Group LLC	250-499
Wal-Mart Associates Inc.	250-499
DL & B Enterprises	250-499
Piggly Wiggly	100-249

Source: [http://www.nccommerce.com/NCDOCWEBAPP/Resources/CountyProfiles/pdf/Sampson\\_2007Q4.pdf](http://www.nccommerce.com/NCDOCWEBAPP/Resources/CountyProfiles/pdf/Sampson_2007Q4.pdf)

## APPENDIX C. POLITICAL CLIMATE

## Political Climate

The latest of national immigration reform law proposals would increase border security; grant permanent residence status to undocumented immigrants who arrived in the U.S. prior to January 1, 2007 and are willing to pay fines of up to \$10,000; expand the temporary worker program; and develop a system basing the admission of future immigrants on points awarded for education, job skills, English proficiency and work history. While the national effort has been stalled, in the first half of 2007, the majority of U.S. state governments passed laws affecting immigration procedures and immigrants' freedoms, thus demonstrating a growing national anti-immigrant sentiment. In Arkansas, a law was passed which bars state agencies from contracting with businesses that hire illegal immigrants. In Louisiana, a new law prohibited the state from issuing driver's licenses to foreigners until their criminal background is checked.<sup>6</sup> Notably, states with large Chicano and Mexican populations are following suit. A ballot initiative passed in Arizona in November 2004 required employees to verify legal status before being provided with "public benefit" services. Subsequently, professionals were fined for administering services to undocumented people. Such laws have won wide support, sending a clear and strong message to other state legislatures.<sup>7</sup>

Anti-immigrant sentiment is on the rise in North Carolina, illustrated by a new effort among Sheriffs' offices to participate in a program that would grant them access to a federal database allowing them to check arrested individuals' immigration status. Sheriffs' offices in Wake, Durham, Alamance, Carbburus, Gaston, Mecklenberg and Johnston counties are among those participating in the program. Mecklenberg's police department assisted ICE (Immigration and Customs Enforcement) in deporting more than 3,000 people in 2007.<sup>10</sup> In Alamance County, 670 people have been processed for deportation or have received letters ordering them

to appear in immigration court.<sup>11</sup> Senator Elizabeth Dole has traveled across the state meeting with sheriffs, declaring that North Carolina is on the path to creating a national model in which every illegal immigrant who commits a crime is deported.

A tense anti-immigrant climate in North Carolina is also evidenced by the formation of the Raleigh-based organization Americans for Legal Immigration (ALI-PAC) in September of 2004. Fronted by William Gheen, legislative assistant for North Carolina State Senator Hugh Webster (R-Alamance), ALI is dedicated to supporting candidates who make illegal immigration reduction a top priority. Moreover, ALI-PAC activities have created a tense climate for immigrants with varying citizenship status in North Carolina. Many vehement activists were present at the Unite to Fight Against Illegal Immigration Summit in North Carolina in 2005, where Gheen of ALI-PAC shared the stage with recognized racist, anti-immigrant, and anti-Latino leaders.<sup>12</sup> ALI-PAC's approach is to "criminalize and demonize immigrants, withhold public services, and pretend that immigrants, regardless of their documentation, make no contributions to society."<sup>12</sup>

As a result of growing anti-immigrant sentiment throughout the country, including in North Carolina, Latinos may increasingly experience acts of discrimination. Specifically, it has been noted that in North Carolina Latinos are the targets of theft and other fraudulent activities. Alba Onofrio at El Centro Hispano in Durham asserts that Latinos are accustomed to carrying more cash because banking is often less secure in many of their countries of origin, thus they are more vulnerable to being victims of theft.<sup>13</sup> Furthermore, immigrants are less likely to report acts of crime committed against them due to fear of deportation--making them easy targets.<sup>13</sup> This fear is amplified by Latinos' self-reported experiences of being victimized by lawyers in Immigration Courts, which has resulted in an overall disillusionment with the justice system.<sup>14</sup>

APPENDIX D. INTERVIEW GUIDE FOR COMMUNITY MEMBERS

## **Community Member Interview Guide**

Thank you for taking the time to meet with us.

My name is \_\_\_\_, and this is \_\_\_\_. We are members of group working on a Community Project in Sampson County. The information we gather will be summarized and shared with the community through a community-wide forum in the spring. We hope that you'll be able to attend.

I will be interviewing you today. And \_\_\_\_ will be taking notes and assisting me during our discussion. This discussion should last about 60-75 minutes. The purpose of our discussion today is to hear your thoughts and experiences as a member of the Latino community here in Sampson County. Your opinions and experiences are important, so please let us know what you think. If there are any questions you do not wish to answer, please let us know. You may stop the interview at any time. There is no right or wrong answer. Thank you for participating.

### **Consent Fact Sheet**

Now we're going to review some project information about your consent and the confidentiality of your answers.

### **Confidentiality**

Your answers and comments will remain confidential. We will be reporting summaries of the comments made by community members. However, we will not specify names or other identifying information from the individuals we interview.

We would like to record this interview. We can stop the recording at any time. Following the completion of our project, the audio contents of the tape will be erased.

Do you agree to participate in this project?

Do you give us permission to tape record this interview?

### **Ground Rules**

Your input is important and we want to make sure that you are comfortable during our discussion.

If at any time while we are talking you feel uncomfortable, don't want to answer a particular question, or would like to end the interview, please let us know.

Any questions before we get started?

### **General Information about the Community**

1. How long have you lived in Sampson County?
2. Why did you move to Sampson County? (Only ask if interviewee is not from Sampson County)
3. Where are you from? (Only ask if interviewee is not from Sampson County)
4. What kinds of jobs do Latinos in Sampson County have? (Probe: What types of jobs do men hold? women hold? Is it difficult to find work?)
5. What type(s) of transportation do Latinos most frequently use to get around Sampson County? (Probe: how does transportation affect Latinos' lives here?)
6. Where and how do Latinos gather here? (Probe: through the church, employment, b/c of shared nationality)
7. What do Latinos in Sampson County do for fun, relaxation, recreation?
8. How are Latinos in Sampson County involved in the church? (Probe: how often do Latinos go to church?)
9. Could you please comment on the education system in the County? (Probe: quality of the teachers, resources and areas of need, school size)
10. Typically, what level/grade of education do Latino children complete?
11. How many years of school have the majority of Latino adults living in the county completed? (before coming to this country, and/or after)
12. Do you notice a difference between the generations of Latinos here? (Probe: distinctions with values, education, language, b/w children who are growing up here and adults who came here)

13. How do people of different ethnic/racial groups in the community interact with Latinos? And how do people with different backgrounds and countries of origin within the Latino community interact? (i.e., Hondurans vs. Mexicans)

14. Do you feel a sense of connection to other Latinos in Sampson County?

### **Assets and Needs of the Community**

15. What are some of Latinos' strengths and best attributes within Sampson County? (Probe: resources, social groups and social support, values, customs)

16. What are some of the Latino community's most important needs? (Probe: salary, housing, health, sanitation, safety, employment, violence, loss of culture, family problems, transportation, language, crime)

17. Are there particular challenges or obstacles for specific members of the community—children, elderly, women, men? If yes, could you please describe what they are?

18. What is your vision for the Latino community in the next 5-10 years?

### **Health Issues**

19. For Latinos, what barriers exist to obtaining medical services?

20. How do Latinos take care of themselves when they are sick or wounded? How do Latinos maintain their health? (Probe: see doctors/go to nearest clinic or hospital, visit curanderos, hope that pain subsides, self-medicate/treat, other things)

### **Services and Businesses**

21. What services/programs do the majority of Latinos use in the county? (Probe: do Latinos have to seek out those services, or are services brought to Latinos?)

22. What services/programs do community members need and currently lack?

23. What businesses or organizations are owned or managed by Latinos? (Probe: construction, house cleaning, selling products that come from Mexico or other countries)

24. Where do Latinos typically buy things like food, clothing, medicine, household items, etc?



### **Problem-Solving and Decision-Making**

25. What types of community projects in Sampson County have Latinos started during the time that you have lived here? How would you explain the projects' success or lack of success? (Probe: what people, structure, resources contributed to its success or failure?)

26. Who are the Latino leaders in Sampson County? Are there Latinos who have more power than others in the community?

27. If you were going to try to resolve a problem in the Latino community, who would you speak to or involve in the process?

### **Recommended Individuals to Interview**

28. Is there anyone else who you would recommend we speak to in order to better understand the community? (service providers, community members/residents) Would you feel comfortable asking them permission for us to contact them, or sharing their contact information with us?

### **Recommendations for Community Forum**

29. We plan to conduct a forum this spring to share the information we gather with the community. Can we contact you in the future to possibly help us organize the event?

30. Do you have any recommendations for ways that we try to encourage people to attend the forum? (Probe: time, place, publicity, Latinos feeling safe/comfortable)

31. Who else do you think would be able to help us with this event?

### **Additional Information**

32. Is there anything else you would like to share with us about the Latino community in Sampson County?

Thank you again for your time, the information you have shared today will be very useful as we continue with this project here in Sampson County. We appreciate your thoughtful responses and your willingness to participate.

## **Guía para entrevistar un miembro de la comunidad**

Gracias por tomar tiempo para reunirse con nosotros

Introducción: Hola, me llamo \_\_\_\_\_ y ella se llama \_\_\_\_\_. Somos miembros de grupo trabajando en un proyecto en el condado de Sampson. Vamos a resumir y compartir toda la información que colectamos con la comunidad a través de un foro comunitario en abril. Esperamos que puedas asistir.

Yo voy a entrevistarle a Usted hoy. Y ella estará apuntando notas y ayudándome durante la entrevista. Vamos a tardar alrededor de una hora. Hablaremos sobre cómo es vivir en el condado de Sampson. También vamos a pedirle que comparta con nosotros sus opiniones sobre los recursos que tiene y los desafíos que enfrente la gente latina. Sus opiniones y entendimientos sobre estos temas son importantes, así que por favor díganos lo que piensa. Si Ud no quiere responder a una pregunta específica, por favor que nos diga. Puede dejar de participar en cualquier momento. No hay respuestas correctas ni incorrectas. Gracias por su participación.

### **Consent Fact Sheet**

Ahora vamos a repasar información sobre el proyecto que explica su consentimiento y la confidencialidad de sus respuestas.

### **Confidentiality**

Sus respuestas y sus comentarios quedarán confidenciales. Vamos a preparar un resumen de los comentarios de todos, pero no vamos a recordar nombres ni otros datos identificables de los que entrevistamos.

Nos gustaría grabar esta conversación. Podemos dejar de grabarla en cualquier momento si lo quiere. Al terminar el proyecto, borraremos el contenido de todas las cintas.

¿Se siente cómodo participando en este proyecto?

¿Se siente cómodo si grabamos nuestra entrevista?

### **Ground Rules**

Nos importa mucho su participación y queremos asegurar que Ud se sienta cómodo durante la conversación.

Si en cualquier minuto se siente incómodo, no quiere responder a una pregunta, o quiere terminar la conversación, por favor que nos diga.

¿Tiene algunas preguntas antes de que empecemos?

### **Información General Sobre la Comunidad**

1. ¿Cuánto tiempo ha vivido Ud. en el condado de Sampson?
2. ¿Por qué decidió mudarse al condado de Sampson? *[Solamente pregunta si no es nativo del condado de Sampson]*
3. ¿De dónde es Ud.? *[Solamente pregunta si no es nativo del condado de Sampson]*
4. ¿Qué tipo de trabajos hacen los Latinos en la comunidad? *[Investigar: ¿Qué tipo de trabajos hacen los hombres? ¿Las mujeres? ¿Es difícil encontrar trabajo?]*
5. ¿Qué tipo de transportación usa la gente latina en el condado de Sampson? *[Investigar: ¿Cómo les afecta la transportación a las vidas de la gente latina?]*
6. ¿Dónde o cómo se junta la gente? *[Investigar: por la iglesia, el alojamiento, nacionalidad, el empleo]*
7. ¿Qué hacen los Latinos de la comunidad para divertirse?
8. ¿Cómo están involucrados los Latinos en la iglesia? *[Investigar: ¿Con qué frecuencia asisten a la iglesia?]*
9. ¿Por favor, cuénteme un poco sobre el sistema de educación en el condado? *[Investigar: calidad de profesores, recursos y debilidades, el tamaño de las escuelas]*
10. Típicamente, ¿hasta qué grado asisten a los niños Latinos a la escuela?
11. ¿Cuántos años de escuela ha cumplido la mayoría de los adultos latinos en el condado de Sampson? *[Antes de venir a este país, o después]*
12. ¿Ud. nota una diferencia entre las generaciones de Latinos aquí? *[Investigar: los valores, la educación, la lengua, entre los niños que crecen aquí y los adultos que vinieron]*
13. ¿Cómo se llevan las personas de diferentes grupos étnicos o razas con la comunidad latina? Y dentro de la comunidad? *[cómo se llevan los Latinos de países diferentes]*

14. ¿Tiene Ud. un sentido de conexión con otros Latinos en el condado de Sampson?  
se sienten unidos. ¿Con quién en el condado de Sampson se identifica Ud. *bajadores latinos  
etiempo, familias latinas del mismo pueblo o área de dond*

### **Fuerzas y Retos de la Comunidad**

15. ¿Cuáles son los mejores atributos de los Latinos en el condado de Sampson? [Investigar:  
recursos, juntas sociales o apoyo social, valores, costumbres]

16. ¿Cuáles son las necesidades mas importantes de la comunidad latina? [Investigar: sueldo,  
alojamiento, salud, impedimentos, saneamiento, higienización, empleo, violencia, daños, pérdida  
de cultura, problemas de familia, lengua, transportación, crimen]

17. ¿Hay desafíos/obstáculos distintos para varios miembros de la comunidad - niños, ancianos,  
mujeres, hombres?

