Cedar Grove
Orange County

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

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Executive Summary

During the 2000-2001 academic year, four students from the Department of Health Behavior and Health Education at the School of Public Health at the University of North Carolina Chapel Hill, under the guidance of a preceptor from the Orange County Health Department and faculty of their program, conducted an Action Oriented Community Diagnosis of Cedar Grove, Orange County, North Carolina. The purpose of this document is to summarize that process.

A brief description of the Cedar Grove community is presented to provide background information about the context of the process. This is followed by a description of the qualitative methodology used by the student team to conduct the diagnosis. Results of the process, including a discussion of themes identified as important by community members and a description of the community meeting, the concluding event of the diagnosis, are presented. This is followed by a summary of future plans made by community members and service providers as well as recommendations for future action made by the student team.

While many valid and important concerns were identified through the diagnosis, the Cedar Grove community has a history of successful problem-solving. It is our hope that this process has renewed the interest of community members and service providers alike in working together to address issues related to the future vitality of Cedar Grove. We hope that this document will be of use to them in those efforts.
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INTRODUCTION

How We Define Cedar Grove

Over the course of the past seven months, our definition of Cedar Grove has changed from vague physical descriptions to friendly personal stories. When first told we would be working in a place called Cedar Grove, we were very unclear about what this meant. Since none of us are from North Carolina, we had limited knowledge of life outside of Chapel Hill. Outside sources informed us that Cedar Grove was relatively rural and had a changing population. We also heard something about an old school used by the community and a burned out church. As we started to work in the community, our challenge was to define for ourselves where Cedar Grove began and ended physically. After our first driving tour, we made the following comments:

- “The town intersection was a lot smaller than I thought. Basically, it was a four way stop with two corners empty…”
- “It also seemed to be VERY spread out with no common gathering area.”
- “Cedar Grove did not appear to have clear boundaries, although there was a sign announcing the town limits as we entered from the south.”
- “The surrounding area was rural, including farmland, cattle and chicken ranches, a number of stables, several home-based businesses (mostly automotive services), modular homes, and a few large stately two-story homes.”
- “We passed the post office and then Cedar Grove United Methodist Church. (The church that burned down sometime after Christmas last winter.)”

As evidenced by the comments above, we struggled to define even the center and boundaries of this township. However, over the past seven months, our definition of Cedar Grove has broadened beyond mere physical characteristics to include an appreciation of the richness of history and community life in the area. We understand now that Cedar Grove is defined in part by established families that take pride in self-reliance and community service. It
is defined by the presence of a strong social network of community members anchored by churches that dot the landscape. It is defined by its remote location in northern Orange County, far from the bustle of the more affluent and influential center of Chapel Hill to the south. Cedar Grove is also defined by the inevitable changes brought on by growth occurring throughout the Triangle Area.

Our personal definition of Cedar Grove now must also include our personal experiences in the community. Although we are far from being insiders in Cedar Grove, talking with community members has allowed our definition of the community to go beyond just the physical characteristics and be transformed by personal stories. For example, instead of picturing Cedar Grove as a rough geographic circle or zip code on a map, we now say:

- “Oh that is where (___________) lives. She has really worked hard in the community. She is a great example of the characteristics that so many people in Cedar Grove admire.”
- “Remember the story (_______) told us about the Old Cedar Grove School…?”
- “Wasn’t it great to see everyone talking about the concerns in the community?”
- “When I was at the softball game Tuesday I said hi to (___________) and we had a great conversation.”

Overall, Cedar Grove is a quiet rural area, where residents enjoy living. The area is rich with the history and traditions of many generations. Although many new residents have come to Cedar Grove, it has not lost the close rural feeling often described by community members. In fact, one of our team members has thought of moving to Cedar Grove, explaining, “It might just be what I’ve been looking for.”

Our assignment was to get to the heart of what it is like to live in Cedar Grove – to find out what the strengths of the community are, as well as the challenges. We started with a review
of secondary data documents and a driving tour of the area. Through participation in several community events, we were introduced to individuals who are familiar with Cedar Grove and began a process of interviewing. Both community members and service providers were interviewed in order to gain both an insider and outsider perspective of the community. Since our introduction to Cedar Grove back in November, we have interviewed over 30 people—some long time community members, some newcomers, and some service providers who work with families in Cedar Grove—and talked informally to many more.

Geography

Described by community members as “God’s country,” Cedar Grove is a pastoral township approximately 12 miles across, located in the northern half of Orange County, North Carolina. It is equally close to Person and Caswell Counties on the north side, Alamance County on the west side, and Durham County on the east. The next closest town is Hillsborough, which lies 8 miles to the south. The community contains parts of three watersheds: Back Creek, Little Creek, and the Upper Eno River, the last of which is part of the reservoir that serves Hillsborough. Residents must use wells to get drinking water and septic systems to dispose of wastewater. The majority of the land is used for agriculture and dairy farming; however, some of the large landowners of Cedar Grove have recently sold land to developers, in response to the growth in the population.

History

Cedar Grove originally began as a settlement for Scottish and Irish Presbyterians, German Methodists, and Quakers. This diverse mix opened their own churches in the middle of the 1700’s and began dairy and tobacco farming. There was a rise in gristmills as well as sawmills to process wood from trees cleared to create farm fields (Bull et al., 1993). Africans
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were brought to Cedar Grove towards the end of the 1700’s to work as slaves on the farms run by Caucasian settlers. When slaves were freed and allowed to own land, they remained in the area, resulting in the Caucasian and African American landowners that currently reside there (Bull et al., 1993).

The family farms and the strong church community contributed significantly to the history of Cedar Grove. As a result, harvest festivals and church outings are central to the social fabric of the township and are a large part of the daily life and activities of its residents. Recently, the farming industry has gone through a series of changes and many farmers have transitioned out of tobacco in order to make ends meet.

**Demographics**

Cedar Grove has a population of 4930 (U.S. Census Bureau, 2002). The age, gender, ethnicity, and income of this population help define characteristics of the community that distinguish it from the rest of Orange County.

**Age**—Although all ages are represented in Cedar Grove, a large proportion of the community is aging and moving out of the workforce. Not only does this change the services needed in the area, but the leaders who previously took part in organizing the community are no longer able to be as active. Therefore, there is an expressed need for the younger population to learn from their elders and take on new roles in the community. Unfortunately, much of the younger generation that grew up in Cedar Grove is moving away and newcomers are replacing them. The increasing age of many long-time community residents may impact the future of Cedar Grove.
Gender—While interacting with community members, we observed that both men and women fulfill roles that help meet the needs of the community. Both are active in community planning, church, and the development of community activities. When asked to identify other community leaders for future interviews, both men and women provided names across gender and race. Nevertheless, those individuals repeatedly identified as community leaders and as being "involved" are women. These women play a central role Cedar Grove's community life.

Ethnicity—According to the U.S. census, the population of African Americans in Cedar Grove has decreased over the past ten years while the Caucasian population has increased (U.S. Census Bureau, 2002). However, Cedar Grove still has the highest proportion of African Americans in the county and we found no evidence from our interviews that the African American community is leaving Cedar Grove (U.S. Census Bureau, 2002). Nevertheless, there has been considerable growth in the area, bringing in primarily Caucasian professionals who live in Cedar Grove and work in Research Triangle Park (RTP) and Durham.

Due to conflicting reports, it is unclear how many Latinos live in Cedar Grove, although the most recent census indicates the number to be under 200 (2002). While many Latinos use services at the Northern Orange Human Services Center, not many actually live within the limits of the township, with the exception of some living and working on farms.

People describe the interactions between African Americans and Caucasians as friendly, although most of the time there is not a lot of interaction between the two groups. The main housing communities, churches, and convenience stores are divided along racial lines. However, these two groups have come together in the past to solve common problems, benefiting the community of Cedar Grove as a whole.
**Income** – The role income plays in the community is difficult to determine, since not all income levels were represented by interviews. According to the 1990 U.S. Census, the median annual income of Cedar Grove was $30,000 per household in 1989, with approximately 10% of individuals living below the poverty line at the time. Median income for the state of North Carolina at the time was $26,500 per household with 13% of individuals living below the poverty line (U.S. Census, 1990). Data on income from the 2000 Census was unavailable at the time this document was written.

**Economics**

Many described Highway 85 as the “dividing line between the haves and the have-nots” (Orange County Healthy Carolinians Task Force, 1996). The transition from farming tobacco to other types of crops, combined with the closing of textile mills and other sources of employment, has hit the northern part of the county hard. Meanwhile, office and service industry work are increasing in areas surrounding Cedar Grove. Consequently, whereas farming used to be a main source of income, the selling of land for development and working outside the community in non-manufacturing jobs has increased dramatically over the past 15 years.

Today, less than 1% of the jobs in Orange County revolve primarily around agriculture, and there is evidence that the farmers in Cedar Grove work other jobs in addition to farming in order to make ends meet. In a recent article in the North Carolina Farm Bureau, one farmer from Alamance County summed up the issue by stating:

> The majority of small farmers have public jobs to help make ends meet. On the other end of the spectrum are large farmers who invest millions of dollars in land and equipment, only to make an annual income in the $30,000 range. But the medium-size farmer is really stuck because he doesn’t have the time for an off-farm job and he can’t make enough money in farming to survive (Street, 2002).
This type of situation is true for many farmers in Northern Orange County and in Cedar Grove specifically.

**Education**

According to community members, educational opportunities need to reflect the shift from farming into the commercial and business sectors. Therefore there is a need for more skills development opportunities, such as computer classes. Currently there are no schools in Cedar Grove. Residents of Cedar Grove attend schools in surrounding towns such as Hillsborough, Chapel Hill, Durham, and Efland-Cheeks. Since there are no schools in Cedar Grove continuing education classes are limited and difficult to access.

**METHODS**

**Methods of Gathering Data**

The primary method of gathering information was through qualitative interviewing. A total of 32 individual community members and service providers participated in interviews or a focus group (See Appendix B). Prior to conducting any interviews or the focus group the team received IRB approval # 01-1527 (See Appendix E). This means that a panel of experts from the UNC-Chapel Hill School of Public Health has reviewed this project and feels that individuals participating were safe from harm. Copies of the Fact Sheet used to obtain consent can be found in Appendix A. Other methods included reviewing secondary data documents (See Appendix C), touring the community and attending community events.
Documents Reviewed

The student team reviewed a total of eight secondary data documents (See Appendix C). In this section a brief summary will be provided as to why the secondary data documents were reviewed.

