Forsyth County, North Carolina

2011 Community Health Assessment
Focus Group Summary

Analysis of Data and Preparation of the Final report by
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Introduction

Forsyth County Department of Public Health is required by its consolidated agreement with the North Carolina Division of Public Health to conduct a comprehensive Community Health Assessment at least every 48 months. Furthermore, it is required for local health department accreditation through the NC Local Health department Accreditation Board.

During the three interim years, the local health department will issue a State-of-the County Report that will provide updated information about priority health issues specific to the county.

The Community Health Assessment (CHA) is a process by which community members gain an understanding of the health, health concerns, and health care systems of the community by identifying, collecting, analyzing, and disseminating information on community assets, strengths, resources, and needs. The CHA process involves analyzing primary data (*focus groups, stakeholders interviews & community health opinion survey among targeted FC residents*) and secondary data (data collected by other agencies & the state), combining primary and secondary data, selecting top health priorities and creating the CHA document with community health action plans.

The Forsyth County Healthy Community Coalition helps to guide and respond to the work of the CHA team. *Forsyth County Healthy Community Coalition is a community coalition whose mission is to create, build, and sustain efforts that improve the quality of life of the residents of Forsyth County*. The CHA team is made up of community residents and representatives from several organizations which reflect all facets of the community.

The goal of conducting focus groups is to synthesize the Forsyth County residents' viewpoint on important health and community issues. For the 2011 CHA process, focus group questions were specific to food access, healthcare access, neighborhood activism and other issues important to them into primary themes. These themes are often supported by quotes from the participants. Not all of the comments or themes will emerge into nice, neat categories. The summarized report will help the Forsyth County to identify its strengths, challenges, and future directions.

Methodology

During March to August 2011, nine focus groups were conducted by the Community Health Assessment (CHA) team as part of the state-mandated community health assessment process to collect primary data via focus groups in the Forsyth County community. The purpose of the focus groups was to better understand community concerns about food access, healthcare access, neighborhood activism and to identify barriers that affect the Forsyth County residents' overall health.

Focus groups agendas were the same across all targeted groups and were conducted by the CHA team who had undergone uniform training to assure consistency of results. Focus groups are informal structured meetings in which community members discuss their thoughts on various community topics through predetermined questions. The focus groups were conducted among neighborhood associations within the Winston-Salem wards, senior communities and churches to include the diversity of the county population including Hispanic, African Americans, and White.

After the target populations were identified, the CHA team recruited focus group participants from the target group. The group size for the focus groups ranked six (6) to sixteen (16). There were ninety-three participants overall. A list of the focus group target populations, locations, dates, size and racial composition is attached as Appendix A. The research is qualitative and exploratory in nature, therefore, samples were not chosen for statistical validity, but to ensure a diverse cross-section of participants.

Prior to the focus group session, the participants were presented with a written notice of consent form (see Appendix C). The notice of consent informed potential participants that the session would be audio taped and of the need to sign the consent agreement before participating in the session. The form was explained to and read by each participant. All signed consent agreements were submitted and stored in the Forsyth County Department of Public Health.

Focus group discussions were conducted in English and Spanish. Participants were referred to by first name only to ensure confidentiality. Each session was between 60 minutes to 90 minutes in duration. The focus group guides (English & Spanish) developed by the CHA team, were used to guide each session (see Appendix B). Each group session began with brief introductions from each participant.

This report is a fair and accurate report of what was observed and discussed in each session. Actual respondent verbatim responses accompany most, if not all, points made in the report. Highlights of individual sessions are presented below. Respondent quotations are italicized. The text heading for individual focus group is a summary of group comments and is not the opinion of the author. The discussion questions and topic were used as the organizing format for the analysis. An assessment was made of group responses to all the questions addressed in the meeting.

Conclusions/Recommendations

The participants identified specific areas of concerns regarding food access, healthcare access and neighborhood activism. A number of common themes to all the focus groups emerged:

Community concerns and opinions on food access included developing a habit of eating healthy; not having the time to cook; cost of healthier food; and eating out a lot. Their habits varied from style of cooking, cultural differences and selection of food. They mostly shopped at Walmart, Food Lion, Sam's Club, Costco and Aldi's because of their prices, location, convenience and buying in bulk. They stated that they went out to eat at different restaurants such as Chinese, K&W, Golden Corral, and fast food restaurants. Majority stated that they drove their cars, rode with someone else, took the bus or walked to the store or restaurants. Most of them stated that they had the skills to prepare healthy meals. Their concern regarding food preparation and storage were cross contamination, preparing food at the right temperature, labeling food properly and food spoilage.