18. ¿Cual es su visión de la comunidad latina en los próximos 5-10 años?

### **Asuntos de Salud**

19. ¿Qué barreras existen que previenen que los Latinos obtengan servicios de salud?

20. ¿Como se cuida la gente de la comunidad cuando está enfermo o está herido? ¿Cómo se  
mantienen los Latinos la salud? [Investigar: visitar a médicos, asistir a la clínica u hospital, visitar  
a curanderos, otras cosas]

### **Servicios y Negocios**

21. ¿Cuáles servicios o negocios utilizan la mayoría de los Latinos aquí? [Investigar: ¿Los  
servicios llegan a las personas o las personas tienen que ir en busca de los servicios?

22. ¿Cuáles servicios o negocios piensa que hacen falta?

23. ¿Cuáles servicios o negocios tienen Latinos como dueños? [Investigar: fiestas de venta en  
casas, construcción, limpieza de casas, vender productos que vienen de México]

24. ¿Dónde compran los Latinos cosas como comida, medicinas, cosas hogares?

### **Resolver de problemas y hacer decisiones**

25. ¿Qué tipo de proyectos comunitarios han comenzado los latinos durante el tiempo que ha vivido aquí en el condado de Sampson? ¿Cómo explicará su éxito o falta de éxito?
26. ¿Quiénes son los líderes latinos en el condado de Sampson? ¿Hay Latinos que tienen más poder en la comunidad que otros?
27. Si quisiera Ud. resolver un problema en la comunidad latina, ¿quién le ayudaría Ud.?

### **Personas Recomendadas para Entrevistar**

282 ¿Hay alguien con quién nos recomendaría hablar para mejor entender a esta comunidad? (proveedores de servicios, residentes) ¿Podría pedirle permiso a esa persona para que nos comuniquemos con él/ella?

### **Recomendaciones para la Junta Comunitaria**

29. Nosotros pretendemos tener una junta comunitaria en la primavera para compartir la información que hemos colectado con la ayuda de la comunidad. ¿Le podemos comunicar en el futuro para ayudarnos en organizar el evento?
30. ¿Tiene algunas ideas sobre cómo podemos animar a otras personas para venir o participar en la junta comunitaria? (hora, lugar, publicidad)
31. ¿Conoce a otra persona que nos podría ayudar en este evento?

### **Información Adicional**

32. ¿Hay algo más que Ud. quisiera compartir con nosotros sobre la comunidad?

Gracias nuevamente por su tiempo. La información que ha compartido con nosotros será muy útil en seguir con este proyecto aquí en el condado de Sampson. Nos apreciamos sus respuestas y su voluntad en participar.

APPENDIX E. CONSENT FOR COMMUNITY MEMBERS

# **Participation Fact Sheet and Verbal Consent Form Community Members**

## **Title**

**Action-Oriented Community Diagnosis (AOCD)**

## **Sponsor**

**School of Public Health, UNC-Chapel Hill**

## **Student Team**

**Rebecca Cashman, Katie Cravens, Amy Hobbie, Tanya Montoya, Serene Myers, Sarah O'Brien**

## **What is AOCD? What is the purpose of the project?**

AOCD means Action-Oriented Community Diagnosis. Our AOCD is a project designed to help us understand the experiences of Latinos living in Sampson County. We are working in coordination with the Sampson County Health Department on this project.

## **What will you have to do?**

You will be asked a series of questions. There are no wrong answers, just different opinions. We are looking for different points of view, so just say whatever is on your mind. 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 in Sampson County; so please keep that in mind during the discussion.

We estimate that it will take 60-75 minutes of your time to complete the interview. Your participation in the interview will be one-time only.

During this discussion we are going to record what is said on paper. If you have no objections, we will also tape record the discussion to make sure we do not miss anything. Only our six group members will listen to the tape. No one from the health department will listen to the tape or see any notes that we take. You can ask for the recorder to be turned off at any time during the discussion.

## **Are there any benefits?**

Although there are no direct benefits to you in participating, you will be assisting us in our project by providing us with important community opinions and facts. We hope that the information we learn will be used to improve services for you and members of your community.

## **What are the risks?**

There are no known risks of participating in this project. You may feel uncomfortable talking about specific topics, such as problems or needs in your community. You can skip any questions that make you feel uncomfortable.

### **What are the costs?**

The only cost to you is the time spent participating in this interview and possible travel to the interview site.

### **Your Rights and Confidentiality**

Any information given (such as ethnicity, age, sex, and number of years residing in the community and in the United States) will be used only for summarizing our findings and not linked to any statements you make. If you choose not to participate you will not be denied access to services you currently use, nor will you be denied access to any services in the future. The audiotapes will be stored in a secure file cabinet at the UNC School of Public Health. The tapes will be erased in May 2008 after data has been summarized.

We will only use your name and address, if you provide it to us, to invite you to attend the community forum. Identifying information will not be linked in any way with the information collected in interviews or focus groups. In our records, we will assign a random number to each participant to ensure identifying information cannot be linked to that person. You may refuse to provide contact information. To ensure confidentiality, you can pick a made up name, if you wish, to use during the interview so that your real name will not be associated with the project.

The data from our research will be shared with the Sampson County Public Health Department, only once all identifying information has been removed.

### **Who is leading this project? How can I get in touch with them?**

This is a student project conducted under the supervision of our instructor, Kate Shirah. If you have any questions about this project, please contact us toll-free at 1-866-610-8273. You may also contact Kate Shirah, collect if you wish, by phone at 1-919-966-0057.

Thank you!

### **Participant Agreement:**

By verbally responding yes to the following questions you agree that you have read and understand the information presented here and that you freely give your consent to participate in the Action-Oriented Community Diagnosis.

Have you read and understand the information presented here?

Do you freely give your consent to participate in the Action-Oriented Community Diagnosis?



# **Hechos de Participación y Formulario de Consentimiento Verbal para Miembros de la Comunidad**

## **Título**

**Acción Orientada Comunidad Diagnóstica (AOCD).**

## **Patrocinador**

**Facultad de Salud Comunitaria, Universidad de Carolina del Norte en Chapel Hill**

## **Equipo Estudiantil**

**Rebecca Cashman, Katie Cravens, Amy Hobbie, Tanya Montoya, Serene Myers, Sarah O'Brien**

## **¿Qué es el AOCD? ¿Cuál es el propósito de este proyecto?**

AOCD significa Acción Orientada Comunidad Diagnostica. Diseñamos nuestro proyecto de ACOA para conocer las experiencias de los Latinos que viven en el condado de Sampson. Estamos trabajando con el departamento de Salud Comunitaria del condado de Sampson.

## **¿Qué va a tener que hacer Uds.?**

Le vamos a presentar una serie de preguntas. No hay respuestas equivocadas, solamente opiniones distintas. Estamos buscando diferentes puntos de vista, así que no debe sentirse incómodo en decirnos lo que piensa. Si Ud. no se siente cómodo expresando sus opiniones, respondiendo a alguna de las preguntas, o si no tiene una opinión, favor de informarnos. Estamos interesados en su perspectiva como un miembro comunitario del condado de Sampson. Por favor de considerar esta perspectiva durante nuestra conversación.

Nuestra entrevista durará una hora. Su participación será solamente por una ocasión.

Durante nuestra entrevista tomaremos apuntes y también grabaremos nuestra conversación. Los seis miembros de nuestro equipo serán los únicos que escucharán las cintas. Ninguna persona del departamento de Salud Comunitaria escuchará a la cinta. Durante cualquier momento de la entrevista puede pedirnos dejar de grabarla.

## **¿Hay algunos beneficios?**

Aunque no haya beneficios inmediatos, sus opiniones ayudarán al proyecto para cambios en el futuro cercano. Esperamos que la información que aprendamos sea utilizada para mejorar su vida y las vidas de todos los otros miembros de la comunidad.

## **¿Cuáles son los riesgos?**

No hay ningún riesgo en participar en este proyecto. Si hay alguna pregunta que no desee contestar puede omitirla.

## **¿Cuáles son los gastos?**

El único gasto para Ud. es el tiempo que nos va a dar para la entrevista y tal vez el gasto de viajar a la entrevista.

### **Sus Derechos y la Confidencialidad**

Toda la información que nos da (por ejemplo, la etnicidad, la edad, el sexo, y el número de años que ha vivido en la comunidad o en los E.E.U.U.) será usada sólo para confirmar nuestras observaciones y no para enlazar cualquiera declaración que Ud. haga. Si decide no participar, no le afectará el acceso a los servicios que utilice actualmente o en el futuro. Las grabaciones se ubicarán en un gabinete seguro en la Facultad de la Salud Comunitaria de UNC. Las cintas se borrarán en mayo de 2008 después de obtener los datos importantes.

Si Ud. nos da su nombre y su dirección, sólo los usaremos para invitarle al foro comunitario que organizaremos al conculso de este proyecto. A la información que nos da durante la entrevista o durante los grupos de enfoque se le asignará un número al azar para asegurar que cualquier dato que pueda identificar al participante no se pueda conectar a ese participante. Se puede negar a proveer su información de contacto. Para asegurar su confidencialidad, si quiere elegir un nombre inventado para usar durante el entrevista.

### **¿Quién está en carga de este proyecto? ¿Cómo puedo contactarles?**

Este es un proyecto realizado bajo la supervisión de nuestra asesora profesora, la Kate Shirah. Si tiene cualquier pregunta sobre este proyecto, favor de llamarnos sin cargos: 1-866-610-8273.

También se pueden telefonar a la Kate Shirah al: 919-966-0057.

¡Gracias!

### **Acuerdo del participante:**

Si Ud. responde sí a las preguntas siguientes accede que ha leído entendido la información presentado aquí y da libremente su consentimiento para participar en AOCD.

¿Ha leído y entendido la información presentado aquí?

¿Da Ud. libremente su consentimiento para participar en el proyecto?

APPENDIX F. INTERVIEW GUIDE FOR SERVICE PROVIDERS

## **Service Provider Interview Guide**

Thank you for taking the time to meet with us.

My name is \_\_\_\_\_, and this is \_\_\_\_\_. We are members of group working on a Community Project in Sampson County. The information we gather will be summarized and shared with the community through a community-wide forum in the spring. We hope that you'll be able to attend.

I will be interviewing you today. And \_\_\_\_\_ will be taking notes and assisting me during our discussion. This discussion should last about an hour. The purpose of our discussion today is to hear your thoughts and experiences as a service provider working with the Latino community here in Sampson County. Your opinions and experiences are important, so please let us know what you think. If there are any questions you do not wish to answer, please let us know. You may stop the interview at any time. There is no right or wrong answer. Thank you for participating.

### **Consent Fact Sheet**

Now we're going to review some project information about your consent and the confidentiality of your answers.

#### **Confidentiality**

Your answers and comments will remain confidential. We will be reporting summaries of the comments made by community members. However, we will not specify names or other identifying information from the individuals we interview.

We would like to record this interview. We can stop recording at any time. Following the completion of our project, the audio contents of the tape will be erased.

Do you agree to participate in this project?

Do you give us permission to tape record this interview?

#### **Ground Rules**

Your input is important and we want to make sure that you are comfortable during our discussion.

If at any time while we are talking you feel uncomfortable, don't want to answer a particular question, or would like to end the interview, please let us know.

Any questions before we get started?

### **Orientation to the Community**

1. Do you live in Sampson County? If yes, for how long?
2. How long have you worked here?
3. What role do you have within the Sampson County Latino community?

### **Life in the Community**

4. What are the typical jobs that Latinos have in Sampson County?
5. Is there high unemployment within the Latino community? If yes, what contributes to the unemployment?
6. Is there public transportation in the community? What type of transportation do people within the Latino community use in Sampson County?
7. What do Latinos in Sampson County do for fun, recreation, relaxation?
8. Are Latinos involved in politics? If yes, in what ways are they typically involved?
9. Do you think there is a united Latino community in Sampson County? Why or why not?  
Probe- how do different nationalities, cultures, and races in the Latino Community interact?
10. What do you or people you know think about the recent growth of the Latino community in Sampson County?
11. Generally, how do residents of Sampson County view the Latino population here?  
Probe: How do people of different races, cultures ethnicities interact?

### **Services and Businesses**

12. What Spanish language documents or services does your agency provide to the Latino community?
13. What requirements do you have (if any) for community members (including Latinos) to use your services?
14. How do you reach the Latino community and advertise your services?
15. What is most challenging about serving the Latino population at your agency/organization?  
Probe: fear – underutilization of certain services etc.

16. Which of the Latino community's needs are not met by your agency or other organizations?  
**Assets/Needs of the Community**

17. What are some of the biggest strengths and best things about the Latino community?  
(resources, agencies, human interactions, and physical environment)

18. What do you think are the major issues/problems that Latinos in Sampson County face? (low income, elderly, safety, housing, and **health**)

### **Problem-Solving and Decision-Making**

19. What organizations and key people in the Latino community are most helpful in solving community problems? Probe- Can you think of any specific examples?

### **Recommended Individuals to Interview**

20. Are there people or organizations you think we should contact to set up interviews like this one?

a. Could you please describe the specific person or organization.

b. Why do you think their opinions would be helpful for us to hear?

21. Would you be able to ask this person permission for our team to contact this person or organization?

### **Recommendations for Community Forum**

22. We plan to conduct a forum this spring to share the information we have gathered with community members (Latinos and other residents and service providers.) Would you be interested in attending the forum?