The first two documents reviewed were from a community diagnosis done by a previous student team: “1992 Secondary Data” and “1992-1993 Action Oriented Community Diagnosis of Cedar Grove.” These two documents summarized the experience of the previous student team that worked in Cedar Grove. Not only did this help us develop an idea of what it was like for students to work in Cedar Grove, it also allowed us to have an overview of the Action-Oriented Community Diagnosis process. The secondary data document was not as helpful as the final community diagnosis document because it contained a lot of county and state data, which does not accurately represent Cedar Grove.

Next, “The 1996 Healthy Carolinians—Orange County Community Health Assessment (Preliminary Report to the Orange County Health Department and Healthy Carolinians Task Force)” and “The 2000 Orange County Health Department and Healthy Carolinians of Orange County Community Assessment” were reviewed. Although it was interesting to read these documents, again, the secondary data did very little to help develop a picture of the historical or current state of Cedar Grove. Consequently, these documents were mainly reviewed as an introduction to the project and to provide some basic background of Orange County.

The 1990 Census and 2000 Census are online and can be searched by county subdivision. This allowed us to obtain background information such as family size, income, population, and average price of homes in Cedar Grove. This secondary data source was used to provide us some sense of what to expect when we went into the community.
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The two most helpful secondary data sources were not found until later in the process. These were “The Community Based Public Health Initiative (CBPHI)” document, and the “Task Force Report for Northern Orange Human Services Center.” These documents provided information specific to life in Cedar Grove. The CBPHI project, similar to the community diagnosis process, helped identify community needs and resources. Although created some years ago, concerns identified in this document are still relevant to the community today. This document also provided us with a list of key community leaders who were previously very active in the community. “The Task Force Report for Northern Orange Human Service Center” summarized Orange County’s current assessment of and future plans for the building and the surrounding land.

In addition to more formal secondary data documents, the team also read the weekly News of Orange newspaper. This newspaper allowed the team to stay current with community events and identify key leaders in the community.

Development of Interview Guides

Prior to conducting interviews, the team developed interview guides for service providers, community members, and focus groups (See Appendix A). The guides were developed after reviewing the first four secondary data documents, examples of guides used by student teams in the past, and from our initial tour and visits in the community. A pre-test was performed with both a service provider and a community member. Feedback on the type of questions, layout, and general flow of the interview was obtained and revisions were made based on the suggestions given. In addition, throughout the process the interview guides were further revised according to the background of the interviewee and the team’s changing information needs.
Recruitment Process

The student team was introduced to the community through a guided tour provided by an African American service provider. During this tour, the student team had the opportunity to visit with members of Lee’s Chapel during their Annual Thanksgiving Senior Fellowship. In addition, the student team attended the Annual Harvest Festival hosted by the Cedar Grove United Methodist Church at the Ruritan Club. Through these initial encounters, we were introduced to many leaders of the community, who provided us with contact information for key community members and service providers to interview.

From the initial interviews, a referral system was used to obtain the names of additional community members and service providers to interview. To do this, the interviewee was given a sheet (See Appendix A) with scripted text explaining the community diagnosis process and was asked to call recommended individuals to obtain their permission to be contacted. During this beginning phase, the team attempted to contact all of the people on the referral lists. As the number of referral lists grew, the team contacted only those individuals who were mentioned multiple times.

Through this process, we gained access to mostly long-time residents of Cedar Grove, many of whom are part of families that have been in the area for generations. Although there are many newcomers, they are often not considered to be part of the “Cedar Grove community” by either African Americans or Caucasians with strong ties to the area. In addition, the majority of interviewees were women. Women community members were more often available for interviews and service providers were more likely to be women.

Furthermore, since there are limited services offered in Cedar Grove, a large percentage of the service providers interviewed were also community members. Although interviewing
people that played this dual role in the community gave us a unique and interesting perspective, the lack of interviews with decision makers at the county level may have prevented us from gaining a clear view of how Cedar Grove is seen in the larger context of county and state political processes.

**Interviews**

For individual interviews, one team member would conduct the interview, while the second team member took notes. If permitted, the interview was audiotaped. Afterwards, the two team members discussed the contents of the interview. This conversation allowed us to reword or add questions for future interviews, give feedback on interviewing skills, and clarify or highlight main points of the interview. After each interview the note taker listened to the audiotape and transcribed the interview. The note taker was able to produce clear notes that contained the full contents and context of the interview.

**Data Analysis Process**

In order to interpret the information gathered during interviews and focus groups, the student team developed a data analysis process. Once the interview was transcribed, a non-interviewer/note taker and the interviewer were assigned the primary data analysis of the interview. In this process, the responses of each interview were divided into discrete segments, which were each assigned one or more codes. The data analysis was organized on an excel spreadsheet (See Appendix G).

The initial codes that were obtained from the interview guide questions and secondary data (deductive coding) were: *community life, growth, employment, recreation, the community meeting*, and *community resources, church, transportation, source of information*. During the interview and data analysis process, additional topics that became apparent were added to the
spreadsheet (inductive coding). These codes were agency, problem solving, community issues, social life, and group divisions. Each code was clearly defined.

After the primary data analysis was completed, the interviewer reviewed the contents for accuracy and provided feedback on the appropriateness of the coding. The two team members then met to compare and combine their individual analyses. After eight interviews were analyzed, it was clear that the interviewer and the additional primary data analysis person were coding interviews similarly. Consequently, it was determined that two team members were not needed to complete the data analysis process. Therefore, the remaining data analysis was assigned to one non-interviewer/note taker. Although this method worked better for the team, it may have added bias to our results because the perspective of two individuals was not longer used.

The individual spreadsheets were then combined into one large excel workbook, in which the data were sorted according to codes. For example, all the information related to recreation was placed in one excel sheet, while all the information related to transportation was placed in another. Information that was related to more than one topic, and consequently double or triple coded, was duplicated and sorted accordingly. While combining the spreadsheets the data was reviewed to ensure that all of the interviews had been coded consistently.

Once the data analysis was sorted into the appropriate codes, the team assigned topics to each team member for aggregate data analysis by the following groups: 1) community/social life, community resources, and agency 2) recreation, employment, and political climate 3) problem solving, issues, church, and group divisions 4) transportation, sources of information, growth, and the community meeting.
Each member of the team reviewed their code sheets, and developed a corresponding summary sheet. The summary sheet was subdivided into main points, themes, and relevant quotes for each of the perspectives: 1) community members, 2) community members/service providers, and 3) service providers. At the end of the summary sheet, information relating to future directions as well as a paragraph synthesizing the information in the summary sheet were included. The final result was a summary sheet for each code that provided the team with detailed and appropriate information to discuss relevant themes that appeared during the interviews and focus group.

The team met together to review each summary sheet and transformed the information related to each code into relevant themes. This process was important because a theme is different than a code in that it makes a statement about a particular issue. For example, for the code “recreation”, the initial theme developed was: “there are not enough opportunities for recreation in Cedar Grove.” The themes that were mentioned several times were chosen and cut out of the summary sheet and placed in a pile. Initially 42 themes were selected, but after sorting them into like piles, 19 relevant and representative themes were identified (Appendix G). These 19 themes were then brought to service providers and community members to review and sort, a process that is explained in more detail in the community meeting planning process.

**Planning of Community Meeting**

In order to present the community with the most important themes gained through the AOCD process, a community meeting was organized. The idea behind this meeting was that the presentation of the themes along with the different perspectives of community members and service providers would encourage community members to take action. To plan for the
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community meeting we asked for input from both community members and service providers in a variety of ways.

First, at the end of every interview we asked people for advice about where and when to hold the community meeting, how to get people to come, and how and where to advertise. We also held two planning meetings in Cedar Grove, to which we invited a combination of service providers and community members. Finally, because we were concerned about low attendance at the planning meetings, we asked a community member to invite a few community leaders to her home for a brief planning meeting.

After compiling all the suggestions that people had given us about the community meeting during interviews, the team chose a date, time, and location. Among the interviewees, there seemed to be a consensus that the Northern Orange Center would be a neutral and convenient place to hold the meeting. They also felt that having the meeting at 7 pm on a weeknight other than Wednesday would increase the likelihood that community members would be able to attend.

We tried to form a planning committee for several reasons. First and foremost, we wanted to make sure that the meeting would be useful to Cedar Grove residents and felt we would not be able to achieve that goal without involving community members in the planning process. We needed input on which themes would be presented and discussed at the community meeting. Also, feeling that community members would be more receptive to hearing about issues in Cedar Grove from their fellow neighbors, we hoped that some of the planning committee members would be interested in helping present our findings to the community. Furthermore, from our interviews it was clear that word of mouth would be the best way to advertise the meeting. We hoped that planning committee members would be able to help us
activate that informal communication network. Last, we hoped that the planning committee would work with our preceptor to follow-up with community members and service providers after the meeting to support people in taking action on the issues addressed at the meeting.

Despite our efforts, we were not entirely successful in forming a planning committee. Finding a time that worked for people was extremely difficult. Although evenings were the best time to hold the planning meetings for community members, they were not convenient for service providers. Also, leaders in the community often had evening obligations such as classes, church activities, civic group meetings, etc. Because we could not identify a time and day that worked for the majority of the group, we decided to cancel the first meeting because a low turnout was anticipated. We tried to reschedule it for a “better” time, but without much luck.

Two community members and our preceptor were present at the first meeting. That evening we talked about what a community meeting meant to them, how to advertise, and how to involve the county at the meeting. Based on that discussion we decided to call it a “community meeting.” We presented a few flyer designs, and based on their feedback the final version of the flyer and invitation was created. (See Appendix D). It was also decided that we would ask one representative at each of the churches if they would be willing to be the person listed on the flyer to contact for more information about the community meeting. We hoped that this would increase community ownership and lend credibility to the meeting. We provided those individuals with customized flyers that listed their name and phone number and a short description of the meeting to read during church announcements.

Our preceptor and another service provider attended the second planning meeting. We had hoped to select the themes to be discussed at the community meeting that evening, but did not feel comfortable doing so without community members present. Instead, we discussed how
the county should be involved in the community meeting and logistics, such as distribution of the flyers and invitations to service providers. We also had both service providers do a pile sorting activity where they grouped the themes into appropriate categories. They also provided feedback about the themes we had selected.

After the second planning meeting, and with the community meeting quickly approaching, we still needed to choose which of the nineteen themes would be presented to the community and discussed at the community meeting. A team member spoke with one of the community members that came to the first planning committee about our dilemma. She graciously offered to pull together a few neighbors who are long time Cedar Grove residents and community leaders. Two team members met with this group of five community members at one of their homes. At that meeting, through a pile sorting activity, the eight final themes were chosen.