Community concerns and opinions on healthcare access included medical care, mental care and going to work while sick. Most of the participants go to their primary care provider (PCP) for medical care because of the lengthy relationship and built trust; and those without health insurance go to a Hospital Emergency Department, Church clinics or health fairs. They would go to their PCP referral, Behavioral Health Plaza or Daymark for mental health concern or a Hospital Emergency Department. Their form of payment ranges from health insurance, state assistance or church assistance or payment plans. They either drive or take the bus to get to their appointments. For after hours crisis, they would call 911, their PCP on-call number or use a Hospital Emergency Department. More than half stated that they went to work sick for lack of sick paid leave.

Overall concerns and opinions on neighborhood activism included neighborhood concerns, bringing change to their neighborhood and success already achieved. Their major concerns were increased crime, gang activity, drug activity and public safety. They mentioned ways to activate their neighborhoods were through meetings, involving their City of Winston-Salem Neighborhood Liaisons and law enforcement. As neighborhoods, they believed that they could bring about the change they desired. Majority stated that they had an active neighborhood association and communicated through printed media, phone calls and going door to door. The success achieved included neighborhood signage, crime watch, and cleaning up their neighborhood.

Hispanic community concerns and opinions on food access included the difficulty of avoiding starchy food; obesity of their children and the difficulty to motivate them to eat vegetables; cost of organic food; and unhealthy food choices in schools. They mostly shopped at Walmart, Compare, Aldi's, Food Lion, and Mexican stores because of their prices, store specials and finding everything at one place. They stated that they went out to eat at different restaurants such as Chinese, K&W, Golden Corral, CC Pizza and fast food restaurants because of affordability. Majority stated that they drove their cars, took the bus or walked to the store or restaurants. Most of them stated that they had the skills to prepare healthy meals. However they thought that it was too expensive to cook healthy meals at home they cook healthy meals 2 -3 times during the week. Their concern regarding food preparation and storage was labeling food properly.
"..They develop bad habits and only want hamburgers etc."
":.. to label food properly, you can only keep food for three days..."

Hispanic community concerns and opinions on healthcare access included medical care, mental care and going to work while sick. Their responses regarding where they go for medical care varied from Free Clinic, Church Clinics, Health Fairs, Prime Care, high bills from the Emergency Department, affordable payment plan at Downtown Health Plaza, too many requirements from Community Care Center to not going anywhere because of lack of health insurance. They stated they had no concerns with mental health. Their form of payment ranged from Carolina Access, state assistance or church assistance or payment plans. They rode the bus, took a taxi or drove their cars to get to their appointments. For after hours crisis, some stated that they would call 911 while others stated that they do not to call anyone because of language barriers. Majority stated that they went to work sick for lack of sick paid leave, they were temporary workers and they can't afford to miss any days of work due to the economy; so they take some medicine and go on to work.
"…I don't call anybody because of the English barrier..."
"I don't call 911 because they do not have interpreters and it takes a long time..."
"If you don't show for work there is someone right behind you to take your place"
"Who's going to pay the bills if you don't work?"
"..There's not enough money, so we won't waste a day of work..."

Hispanic community concerns and opinions on neighborhood activism included neighborhood concerns, bringing change to their neighborhood and success already achieved. Their major concerns were the need for more safe parks for children; affordable daycares; citizens' rights regarding debt collectors; lack of interest/support from the police department; robbery; gang activity; loud music; accessible dental clinics; public safety for children and mistreatment from DSS staff. They also mentioned the need for more programs for teen education about sex and pregnancy, access to eye care and healthcare; more resource information; YMCA programs are unaffordable; after school care at churches to help with homework and English. They wanted to see changes in their community but do not know how to start. They also wanted the WS Police Department to take more interest in their community; and have more support from the local businesses and the City. They communicated through the radio and pass news to everyone in the community or church. The success achieved included crime watch, and cleaning up their neighborhood and have security checks at Lakeside. They were unaware of First Line, 211 neighborhood liaisons with the city.

" the police aren't interested in getting to Latino neighborhoods"
"They are good at giving tickets to Latinos."
".. we need more information to help us plan.."
"It's one thing not to be able to see well, but if you have a horrible tooth pain, you can't eat"

FINDINGS

Voices of ---------- Council Heights Neighborhood Association

Food Access

When asked about the barriers or problems they experienced by trying to improve their diet and eat healthier, majority responded that diet food is expensive and they can not afford it due to financial constraints. They also stated that not following diet guidelines, eating alone and not being motivated to buy healthy foods were barriers to improving their diet.