23. Keeping in mind that there will be a mix of different kinds of community members present, do you have any ideas regarding how to encourage people to come to the forum? (Probe: time, place, publicity)

24. Who else do you think should help us coordinate this forum?

25. Would you like to be involved in this event? (Probe: How)

### **Additional Information**

26. Is there anything else you would like to share about the Latino community in Sampson County?

27. Are there any resources or materials from past or current projects or programs that you think would be useful to us as we try to learn more about the county and Latino community here? Would you be willing to share those materials/resources with us?

Thank you again for your participation. Your honesty and openness are greatly appreciated and will help us as we move forward with this project.

If you have any concerns, suggestions, or ideas you'd like to share with us in the future, please feel free to contact us at 1-866-610-8273.

## **Guía para entrevistar un proveedor de servicios**

Gracias por tomar tiempo para reunirse con nosotras

Introducción: Hola, me llamo \_\_\_\_\_ y ella se llama \_\_\_\_\_. Somos miembros de grupo trabajando en un proyecto en el condado de Sampson. Vamos a resumir y compartir toda la información que colectamos con la comunidad a través de un foro comunitario en abril.

Yo voy a entrevistarle a Usted hoy. Y ella estará apuntando notas y ayudándome durante la entrevista. Vamos a tardar alrededor de una hora. Queremos entender sus pensamientos y sus experiencias trabajando con la comunidad latina en el condado de Sampson. Sus opiniones y entendimientos sobre este tema son importantes, así que por favor díganos lo que piensa. Si Ud no quiere responder a una pregunta específica, por favor que nos diga. Puede dejar de participar en cualquier momento. No hay respuestas correctas ni incorrectas. Gracias por su participación. Gracias para participar.

### **Consent Fact Sheet**

Ahora vamos a repasar información sobre el proyecto que explica su consentimiento y la confidencialidad de sus respuestas.

### **Confidentiality**

Sus respuestas y sus comentarios quedarán confidenciales. Vamos a preparar un resumen de los comentarios de todos, pero no vamos a recordar nombres ni otros datos identificables de los que entrevistamos.

Nos gustaría grabar esta conversación. Podemos dejar de grabarla en cualquier momento si lo quiere. Al terminar el proyecto, borraremos el contenido de todas las cintas.

¿Se siente cómodo participando en este proyecto?

¿Se siente cómodo si grabamos nuestra entrevista?

### **Ground Rules**

Nos importa mucho su participación y queremos asegurar que Ud. se sienta cómodo durante la conversación.

Si en cualquier minuto se siente incómodo, no quiere responder a una pregunta, o quiere terminar la conversación, por favor que nos diga.

¿Tiene algunas preguntas antes de que empecemos?



1. ¿Usted vive aquí en el condado de Sampson? ¿Cuanto tiempo ha vivido Usted en este condado?
2. ¿Por cuánto tiempo ha trabajado Ud. aquí?
3. ¿Qué tipo de papel tiene Ud. dentro de la comunidad Latina en el condado de Sampson?

### **Vida en la Comunidad**

4. ¿Qué tipo de trabajos hacen los Latinos en la comunidad? [*Investigar: ¿Qué tipo de trabajos hacen los hombres? ¿Las mujeres? ¿Es difícil encontrar trabajo?*]
5. ¿Hay mucho desempleo dentro de la comunidad Latina? ¿Que contribuye al desempleo?
6. ¿Hay transporte publico en la comunidad? ¿Qué tipo de transporte usa la gente latina en el condado de Sampson? [*Investigar: ¿Cómo les afecta la transportación a las vidas de la gente latina?*]
7. ¿Qué hacen los Latinos de la comunidad para divertirse o relajarse?
8. ¿Están involucrados los Latinos en la politica de aqui? De que manera están involucrados?
9. ¿Piensa Usted que existe una comunidad unida de Latinos en el condado de Sampson? Y por que? (Investigar:- hay una diferencia entre distintas culturas, razas y etnicidades dentro de la comunidad Latina?)
10. ¿Que opina Usted sobre el crecimiento de la población latina en el condado de Sampson en los últimos anos?
11. ¿Que piensan los residentes del Condado de Sampson (los Anglos) sobre los Latinos?¿Cómo se llevan las personas de diferentes grupos étnicos o razas con la comunidad latina?

### **Servicios y Negocios**

12. ¿Cuáles documentos y/o servicios en español provee su agencia para la comunidad latina?
13. ¿Cuáles requisitos existen para los miembros de la comunidad poder usar los servicios de su agencia. (*Investigar: Normas sobre documentos como números de seguridad social u otra prueba de residencia legal?*)

14. ¿Para su organización, cuales son los desafíos que acompañan la provisión de servicios a la población Latina? Investigar: falta de sabio, miedo, aislamiento, cuesta financiera

15. ¿Cómo les informa a los Latinos de los servicios que ofrece su agencia?

16. ¿Cuáles necesidades de la comunidad no están satisfecha por su agencia u otras organizaciones en la comunidad?

### **Ventajas de la Comunidad/ Necesidades de la Comunidad**

17. ¿Cuáles son algunas de los recursos y cosas mejores de la comunidad latina (recursos, agencias, relaciones entre personas, ambiente física)?

18. ¿Cuáles son los desafíos o problemas mayores que se presentan a los miembros de la comunidad? ( Investigar: sueldos bajos, la salud, alojamiento, seguridad etc.?)

### **Resolver problemas y tomar decisiones**

19. ¿Cuáles organizaciones y personas específicas en la comunidad ayudan lo mas que todos en resolver problemas comunitarios?

### **Gente recomendada para entrevistar**

20. ¿Hay gente u organizaciones con que usted recomienda que hagamos entrevista como este?

a. Por favor, describa la persona u organización específica.

b. ¿Por qué piensa usted que sus opiniones nos ayudaría?

21. ¿Estaría usted dispuesto a pedir permiso de esa persona para que nuestro equipo pueda ponernos en contacto en la persona?

### **Recomendaciones para la reunión de la comunidad (Community Forum)**

22. Vamos a desarrollar un foro durante la primavera para compartir con la comunidad (gente latina, otras grupos del condado de Sampson, y provenidotes de servicios) la información que hemos reunido durante ese proyecto. ¿Tiene interés en asistir el evento? ¿Conoce otra persona que puede estar interesada?

23. ¿Teniendo en mente que habrá una mezcla de gente distinta de la comunidad, tiene Ud. sugerencias para animar a la gente que venga al foro? (Investigar: hora, lugar, publicidad)?

24. ¿Quiénes de los de mas seria bueno para ayudarnos desarrollar este foro?

25. ¿Le gustaría estar implicado con este evento? (Investigar: Como?)

### **Información adicional**

26. ¿Hay algo más que le gustaría compartir sobre la comunidad latina del condado de Sampson?

27. ¿Hay recursos o materiales de proyectos pasados o corrientes que seria útil mientras intentamos aprender mas sobre el condado y la comunidad latina? Se compartirá esas materiales y recursos con nosotros?

Gracias de nuevo por su participación. Apreciamos su honestidad y esta ayuda en seguir adelante con este proyecto.

Si tiene preocupaciones, surgidos o ideas que quiere compartir con nosotros, llámanos gratis a 1-866-610-8273.

APPENDIX G. CONSENT FOR SERVICE PROVIDERS

# **Participation Fact Sheet and Interview Consent Form for Service Providers**

## **Title**

**Action-Oriented Community Diagnosis (AOCD)**

## **Sponsor**

**School of Public Health, University of North Carolina at Chapel Hill**

## **Student Team**

**Rebecca Cashman, Katie Cravens, Amy Hobbie, Tanya Montoya, Serene Myers, Sarah O'Brien**

## **What is AOCD? What is the purpose of the project?**

AOCD means Action-Oriented Community Diagnosis. Our AOCD is a project designed to help us understand the experiences of Latinos living in Sampson County. We are working in coordination with the Sampson County Health Department on this project.

## **What will you have to do?**

You will be asked a series of questions. There are no wrong answers, just different opinions. We are looking for different points of view, so just say whatever is on your mind. 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 Sampson County; so please keep that perspective in mind during the discussion.

We estimate that it will take 1 hour of your time to complete the interview. Your participation in the interview will be one-time only.

During this discussion we are going to record what is said on paper. If you have no objections, we will also tape record the discussion to make sure we do not miss anything. Only our six group members will listen to the tape. No one from the health department will listen to the tape or see any notes that we take. You can ask for the recorder to be turned off at any time during the discussion.

## **Are there any benefits?**

Although there are no direct benefits to you in participating, you will be assisting us in our project by providing us with important community opinions and facts. We hope that the information we learn will be used to improve services for you and members of your community.

## **What are the risks?**

There are no known risks of participating in this project. You may feel uncomfortable talking about specific topics, such as problems or needs in your community. You can skip any questions that make you feel uncomfortable.

**What are the costs?**

The only cost to you is the time spent participating in this interview and possible travel to the interview site.

**Your Rights and Confidentiality**

Any information given (such as ethnicity, age, sex, and number of years residing in the community) will be used only for summarizing our findings and not linked to any statements you make. If you choose not to participate you will not be denied access to services you currently use, nor will you be denied access to any services in the future. The audiotapes will be stored in a secure file cabinet at the UNC School of Public Health. The tapes will be erased in May 2008 after data has been summarized.

We will only use your name and address, if you provide it to us, to invite you to attend the community forum. Identifying information will not be linked in any way with the information collected in interviews or focus groups. In our records, we will assign a random number to each participant to ensure identifying information cannot be linked to that person. You may refuse to provide contact information.

The data from our research will be shared with the Sampson County Public Health Department, only once all identifying information has been removed.

**Who is leading this project? How can I get in touch with them?**

This is a student project conducted under the supervision of our instructor, Kate Shirah. If you have any questions about this project, please contact us toll-free at 1-866-610-8273. You may also contact Kate Shirah, collect if you wish, by phone at 1-919-966-0057.

Thank you!

**Participant 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 Diagnosis.

---

(your signature and date)

---

(team member signature and date)

# Hechos de Participación y Formulario de Consentimiento Para Proveedores de Servicio

## Titulo

Asesoramiento Comunitario Orientado hacia la Acción (ACOA)

## Patrocinador

Facultad de Salud Comunitaria, Universidad de Carolina del Norte en Chapel Hill

## Equipo de Investigación

Rebecca Cashman, Katie Cravens, Amy Hobbie, Tanya Montoya, Serene Myers, Sarah O'Brien

## **¿Qué es el ACOA? ¿Cuál es el propósito de este proyecto?**

ACOA significa el Asesoramiento Comunitario Orientado hacia la Acción. Diseñamos nuestro proyecto de ACOA para conocer las experiencias de los Latinos que viven en el condado de Sampson. Estamos trabajando con el departamento de Salud Comunitaria del condado de Sampson.

## **¿Qué va a tener que hacer Uds.?**

Le vamos a presentar una serie de preguntas. No hay respuestas equivocadas, solamente opiniones distintas. Estamos buscando diferentes puntos de vista, así que no debe sentirse incómodo en decirnos lo que piensa. Si Uds. no se siente cómodo expresando sus opiniones, respondiendo a alguna de las preguntas, o si no tiene una opinión, favor de informarnos. Estamos interesados en su perspectiva como un proveedor de servicios del condado de Sampson. Por favor de considerar esta perspectiva durante nuestra conversación.

Nuestra entrevista durará una hora. Su participación será solamente por una ocasión.

Durante nuestra entrevista tomaremos apuntes y también grabaremos nuestra conversación. Los seis miembros de nuestro equipo serán los únicos que escucharán las cintas. Ninguna persona del departamento de Salud Comunitaria escuchará a la cinta. Durante cualquier momento de la entrevista puede pedirnos dejar de grabarla.

## **¿Hay algunos beneficios?**

Aunque no haya beneficios inmediatos, sus opiniones ayudarán al proyecto para cambios en el futuro cercano. Esperamos que la información que aprendamos sea utilizada para mejorar su vida y las vidas de todos los otros miembros de la comunidad.

## **¿Cuáles son los riesgos?**

No hay ningún riesgo en participar en este proyecto. Si hay alguna pregunta que no desee contestar puede omitirla.

## **¿Cuáles son los gastos?**

El único gasto para Uds. es el tiempo que nos va a dar para la entrevista y tal vez el gasto de viajar a la entrevista.

## **Sus Derechos y la Confidencialidad**

Toda la información que nos de (por ejemplo, la etnicidad, la edad, el sexo, y el número de años que ha vivido en la comunidad) será usada solamente para confirmar nuestras observaciones y no para enlazar cualquiera declaración que Ud. haga. Si decide no participar, no le afectará el acceso a los servicios que utilice actualmente o en el futuro. Las grabaciones se ubicarán en un gabinete seguro en la Facultad de la Salud Comunitaria de UNC. Las cintas se borrarán en mayo de 2008 después de obtener los datos importantes.

Si Uds. nos da su nombre y su dirección, solo los usaremos para invitarle al foro comunitario que organizaremos al conculso de este proyecto. A la información que nos dé durante la entrevista o durante los grupos de enfoque se le asignará un número al azar para asegurar que cualquier dato que pueda identificar al participante no se pueda conectar a ese participante.

## **¿Quién está en carga de este proyecto? ¿Cómo puedo contactarles?**

Este es un proyecto realizado bajo la supervisión de nuestra asesora profesora, la Kate Shirah. Si tiene cualquier pregunta sobre este proyecto, favor de llamarnos sin cargos: 1-866-610-8273.

También se pueden telefonar a la Kate Shirah al: 919-966-0057.

¡Gracias!

## **Acuerdo del participante:**

En firmar este formulario de consentimiento, accedí que leí y entendí la información presentado aquí. Doy libremente mi consentimiento para participar en el Asesoramiento Comunitario Orientado hacia la Acción.