Because we wanted a broad representation of community members to attend the community meeting, the team felt it was important to provide transportation and childcare. OPT agreed to bring any community members needing transportation to and from the meeting, which was advertised on the flyers. We also made arrangements for two volunteers to provide childcare. Neither of these services was utilized.

Advertising consisted of flyers distributed at local churches and posted at the Northern Orange Center and local stores, church announcements, word of mouth, reminder phone calls made by team members, and invitations mailed to approximately 100 people. Invitations were sent to all the community members and service providers with whom we had contact as well as past members of Voices of Cedar Grove and selected county officials.
Personal Perceptions and Assumptions

Our personal perceptions and assumptions influenced the entire process described above. In the beginning, as a group of Caucasian graduate students from distant parts of the country studying at UNC Chapel Hill, we were concerned about how the community would perceive us. Before we entered the community we had a long discussion about how we should introduce ourselves. We decided on: “We are here to see what’s working well in the community and what could be better,” assuming that we would have control over what was said. Despite that discussion, we were introduced as students from UNC, doing a project in Cedar Grove, learning how to work with communities.

Another aspect of the process impacted by our perceptions was the method of recruitment. For example, we were introduced to the community through Lee’s Chapel. However, we did not take full advantage of the networks that the church offered because we felt that it was necessary to go outside the church for a more diverse sample of the community. The process of gaining entry into the community might have been smoother if we had followed-up on the contacts that we initially made.

Our own personal perceptions and assumptions had an impact on the interview process as well. Although detailed guides were developed to aid us in conducting interviews, the type of follow up questions and the direction of the interview often depended on the interest of the interviewer. Because of this, information important to the community might have been overlooked. As an outsider, understanding what information is relevant is often a difficult task. Also, after completing the interviews, we realized that it might have been helpful to develop an interview guide for interviewees that were both community members and service providers, since often a combination of the two guides was used.
In addition to the interviews, the data analysis process also might have been biased. During the planning for the community meeting, it was interesting to observe how community members grouped the major themes we had chosen from the data. They were able to make connections between the themes that never would have been proposed by outsiders. Based on this experience, we think it would have been very helpful to include community members earlier in the data analysis process. Having input from community members throughout the process would have reduced the influence of our perceptions as outsiders on the analysis and results.

THEMES

The following is a summary of the eight themes prioritized by community members. Each theme is discussed from the perspectives of community members, service providers, and community member/service providers. The congruence and/or disconnect between these perspectives are also discussed.

Theme 1: Does the community need to use the Northern Orange Center more to have services increased? Or, do services need to be increased for the community to use the Northern Orange Center more?

Actually, I’ve never seen it used to its fullest extent. I don’t know why. —Service Provider

What is now the Northern Orange Center was built in 1951 as an African American elementary school in response to the overcrowding of the Hillsborough High School for Negroes. It was the first elementary school for African American children in Orange County, but was closed down when integration occurred in North Carolina. The county acquired the building in 1977 to provide services to Cedar Grove and the surrounding areas of Northern Orange (Ruffin-Villines, 1998).
Over the years, agencies such as Joint Orange Chatham Community Action (JOCCA), Cedar Grove Day Care, and Orange County Parks and Recreation, also began offering services in the old school. The building became an example of how a rural community can use an existing structure for the provision of services. The table below (Table 1) provides a description of the programs now operating at the center. Appendix F contains a copy that can be used for further reference or photocopying.

### Table 1

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cedar Grove Day Care</strong></td>
<td>The Cedar Grove Day Care Center was opened in September of 1981. Its purpose is to provide high quality educational and daycare programs to families of Northern Orange. Agencies provide subsidies in order to make daycare affordable to parents. These agencies are Child Care Services Association, The Orange County Department of Social Services, and the Chapel Hill Outreach Early Head Start program. The Center serves infants and children from 0-5 and has a total of 31 spaces.</td>
</tr>
<tr>
<td><strong>Durham Technical Community College</strong></td>
<td>Durham Tech provides computer classes in one room at the Northern Orange Center. The computers were donated by Orange County. Classes are usually held once a week for 10 weeks at a time.</td>
</tr>
<tr>
<td><strong>The Family Resource Center</strong></td>
<td>The Family Resource Center provides skill training, early childhood education, and assistance to families from the surrounding area.</td>
</tr>
<tr>
<td><strong>Head Start</strong></td>
<td>Head Start has programs for children aged 3 to 5 years of age. However, Head Start will be moving out of the building and the programs for the younger children will be shifted to the daycare facilities.</td>
</tr>
<tr>
<td><strong>JOCCA</strong></td>
<td>Joint Orange Chatham Community Action (JOCCA) provides activities for seniors from 9am until 1pm daily. Crafts are offered two days a week, exercise classes two days a week, and shopping trips on Fridays. Lunch is provided daily. Transportation to the center is available from Orange Public Transportation (OPT). (More information about programs and schedules is available at the JOCCA webpage: <a href="http://www.co.orange.nc.us/aging/cedar.htm">http://www.co.orange.nc.us/aging/cedar.htm</a>)</td>
</tr>
<tr>
<td><strong>Orange County Parks and Recreation</strong></td>
<td>Recreation and Parks is responsible for the maintenance of the building and the upkeep of the surrounding fields. They also run sports activities throughout the year such as baseball, softball, and basketball.</td>
</tr>
</tbody>
</table>

While this is a long list of services, the question is: why aren’t more Cedar Grove residents using them? Each type of person we asked (community members, service providers,
and those who are both service providers and community members) had slightly different perspectives on this issue.

When asked about services in Cedar Grove, community members infrequently mentioned the Northern Orange Center. Instead, they spoke mostly of community-driven civic clubs such as Teens Influencing the Minds of Everyone (TIME), 4-H, the Hillsborough Sertoma Club, and the Ruritan Club. (Names of other community-driven clubs that were mentioned to the student team are located in Appendix G).

When asked specifically about the Northern Orange Center, it was clear that the center does not have consistent name recognition in the community. The official name of the center is the “Northern Orange Human Services Center.” However, people in the community call it “the old school on Highway 86” or “Northern Orange Center” or “the Resource Center.”

Furthermore, some do not know what services are offered. Others complain that the services are inconsistent and troublesome to use. There is also a belief that agencies do not offer services at the center or are understaffed and under resourced because the center is too far from the more populous and more politically influential southern part of the county. Community members feel that in order for the community to take an interest in the building, they have to see that the county is willing to provide needed resources. This raises an important question: does the community have to show more interest before the county brings in resources or does the county need to bring in resources in order to generate community interest?

According to service providers, the county has made efforts to make better use of the building. In November of 1999, the Northern Orange Human Services Task Force was created. They conducted a community survey in January of 2001, which was administered by the staff of the Family Resource Center in order to assess community needs. These findings were shared
with Durham Technical Community College, the Skills Development Center, and Public Works and resulted in providing computer classes at the center and future plans for El Centro Latino to provide services to the Hispanic community.

Yet, service providers also acknowledge that the county has not yet followed through on promises to restore the building or put in a new park. Updates have been made to the building including new fluorescent lighting, a new roof, and an alarm system, but these changes are seen as minor. As one service provider put it, “Some people think that if they patch a hole in a wall they are satisfied instead of knocking the whole wall down and rebuilding it.”

Service providers also cited a lack of community interest as another obstacle to bringing in more services to the Northern Orange Center. They are not sure if Cedar Grove residents will actually use these services. There is a sense among service providers that people in the community do not push for the resources, do not take ownership of the building, and wait for the county to come in and change things.

Service providers who are also community members have a somewhat different perspective on the use of the Northern Orange Center. In their opinion, one of the main reasons that people do not use the center is that they do not know about the services offered. In addition, they mention a shift in focus of some programs. For example, the Family Resource Center was originally started as part of the Community Based Public Health Initiative to assist families from Cedar Grove, Efland, and Perry Hill. Since hiring a bilingual provider, it has become better able to serve the growing Latino community in the area. Those who make use of the Family Resource Center are now almost exclusively Latino families who live outside the township. This change seems to have discouraged some local non-Latinos from using the Family Resource Center's services.
While all of these perspectives are important in determining the reasons why services are not utilized, the main obstacle to increasing the services offered at the Northern Orange Center is the condition of the wastewater treatment system. It is estimated that the system has the capacity for 2400 gallons per day, but is actually experiencing 3500 gallons per day (Northern Human Services Center Task Force Report, 2001). While it is functioning properly, the continued overuse of the system will impact how well it functions in the future. The county is in the process of acquiring suitable land necessary to expand the system because it is necessary that the soil “perk” in order for the septic system to work properly (Water and septic issues are more fully described in Theme #4). Therefore, a lack of publicity about programs, a shift in focus of some of the programs, and septic problems all affect the level of use of the Northern Orange Center by the community.

Theme 2: Cedar Grove would like county resources to address problems that have already been identified.

*About 10-12 years ago, all of the agencies got together to talk to the county about the building, but nothing happened. I just don’t see how the building is serving the community. – Service Provider*

As stated in the previous section, the county has made promises to the community in terms of the resource center and other community needs. Service providers speak of the county measuring the windows they never replace, assessing ceilings that remain untouched after 30 years, and asking people time and time again about what they need at the center. Many people feel that their needs have been clearly expressed to the county and are tired of expressing them again and again, feeling that no action will follow.

One of the ways in which the community expressed their needs was through the Community Based Public Health Initiative (CBPHI). The CBPHI deserves special mention
because through its efforts, community members not only came together to discuss the strengths and needs of Cedar Grove, but they translated those discussions into community action.

The CBPHI ran from 1992 until 1997 at the Mt. Zion AME church, an active African American church in Cedar Grove. Funded through a Kellogg Foundation grant, it involved the UNC School of Public Health and the Orange County Health Department in training community members to organize and take action. Many Cedar Grove residents came together in effective community action and produced several tangible results, such as: 1) the signs at either end of Highway 86 that say “Welcome to Cedar Grove Township”, 2) an annual Oktoberfest, and 3) the creation of the Family Resource Center.

In addition to these results of the CBPHI, during the same time frame there was a lot of additional organizing through the Community Voices Program. Voices was a training program through Cooperative Extension and North Carolina A&T State University to develop community leaders.

Because of these programs, many community members feel that service providers should already be informed of what the needs of the community are. However, many service providers are either not informed of these issues or are unsure about whether the community will use new services offered.

One main concern of the county is that resources will be put into the building and no one will use the new services. One service provider stated their concern by asking, “If we build it, will they come?” Therefore, task forces and extensive research are essential for the county to feel assured that people still have an interest in using the building. For example, based on the need to provide more resources to Northern Orange, a task force worked on developing a bond referendum to set aside funds for parks, schools, senior center, and affordable housing in Orange
An Action-Oriented Community Diagnosis of Cedar Grove

County. This bond was passed in November 2001, which included money to make improvements to the Northern Orange Center and the surrounding land. The Northern Orange Human Services task force was instrumental in helping to recommend that the bond referendum address both facility development and parkland acquisition, including a new park at the Northern Orange Center.

Despite the passing of the bond, most community members are not currently informed of the county’s plans and were interested in hearing more about the future of the Northern Orange Center and the 1.2 million dollars that has been set aside for a new park at the Northern Orange Center. (Aspects of the bond and how it will affect Cedar Grove are further discussed in Section 4.)

**Theme 3: Cedar Grove has a need for more recreation for all ages.**

*There’s nothing out here. You know what I’m saying. The only thing I see happening out here is people moving out here. In Chapel Hill, you probably have all sorts of things to do. I like the area because it’s quiet—but there’s nothing to do. There’s not a lot of commotion. —Community Member*

When team members asked the question of community members, “What do people in Cedar Grove do for recreation?” the most common response was laughter, followed by a general statement that there are no recreational activities in Cedar Grove. Some community members cite the location of Cedar Grove and the attitude towards recreation as issues that contribute to the lack of recreation. “We don’t have much out here,” one community member said. “We’re not big activity people.”

However, the actions of the community seem to suggest that there are “activity people” in Cedar Grove. There are some church-run and community-driven recreation efforts in the community. There are exercise classes at Mt. Zion AME church and at the Northern Orange Center. There is a recreation club for youth and adults. There is the Golden Age Club for seniors.
There are baseball and softball games organized at the Ruritan club, the Northern Orange Center, and at surrounding churches. Still, community members would like to have more activities for residents of all ages. Most community members are in favor of a new park in Cedar Grove where residents would have an opportunity to walk and exercise without feeling unsafe on the side of the highway.

Service Providers agree with community members on this point. They feel that not enough opportunities for recreation exist in Cedar Grove, citing the rural location and lack of available space as contributing factors. For instance, since many of the houses are located along the highway, there is a lack of safe places for children to play. Most mention the Northern Orange Center as a resource, but state that there is currently not enough space for activities.

Most community members agree that children have to go outside Cedar Grove for most recreational activities. Some community members feel that this contributes to youth leaving the community altogether. Service Providers who are community members agree on this point as well. “You find that there’s not much for the youth in the community and they leave,” one community member/service provider stated. “They don’t bother to come back.” In addition, they are concerned that the lack of recreation for youth has contributed to an increase in drug use in the community.

**Theme 4: Water and septic system restrictions limit development in Cedar Grove, which affects many aspects of the community.**

*The structure of it is really, really good, it’s just that it needs a larger septic tank system*—Service Provider

Water in general is a particularly interesting topic in Cedar Grove. For example, there is a reservoir located within the township, but it is a water source for the town of Hillsborough, not the township of Cedar Grove. This sparked a great deal of controversy in the community because
The county bought a substantial amount of community member-owned land to build the reservoir, yet community members do not benefit from the new water source. “Just a few miles across, west of here, there is the water reservoir,” a community member said. “But Cedar Grove can’t get the water. I wish we could get the water and the sewer.”

In addition, the acquisition of the land was also controversial. According to community members, the land where the reservoir was built was condemned and bought at prices below market value. The landowners of Cedar Grove sued the county to get a fair price for the land and won several of the lawsuits. “There is still tension about that,” stated one community member. “Hillsborough had water problems, so they built a reservoir out here.” According to another, it is also affecting some of the community members who live near the reservoir.

I know some of the people who are out that way and are not going to be able to use their basements anymore. Now they have to build a garage. It’s awful to think that you bought your house on a spot because you liked it and now it’s changed because of the reservoir.

Well water and septic systems are major issues in Cedar Grove. All of the water supply for businesses and houses comes from wells fed by the Eno Riverbed. The wastewater is then treated by local septic systems instead of going through a wastewater treatment plant. While researching this topic, a service provider working for the county informed us that Cedar Grove is in a location that makes sewage disposal very difficult. Existing treatment centers are uphill from the community, which means that for Cedar Grove to be part of the sewer system, wastewater would need to be pumped uphill at great expense. Septic systems are a logical alternative in Cedar Grove, but finding a location can be difficult because the soil is not uniformly suitable and “doesn’t perk” according to both service providers and community members.
The limitations presented by Cedar Grove’s dependency on well water and septic systems are far-reaching. According to community members, these restrictions prevent new services and businesses from becoming established in the township. Consequently, people must often go outside the community to work, do business, or obtain services. Without adequate public transportation, finding employment or performing necessary day-to-day activities can become a major burden for certain groups.

**Theme 5: The people of Cedar Grove have had to address the community's transportation needs by looking after each other.**

*A lot of people here are getting older, but they look after one another. People take care of their own, but I think they would get out more if there was more transportation. — Community Member*

The majority of Cedar Grove residents rely on their cars to get where they need to go. Cedar Grove is large and spread out, so public transportation is limited. As one community member put it, “You have to have a car to function.” Yet not everyone in Cedar Grove has a car. Two groups with special transportation needs are seniors and mothers with young children. For these two groups, Cedar Grove’s rural setting can make obtaining services, running errands, getting to recreation, and socializing difficult.

Orange County Public Transportation (OPT) is the main public transportation service in Cedar Grove. It serves most of the seniors that use the JOCCA services at the Northern Orange Center and is also responsible for transporting some of the Head Start children. The CAT (Coordinated Agency Transport) buses, run through the Department of Aging, also serve the community by providing transportation to seniors who need to go to medical appointments. Finally, the churches provide vans for people who don’t have access to a vehicle and want to go to church.
However, some community members expressed frustration with OPT. Some seniors said that after calling to schedule a trip, riders have to wait a long time to be picked up. Others are uncomfortable stepping up into the van or worry about getting stranded away from home. Service providers also acknowledged some of the limitations of the service. As one service provider told us, “There is public transportation, but I think you have to call way in advance. One woman got dropped off to get her blood pressure taken. She had to wait and then call another van to pick her up. She had to call 3-4 days in advance.”

Out of a sense of community spirit and need, the residents of Cedar Grove have learned to look out for each other in a variety of ways, including providing transportation. An alternative that many must rely on is getting help from friends and family. As one community member put it, “A lot of people do not have transportation. Most people try to catch rides to pay bills, look for a job or a number of other things.”

While community members are proud of Cedar Grove’s self-sufficiency, some admit that relying on friends and neighbors has drawbacks and that self-reliant seniors do not like to depend on the help of others. One resident said they had a relative in this situation: “She is closed up and hates to ask for anyone to take her anywhere.” Others need more consistent and reliable transportation than “catching a ride” to get their children to daycare or to get to their jobs.

The lack of transportation options is a serious problem for some. It prevents some from accessing services in Cedar Grove, Hillsborough or at Prospect Hill, having active social lives, or even obtaining healthy, affordable food. One community member remembered seeing a woman buying several bags of groceries at a gas station on the edge of town. “I saw a lady do this and she walked away, so I assume she didn’t have a car. She didn’t look like she needed to spend the money on expensive groceries at the gas station.”
Theme 6: Growth is causing increased traffic on Highway 86 and Efland-Cedar Grove Road.

The interstate was finished 10 years ago and since then there’s been a lot more development. —Community Member

The completion of the interstate 10 years ago and development in and around Cedar Grove have caused traffic to increase along Highway 86 and Efland-Cedar Grove Road. Continued residential growth in Cedar Grove and designated Economic Development Districts near Mebane and south of Hillsborough are expected to increase traffic further. Contacts in Hillsborough as well as community members suggested that some of the increase in traffic is due to people from Virginia using Highway 86 to cut down to the new interstate. The speed limit for these roads is posted at 45 miles per hour, but traffic routinely travels at over 60 miles per hour. There are no stoplights, stop signs, flashing yellow lights, pedestrian crossing signs, or crosswalks on Highway 86, and only one flashing yellow light on Efland-Cedar Grove Road. Both roads are narrow and neither includes a shoulder or sidewalk for pedestrians.

Community members expressed frustration with the constant flow of high-speed traffic on these two roads. One community group, Voices, appealed to the NC Department of Transportation to have a crosswalk created at the intersection of Highway 86 and Carr Mill Road. One community member was told that there “were not enough accidents” to justify a crosswalk, while the community felt that the point of installing a crosswalk would be to prevent accidents in the first place. Other community members commented on the increase in traffic congestion. One said, “Traffic is so much worse because it is a major thru way.” Others explained how slowly traffic moves through Hillsborough due to the number of vehicles on the road and large number of traffic lights. The stretch of road between Cedar Grove and I-85 is
especially bad in the early morning when school buses stop to pick up children home by home while commuter traffic backs up behind them.

Some community members stated that growth in Cedar Grove cannot be stopped because the whole region around Cedar Grove is growing. Yet while traffic is increasing and homes are being built, there has been no increase in services or commercial development in Cedar Grove. Cedar Grove has become a place that people drive through to get to other destinations.

**Theme 7: Cedar Grove does not have a central place for finding information about services and activities in the community.**

*No, I don’t know where it is. I haven’t heard of it. I haven’t been up that way much. Now that you mention that it is in that old school, I know what you’re talking about, but I didn’t know anything was going on up there. —Community Member*

Most information in Cedar Grove travels by word of mouth. To find out what is going on in the community, community members talk to friends and family or key community leaders. People also find out what is going on in Cedar Grove by hanging out at places like Pope’s Tires and Corbett’s Community Store or by attending church. “Getting the word out” to the community usually means contacting one of the well-connected community leaders to start the chain of person-to-person communication or making announcements in church. Both service providers and community members reported using these channels. Many people also read the *News of Orange*, which covers Hillsborough and Northern Orange County.

Although an informal communication network exists, both service providers and community members feel that communicating information accurately is a problem in Cedar Grove. Service providers at the Northern Orange Human Services Center expressed difficulty in letting people know about the services, activities, and events available to the community. Likewise, community members are confused about what the Northern Orange Center has to offer or did not even know of the building’s existence. Some feel that this lack of effective
communication has led to underutilization of services at the Northern Orange Center that has made maintaining or expanding services there difficult.

Both community members and service providers expressed frustration with the county’s lack of communication concerning changes at Northern Orange Center. There has been word of big changes for some time, but not much detail and no apparent action. The most frustrating part for some is not the inaction, but the community not being kept up to date about the plans. An example of this is the bond recently passed, which set money aside for improvements to the Northern Orange Center. One service provider described her feelings this way:

Tell people why there are the land delays. Let them know that things are going to happen….If there are some delays, then let us know what the delays are. It could be land delays; it could be on the architectural part, or whatever. It could be on the money part or something, but just let people know what’s going on. So we know that if you all are working on this problem, that one day those issues will be solved and then we can go on to the next phase.