---

(su firma y la fecha)

---

(firma de miembro del equipo de investigación)



## APPENDIX H. INTERVIEW GUIDE FOR FOCUS GROUPS

## **Interview guide for a focus group of community members**

Introduction: Hello, my name is \_\_\_\_\_ and I'm going to be leading our discussion today. This is \_\_\_\_\_ who will be taking notes and helping me during our discussion. We will be here about an hour to talk to you about living in Sampson County and your opinions concerning the strengths of your community and the challenges it faces. 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. We recognize that your time is valuable and we appreciate you being here.

### **Rules:**

First, I would like to present some fundamental rules for this conversation.

1. First, there are no correct answers. All of your opinions are important.
2. Second, no one is obligated to answer any question. Everyone has the right to remain silent.
3. Third, confidentiality is very important. Nothing that you say today will be connected with your name or any personal information now or when the data is presented. Additionally, if you would like, you can use a false name.
4. Also, we would like your help to keep everything said here confidential. We ask you not to discuss what was said during this discussion outside of this group.
5. To make sure that we accurately record your responses, we would like to record the discussion today. If someone is uncomfortable with the recording or you prefer that we don't record the conversation, please let us know. If at any moment during the discussion you want to stop the recording, let me know or you may press the button to stop the recorder.

Do you have questions?

Do you agree to participate in the focus group?

Do you agree to have the focus group taped?

3. To start, I'd like to ask each of you how long have you lived in this area?
2. What do you do for fun (within Sampson County)?
3. What are the some of the best things about Sampson County?
4. Do you feel a sense of connection with other Latinos here? [Probe: How do people get together - through church, housing, nationality, employment?]
5. What are some of the Sampson County Latinos' strengths and best attributes? [Probe:

resources, social groups and social support, values, customs]

6. What do you think are the biggest and most common challenges and problems that Latino people in Sampson County face?
7. What services/programs do the majority of Latinos use in the county? [Probe: do Latinos have to seek out those services, or are services brought to the Latinos?]
8. What services/programs do community members need and currently lack?
9. What is your vision for the Latino community in the next 5-10 years? (or, please describe your vision...)
10. Is there anything else you would like to share with us about the Latino community in Sampson County?

Thank you for you time!

## Guía para el grupo de enfoque para miembros de la comunidad

Introducción: Hola, mi nombre es \_\_\_\_\_ y yo voy a facilitar la plática con Uds. hoy. Ella es \_\_\_\_\_ y va a tomar notas y ayudarme durante la charla. Vamos a tomar alrededor de una hora para hablar con Uds. acerca de cómo es vivir en el condado de Sampson. También les pediremos que compartan con nosotros los puntos fuertes y los retos de su comunidad. Sus opiniones y entendimientos sobre estos temas son importantes, así que por favor díganos lo que piensan. No hay respuestas correctas o incorrectas. Entendemos que su tiempo es muy valioso y agradecemos su participación.

Reglas:

Primero, me gustaría presentarles unas reglas fundamentales para esta conversación.

1. Primero, no hay repuestas correctas. Todos sus opiniones son importantes.
2. Segundo, nadie está obligado a contestar cualquier pregunta. Todos tienen el derecho del silencio.
3. Tercero, la confidencialidad es muy importante. Nada de lo que dicen hoy será conectado con sus nombres y datos personales de las publicaciones. También si quieren, se pueden usar un nombre falso.
4. También, pedimos que todos los participantes nos ayuden con esta confidencialidad. Por eso les pedimos que no hablen sobre lo que dicen aquí afuera de este grupo.
5. Para asegurarnos de capturar sus comentarios, nos gustaría grabar esta conversación. Pero, si alguien se siente incómoda con la grabación o si prefiere que no lo grabemos, por favor, déjenme saber. Si en cualquier momento de la conversación prefiere parar la grabadora, se puede notificarme o se puede presionar el botón para parar la grabación.

¿Tienen preguntas sobre el grupo de discusión hoy?

¿Consienten participar en este grupo de discusión?

¿Consienten para que sea grabada la discusión?

1. ¿Cuánto tiempo ha vivido Ud. en esta área?

2. ¿Qué hacen para divertirse (aquí en la comunidad)?

3. ¿Cuáles son las mejores cosas del condado de Sampson?

4. ¿Tiene Ud. un sentido de conexión con otros Latinos aquí? [Investigar: ¿Cómo se junta la gente - por la iglesia, el alojamiento, nacionalidad, el empleo?]

5. ¿Cuáles son los mejores atributos de los Latinos en el condado de Sampson? [Investigar: recursos, juntas sociales o apoyo social, valores, costumbres]
6. ¿Cuáles son los desafíos y problemas más grandes y comunes que enfrenta la genta Latina en el condado de Sampson?
7. ¿Cuáles servicios o negocios utilizan la mayoría de los Latinos aquí? [Investigar: ¿Los servicios llegan a las personas o las personas tienen que ir en busca de los servicios?]
8. ¿Cuáles servicios o negocios piensa que hacen falta?
9. ¿Qué (como) es su visión de la comunidad Latina en los próximos 5-10 años?
10. ¿Hay algo más que Uds. quisieran compartir con nosotros sobre la comunidad?

¡Muchas gracias por su tiempo!

APPENDIX I. ORAL CONSENT FOR FOCUS GROUP

# **Participation Fact Sheet and Oral Consent Form for Community Members Focus Group**

## **Title**

**Action-Oriented Community Diagnosis (AOCD)**

## **Sponsor**

**School of Public Health, UNC-Chapel Hill**

## **Student Team**

**Rebecca Cashman, Katie Cravens, Amy Hobbie, Tanya Montoya, Serene Myers, Sarah O'Brien**

## **What is AOCD? What is the purpose of the project?**

AOCD means Action-Oriented Community Diagnosis. Our AOCD is a project designed to help us understand the experiences of Latinos living in Sampson County. We are working in coordination with the Sampson County Health Department on this project.

## **What will you have to do?**

The focus group will be asked a series of questions. There are no wrong answers, just different opinions. We are looking for different points of view, so just say whatever is on your mind. 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 in Sampson County; so please keep that in mind during the discussion.

We estimate that it will take no longer than 2 hours of your time to complete the focus group. Your participation in the focus group will be one-time only.

During this discussion we will record what is said on paper. If the group has no objections, we will also tape record the discussion to make sure we do not miss anything. Only our six group members will listen to the tape. No one from the health department will listen to the tape or see any notes that we take. You can ask for the recorder to be turned off at any time during the discussion.

## **Are there any benefits?**

Although there are no direct benefits to you in participating, you will be assisting us in our project by providing us with important community opinions and facts. We hope that the information we learn will be used to improve services for you and members of your community.

## **What are the risks?**

There are no known risks of participating in this project. Because you may feel uncomfortable sharing information with the rest of the group about specific topics, you can skip any questions.

## **What are the costs?**

The only cost to you is the time spent participating in during this focus group and possible travel to the interview site.

## **Your Rights and Confidentiality**

Any information given (such as ethnicity, age, sex, and number of years residing in the community and in the United States) will be used only for summarizing our findings and not linked to any statements you make. If you choose not to participate you will not be denied access to services you currently use, nor will you be denied access to any services in the future. The audiotapes will be stored in a secure file cabinet at the UNC School of Public Health. The tapes will be erased in May 2008 after data has been summarized.

We will only use your name and address, if you provide it to us, to invite you to attend the community forum. Identifying information will not be linked in any way with the information collected in the focus groups. In our records, we will assign a random number to each participant to ensure identifying information cannot be linked to that person. You may refuse to provide contact information. To ensure confidentiality, you can pick a made up name, if you wish, to use during the focus group so that your real name will not be associated with the project. To respect your confidentiality, we will ask participants of the focus group to not discuss the information shared within the group.

The data from our research will be shared with the Sampson County Public Health Department, only once all identifying information has been removed.

## **Who is leading this project? How can I get in touch with them?**

This is a student project conducted under the supervision of our instructor, Kate Shirah. If you have any questions about this project, please contact us toll-free at 1-866-610-8273. You may also contact Kate Shirah, collect if you wish, by phone at 1-919-966-0057.

Thank you!

## **Participant Agreement:**

By responding yes to the following questions you agree that you have read and understand the information presented here and that you freely give your consent to participate in the Action-Oriented Community Diagnosis.

Have you read and understand the information presented here?

Do you freely give your consent to participate in the Action-Oriented Community Diagnosis?



## **Hechos de Participación y Formulario de Consentimiento Verbal para Miembros de la Comunidad Grupo de Discusión**

### **Título**

**Acción Orientada Comunidad Diagnóstica (AOCD) Patrocinador**

**Facultad de Salud Comunitaria, Universidad de Carolina del Norte en Chapel Hill**

### **Equipo Estudiantil**

**Rebecca Cashman, Katie Cravens, Amy Hobbie, Tanya Montoya, Serene Myers, Sarah O'Brien**

### **¿Qué es el AOCD? ¿Cuál es el propósito de este proyecto?**

AOCD significa Acción Orientada Comunidad Diagnostica. Diseñamos nuestro proyecto de AOCD para conocer las experiencias de los Latinos que viven en el condado de Sampson. Estamos trabajando con el departamento de Salud Comunitaria del condado de Sampson.

### **¿Qué va a tener que hacer Uds.?**

Vamos a presentar una serie de preguntas al grupo de discusión. No hay respuestas equivocadas, solamente opiniones distintas. Estamos buscando diferentes puntos de vista, así que no debe sentirse incómodo en decirnos lo que piensa. Si Ud. no se siente cómodo expresando sus opiniones, respondiendo a alguna de las preguntas, o si no tiene una opinión, favor de informarnos. Estamos interesados en su perspectiva como un miembro comunitario del condado de Sampson. Por favor de considerar esta perspectiva durante nuestra conversación. El grupo de discusión durará no más de dos horas. Su participación será solamente por una ocasión.

Durante la discusión tomaremos apuntes. Si no se molesta a los individuos del grupo grabaremos la discusión. Los seis miembros de nuestro equipo serán los únicos que escucharán las cintas. Ninguna persona del departamento de Salud Comunitaria escuchará a la cinta. En cualquier momento de la discusión, se puede pedirnos que dejemos de grabar.

### **¿Hay algunos beneficios?**

Aunque no haya beneficios inmediatos, sus opiniones ayudarán al proyecto para cambios en el futuro cercano. Esperamos que la información que aprendamos sea utilizada para mejorar su vida y las vidas de todos los otros miembros de la comunidad.

### **¿Cuáles son los riesgos?**

No hay ningún riesgo en participar en este proyecto. Si se sienta incomodo contestar alguna pregunta entre el grupo, se puede omitirla.

### **¿Cuáles son los gastos?**

El único gasto para Ud. es el tiempo que nos dará para la discusión y tal vez el gasto de viajar a la entrevista.

### **Sus Derechos y la Confidencialidad**

Toda la información que nos da (por ejemplo, la etnicidad, la edad, el sexo, y el número de años que ha vivido en la comunidad o en los E.E.U.U.) será usada solamente para confirmar nuestras observaciones y no para enlazar cualquiera declaración que Ud. haga. Si decide no participar, no le afectará el acceso a los servicios que utilice actualmente o en el futuro. Las grabaciones se ubicarán en un armario seguro en la Facultad de la Salud Comunitaria de UNC. Las cintas se borrarán en mayo de 2008 después de obtener los datos importantes.

Si Ud. nos da su nombre y su dirección, sólo los usaremos para invitarle al foro comunitario que organizaremos al conculso de este proyecto. A la información que nos da durante el grupo de discusión se le asignará un número al azar para asegurar que cualquier dato que pueda identificar al participante no se pueda conectar a ese participante. Se puede negar a proveer su información de contacto. Para asegurar su confidencialidad, si quiere elegir un nombre inventado para usar durante la discusión. Para respetar a la confidencialidad de todo el grupo, pediremos que ningún participante discute la información compartido entre el grupo.

### **¿Quién está en carga de este proyecto? ¿Cómo puedo contactarles?**

Este en un proyecto realizado bajo la supervisión de nuestra profesora asesora, Kate Shirah. Si tiene cualquier pregunta sobre este proyecto, favor de llamarnos sin cargos: 1-866-610-8273. También se pueden telefonear a Kate Shirah al: 919-966-0057.

¡Gracias!

### **Acuerdo del participante:**

Si Ud. responde sí a las preguntas siguientes accede que ha leído entendido la información presentado aquí y da libremente su consentimiento para participar en AOCD.

¿Ha leído y entendido la información presentado aquí?

¿Da Ud. libremente su consentimiento para participar en el proyecto?

## APPENDIX J. SECONDARY DATA SOURCES

## Secondary Data Sources

### Federal/State Resources

- Duke's Center for Health Policy, Law, and Management  
[www.hpolicy.duke.edu/cyberexchange/states/Ncstate.html](http://www.hpolicy.duke.edu/cyberexchange/states/Ncstate.html)  
  
--contains numerous links to NC governmental health agencies and branches
- North Carolina State Board of Elections. Elections Results Data, 2006.  
[http://www.sboe.state.nc.us/NCSBE/Elec/elec\\_results.asp](http://www.sboe.state.nc.us/NCSBE/Elec/elec_results.asp)  
--shows elections results from Sampson County for 2006
- North Carolina Farmworker Health Program (NCFHP). 2006 ESC Farmworker Estimate. Raleigh: Office of Rural Health and Community Care and the NC Dept of Health and Human Services. Available from: [www.ncfhp.org/pdf/esc.pdf](http://www.ncfhp.org/pdf/esc.pdf)  
--Provides estimates of number of farmworkers by county.
- North Carolina Farmworker Health Program (NCFHP). (2007). Facts about North Carolina farmworkers. Raleigh: Office of Rural Health and Community Care and the NC Dept of Health and Human Services. Available from: <http://www.ncfhp.org/data.asp>  
--gives demographic profile, economic profile, and health profile of workers
- North Carolina Farmworker Health Program (NCFHP). Migrant Labor camps. Raleigh: Office of Rural Health and Community Care and the NC Dept of Health and Human Services. Available from: [http://149.168.47.19/ash/pa\\_1c.cfm?cty=82](http://149.168.47.19/ash/pa_1c.cfm?cty=82)  
--registered growers and employers of migrant workers; gives number of workers employed, location, dates worked, and type of housing offered
- North Carolina Farmworker Health Program (NCFHP). (2007). Farmworkers and Immigration. Raleigh: Office of Rural Health and Community Care and the NC Dept of Health and Human Services. Available from <http://www.ncfhp.org/pdf/fwins.pdf>  
--gives facts and myths about immigrant farmworkers
- North Carolina State Library's Official Website  
[statelibrary.dcr.state.nc.us](http://statelibrary.dcr.state.nc.us)  
  
--links to references about Sampson County and county-related information
- North Carolina's Official Website  
[www.ncgov.com](http://www.ncgov.com)  
--provides information regarding living, working, playing in North Carolina
- Serve-NC  
[servnc.unc.edu](http://servnc.unc.edu)

--Informational and networking website for UNC students, faculty, and community members engaging in CBPR in North Carolina

- U. S. Census Bureau. American FactFinder. Census 2000 Demographic Profile Highlights:  
Hispanic/Latino. Sampson County, North Carolina.  
--shows statistics for general characteristics, economic indicators, social indicators, housing characteristics
- U. S. Census Bureau. American FactFinder. Census 2000 Demographic Profile Highlights.  
Sampson County, North Carolina.  
--shows statistics and % for total population of Sampson County

### **Local Resources**

- Clark, D. (2007, October 25). Partnership may help remove illegal aliens from Sampson County.  
*The Sampson Independent*. Available from:  
[http://www.clintonnc.com/articles/2007/10/26/news/top\\_stories/topstory63.txt](http://www.clintonnc.com/articles/2007/10/26/news/top_stories/topstory63.txt)  
--article describing possibility of partnering with ICE to help with the identification/removal of violent illegal immigrants in Sampson County. Would not be used for routine screening of all immigrants, only those who arrested for criminal law violations.
- North Carolina Department of Commerce. (2007, 2<sup>nd</sup> Quarter). Sampson County. Available from:  
[http://www.nccommerce.com/NCDOCWEBAPP/Resources/CountyProfiles/pdf/Sampson\\_2007Q2.pdf](http://www.nccommerce.com/NCDOCWEBAPP/Resources/CountyProfiles/pdf/Sampson_2007Q2.pdf)  
--gives income stats, employment characteristics, demographic info for all of Sampson County. Also includes major employers in county.
- Sampson County Economic Development Commission's official website  
[www.sampsonedc.com](http://www.sampsonedc.com)  
--resources and information regarding Sampson County economic development
- The Sampson Independent  
[www.clintonnc.com](http://www.clintonnc.com)  
  
--news related to Sampson County
- Sampson County's official website  
[www.sampsonnc.com](http://www.sampsonnc.com)  
  
--contains information about the county and its departments and services

- Sampson County Town Hall  
Located in Sampson County, NC  
--houses records
- Sampson County phonebook  
Located in our file in the SPH  
--provides phone numbers for Sampson County residents and businesses
- Unofficial Sampson County Election Results. (2007, November). Available from:  
<http://www.sampsonnc.com/Sampson%20County%20Unofficial%20Election%20Results.pdf>  
--local election results from November 2007

### **Physical Environment**

- Google Maps  
[www.maps.google.com](http://www.maps.google.com)  
--searchable map program
- UNC E-Reference Links  
[www.lib.unc.edu/reference/quick](http://www.lib.unc.edu/reference/quick)  
--links to maps and GIS
- NC Department of Environment and Natural Resources' Official Website  
<http://www.enr.state.nc.us/>  
  
--contains information regarding North Carolina data, statistics, maps, reports, rules, policies, and regulations

### **Statistics and Demographic Data**

- Brown, L. E., Jr. (2006, May 25). Area county officials meet to discuss Hispanic issues. *The Sampson Independent*. Available from:  
[http://www.clintonnc.com/articles/2006/05/26/news/top\\_stories/topstory52.txt](http://www.clintonnc.com/articles/2006/05/26/news/top_stories/topstory52.txt)  
--discusses a presentation by Dr. James H. Johnson of the UNC Kenan-Flagler Business School in Sampson County on results assessing the impact of Hispanic workers on the

economy of North Carolina. Concluded that Hispanic spending power exceeds the economic impact cost.

- Stallings, D. T. A statistical overview of Latino achievement in North Carolina (2002). Prepared for: The Supporting Latino Achievement in North Carolina Conference, Durham, North Carolina, March 21, 2003.  
<http://www.duke.edu/web/education/Documents/latinodocuments/overview.pdf>  
--describes Latino statistics for educational achievement (reading level, SAT scores, etc.) and employment

### **Sociodemographics**

- Local Board of Elections  
<http://www.sboe.state.nc.us/>  
--county board, campaign reports, election information
- NC State Data Center  
[sdc.state.nc.us/](http://sdc.state.nc.us/)  
  
--provides the public with data about North Carolina and its component geographic areas
- UNC E-Reference Links  
[www.lib.unc.edu/reference/quick](http://www.lib.unc.edu/reference/quick)  
--census information

### **Health Status**

- Buescher, P. A. (2003). A Review of Available Data on the Health of the Latino Population in North Carolina. *North Carolina Medical Journal*, 64(3), 97-105.  
--Summarizes major health issues of Latinos in North Carolina.  
<http://www.ncmedicaljournal.com/may-jun-03/ar050301.pdf>
- Health and Medical Resources for North Carolinians  
[www.nchealthinfo.org](http://www.nchealthinfo.org)  
--vast database of health links, such as provider, disease, and healthcare information
- Health Carolinians  
[www.healthcarolinians.org](http://www.healthcarolinians.org)  
--contains Community Assessment Guide Book, health education contacts
- Herrick H, Gizlice Z. Spanish-Speaking Hispanics in North Carolina: Health Status, Access to Health Care, and Quality of Life (Results from the 2002 and 2003 N.C. BRFSS Surveys). *SCHS Studies*, No. 143. State Center for Health Statistics, North Carolina Department of Health and Human Services, July 2004.  
<http://www.schs.state.nc.us/SCHS/pdf/SCHS143.pdf>

--Health/access differences between English and Spanish-speaking Latinos in NC and compared to other groups; includes demographic info, use of services, insured %, level of physical activity and other risk factors

- North Carolina Child Advocacy Institute  
www.ncchild.org  
--data, statistics, policy, and research information about improving the well-being of children and youth in North Carolina
- North Carolina Department of Health and Human Services  
www.dhhs.state.nc.us  
--links for helping poor North Carolinians achieve economic independence
- North Carolina Institute of Medicine. NC Latino Health, 2003: A Report from the Latino Health Task Force. February 2003.  
--Comprehensive overview of health of Latinos in NC; includes major health problems and makes recommendations for action. Collaborated with El Pueblo.  
<http://www.nciom.org/projects/latino/latinopub/fullreport.pdf>
- North Carolina State Center for Health Statistics  
<http://www.schs.state.nc.us/SCHS/data/databook/>  
  
--contains statistics related to many health topics (e.g. birth rates, mortality, etc.)
- Quandt S. A., Shoaf J. I., Tapia, J., Hernández-Pelletier, M., Clark, H. M., & Arcury, T. A. (2006). Experiences of Latino immigrant families in North Carolina help explain elevated levels of food insecurity and hunger. *Journal of Nutrition: Community and International Nutrition*, 136(10), 2638-2644. Available from:  
[http://jn.nutrition.org.libproxy.lib.unc.edu/content/vol136/issue10/#NUTRITIONAL\\_EPIDEMOLOGY](http://jn.nutrition.org.libproxy.lib.unc.edu/content/vol136/issue10/#NUTRITIONAL_EPIDEMOLOGY)
- State Center for Health Statistics and Office of Minority Health and Health Disparities. (December 2006) North Carolina Minority Health Facts: Hispanics/Latinos. Raleigh: North Carolina Department of Health and Human Services.  
--Summarizes health statistics (mortality, chronic disease, HIV/STDs, health risk factors, access to health care, quality of life, maternal/infant health, child/adolescent health) of Latinos in NC. <http://www.schs.state.nc.us/SCHS/pdf/FactsHL.pdf>
- Sampson County Domestic Violence and Sexual Assault program (U Care)  
www.ucareadv.com/  
  
--Information about services to help victims of domestic violence and sexual assault in Sampson County
- Sampson County Health Department



<http://www.sampsonnc.com/healthdept.asp>; Sampson County, NC

--provides information regarding the health needs of the Sampson County population

- Surveys Find Outright Hunger among Latino Immigrants in North Carolina. (2006, September 19.) *Newswise*. Available from:  
<http://www.newswise.com/p/articles/view/523626/>  
--describes survey study from Wake Forest showing that found that rates of hunger among Latino immigrants ranged from almost twice the national rate (8 percent) to more than eight times the national rate (35.6 percent). Results reported in October 2006 issue of the *Journal of Nutrition* (see Quandt article). Used Sampson County data in study.
- Triantafillou, S. (2003). North Carolina's Migrant and Seasonal Farmworkers. *North Carolina Medical Journal*, 64(3), 129-132.  
<http://www.ncfhp.org/pdf/stephanie.pdf>  
--Commentary discussing needs of farmworkers and providing recommended healthcare strategies for reaching farmworkers
- UNC Center for Environmental Health and Susceptibility  
[www.sph.unc.edu/cehs/outreach/index.htm](http://www.sph.unc.edu/cehs/outreach/index.htm)  
--resource for research on environmental health and susceptibility

### **Culture/Community History**

- Simpson, P. (Producer/Director) & Hershfield, J. (Producer/Director). (2001). *Nuestra comunidad: Latinos in North Carolina* [Motion picture]. United States: New South Productions.
- Woodside, D. A brief history of Sampson County. Accessed 10 November 2007.  
<http://www.rootsweb.com/~ncsampos/history.htm>  
--very brief history of county

APPENDIX K. LIST OF TEAM'S FIELD ACTIVITIES

**List of Team's Field Activities (September – December 2008)**

<b>Event</b>	<b>Number of Team Members Attending</b>
Windshield Tour	6
Breast Cancer Awareness Rally	2
Sampson County Fair	2
La Mexicana Grocery Store & Restaurant	2
Mass at Immaculate Conception Catholic Church	3
Preceptor Meeting at Health Department	6
Wal-Mart	6
El Mazatlan Restaurant	6

APPENDIX L. LIST OF INTERVIEWS AND FOCUS GROUPS

## COMMUNITY MEMBER INTERVIEWS

<b>Community Member</b>	<b>Date Interview Conducted</b>
1	2/07/08
2	2/15/08
3	2/28/08
4	3/5/08
5	3/07/08
6	3/14/08
7	3/28/08
8	3/28/08
9	4/04/08

## SERVICE PROVIDER INTERVIEWS

<b>Service Provider</b>	<b>Date Interview Conducted</b>
1	1/18/08
2	1/18/08
3	1/18/08
4	1/25/08
5	1/25/08
6	1/25/08
7	1/25/08
8	1/25/08
9	1/25/08
10	2/1/08
11	2/1/08
12	2/1/08
13	2/1/08
14	2/15/08
15	2/20/08
16	2/28/08

COMMUNITY MEMBER FOCUS GROUPS

<b>Focus Group</b>	<b>Date Focus Group Conducted</b>	<b>Number of Participants</b>	<b>Male/Female Focus Group</b>	<b>Location</b>
1	2/10/08	6	Male	Newton Grove
2	2/10/08	8	Female	Newton Grove
3	2/24/08	8	Male & Female	Newton Grove
4	2/24/08	7	Female	Newton Grove
5	3/2/08	10	Male & Female	Clinton

APPENDIX M. COMMUNITY MEMBER DEMOGRAPHICS

## Community Member Demographics

<b>Focus Groups</b>	<b>Birthplace</b>	<b>Time in U.S.</b>	<b>Gender</b>
<b>2/24/2008 (Newton Grove)</b>	Mexico	16 years	Female
	Mexico	3 years	Female
	Mexico	15 years	Female
	Mexico	3 years	Female
	Costa Rica	5 years	Female
	Mexico	16 years	Female
	Mexico	20 years	Female
<b>2/10/2008 (Newton Grove)</b>	Mexico	3 years	Female
	Mexico	30 years	Female
	Mexico	8 years	Female
	Mexico	8 years	Female
	Mexico	20 years	Female
	Mexico	11 years	Female
<b>2/10/2008 (Newton Grove)</b>	Mexico	3 years	Male
	Mexico	30 years	Male
	Mexico	4 years	Male
	Mexico	8 years	Male
	Mexico	3 years	Male
	Mexico	20 years	Male
	Mexico	8 years	Male
<b>2/24/2008 (Newton Grove)</b>	Mexico	7 years	Female
	Mexico	2 years	Male
	Mexico	6 years	Female
	Mexico	6 years	Male
	Mexico	4 years	Female
	Mexico	2 years	Male
	Mexico	12 years	Male
	Mexico	2 years	Male
<b>3/2/2008 (Clinton)</b>	El Salvador	11 years	Female
	Mexico	7 years	Male
	Mexico	15 years	Male
	Mexico	18 years	Male
	Mexico	10 years	Female
	Mexico	8 years	Female
	Mexico	9 years	Female