Cedar Grove is socially tight-knit. This allows information to spread quickly from neighbor to neighbor. However, with no reliable and centralized source of information, community members are not able to fully benefit from the resources available to them. Furthermore, clear consistent updates from the county about decisions and developments that affect the community would reduce rumors, misinformation, and hard feelings. Updates would also allow Cedar Grove residents to be more actively involved in these decisions. A central place for finding and providing information about services, activities, and changes in the community would benefit all parties involved.
Theme 8: More daycare is needed in the community.

Finding good daycare at a reasonable rate is difficult. The good places have long waiting lists. I’ve heard of places where you have to get on the waiting list before you get pregnant. I was paying half my salary for daycare. —Community Member

Daycare available in Cedar Grove is limited. The Cedar Grove Daycare at Northern Orange Center provides fulltime care for 31 children, most of who are subsidized by the Child Care Services Association, The Orange County Department of Social Services, or the Chapel Hill Outreach Early Head Start program. Those whose income excludes them from subsidies must pay the full cost of $850-$900 per month. Beyond this center, the only other daycare options are private businesses of various sizes scattered throughout the area.

Both community members and service providers in Cedar Grove strongly feel that Cedar Grove needs more full-time and part-time affordable daycare. One community member describes the demand this way,

Daycare is an issue everywhere. If you have to go to work because you have to pay the bills, you have to get daycare. Then you have to work more to pay for more better quality daycare. Finding good daycare at a reasonable rate is difficult.

Offering a different perspective, a provider of daycare describes her situation, “I’ve got a waiting list. I get calls everyday for daycare. So, that’s the dire need here in North Orange. After I opened up, two more opened up and the same thing happened—they just got full.” The impact on Cedar Grove is great, as one provider put it; “it’s hard on families who can’t afford it. It usually means that someone has to stay home and can’t work.”

Increasing affordable daycare in Cedar Grove would not be easy. The Cedar Grove Day Care Center at the Northern Orange Center is full to capacity and spaces in other daycare centers are also limited. One community member thought about opening a daycare in her home but decided that the regulations made it too difficult. Some suggested that churches could open
daycare centers, but churches also see the regulations as a barrier. When asked about why the 
churches did not have daycare, one service provider responded, “There is a big liability. It is 
difficult…the regulations are so strict for space and staffing. There is a big financial part.” A 
community member that runs a daycare center acknowledges that starting and running a daycare 
is a challenge, “You don’t just say, ‘I’m starting a daycare.’ It’s a lot of work.”

Despite the challenges, encouraging more private daycare centers to open, getting 
churches involved and expanding the services at the Northern Orange Center are possible 
opportunities for filling this need.

**Difference between Service Providers and Community Members and Implications**

In reviewing the responses given by service providers and community members in 
relation to each theme, it is apparent that there is a common perspective on certain issues and not on others. In order to make this clear, the themes have been placed into two categories: issues 
and community action.

**Issues**

- Cedar Grove has a need for recreation for all ages
- Water and septic system restrictions limit development in Cedar Grove, which affects many aspects of the community.
- Growth is causing increased traffic on Highway 86 and Efland-Cedar Grove Road.
- Cedar Grove does not have a central pace for finding information about services and activities in the community.
- More daycare is needed in the community.

Responses from services providers, community members, and those service providers 
who live in the community were similar in relation to these issues. When asked, most individuals we interviewed would agree with the above statements. This is important because agreement on the lack of services in Cedar Grove is an important first step to change at the community level.

**Community Action**
Does the community have to use the Northern Orange Center more to have service increased? Or, do services need to be increased for the community to use the Northern Orange Center more?

Cedar Grove would like county resources to address problems that have already been identified.

The people of Cedar Grove have had to address the community’s transportation needs by looking after each other.

While all groups agree that there is a lack of services in the community, the responses are different when people are asked about community action both past and present. Among community members, many feel that there has been a great deal of community action through Voices and the CBPHI. They feel that although they have pushed, those at the county level have not responded. However, service providers cite a lack of interest and a few state that no one “pushes” in the community for the services that they want. This relates directly to the first theme: does the community need to use the Northern Orange Center more to have services increased? Or, do services need to be increased for the community to use the Northern Orange Center more?

This brings to mind the old saying, “which comes first? The chicken (county) or the egg (community involvement)?”

One of the reasons that this difference might exist is that service providers have not been as involved in past community action in Cedar Grove. Therefore, they are not aware of who the community leaders are and what these leaders have accomplished in the past. In addition, the actions of Voices and other groups occurred a long time ago; there has been less community action in the recent past.

The similarities and differences between these two viewpoints have implications for the community’s future. On the one hand, it is a good first step that both insiders and outsiders of the community agree on the issues that are facing the community. This agreement is necessary to move to community action. However, if service providers feel that the community will not take
ownership of new initiatives, they will be less likely to make Cedar Grove a priority. Likewise, if community members feel that they are unable to get the attention of county representatives, they may be less inclined to take action and to push for needed resources. As a team, we hoped that the community meeting would bring these two groups to a common ground from which they can go forward to create lasting change.

COMMUNITY MEETING

The Cedar Grove Community Meeting was held from 7 to 9pm on Tuesday, April 30, 2002 at the Northern Orange Human Services Center. The purpose of the meeting was to bring together community members and service providers to discuss some of the most significant findings of the Cedar Grove Community Diagnosis and plan action steps to begin addressing some of the needs most important to the Cedar Grove community.

The Event

We decorated the cafeteria, hanging each theme and two or more associated quotes on the walls. Food was placed at stations around the room to encourage people to circulate and view the themes and quotes. Several rows of chairs were set up in a semi-circle facing an open space that we used as a stage. In the back of the room there was a table with information and resources for people to take and to the side there was a table where all of the door prizes were displayed. As people arrived they were given name tags, a door prize ticket, an agenda, a fact sheet with the themes to be discussed and frequently asked questions (See Appendix D), and two post-it notes. We explained that they should go around the room, help themselves to refreshments, and stick their post-it notes to the two themes that they were most interested in discussing that evening.
There was an opening speech by a community member, a life-long Cedar Grove resident and active community leader. After that, we each gave a very brief talk. One team member thanked people who helped with the community diagnosis and the community meeting, one highlighted community problem-solving skills, one described the community diagnosis process, and one talked about what we hoped would happen that evening. Next, the community member moderator read each theme aloud, followed by a pre-identified community member in the audience reading one of the quotes related to that theme aloud (See Appendix D).

Next, four county employees spoke about the bond; plans for the Northern Orange Human Services Center site, including renovations to the building and the creation of a new park; and public transportation routes serving Cedar Groves, including plans to expand those services. That was followed by a brief question and answer session.

After the county presentation, we broke into small groups. While we had originally planned to have four groups to discuss the four themes that received the most “votes,” there were only three themes that were clear “winners.” They were:

1) Water and septic system restrictions limit development in Cedar Grove, which affects many aspects of the community.
2) Cedar Grove has a need for more recreation for all ages.
3) Cedar Grove would like county resources to address problems that have already been identified.

We asked people to choose which of those three themes they would like to discuss by standing by their choice. Seeing that the recreation group was the largest, that group was divided into two. Each group followed the team member who would facilitate their group to their respective meeting places. (Two met in the gym, one in Meeting Room Four, and one in the cafeteria.)
Each facilitator led a discussion of their theme, guiding the groups toward achievable action steps, through force field analysis. This is a process of looking at the current situation and establishing a goal that helps reduce barriers and increase positive influences. Before reconvening in the cafeteria, to facilitate continued dialogue and coordination of action steps, people exchanged business cards provided by the team and/or wrote their contact information on the sign-in sheet for their small group.

Each small group reported back on the outcome of their discussion. Following the reports, everyone was reminded that Donna King, our preceptor, would have all the contact information provided in the small groups and would be available to help the community coordinate their next steps. There was a drawing for the door prizes donated by Dwight Corbett and the Orange County Health Department. Our community speaker wrapped-up the evening with a brief closing speech.

Outcomes

Recreation Small Group #1

Theme discussed: Cedar Grove has a need for more recreation for all ages.

This group discussed the need for more recreation in Cedar Grove and the opportunity the bond presents to help meet that need. They learned about the timeline for the bond sales, and that at their June 30, 2002 meeting the commissioners will vote on a budget that determines which bonds will be dispersed in what order. The disbursement order will affect when funds for the Cedar Grove Park will become available. Consequently, the group decided that it is critical that the commissioners hear from Cedar Grove residents how great the need is for the park as soon as possible. They set a meeting for Thursday, May 16, 2002 at 7:00 pm to create a plan of action to organize residents to contact the commissioners. They also discussed reviving Voices
of Cedar Grove, renaming it “United Voices of Northern Orange” in order to reflect their desire to be more inclusive of the northern part of the county. Feeling that it is important that the group represent all of Cedar Grove, people agreed to make flyers and make announcements in the churches to widely publicize the meeting.

Recreation Small Group #2

**Theme discussed:** *Cedar Grove has a need for more recreation for all ages.*

This group talked about the fact that opportunities to use the Northern Orange Center for recreation are currently minimal due to the limited hours that the building is open and the fees charged for use of the building. They decided to work to increase access to the building by reducing fees, extending and posting the hours, and adding staff to supervise the younger children during recreation. They decided that the best plan of action would be to contact Bob Jones, the Director of Parks and Recreation for Orange County and John Link, the County Manager.

Water and Septic Small Group #3

**Theme discussed:** *Water and septic system restrictions limit development in Cedar Grove, which affects many aspects of the community.*

This group talked about how people have had problems with their septic systems, including their wells going dry, because they are not knowledgeable about how to properly maintain their homes’ septic systems. They decided that their goal would be to educate community members about how to maintain their septic systems. After discussing several options, the group felt that a flyer would be the best way to approach this. Plans were made to create and distribute the flyer.
County Resources Small Group #4

Theme discussed: *Cedar Grove wants county resources to address already identified needs.*

The group talked about what the “already identified needs” are. Some of those listed included continuing education classes, health and wellness-related services, and activities for families. The group decided that establishing the Northern Orange Center as a satellite center for services would be the best way to address those needs. They felt that in light of the funding that will be available through the bond, the most important thing is to increase awareness among the commissioners about the level of interest Cedar Grove residents have in expanding services. They plan to arrange for one of the county commissioners’ meetings to be held at the Northern Orange Center, so they can hear from community members about the need and interest for expanded services in Cedar Grove. The also talked about the importance of involving youth in their efforts to educate the commissioners and a community member agreed to help coordinate that.