## APPENDIX N: CODING TREE

## ***JOBS***

- Employment
  - unemployment problem
    - due to lack of documentation
    - due to men mistrusting women
    - due to lack of transportation
    - limited jobs due to
      - documentation / driver's licenses
      - education
  - no problem with unemployment
  - recent restrictions make it harder to find job
  - Latinos network to find jobs
  - Documented workers paid more
- Types of jobs worked
  - farm work, field work
  - construction
  - factories
  - service industry (cleaning, food)
  - medical field
  - interpreting/translation
  - women stay at home
  - other
- Characteristics of Latino workers
  - Latinos being under-paid
  - long work hours
  - hard workers
  - take jobs no one else will work
  - sacrifices for family, sacrificed education to work

## ***RESIDENCY***

- Transient population
- Change in number of permanent residents
- Latinos leaving U.S. to return to home country
- Wide dispersion--Latinos living all over Sampson County; working all over
- Years lived in U.S.
  - long-term resident
  - recent arrival (less than a year)
  - U.S. citizen
  - legally documented

## ***TRANSPORTATION***

- Lack of public transportation available
- Need to provide own transportation
  - have own vehicle
  - pride in owning own vehicle
  - obtain rides from friends
  - pay people to obtain rides
  - use of taxis
  - driving
    - Unable to obtain driver's licenses
    - Unable to obtain auto insurance
    - Knowledge of driving laws
- Use of transportation services
  - use of health services' and social services' transportation
  - use of church's transportation services
  - school buses for children
  - free transportation through Medicaid
  - transportation service within Sampson County
  - use of farm busses

## ***LEISURE***

- Recreation
  - Sports
    - soccer
    - volleyball
  - Outings:
    - to beach
    - go to the mall, flea market
    - go to Walmart
  - Lack of children's activities
  - Lack of things to do
  - Eating out at restaurants
  - Need for more recreational spaces
  - Music concerts
  - Dance club
  - Bars
- Church
  - attending service
  - religious celebrations (at home or church)

- Gatherings at homes for non-religious reasons
- Cultural celebrations (i.e., Cinco de Mayo)
- Involvement of family/friends

***INVOLVEMENT OF LATINOS IN COMMUNITY / ORGANIZATION***

- Involved in community college
- Involvement in politics
  - Lack of involvement due to:
    - inability to vote
    - fear of being active in community
    - few registered voters
  - Some Involvement
- Involvement in community organizing
- Involvement in church activities

***LATINO COMMUNITY***

- Lack of unified community
  - different countries
  - dispersed people
  - fear of organizing, being discriminated against
  - different religious organizations
  - long work hours
- Unification through:
  - jobs
  - church, church projects
- Community leaders
  - lack of
  - presence of
    - natural helpers (non-professionals)
    - figures of authority

***GENERAL VIEW OF LATINOS IN SAMPSON COUNTY***

- Supportive
  - Admiration:
    - work ethic, uncomplaining
    - honesty, law-abiding
    - strong family value, value of children
    - strong faith
    - strong commitment to friends, neighbors, family
    - joyful people

- Cleanliness
- Economic dependence on Latinos for providing work
- Latinos' contribution to economy through sales taxes, creating jobs
- Increasing acceptance of Latinos in community
- Desire to learn more about Latino community
- Non-supportive
  - Community backlash:
    - problems drinking/driving
    - gangs, violence
  - Racism, prejudice
    - Individual
      - resentment/fear of different language
      - resentment/fear of different culture
      - treat you better if speak English
      - general discrimination
    - Institutionalized (service agencies, legal system)
      - traffic stops
      - mistreatment by police
      - lack of police protection
      - racist comments
      - not providing services as required by law
- Growth of the Latino community
  - Viewed as a positive change
  - Viewed as a negative change
    - Difficulties accommodating, providing sufficient resources (services, schools)
    - Resentment for use of social services
    - Threatened by culture (language)
    - Threatened by loss of jobs
  - Influence on growth
    - Fewer immigrants due to cost of arrival, fear
    - Increased birth rate
- Lack of understanding different culture

### ***STRENGTHS OF THE LATINO COMMUNITY***

- Work ethic
- Family
  - Strong family orientation, support one another
  - Strong value placed on children
  - Children growing up speaking English
  - Parents sacrifice to provide for family

- Faith (religion)
- Culture (food, tradition)
- Pride in heritage
- Joy in life
- Generosity
- Honesty
- Desire to be accepted

### ***ETHNIC / RACIAL RELATIONS WITHIN SAMPSON COUNTY***

- Personal relationships:
  - interracial dating
  - inter-country dating
- Racial tension between Latinos & other groups
  - lack of mixing between blacks/Latinos
  - lack of mixing in general
  - racial/ethnic gangs
  - Latinos as 3<sup>rd</sup> class citizens
  - Latinos taken advantage of
  - avoidance of area businesses frequented by Latinos
  - Latinos as targets of violence
- Racial tension among Latinos
  - division among Latinos from different countries
  - gangs
  - Latinos as targets of violence by Latinos
  - No tension among Latinos
- Acceptance within community
  - General acceptance by community, positive interaction
  - Increased acceptance within community in recent years
- Mixing occurs at area businesses / public locales
  - Walmart
  - Restaurants
  - Sports
  - Churches

### ***HEALTH***

- Use of services
  - view that Latinos are generally good at seeking services
  - lack of seeking preventive care
  - avoid care, obtaining medication, treatment due to finances/lack of insurance
  - difference between female/male utilization

- lack of private physicians, regular provider
- Cultural differences in health views (practices)
- Mental health issues
  - depression
  - loneliness due to loss of family
  - fear of arrest
  - discrimination
- Health issues:
  - domestic violence
  - drinking
  - obesity/hypertension/diabetes
  - HIV/STIs
  - dental
  - occupational injuries
  - pregnancy

### ***SERVICES FOR LATINOS***

- Language and Communication when providing services
  - Interpretation/translation
    - Use of interpreters
    - Increased availability of interpreters
    - Insufficient translation services
    - Translation through family members
    - Use of language line
      - sufficient to communicate
      - problems with communication
    - Problem with different dialects
  - Difficulty with different levels of education
    - Literacy
    - Lack of health education (i.e., use of preventive services)
  - Different cultural practices (i.e., breastfeeding, use of traditional medicine)
  - Difficulty contacting patients
- Services in Spanish
  - documents, materials provided in Spanish
  - signs in Spanish
  - bilingual providers
  - culturally-appropriate services
- Documentation requirement
  - require proof
  - no requirement

- Problems due to immigration/lack of documentation:
  - not being able to apply for Medicaid, insurance
  - challenge of establishing trust
  - unable to apply for government housing
  - not being able to use all services
- Challenges of providing services to Latinos
  - communicating when providing services
  - providing services during appropriate hours
  - lack of transportation
  - legal problems with providing services to undocumented
  - problems identifying clients because of use of different names
  - Latinos think are unable to use services due to documentation
- Education
  - Scholarships for Latinos, obtaining financial aid
  - Need to obtain in-state tuition
  - ESL classes
  - GED classes, continuing education, work safety
- Underutilization of services
  - due to fear
  - due to finances / insurance
  - due to lack of awareness of existing services
    - transportation within Sampson County
  - due to language
    - lack of interpreters
    - lack of bilingual providers
- Meeting Needs
  - Basic needs are met through services
  - Referral to other services
  - Needs are not met by agencies
    - Job training
    - Help with immigration needs
    - Help with obtaining (adequate) housing
    - Help with language translation, learning English, continuing education
    - Latinos need help knowing how to do basic things (pay taxes, buy supplies)
    - Lack of mental health services
    - Transportation
    - Lack of dental services
    - Insufficient services available, long waits



### ***REACHING THE COMMUNITY***

- Methods of advertising services
  - Advertising in public places, flyers
  - Travel to work sites
  - Health fairs
  - Through word of mouth
  - Use of radio stations
  - TV advertisements
  - Community college
  - Through churches
- Challenges reaching the community
  - Fear from Latinos
  - Lack of Spanish speakers
- Confidence in reaching community
  - Able to reach community
  - Not reaching community

### ***PRINCIPAL PROBLEMS***

- Youth gangs, violence
- Communication, language, interpreting
- Need for immigration reform
- Immigration/documentation problems
  - driver's license
  - identification cards
  - help completing paperwork
  - unable to get jobs without documentation
  - unable to use court, police
  - obtaining housing
  - being preyed upon
- Transportation
- Poverty
- Unemployment
- Housing
  - Not enough housing
  - Inadequate conditions
- Discrimination, racism, lack of acceptance within community, fear
- Higher education for youths--out of state tuition for youth, inability to get higher degrees
- Health
  - Pesticides, environmental health
  - Use of preventive services

- Lack of health insurance
- Lack of finances to pay for medication / treatment / doctors' visits
- Mental Health
  - Depression
  - Alcohol use
  - Fear, stress related to lack of documentation
  - Domestic violence
- Overspending, debt
- Loss of culture, values
- Lack of Recreational Activities, space for recreation

APPENDIX O: CONSENT TO CONTACT FOR FORUM

## Do you want to attend the Community Forum?

We would like to provide you with more information about the community forum being held in the spring. If you agree, someone will contact you about the forum. The information you provide is confidential and will not be associated with the answers and opinions that you provided during the interview or focus group.

Thank you for your support!

Name: \_\_\_\_\_

Phone Number

(home) \_\_\_\_\_ (cell) \_\_\_\_\_ (work) \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please indicate your preference:

- To attend the community forum**
- To help plan the community forum**
- Both (attend and plan)**

Please indicate your preferred way to be contacted:

- Cell phone
- Home phone
- Work phone
- Email
- Mail

**Thank you!**

## ¿Quiere asistir a una junta comunitaria?

Queremos darle más información sobre la junta comunitaria que se realizará en la primavera. Si está de acuerdo, alguien le contactará sobre la junta. La información que provee es confidencial y no será asociada con las respuestas y opiniones que nos dió durante la entrevista o grupo de enfoque.

¡Gracias por su apoyo!

Nombre: \_\_\_\_\_

Número de teléfono:

(casa) \_\_\_\_\_ (celular) \_\_\_\_\_

(trabajo) \_\_\_\_\_

Email: \_\_\_\_\_

Dirección: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Por favor indique su preferencia:

- Asistir a la junta comunitaria**
- Ayudar planear la junta comunitaria**
- Los dos (asistir y planear)**

Por favor indique el método de contacto preferido:

- Teléfono celular
- Teléfono en casa
- Teléfono del trabajo
- Email
- Dirección

**¡Muchísimas Gracias!**

APPENDIX P. SOLICITATION LETTER

March 31, 2008

Dear (fill in info here),

We are a group of graduate students at the University North Carolina-Chapel Hill School of Public Health conducting a community research project in Sampson County. Our research, conducted in partnership with the Sampson County Health Department, has focused on the Latino Community that lives in and accesses services within the county. Over the last six months, we have conducted research into the many positive aspects and challenges of the Latino Community in Sampson County.

We cordially invite you to attend the Sampson County Latino Community Forum, where we will present our results, on Saturday April 19, 2008 at 1:00pm at the Sampson County Community College. The goal of the forum is enhance the quality of life of the Latino Community by facilitating communication between service providers and community members within Sampson County.

In addition to your attendance at the event we would greatly appreciate a donation. Because many of the people we have spoken to have mentioned the pride they have in local establishments, we would like to (PUT NAME OF BUISNESS HERE) represented. We are requesting a donation from your business to be given away as a door prize to local residents. Alternatively, we will happily accept monetary or food donations towards making the community forum a great success. We will have a list of donors present at the forum in order to give you full recognition. Your collaboration will undoubtedly generate even more goodwill in the community and publicly credit your organization as a generous one.

Your monetary 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) 843-9137 or toll-free at (866) 610-8273.

Sincerely,

Katie Cravens  
Community Forum Planning Committee, Co-Chair

Serene Myers  
Community Forum Planning Committee, Co-Chair

APPENDIX Q. FORUM FLIER



VENGAN A CELEBRAR LA PRIMERA:

# Junta comunitaria

**CUÁNDO:**  
Abril 19

**A QUÉ HORAS:**  
De las 13:00-15:00

**DÓNDE:**  
El Auditorio  
del  
Sampson County Community College

**CONTACTO:**  
Serene Myers: 919-843-9137

**QUE LLEVAR:**  
¡TODA LA FAMILIA!

Le invitamos A:

- Comer
- Hablar de temas que le importan
- Conocer otros miembros de la comunidad latina
- Formar contactos con proveedores de servicios
- Familiarizarse con recursos disponibles en el condado
- Prepararse mejor para nuestra comunidad
- ¡Divertirse!



**UNC**  
SCHOOL OF PUBLIC HEALTH

## APPENDIX R. THEME STATEMENTS

## **Theme Statements**

*(\* indicates a theme chosen by the forum planning committee to be discussed at the forum)*

### **Transportation\***

Lack of public transportation within Sampson County, combined with recent restrictions on drivers' licenses, makes it difficult for many Latinos within the county to use available services and limits their employment opportunities.

### **Language and Communication\***

Although the number of interpreters and bilingual providers has increased within Sampson County, bilingual services offered in English and Spanish are still limited. The lack of services offered in Spanish creates barriers to both providing and receiving quality services.

### **Awareness and Accessibility of Services\***

Many services that are offered in Sampson County are not accessible to Latinos due to various reasons. Of those services that are available, some Latinos are either not aware of their existence or incorrectly believe they do not qualify to receive them.

### **Leadership\***

A solid and strong network of Latino leaders may help to improve community cohesion and can serve as a foundation for community organizing efforts.

### **Housing\***

The lack of affordable and adequate housing, documentation barriers in buying homes, and securing alternative housing options in the case of deportation cause high fear and stress within the Latino community.

### **Recreation\***

Creating more recreational programs may serve to unify the Latino community, decrease youth gang involvement, and improve positive interactions between Latinos and other community members in Sampson County.

### **Higher Education**

Many Latino youth are unable to pursue college degrees due to an inability to establish residency and obtain in-state tuition. The lack of higher education opportunities affects future job prospects, and as a result Latino youth may be less likely to finish high school.

### **Continuing Education for Adults**

While adult education classes are offered in Sampson County, there is still a need for more ESL and skill-building courses (such as classes focusing on basic or advanced computer skills). Additionally, there is a need for an organized way to receive free information in Spanish about everyday concerns and problems related to life in Sampson County.

## **Crime and Violence**

Many Latinos have said that they enjoy the relative safety and slower pace of life that Sampson County offers. Even so, Latinos in the county are often targets of crime. Additionally, there is increased concern about domestic violence and the rise in gang activity within the population. Fear of dealing with law enforcement may cause many Latinos to avoid reporting crimes against them, leaving many without protection and at continued risk.

## **Disconnect Between Generations**

Many members of the adult Latino population were born and raised outside of the U.S., and have strong cultural traditions and practices that can be difficult to pass along to their children being raised here in the United States. As youth become increasingly comfortable with American culture and less familiar with their parents' native countries and traditions, it is harder for Latino adults and young people to relate to each other, causing a disconnect between different generations of Latinos in Sampson County. This disconnect can lead to challenges with communication between generations and to less family cohesion.

## **Discrimination**

Discrimination is a problem and concern for many Latinos in Sampson County. Latinos have reported being the targets of hurtful and unfair acts and comments due to their ethnic/cultural identity, causing them to feel unwelcome and insecure. While Latinos often feel discriminated against by non-Latino residents, there is also discrimination that occurs within the Latino community itself. As Spanish-speaking residents of Sampson County have come from a number of different countries and regions, there is a sense of disconnect within the Latino community, and prejudices and discrimination exist based on country of origin. All forms of discrimination lead to a more divided Sampson County population that may not work together as effectively or be as productive as possible.

## **Heightened Fear and Stress Among the Latino Population**

Recent restrictions on drivers' licenses, reports of roadblocks, and tighter enforcement of immigration laws in North Carolina have resulted in heightened levels of fear and stress among Latinos in Sampson County. Increased fear and stress may also be linked to depression and alcohol use among Latinos, and to a tenser social environment in Sampson County--with many Latinos reporting incidents involving discrimination and racism. As a result of greater fear and stress, many service providers encounter barriers to establishing trust with the Latino population, and increased accessibility to mental health services is necessary.

APPENDIX S. TRANSPORTATION TRIGGER AND QUESTIONS

## Transportation Trigger and Questions



### Objective:

1) What do you see in the picture?

Or

How would you describe what is in this picture to someone who isn't here today

2) What ideas or images stand out to you?

1) ¿Que se ven en la foto?

O

¿Como describiría lo que aparece en la foto a alguien que no este aquí?

2) ¿Cuales ideas o imágenes sobresalen (salen, destacan) para Uds.?

### Reflective:

1) What is your first response to the picture?

2) How does it make you feel?

- 1) ¿Que es su primera reacción a la foto?
- 2) ¿Como le hace sentir?

**Interpretive:**

- 1) How does it relate to the experience of Latinos in Sampson County?
- 2) What issues does this bring up for the Latino community?
- 3) Which of these issues are the most important for the Latino community?

- 1) ¿Como se relaciona a las experiencias de los latinos en el condado de Sampson?
- 2) ¿Cuales temas o problemas sacan para la comunidad latina?
- 3) ¿Cuales de estas temas son los mas importantes para la comunidad?

**Decisional:**

- 1) How does what we are doing here today affect tomorrow?
- 2) You mentioned that [xxxx] was most important. What can we do to address [this issues]?
- 3) What would be the first step that could be taken to address [this issue]?

- 1) ¿Como efectúa a mañana lo que hacemos aquí hoy?
- 2) Uds. mencionan que [xxxx] es lo (son las cosas mas) importante(s) a la comunidad. ¿Que podemos hacer para resolver al problema?
- 3) ¿Que seria el primer paso que se podría tomar para asumir de aquello?

## APPENDIX T. FORUM EVALUATION



FORUM EVALUATION FORM

	Estoy Completamente de Acuerdo	Estoy de Acuerdo	No Estoy de Acuerdo	No Estoy Nada de Acuerdo
	<i>Strongly agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly disagree</i>
La introducción al equipo y al proceso de AOCD fue informativa <i>The presentation by the community assessment team was informative</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
La discusión en el grupo pequeño fue una buena manera de compartir ideas y crear pasos de acción <i>The small group discussions were a good way to encourage conversation, share ideas, and create action steps</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Los reportajes de las conversaciones fueron informativos <i>The reports after the small group discussions were informative</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Me siento que esta junta comunitaria ayudó la comunidad <i>I feel that this gathering was beneficial for our community</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Siento que mi punto de vista fue representado hoy <i>I feel that my voice was represented here today</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Yo pretendo cumplir los pasos de acción que fueron creados hoy <i>I plan to participate in following up on the action steps we created today</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Sí/Yes	No
¿Participó una vez en una junta comunitaria? <i>Have you participated in a community forum before?</i>	<input type="checkbox"/>	<input type="checkbox"/>
¿Ha sido entrevistado por el equipo estudiantil de Chapel Hill? <i>Were you interviewed by the community assessment team?</i>	<input type="checkbox"/>	<input type="checkbox"/>
¿Ud. vive en el condado de Sampson? <i>Do you live in Sampson County?</i>	<input type="checkbox"/>	<input type="checkbox"/>

	Correo/ Direct mailing	Volante/ Flyer	Radio	TV	Iglesia/ Church	Otra Gente/ Word of mouth
¿Como se enteró de la junta comunitaria? How did you hear about the community forum? <i>Please check all that apply</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other:</b> _____						

¿Cuál fue su parte favorita de la junta? *What were the best things about this forum?*

---

---

¿Tiene Ud. sugerencias para mejorar la junta comunitaria? *Do you have suggestions to improve the forum?*

---

---

Otros comentarios/ *Other comments:*

---

---

## APPENDIX U. COMMUNITY RESOURCES

## AREA SERVICES OF SAMPSON COUNTY

*This list is just a beginning. If you know of other services or businesses that should be included please let us know. Inclusion on the list is not an endorsement of the business; we believe it is important to know what is available.*

### *Health, Medical, & Well-Being*

#### **Sampson County Health Department (Clinton)**

- **Services Available:** Maternity Clinic, Child Health, Immunizations, WIC, Orthopedic Clinic, STD Clinic, Tuberculosis Clinic
- **Requirements:** None
- **Spanish-Speakers:** Yes
- **Tel:** 910-592-1131
- **Address:** 360 County Complex Road, Clinton, NC 28328

#### **Tri-County Community Health Center (Newton Grove)**

- **Services Available:** Health screenings, immunizations, pre-natal care, WIC, physicals, pediatric care, X-ray, laboratory services, HIV testing and counseling, substance abuse counseling, specialty referrals, pharmacy
- **Requirements:** None
- **Spanish-Speakers:** Yes
- **Tel:** 910-567-6194
- **Address:** 3331 Easy Street, Dunn, NC 28334

#### **Tri-County Family Dental Center (Dunn)**

- **Services Available:** Emergency dental care, restorative care, general services
- **Requirements:** None
- **Spanish-Speakers:** Yes
- **Tel:** 910-567-2646
- **Address:** 1508 Maple Grove Church Road, Dunn, NC 28334

#### **Harvest House / Casa Cosecha (Dunn)**

- **Services Available:** In-patient (men only) and out-patient (men & women) substance abuse counseling and treatment
- **Requirements:** None
- **Spanish-Speakers:** Yes
- **Tel:** 910-567-5020
- **Address:** 1480 Maple Grove Church Road, Dunn, NC 28334

### **Sampson Regional Medical Center (Clinton)**

- **Services Available:** Emergency medical care, OB/GYN care, primary care, surgical care, diagnostic & outpatient services, mammography, surgical services, diabetes education, smoking cessation classes, weight loss program
- **Requirements:** None
- **Spanish-Speakers:** Yes
- **Tel:** 910-592-8511 (Main number; press “0” to speak to operator)
- **Address:** 607 Beaman Street, Clinton, NC 28328

### **Goshen Medical Center (Clinton)**

- **Services Available:** General practice, OB/GYN, pediatric services
- **Requirements:** None
- **Spanish-Speakers:** Yes
- **Tel:** 910-592-1414
- **Address:** 620 College Street, Clinton, NC

### **U-Care (Clinton)**

- **Services Available:** 24-hour crisis line (910-596-0931), 24-hour emergency shelter, court advocate, referrals, support groups, rape crisis and rape prevention counseling, abuser treatment, court-mandated batterers’ program, life skills training
- **Requirements:** None
- **Spanish-Speakers:** Yes
- **Tel:** (910) 596-0931

### **Crisis Center (Clinton)**

- **Services Available:** Provides short-term housing, supplementation of rent/mortgage/utilities, food, and clothing for people in crisis. Can only use once per year. May also obtain groceries once a month.
- **Requirements:** Need to present Social Security Card
- **Spanish-Speakers:** No
- **Tel:** (910) 592-3599
- **Address:** 309 East Main Street

### **Sampson County Department of Social Services (Clinton)**

- **Services Available:** Medicaid, Food Stamps, Emergency Medicaid (for labor/delivery)
- **Requirements:** Need to be U.S. Citizen or documented resident alien
- **Spanish-Speakers:** Yes

- **Tel:** 910-592-7131
- **Address:** 360 County Complex Road, Suite 100, Clinton, North Carolina 28328

### **Center for Health & Wellness (Clinton)**

- **Services Available:** Free classes on healthy eating, exercise, health education, diabetes
- **Requirements:** None
- **Spanish-Speakers:** No (classes are in English)
- **Tel:** (910) 596-5400
- **Address:** 417 E Johnson Street, Clinton, NC

### *Children's Services*

#### **Partnership for Children (Clinton)**

- **Services Available:**
- **Requirements:** None, but children must be 0-4 or 5 years of age (depending on program)
- **Spanish-Speakers:** Yes
- **Tel:** 910-592-9399
- **Address:** 211 West Main Street, Clinton, NC

### *Transportation*

#### **Sampson Area Transportation Services (Clinton)**

- **Services Available:** Provides transportation within Sampson County. The transportation service may be used for any purpose—medical appointments, personal shopping, going to church, etc. Monday-Friday, 6:30am-4:30pm. May have limited hours for medical appointments.
- **Requirements:** Need to provide “intake” information including name, address, age, disability, etc. Will be asked for a SS number, but you do not need to provide one (can simply say “none” and that is acceptable).
- **Spanish-Speakers:** None
- **Tel:** 919-299-0127
- **Address:** County Complex Road, Clinton, NC 28328

### *Educational Classes*

#### **Sampson Community College (Clinton)**

- **Classes Available:** ESL, GED, computer skills, continuing education
- **Requirements:** None
- **Spanish-Speakers:** Yes
- **Tel:** 910-592-8081
- **Address:** 1801 Sunset Avenue, Highway 24 West, Clinton, NC 28328

## *Recreation*

### **Parks & Recreation (Clinton)**

- **Programs Available:** Youth sports leagues (soccer, volleyball, softball, baseball, cheerleading, American football), adult sports programs
- **Requirements:** None
- **Spanish-Speakers:** No
- **Tel:** 910-299-0924
- **Address:** 364 County Complex Road, Clinton, NC 28328

### **City of Clinton Parks & Recreation**

- **Programs Available:** Youth sports leagues (soccer, volleyball, softball, baseball, cheerleading, American football), adult sports programs
- **Requirements:** None
- **Spanish-Speakers:** No
- **Tel:** 910-299-4906
- **Address:** 119 Leisure Ln. Clinton, NC 28329

### **Liga de Fútbol (Clinton)**

- **Programs Available:** Adult soccer league
- **Requirements:** None
- **Spanish-Speakers:** Yes
- **Tel:** 910-249-2885

## *Other*

### **Cooperativa Latina (Fayetteville)**

- **Services available:** Bank services, money wiring
- **Requirements:** ITN or Social Security Card to use services
- **Spanish-Speakers:** Yes
- **Tel:** 910-323-4334
- **Address:** 100 Hay St. Fayetteville, NC 28301

### **Episcopal Farmworkers Ministry (Dunn)**

- **Services Available:** Free immigration services for migrant workers and farmworkers, ESL classes, food distribution, clothing and supplies for migrant labor camps, emergency transportation, farm worker advocacy, spiritual services
- **Requirements:** None (services for migrant and seasonal farm workers)
- **Spanish-Speakers:** Yes

- **Tel:** 910-567-6917
- **Address:** 2989 Easy Street, Dunn, NC 28334

### North Carolina Society of Hispanic Professionals (Cary)

- **Services Available:** Information on educational scholarships and loans, mentoring and tutoring programs for youth
- **Spanish-Speakers:** Yes
- **Tel:** 919-467-8424
- **Address:** 8450 Chapel Hill Road, Suite 209 Cary, NC 27513
- **Email:** [mailbox@TheNCSHP.org](mailto:mailbox@TheNCSHP.org)
- **Website:** <http://www.thencshp.org>

### El Pueblo, Inc. (Raleigh)

- **Services Available:** Proactive advocacy, leadership development, education, promotion of cross-cultural understanding in partnerships at the local, state, and national levels
- **Spanish-Speakers:** Yes
- **Tel:** 919-835-1525
- **Address:** 4 N. Blount St., Suite 200, Raleigh, NC 27601
- **Website:** <http://www.elpueblo.org/>

### Solución Latina (Clinton)

- **Services Available:** Immigration services, authorization and document translation for Mexico and Central America, housing and business loans, legal guidance for traffic, criminal, and civil cases; income tax help
- **Spanish-Speakers:** Yes
- **Tel:** 910-592-7601; 910-592-7456
- **Address:** 409-C Warsaw Rd. Clinton, NC 28328

### J.C. Holliday Library (Clinton)

- **Services Available:** Some books in Spanish, public computers with internet access
- **Spanish-Speakers:** No
- **Tel:** 910-592-4153
- **Address:** 217 Graham Street, Clinton, NC 28328



## *Consulates*

### **Mexican Consulate (Raleigh)**

- **Spanish-Speakers:** Yes
- **Tel:** 919-754-0046
- **Fax:** 919-754-1726
- **Address:** 336 E Six Forks Rd. Raleigh NC 27609 USA
- **Website:** <http://portal.sre.gob.mx/raleigh/>

### **Guatemalan Embassy/Consulate (Atlanta)**

- **Spanish-Speakers:** Yes
- **Tel:** (404) 255-7019
- **Address:** 4772 East Conway Drive, N.W. Atlanta, Georgia 30327

### **Honduran Embassy/Consulate (Miami)**

- **Spanish-Speakers:** Yes
- **Tel:** (305) 447-8927
- **Address:** Consulate General, 300 Sevilla Ave. Coral Gables, FL 33134
- **Hours:** 9 a.m. to 2 p.m. Jurisdiction in Florida, Georgia, North Carolina, and South Carolina.