**RECOMMENDATIONS**

With the timeline for the bond as it is, Cedar Grove has a unique opportunity to influence the planning of the park and renovations to the Northern Orange Center facility over the next few months. Because of the energy and enthusiasm evident at the community meeting, we are optimistic that the re-formed United Voices of Northern Orange group will be able to make headway on some of the issues of highest priority to the community. It is our hope that the follow-up meeting scheduled for May 16th will be well attended by representatives of all the various interest groups in the community. In that vein, our only recommendation is that extensive efforts
be made to encourage broad representation of the community in all future planning efforts, including the task force to be convened by the Orange County Manager’s Office and Board of County Commissioners. We feel that in order to be successful in building support for new initiatives, it is essential that newcomers and long-time residents, African Americans and Caucasians, young and old, community members and service providers all be actively involved in the process.
References


Northern Human Services Center Task Force (June, 2001). Report to the Board of County Commissioners. Hillsborough, NC: Author


The 2000 Orange County Health Department and Healthy Carolinians of Orange County Community Assessment

The North Carolina Community-Based Public Health Initiative (1996)


Appendix A: IRB Fact Sheets, Interview Guides, and Referral Script

Community Member Interview Fact Sheet
Service Provider Interview Fact Sheet
Focus Group Fact Sheet
Community Member Interview Guide
Service Provider Interview Guide
Focus Group Interview Guide
Referral Script
A1: Community Member Interview Fact Sheet

What is this Study About?

- You are being invited to participate in a research study entitled Cedar Grove Community Diagnosis. You are being asked to participate because we feel you have an important perspective about the community. We are graduate students from the UNC School of Public Health, Department of Health Behavior and Health Education. One of our degree requirements is to work with a community in North Carolina to conduct a community diagnosis. This means that we help the community identify its strengths, weaknesses, and future program directions for promoting health and well being in Cedar Grove. The information we gather will be summarized and shared with the community in a written document. In addition, we will present our results to the community at a forum in the spring.

What is the Purpose of this Study?

- The purpose of the interview today is to gather different viewpoints and experiences of living, working, and being part of the Cedar Grove community. We are interested in your opinions. There will be no right or wrong answers. Your participation in this discussion is voluntary. You may refuse to participate.

What will I be asked to do?

- This interview will last for between an hour and an hour and a half. Questions will address issues such as the assets, needs and challenges of the community.

What are the Risks and Benefits of my Participation?

- This project has been reviewed and approved by the UNC-Chapel Hill School of Public Health Institutional Review Board. This means that a panel of experts has looked over the questions we ask and feels that you will be safe from harm if you agree to participate. If you have any questions about your rights as a study participant, or are dissatisfied at any time with any aspect of this study, you may contact anonymously, if you wish, the School of Public Health Institutional Review Board, University of North Carolina at Chapel Hill, CB# 7400, Chapel Hill, NC 27599-7400 or by phone 919-966-3012 and you may call collect.

Are there any Costs?

- There will be no costs for participating.

Subject’s Rights and Confidentiality:

- Your comments are confidential, and at no point during the interview are you required to reveal your name. We will be reporting summaries of the comments made by community members, but will not identify the names of individuals we interview. During the process, every effort will be taken to protect your identity. However, there is no guarantee that the information cannot be obtained by legal process or court order. No subjects will be identified in any report or publication of this study or its results.
**A1: Community Member Interview Fact Sheet**

- We would like to take notes and tape record this interview because your input is important and we want to make sure we accurately record what you tell us. You may refuse to answer any question we ask or request to stop the tape recorder at any time. Verbal permission will be requested prior to audio taping. After we are finished using the tapes for this class, the cassettes will be recycled or destroyed.

**Ground Rules**

- If at any time while we are talking you do not want to answer a question, you do not feel comfortable, or you want to end the interview, please feel free to let me/us know.
- Everything said is confidential and will not be repeated to anyone outside of the interview.

Do you have any questions about anything I’ve said so far?

**Do you agree to participate?**

“I have read and understand the information presented here, and I freely give my consent to participate in the interview.”

**Contact Information**

If you have any questions about this research study, please feel free to contact the following people (you may call collect if necessary):

**UNC Graduate Student Contacts:** (919) 966-3919
- Andy Day
- Alison Babb
- Karen Pilliod
- Colleen Dillon

**Eugenia Eng, Faculty Advisor**

**UNC School of Public Health** (919) 966-3909
A2: Service Provider Interview Fact Sheet

What is this Study About?
- You are being invited to participate in a research study entitled Cedar Grove Community Diagnosis. You are being asked to participate because we feel you have an important perspective about the community. We are graduate students from the UNC School of Public Health, Department of Health Behavior and Health Education. One of our degree requirements is to work with a community in North Carolina to conduct a community diagnosis. This means that we help the community identify its strengths, weaknesses, and future program directions for promoting health and well being in Cedar Grove. The information we gather will be summarized and shared with the community in a written document. In addition, we will present our results to the community at a forum in the spring.

What is the Purpose of this Study?
- We are interviewing a variety of service providers in Cedar Grove who will have different point of view about the community, and the purpose of our interview is to gather their different viewpoints. We are interested in your opinions. There will be no right or wrong answers. Your participation in this discussion is voluntary. You may refuse to participate.

What will I be asked to do?
- This interview will last for between an hour and an hour and a half. Questions will address issues such as the assets, needs and challenges of the community.

What are the risks and Benefits of my Participation?
- This project has been reviewed and approved by the UNC-Chapel Hill School of Public Health Institutional Review Board. This means that a panel of experts has looked over the questions we ask and feels that you will be safe from harm if you agree to participate. If you have any questions about your rights as a study participant, or are dissatisfied at any time with any aspect of this study, you may contact anonymously, if you wish, the School of Public Health Institutional Review Board, University of North Carolina at Chapel Hill, CB# 7400, Chapel Hill, NC 27599-7400 or by phone 919-966-3012 and you can call collect.

Subject’s Rights and Confidentiality:
- Your comments are confidential. We will be reporting summaries of the comments made by service providers, but will not identify the names of individuals we interview. At no point during the interview are you required to reveal your name. During the process, every effort will be taken to protect your identity in this interview. Nothing said during this interview will come back to you. However, there is no guarantee that the information cannot be obtained by legal process or court order. No subjects will be identified in any report or publication of this study or its results.
A2: Service Provider Interview Fact Sheet

- We would like to take notes and tape record this interview because your input is important and we want to make sure we accurately record what you tell us. You may refuse to answer any question we ask or request to stop the tape recorder at any time. Verbal permission will be requested prior to audio taping. After we are finished using the tapes for this class, the cassettes will be recycled or destroyed.

- During this interview, you may be asked to provide names of community members or other service providers. These names can only be released to the four team members after you have received consent from those individuals.

Ground Rules

- If at any time while we are talking you do not want to answer a question, you do not feel comfortable, or you want to end the interview, please feel free to let me/us know.
- Everything said is confidential and will not be repeated to anyone outside of the interview.

Do you have any questions about anything I’ve said so far?

Do you agree to participate?

“I have read and understand the information presented here, and I freely give my consent to participate in the interview.”

Contact Information

If you have any questions about this research study, please feel free to contact the following people (you may call collect if necessary):

UNC Graduate Student Contacts: (919) 966-3919
Andy Day
Alison Babb
Karen Pilliod
Colleen Dillon

Eugenia Eng, Faculty Advisor
UNC School of Public Health (919) 966-3909
A3: Community Member Focus Group Fact Sheet

What is this Study About?
- You are being invited to participate in a research study entitled Cedar Grove Community Diagnosis. You are being asked to participate because we feel you have an important perspective about the community. We are graduate students from the UNC School of Public Health, Department of Health Behavior and Health Education. One of our degree requirements is to work with a community in North Carolina to conduct a community diagnosis. This means that we help the community identify its strengths, weaknesses, and future program directions for promoting health and well-being in Cedar Grove. The information we gather will be summarized and shared with the community in a written document. In addition, we will present our results to the community at a forum in the spring.

What is the Purpose of this Study?
- The purpose of the focus group today is to gather different viewpoints and experiences of living, working, and being part of the Cedar Grove community. We are interested in your opinions. There will be no right or wrong answers. Your participation in this discussion is voluntary. You may refuse to participate.

What will I be asked to do?
- This focus group will last for between an hour and an hour and a half. Is there anyone who cannot stay that long? We would like to have the whole group start and end together if possible. Questions will address issues such as the assets needs and challenges of the community.

What are the Risks and Benefits of my Participation?
- This project has been reviewed and approved by the UNC-Chapel Hill School of Public Health Institutional Review Board. This means that a panel of experts has looked over the questions we ask and feels that you will be safe from harm if you agree to participate. If you have any questions about your rights as a study participant, or are dissatisfied at any time with any aspect of this study, you may contact anonymously, if you wish, the School of Public Health Institutional Review Board, University of North Carolina at Chapel Hill, CB# 7400, Chapel Hill, NC 27599-7400 or by phone 919-966-3012 and you can call collect.

Are There any Costs?
- There will be no costs for participating.

Subject’s Rights and Confidentiality:
- Your comments are confidential. At no point during the interview are you required to reveal your name. We will be reporting summaries of the comments made by community members, but will not identify the names of individuals we interview. During the process, every effort will be taken to protect your identity in this focus group. However, there is no guarantee that the information cannot be obtained by legal process or court order. Although participants will be instructed
A3: Community Member Focus Group Fact Sheet

not to share information outside of the group, please feel free to skip any questions that make you uncomfortable. No subjects will be identified in any report or publication of this study or its results.

- We would like to take notes and tape record this interview because your input is important and we want to make sure we accurately record what you tell us. You may refuse to answer any question we ask or request to stop the tape recorder at any time. Verbal permission will be requested prior to audio taping. After we are finished using the tapes for this class, the cassettes will be recycled or destroyed.

- You must agree to not reveal anything you learn about other participants or share any statements made during this discussion outside of this focus group.

Ground Rules

I want to hear from all of you during the discussion, but you do not need to answer every question. If at any time while we are talking you do not want to answer a question, you do not feel comfortable, or you want to leave the focus group, please feel free to let me/us know.

Do you have any questions about anything I’ve said so far?

Do you agree to participate?

“I have read and understand the information presented here, and I freely give my consent to participate in the interview.”

Contact Information

If you have any questions about this research study, please feel free to contact the following people (you may call collect if necessary):

UNC Graduate Student Contacts: (919) 966-3919
Andy Day  
Alison Babb  
Karen Pilliod  
Colleen Dillon  

Eugenia Eng, Faculty Advisor  
UNC School of Public Health (919) 966-3909
A4: Community Member Interview Guide

Thanks again for taking the time to meet with us. We recognize that your time is valuable and appreciate your participation. Before we begin, I want to remind you that everything that is shared in this interview is confidential.

Introduction
What’s your favorite thing about Cedar Grove?
How long have you lived in Cedar Grove?
Can you tell me a little about yourself?
Probe: Family, Work, Religion?

Life in the Community
What do people in Cedar Grove do for recreation?
What types of civic groups are people active in?
How do you keep informed about what’s going on in Cedar Grove?

If you wanted to find out about a particular service in Cedar Grove, how would you get that information? (For example, if you wanted information about day care services in Cedar Grove, how would you found out about that?)

How does transportation or lack of transportation affect life in Cedar Grove?

Tell me about politics in Cedar Grove. (How are people involved in local politics? How do local politics affect the community?)
Tell me about a time when the community has worked together to accomplish something. (What made it work?)

How do people of different races or ethnicities interact with one another in Cedar Grove?

If someone was considering moving to Cedar Grove, what would you tell him or her?
Probe: housing, recreation, access to resources and community feeling,

Changes Over Time
How has Cedar Grove changed over the past 5 years?
What do you think about these changes? Are they good or bad?
In what direction do you see Cedar Grove going over the next 5 years?
How do you feel about that?
If positive, what does the community need to do to get there?
If negative, what can the community do to change that direction?

Is there anything else you want to tell us about the Cedar Grove Community?
A4: Community Member Interview Guide

5. Recommendations for Discussing Team’s Findings at Community Forum
We plan to conduct a forum this spring to share all of the information that we have gathered with members of the community. We’ll summarize all the information we’ve collected and present what people see as the strengths and needs of the community. At the forum people will have an opportunity to talk about what people said, prioritize the needs, and discuss how the community can build off current strengths to start to address some of those needs.
Would you be interested in helping us plan the forum?
Do you have any suggestions about how to get people to attend?
Where do you think we should have the forum?
Is there a particular day or time that would be good?
How should we advertise? (Where?)
Who else do you think should help with the planning?
Do you have any other suggestions?

6. Closing
When I spoke with you I mentioned that we’d like your help identifying other people we should talk to about the assets and needs of Cedar Grove. Did you have a chance to think about who those people might be or talk to anyone about us contacting them? Before you give us any names, the people you’re referring to us need to give you permission to give us their names. They’re not agreeing to participate, they’re just agreeing to be contacted so we can explain what we’re doing. When we contact them, we’ll let them know who referred them.
A5: Service Provider Interview Guide

Thank you for taking the time to meet with us. My name is _________ and this is _________. We recognize that your time is valuable and we appreciate your participation. Before we begin, I would like to remind you about the information that was on the fact sheet. Everything that is shared in this interview is confidential.

Services and Businesses
- Tell us about community involvement in your agency’s decision making.
- What are the most popular services your agency provides to the residents of Cedar Grove? (Maybe ask about their role in the community?)
- What services that your organization provides are underutilized?
- Who in the community has the most need for your agency’s services?
- What barriers does your agency encounter in trying to reach community residents? (geographic, transportation, funding).

Problem Solving and Decision Making
- Describe the interactions your agency has with other agencies in the community
- If you were going to try to solve some type of community problem, whom would you try to involve to ensure success (specific names not needed, unless consent was given for their name to be provided)?

Life in the Community
- What do people in Cedar Grove do for a living? (Where are the jobs?)
- What contributes to unemployment in Cedar Grove?
- How does transportation or lack thereof affect life in Cedar Grove?
- What do people do for recreation?
- How do people of different races or ethnicities interact with one another in Cedar Grove?

Assets & Needs
- What are some of the best things about Cedar Grove? (physical, human, agencies, resources)
- What do you think are the biggest problems that people in Cedar Grove face? (children, poor people, elderly, safety, housing, health)
- Which problems do you feel are the most important ones for Cedar Grove to address?

Additional Information
- Do you live in Cedar Grove? (If yes, for how long?)
  - Is there anything else that you think we should know about Cedar Grove?
  - Does your agency have any documents (annual reports, funding applications, etc.) that we can either look at or make copies of?
A5: Service Provider Interview Guide

Recommended Individuals to Interview
- Who else do you recommend we talk to about the needs and assets of Cedar Grove?
  Please note that any person to whom you refer us needs to give you consent before
  you provide us with their name. When we contact them they will be made aware of
  whom referred them, and that they are under no obligation to participate in this study.
  Is that alright?

Recommendations for Discussing Team’s Findings at Community Forum
- We plan to conduct a forum this spring to share all of the information that we
  have gathered with members of the community. Would you be interested in
  helping us plan the forum?
- Do you have any suggestions as to how to get people to attend?
- Probes: place, time, how and where to advertise
- Who else do you think should help with the planning?
A6: Community Member Focus Group Guide

Thank you for taking the time to meet with us. My name is Alison and this is Karen. We recognize that your time is valuable and we appreciate you coming early and giving us part of your meeting time tonight. Before we begin, I would like to remind that everything that is shared in this room is confidential. You must agree to not reveal anything you learn about other participants or share any statements made during this discussion outside of this focus group. Do you all agree?

In about a month we will be holding a community forum in which we will be bringing together various community leaders and service providers to discuss ways of working towards positive change in Cedar Grove. The information you share us tonight will give us insight into some of the concerns and points of pride for Cedar Grove community members and help us make the community forum more beneficial for everyone.

Now we will turn the audiotape on.

**Warm up**
- What is your favorite thing about being part of your church congregation?
- What role does this group plays in the Cedar Grove community?

*Now we are going to move to more general questions about Cedar Grove*

**General**
- If someone were moving to Cedar Grove, what would you tell him or her?  
  Probe only if needed with: kids, family, where to live, resources, church

**Health**
- What are the health needs in Cedar Grove?
- Where do people go for health needs?

**Recreation**
- What do people do for recreation in Cedar Grove?
- What have you heard about the proposed park at the Northern Orange Resource Center approved through the bond?
- What things would you like to see at the park?
- What (else) do you know about the Northern Orange Resource Center?
- Do you use the center or know people who do?  
  - If not, why not?  
  - What would make it more useful for you?
A6: Community Member Focus Group Guide

Growth
- What do you think about the growth that Cedar Grove has experienced?
- How do you think the development is affecting the community?
- Has interaction between groups in the community changed?
  Probe only if needed with: newcomer, old-timer, geographical
- How has your church been affected?

Problem-solving
- Can you tell about a time that the community came together to work on a problem?

General Impressions
- Do you feel like there are any needs we have not mentioned that you would like to tell us about?
- If you had to prioritize one issue/need, which one would you choose?
- Which issue do you think the community has the best resources to address?

Recommendations for Discussing Team’s Findings at Community Forum
As I mentioned, we plan to conduct a forum this spring to share all of the information that we have gathered with members of the community. During this event, we also hope to bring together citizens, leaders, and service providers in the community in order to stimulate new ideas for helping Cedar Grove grow in a positive way. How do you think we can make the community forum of the most benefit to Cedar Grove?

- Would any one be interested in helping us plan the forum?
- Do you have any suggestions as to how to get people to attend?
- Probes: place, time, how and where to advertise
- Who else do you think should help with the planning?

Thank you for your participation!
A7: Referral Script

Below is a suggested script that you can use to contact people on our behalf. Please remember that this is not an agreement to be interviewed. They simply need to agree to be contacted before we can call them ourselves.

“I spoke with graduate students from UNC who are working in Cedar Grove for the next few months. They are interviewing people in the community in order to identify the strengths, weaknesses, and future program directions for Cedar Grove. I thought you would be a very informative person to interview and would like to give them your name. They will be sharing the information that they collect in a community forum, but your name and identity will be kept completely confidential. Can I give them your name and contact information so that they can contact you?”

Please put the names and contact information of each person that you contacted on our behalf in the table below.

Thank you for your collaboration.

<table>
<thead>
<tr>
<th>Name</th>
<th>Service Provider or Community member?</th>
<th>Organization</th>
<th>Contact information</th>
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Appendix B: List of Interviewees
A8: List of Interviewees

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<th>Role in Community</th>
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<td>Service Provider/Community Member</td>
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</tr>
</tbody>
</table>

List of Focus Group Participants

Twelve Female Caucasian Community Members
Appendix C: List of Secondary Data Sources
A9: Secondary Data Sources

The following secondary data sources were reviewed:

1) *Action-Oriented Community Diagnosis 1992-1993 Secondary Data Document*

2) *Action-Oriented Community Diagnosis 1992-1993 Document*

3) *Orange County Survey 1996*

4) *Orange County Survey 2000*

5) *Census 2000*

6) *Community-Based Public Health Initiative*

7) *Task Force Report for Northern Orange Human Service Center*

8) *News of Orange newspaper*

A full citation for each source can be found on the reference list on page 41.
Appendix D: Community Meetings Materials

Community Meeting Flyer
Community Meeting Invitation
Community Meeting Agenda
Community Meeting Fact Sheet
Themes Selected by Community Members
Join together
at the Cedar Grove Community Meeting

Tuesday, April 30th
7:00-9:00 pm

Northern Orange Center
(Old Cedar Grove School)
5800 Highway 86 North

Have a hand in....

• The upcoming renovations to Northern Orange Center and the new park coming to Cedar Grove

• Maintaining community strengths

• Community concerns such as transportation, daycare, traffic...

Refreshments and Door prizes
County Representatives have been invited to participate

To arrange Transportation call Donna @ 245-2449 by April 26th 5:00 p.m.
A11: Community Meeting Invitation (Front)

Join Together

at the

Cedar Grove

Community Meeting
A11: Community Meeting Invitation (Inside)

Tuesday, April 30th

7:00- 9:00 p.m.

Northern Orange Center
(Old Cedar Grove School)
5800 Highway 86 North

Refreshments and Door Prizes

To arrange Transportation
call Donna @ 245-2449 by April 26th 5:00pm

You’re invited to have a hand in...
- The upcoming renovations to the Northern Orange Center and the new park coming to Cedar Grove
- Maintaining Community Strengths
- Community concerns such as transportation, daycare and traffic...
A12: Community Meeting Agenda

THE CEDAR GROVE COMMUNITY MEETING

AGENDA

Registration and Prioritization of Themes 7:00 – 7:20

Introduction and Presentation 7:20 – 7:45

Welcome Message – Community Member
Description of the Assessment Process – Colleen, Andy, Alison, Karen
Presentation of the themes – Community Member
Presentation by county representative Ms. Sharron Hinton
Break up into small groups

Small Group Activity 7:45 – 8:30

Large Group Discussion 8:30 – 9:00

Report on action steps
Presentation of door prizes – Donna King
Closing Remarks – Community Member

THANK YOU FOR COMING!
A13: Community Meeting Fact Sheet

Welcome to the Cedar Grove Community Meeting

**Question: What is the Cedar Grove community assessment team?**
Answer: We are a team of four graduate students from the UNC School of Public Health. Donna King, a service provider from the health department, has acted as the team leader for the group.