### **El Salvadoran Embassy/Consulate (Washington, D.C.)**

- **Spanish-Speakers:** Yes
- **Tel:** 202-265-9671; 202-265-9672 or 202-265-9675
- **Fax:** 202-234-03834
- **Address:** René Antonio León, Ambassador, 2300 California Street, N.W. Washington, D.C. 20008

## *Legal Services*

### **David L Best & Associates (Clinton)**

Gerald E. Rush

- **Spanish-Speakers:** Sí
- **Tel:** 910-592-8336

### **Joanna Shober (Fayetteville)**

- **Spanish-Speakers:** Yes
- **Tel:** 910-483-1981

**Richard Alexander Diener (Snow Hill)**

- **Spanish-Speakers:** Yes
- **Tel:** 252-747-7400

**Margaret A. Jennings (Wilmington)**

- **Spanish-Speakers:** Yes
- **Tel:** 910-762-0850

**Nikiann Tarantino Gray (Raleigh)**

- **Spanish-Speakers:** Yes
- **Tel:** 919-836-4257

**Seth A. Blum (Raleigh)**

- **Spanish-Speakers:** Yes
- **Tel:** 919-832-7700

**Ann Robertson (Raleigh)**

- **Spanish-Speakers:** Yes
- **Tel:** 919-834-7004

**Omar Baloch (Raleigh)**

- **Spanish-Speakers:** Yes
- **Tel:** 919-834-3535

## SERVICIOS DEL CONDADO DE SAMPSON

*Esta lista es solamente un empiezo. Si conoce otros servicios que debe ser incluido, por favor decírnos. Ser incluido en la lista, no sea endoso del servicio; creamos que es importante saber de los servicios disponibles.*

### *Salud, Medicina, y Bienestar*

#### **Departamento de Salud del Condado de Sampson (Clinton)**

- **Servicios:** Clínica de Maternidad, Salud Infantil, Inmunizaciones, WIC, Clínica de Ortopédico, Clínica de Infecciones Sexuales, Clínica de Tuberculosis
- **Requisitos:** No
- **Hispanohablantes:** Sí
- **Tel:** 910-592-1131
- **Dirección:** 360 County Complex Road, Clinton, NC 28328

#### **El Centro de Salud Comunitaria de Tri-County (Newton Grove)**

- **Servicios:** Pruebas de Salud, Inmunizaciones, Cuidado Prenatal, WIC, Reconocimientos Médicos, Servicios Infantiles, Radiografía, Servicios de Laboratorio, Prueba y Consultivo de HIV, Consultivo del Abuso de Drogas, Remisiones a Especialistas, Farmacia
- **Requisitos:** No
- **Hispanohablantes:** Sí
- **Tel:** 910-567-6194
- **Dirección:** 3331 Easy Street, Dunn, NC 28334

#### **El Centro Dental Familiar de Tri-County (Dunn)**

- **Servicios:** Cuidado Dental de Emergencia, Cuidado Restaurativo, Servicios Generales
- **Requisitos:** No
- **Hispanohablantes:** Sí
- **Tel:** 910-567-2646
- **Dirección:** 1508 Maple Grove Church Road, Dunn, NC 28334

#### **Casa Cosecha / Harvest House (Dunn)**

- **Servicios:** Paciente internado (hombres) y Paciente no hospitalizado (hombres y mujeres) Consultivo y Tratamiento de Drogas y Alcohol
- **Requisitos:** No
- **Hablantes de Español:** Sí
- **Tel:** 910-567-5020
- **Dirección:** 1480 Maple Grove Church Road, Dunn, NC 28334

### **El Centro Médico de Sampson (Clinton)**

- **Servicios:** Cuidado Medical de Emergencia, Cuidado Obstétrico, Cuidado Ginecológico, Cirugía, Servicios Diagnósticos, Mamografía, Educación de la Diabetes, Clases de la Cesación de Fumar, Programas de la Pérdida de Peso
- **Requisitos:** No
- **Hispanohablantes:** Sí
- **Tel:** 910-592-8511 (Oprima “0” para hablar con el operador)
- **Dirección:** 607 Beaman Street, Clinton, NC 28328

### **El Centro Medical de Goshen (Clinton)**

- **Servicios:** Servicios Generales, Cuidado Obstétrico, Cuidado Ginecológico, Servicios Infantiles
- **Requisitos:** No
- **Hispanohablantes:** Sí
- **Tel:** 910-592-1414
- **Dirección:** 620 College Street, Clinton, NC

### **U-Care (Clinton)**

- **Servicios:** Línea de Ayuda (910-596-0931), Refugio de Emergencia, Defensor del Corte, Remisiones, Grupos de soporte, Asesoría y Prevención de la Violación, Tratamiento para abusadores, programas de habilidades de la vida
- **Requisitos:** No
- **Hispanohablantes:** Sí
- **Tel:** 910-596-0931

### **El Centro de Crisis (Clinton)**

- **Servicios:** La vivienda a corto plazo, ayuda con la renta o hipoteca, ayuda con las notas de débito, ropa. Sólo puede usarlo una vez durante el año. Puede obtener comestibles una vez cada mes.
- **Requisitos:** Necesita seguro de social
- **Hispanohablantes:** No
- **Tel:** 910-592-3599
- **Dirección:** 309 East Main Street, Clinton, NC

### **El Departamento de Servicios Sociales del Condado de Sampson (Clinton)**

- **Servicios:** Medicaid, Estampillas de Comida, Medicaid de Emergencia
- **Requisitos:** Ciudadano de los E.E.U.U., o residente legal
- **Hispanohablantes:** Sí

- **Tel:** 910-592-7131
- **Dirección:** 360 County Complex Road, Suite 100, Clinton, North Carolina 28328

### **Centro para el Salud y Bienestar (Clinton)**

- **Servicios:** Clases de la Alimentación Sana, Ejercicio, Educación de la Salud, y la Diabetes. Todas las clases son gratis.
- **Requisitos:** No
- **Hispanohablantes:** No (sólo para los clases de inglés)
- **Tel:** (910) 596-5400
- **Dirección:** 417 E Johnson Street, Clinton, NC

### *Servicios para Niños*

#### **Alianza Para los Niños (Clinton)**

- **Servicios:** Programas para los padres y niños (0-5 años). Grupos de Soporte para los padres, Pruebas del Desarrollo de Niños, Remisiones a Servicios de Niños, Asientos para la Seguridad del Niño, Clases de Crianza
- **Requisitos:** Certificado de nacimiento; todos los programas están gratis
- **Dirección:** Sí
- **Tel:** 910-592-9399
- **Dirección:** 211 West Main Street, Clinton, NC

### *Transportación*

#### **Servicios de Transportación del Condado de Sampson (Clinton)**

- **Servicios:** Transportación dentro del condado de Sampson, al costo de \$1-9. Horas limitadas para las citas médicas. Lunes a Vieres, 6:30 de la mañana hasta 4:30 de la tarde.
- **Requisitos:** Hay que completar una forma de entrada con información básica, pero todos se pueden usar.
- **Hispanohablantes:** No
- **Tel:** 919-299-0127
- **Dirección:** County Complex Road, Clinton, NC 28328

### *Clases*

#### **Colegio Comunitario de Sampson / Sampson Community College (Clinton)**

- **Clases:** ESL, GED, habilidades de computadora, educación continua
- **Requisitos:** No
- **Hispanohablantes:** Sí
- **Dirección:** 1801 Sunset Avenue, Highway 24 West, Clinton, NC 28328
- **Tel:** 910-592-8081

## *Recreo*

### **Parques & Recreo (Clinton)**

- **Programas:** Liga deportiva juvenil (fútbol, vólibol, softbol, béisbol, cheerleading, fútbol americana) y programa deportivo para adultos
- **Requisitos:** No
- **Hispanohablantes:** No
- **Tel:** 910-299-0924
- **Dirección:** 364 County Complex Road, Clinton, NC 28328

### **Ciudad de Clinton Parques y Recreo**

- **Programas:** Liga deportiva juvenil (fútbol, vólibol, softbol, béisbol, cheerleading, fútbol americana) y programa deportivo para adultos
- **Requisitos:** No
- **Hispanohablantes:** No
- **Tel:** 910-299-4906
- **Dirección:** 119 Leisure Ln. Clinton, NC 28329

### **Liga de Fútbol (Clinton)**

- **Programs Available:** Liga de fútbol para adultos
- **Requisitos:** No
- **Hispanohablantes:** Sí
- **Tel:** 910-249-2885

## *Misc.*

### **Cooperativa Latina (Fayetteville)**

- **Servicios:** Servicios de banco, remisión de dinero
- **Requisitos:** ITN or Social Security Card to use services
- **Hispanohablantes:** Sí
- **Tel:** 910-323-4334
- **Dirección:** 100 Hay St. Fayetteville, NC 28301

### **Episcopal Farmworkers Ministry (Dunn)**

- **Servicios:** Servicios de inmigración gratis; clases de ingles; comida, ropa, y provisiones para campamentos de obreros migratorio; transporte urgente, propugna para obrero agrícola, servicios espirituales
- **Requisitos:** No (servicios para obreros migratorio y temporero)

- **Hispanohablantes:** Sí
- **Tel:** 910-567-6917
- **Dirección:** 2989 Easy Street, Dunn, NC 28334

### **Sociedad de Profesionales Hispanos-Norte Carolina (Cary)**

- **Servicios:** Información sobre becas y préstamos para educación secundaria, programas de mentores y tutores para juventud.
- **Hispanohablantes:** Sí
- **Tel:** 919-467-8424
- **Dirección:** 8450 Chapel Hill Road, Suite 209 Cary, NC 27513
- **Email:** [mailbox@TheNCSHP.org](mailto:mailbox@TheNCSHP.org)
- **Página de web:** <http://www.thencshp.org>

### **El Pueblo, Inc. (Raleigh)**

- **Servicios:** Propugna preactiva, desarrollo de liderazgo, educación, promoción de entendimiento entre culturas en colaboración al nivel local, estatal, y nacional
- **Hispanohablantes:** Sí
- **Tel:** 919-835-1525
- **Dirección:** 4 N. Blount St., Suite 200, Raleigh, NC 27601
- **Página de Web:** <http://www.elpueblo.org/>

### **Solución Latina (Clinton)**

- **Servicios:** Peticiones de inmigración; poderes, autorizaciones, autenticación y traducción de documentos para México y Centroamérica; préstamos para la compra de casas, negocios o terrenos; abogados para casos tráfico, criminales o civiles; income tax y arreglo de deudas con el IRS o el estado
- **Hispanohablantes:** Sí
- **Tel:** 910-592-7601; 910-592-7456
- **Dirección:** 409-C Warsaw Rd. Clinton, NC 28328

### **Biblioteca de J.C. Holliday (Clinton)**

- **Servicios:** Algunos libros en español, computadoras públicas con el internet
- **Hispanohablantes:** No
- **Tel:** 910-592-4153
- **Dirección:** 217 Graham Street, Clinton, NC 28328

## *Consulados*

### **Consulado de México (Raleigh)**

- **Hispanohablantes:** Sí

- **Tel:** 919 754 0046
- **Fax:** 919 754 1726
- **Dirección:** 336 E Six Forks Rd. Raleigh NC 27609 USA
- **Página del Web:** <http://portal.sre.gob.mx/raleigh/>

#### **Consulado y Embajada de Guatemala (Atlanta)**

- **Hispanohablantes:** Sí
- **Tel:** (404) 255-7019
- **Dirección:** 4772 East Conway Drive, N.W. Atlanta, Georgia 30327

#### **Consulado y Embajada de Honduras (Miami)**

- **Hispanohablantes:** Sí
- **Tel:** (305) 447-8927
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- **Fax:** 202-234-03834
- **Dirección:** René Antonio León, Ambassador, 2300 California Street, N.W. Washington, D.C. 20008

#### *Servicios Legales*

##### **David L Best & Associates (Clinton)**

- **Hispanohablantes:** Sí
- **Tel:** 910-592-8336

##### **Joanna Shober (Fayetteville)**

- **Hispanohablantes:** Sí
- **Tel:** 910-483-1981

##### **Richard Alexander Diener (Snow Hill)**

- **Hispanohablantes:** Sí
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- **Tel:** 919-834-3535