**Question: What is a community assessment?**
Answer: We conducted individual and group interviews with key community leaders and service providers who were familiar with Cedar Grove. These people provided the team with information on the strengths of the community as well as improvements that people would like to see happen.

**Question: How many interviews did the team do?**
Answer: We interviewed 8 community members individually and 12 community members in a group interview. We also interviewed 13 service providers, 5 of whom live in the community.

**Question: What will we be doing tonight?**
Answer: Tonight we hope to turn assessment into action. Here’s what will happen:
  - The main themes from our interviews are up on the wall. We will discuss them briefly in the large group.
  - There will be a short presentation from the county.
  - We will break up into four small groups to discuss the most popular themes (prioritized by your post-it notes in the beginning).
  - With the help of a facilitator, each small group will identify appropriate “next steps.”

**Question: Where can we see the information from this process?**
Answer: The team is writing a document that will be available at the Hillsborough library and at the Family Resource Center by the end of May 2002. It will also be online later this summer.

**Question: Who can I contact for more information?**
Answer: Call Donna King at 245-2449 at the Orange County Health Department.

_The positive things we heard about in Cedar Grove…_

“Cedar Grove is God’s part of the world.”
“We call Orange County ‘heaven’ and Northern Orange is the northern part of heaven.”
“Our community is really good about coming together when people are in need.”
“Cedar Grove is a nice place to live. It’s safe, slow, quiet and the people are friendly.”
“When families are under stress and when there is a particular need, we are responsive.”
“The older people are very proud people. They have always worked hard.”
A14: Themes selected by community members

1) Water and septic system restrictions limit development in Cedar Grove, which affects many aspects of the community.
   - “Just a few miles across, west of here, there is the water reservoir. But Cedar Grove can’t get the water. I wish we could get the water and the sewer.”

2) Growth is causing increased traffic on Highway 86 and Efland-Cedar Grove Road.
   - “My neighborhood was built in the last 6 years. Traffic is so much worse because it is a major through way.
   - “The interstate was finished 10 years ago and since then there’s been a lot more development.”

3) Cedar Grove would like county resources to address problems that have already been identified.
   - “The county has promised to put money into this building and they never have. They should have done something by now. They are receptive when we have something to say, but nothing gets done.”
   - “Cedar Grove has no political voice for what goes on in Orange County. Most of the decisions are made on the southern end of the County. It may help people on that side, but it harms people in Cedar Grove.”

4) Cedar Grove has a need for more recreation for all ages.
   - “Because we’re in the country, there’s nothing out here. I like the area because it’s quiet—but there’s nothing to do.”

5) Cedar Grove does not have a central place for finding information about services and activities in the community.
   - “No, I don’t know where it is. I haven’t heard of it. I haven’t been up that way much. Now that you mention that it is in that old school, I know what you’re talking about, but I didn’t know anything was going on up there.”

6) More daycare is needed in the community.
   - “I’ve got a waiting list. I get calls everyday for daycare. So, that’s the dire need here in North Orange.”
   - “Finding good daycare at a reasonable rate is difficult. The good places have long waiting lists. I’ve heard of some places where you have to get on the waiting list before you get pregnant. I was paying half my salary for daycare.”

7) The people of Cedar Grove have had to address the community’s transportation needs by looking after each other.
   - “A lot the people here are getting older, but they look after one another. People take care of their own, but I think they would get out more if there was more transportation.”

8) Does the community have to use the Northern Orange Center more to have services increased? Or, do services need to be increased for the community to use the Northern Orange Center more?
   - “It’s good for a copy or a fax, but when you are locked out, you can’t use them.”
   - “I think it has gotten away from its original focus of serving the community.”
   - “The resource center has services, but they have hours, and their hours are not very convenient.”
Appendix E: IRB Approval Letter
Appendix F: Tables

Services at Northern Orange
## A16: Services at Northern Orange

### Table 1

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cedar Grove Day Care Center</td>
<td>The Cedar Grove Day Care Center was opened in September of 1981. Its purpose is to provide high quality educational and daycare programs to families of Northern Orange. Agencies provide subsidies in order to make daycare affordable to parents. These agencies are Child Care Services Association, The Orange County Department of Social Services, and the Chapel Hill Outreach Early Head Start program. The Center serves infants and children from 0-5 and has a total of 31 spaces.</td>
</tr>
<tr>
<td>Durham Technical Community College</td>
<td>Durham Tech provides computer classes in one room at the Northern Orange Center. The computers were donated by Orange County. Classes are usually held once a week for 10 weeks at a time.</td>
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<tr>
<td>The Family Resource Center</td>
<td>The Family Resource Center provides skill training, early childhood education, and assistance to families from the surrounding area.</td>
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<tr>
<td>Head Start</td>
<td>Head Start has programs for children aged 3 to 5 years of age. However, Head Start will be moving out of the building and the programs for the younger children will be shifted to the daycare facilities.</td>
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<tr>
<td>JOCCA</td>
<td>Joint Orange Chatham Community Action (JOCCA) provides activities for seniors from 9am until 1pm daily. Crafts are offered two days a week, exercise classes two days a week, and shopping trips on Fridays. Lunch is provided daily. Transportation to the center is available from Orange Public Transportation (OPT). (More information about programs and schedules is available at the JOCCA webpage: <a href="http://www.co.orange.nc.us/aging/cedar.htm">http://www.co.orange.nc.us/aging/cedar.htm</a>)</td>
</tr>
<tr>
<td>Orange County Recreation and Parks</td>
<td>Recreation and Parks is responsible for the maintenance of the building and the upkeep of the surrounding fields. They also run sports activities throughout the year such as baseball, softball, and basketball.</td>
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Appendix G: Miscellaneous

Names of Community-driven Clubs in Cedar Grove
Data Analysis Spread Sheet
Complete List of Themes
### A17: Names of Community-driven Clubs in Cedar Grove

<table>
<thead>
<tr>
<th>Club Name</th>
<th>Location/Program</th>
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<tbody>
<tr>
<td>4-H</td>
<td>Home Extension</td>
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<tr>
<td>After school program at NORC</td>
<td>JOCCA</td>
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<tr>
<td>American Legion</td>
<td>Lee's Chapel</td>
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<tr>
<td>CAT</td>
<td>Meals on Wheels</td>
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<tr>
<td>Community Watch Groups</td>
<td>Mount Zion</td>
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<tr>
<td>Commuter Buses to UNC and Duke</td>
<td>OPT</td>
</tr>
<tr>
<td>Coon Hunters Association</td>
<td>Outreach efforts by Health Department</td>
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<tr>
<td>Cooperative Extension</td>
<td>Pickin' and Grinnin'</td>
</tr>
<tr>
<td>Daycare at NORC</td>
<td>Rainbow Leagues</td>
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<tr>
<td>Durham Tech Computer Classes</td>
<td>Ruritan Club</td>
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<tr>
<td>Family Resource Center</td>
<td>Sertoma Club</td>
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<tr>
<td>Golden Age Club</td>
<td>TIME</td>
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<tr>
<td>Head Start</td>
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<tr>
<td>Health Promotor Program at NORC</td>
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</tbody>
</table>
## A18: Data Analysis Spreadsheet

<table>
<thead>
<tr>
<th>Topic Area (code)</th>
<th>Subcode</th>
<th>SubCode</th>
<th>Content</th>
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</thead>
<tbody>
<tr>
<td>Agency</td>
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<tr>
<td>Church</td>
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<tr>
<td>Community Life</td>
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<tr>
<td>Community Resources/Programs</td>
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<tr>
<td>Employment</td>
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<tr>
<td>Forum</td>
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<tr>
<td>Group Interactions</td>
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<tr>
<td>Growth</td>
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<tr>
<td>Issues</td>
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<tr>
<td>Political Climate</td>
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<tr>
<td>Problem Solving</td>
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<tr>
<td>Recreation</td>
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<tr>
<td>Social Life</td>
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<td></td>
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<tr>
<td>Sources of Information</td>
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<tr>
<td>Transportation</td>
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</tbody>
</table>

### Definition of Themes

**Agency**: to be used for service provider interviews only

**Church**: (probably often double/triple themed)

**Community Life**: Qualities, geography, history, landscape, landmarks, attitudes and norms.

**Community Resources and Programs**

**Employment**

**Forum**: All comments by interviewee on forum will be grouped in one box on spreadsheet.

**Group Interaction**: newcomer/oldtimer, race, age groups

**Growth**: new development, primarily physical and economic

**Issues**: Concerns of the community not included elsewhere.

**Political Climate**: Governmental involvement, activism, party affiliation.

**Recreation**: movies, opportunities for sports, etc.

**Social Life**: barbecues, meeting places, networks, social clubs, festivals.

**Sources of Information**: people, bulletin boards, media
A19: Complete List of Themes

- Cedar Grove has a need for more recreation for all ages.
- Churches are at the center of community life and offer any services for members and nonmembers alike.
- Water and septic systems impact people's lives in significant ways.
- New development is changing the character of Cedar Grove.
- People want economic development but do not want to sacrifice Cedar Grove's sense of community and rural life.
- Growth is causing increased traffic on Highway 86 and Efland-Cedar Grove Road.
- People enjoy living in Cedar Grove. It is safe, slow, quiet, and the people are friendly, hardworking, and church going.
- Lack of transportation in Cedar Grove makes shopping, running errands, using healthcare services, and finding work more difficult.
- More daycare is needed in the community and more space is needed in the daycare center already in Cedar Grove.
- The people of Cedar Grove address the community's transportation needs by looking after each other.
- People in Cedar Grove must go outside the community for many of their shopping, healthcare, and work needs.
- Different groups in Cedar Grove successfully come together when there is a shared problem.
- Drugs are a big problem in Cedar Grove.
- There are fewer and fewer employment opportunities in Cedar Grove.
- The community doesn't use the Northern Orange Center as much as they could.
- Services at the Northern Orange Center need to be increased and maintained.
- Newcomers must make a special effort to be accepted by the community.
- Cedar Grove would like county resources to address problems that have already been identified.