When asked about their habits, concerns, and interests about food, their responses varied from eating unhealthy food (fried food); inability to develop the habit of eating healthy; health issues due to eating unhealthy food and their upbringing eating unhealthy.
"..cooking for just one person is hard.."

When asked about where they shop for groceries and why do they go there, they stated Walmart, Food Lion, Save-A-Lot and Harris Teeter. They unanimously reported that they go there because of cheaper prices and appearance of the store. However they also reported driving to other neighborhood stores to shop due to poor customer service, poor food quality, and long lines in the stores in their neighborhood.
"..prices are cheaper and can use coupons.."

When asked where do go when they want to eat out and why do they go there, they said due to the poor quality of food at the fast food restaurants and lack of good restaurants in their neighborhood, they drive to Kernersville where there are more choices.

When asked about how they get to the store or restaurants, their response varied from driving their cars; riding the bus, to riding with a friend.

When asked about having any skills to prepare healthy meals, majority responded that they had cooking skills and used cookbooks to prepare healthy meals.

When asked if they have any concern related to food preparation or storage, they mentioned cross contamination and to preparing the food at the right temperature.

Healthcare Access

When they or their family member gets sick, they usually go to their primary care provider, Emergency Department or Downtown Health Plaza.

When they asked where do they go when they have a mental health concern, all responded that they go to their own doctor to get a referral.

When asked why they go to their primary care provider, majority responded that they have long-term relationship with their provider and they are very comfortable with their doctor.

When asked how they pay for their health care charges, almost everyone responded to have a health benefits.

When asked how they get to their doctor, majority responded they drive their cars and to ride a bus.

When asked what they do if they have a medical need or mental health crisis after hours, majority responded that they either call the nurse on call or call their primary care provider.

When asked about going to work sick because they didn't have health benefits and paid sick leave, majority responded that don't relate to this group as they all are retired seniors and enjoyed the benefits of health insurance.

Neighborhood Activism

When asked about their concerns in their neighborhood, respondents expressed their concern towards keeping their neighborhood clean, unleashed animals, trash and traffic issues. They also mentioned their concern of absent landlords, parking issues in the community and most of all safety.

When asked how they activate their neighborhood to bring about the change they desire, majority relied on networking and exchange of ideas with their neighbors. They also stated they talk with police and organize meetings with their neighborhood association to bring the issue on table.

When asked if they believe that they can bring the change in their neighborhood, they responded yes by being proactive and doing the follow up on every aspect to make changes.

When asked if they think that they can bring about change in their neighborhood, majority responded "Yes".

When asked about the best ways to get information to people in the community, they stated that newsletters, approaching neighbors by calling them and going door to door to reach the other members in the community.

When asked to share their success in bringing change in their community, they responded that because of their efforts now they have speed limit signs in their neighborhood. They also mentioned crime watch and a cleaner neighborhood.

When asked if they are aware of Neighborhood Liaisons with the City, almost all mentioned the name of "Chris Mack" who attended all their association's meeting.

When asked if they know about First Line or 211, majority responded "No". Some mentioned that they heard but never used First Line or 211.

When asked what else they could tell us about their community, they said they have good neighbors and strong leadership. People are well connected and friendly.

Voices of……. Heritage Woods Retirement Community

Food Access

When asked about the barriers and problems they experience by trying to improve their diet and eat healthier, they responded that residents have a good diet plan and their menu was planned by a nutritionist who included a good selection of food, salad bar and soups. However their expressed their concern of having limited cooked vegetables.

When asked about the habits, concerns and interests about food, their responses varied from being raised in the North and the cooking here being Southern, being raised in a different country and high salt food items.

When asked about where did they shop for groceries and why did they go there, majority said that they shop from Food Lion, Harris Teeter, Lowes and Walmart. The facility provides them with a van service at no cost and it's very convenient for them to go to their choice of stores.

When asked about where they went to eat out and why they go there, the most common responses were eating at K&W, Village Tavern, Olive Garden and at their family members homes.

Many residents have cars and drive themselves, have a family member provide transportation and the facility also provides a bus service once a month to go out to eat.

When asked about having any skills to prepare healthy meals, they responded that there are no facilities to prepare their own food.

Residents were overall happy with the food preparation and storage and had no concerns.

Healthcare Access

When they get sick for any reason, they usually go to their primary care provider. When asked who they go to when they have a mental health concern, all responded to go to their doctor to get a referral. There is also a van service available to take them to their medical appointments at no charge.

When asked what they do if they have a medical need or mental health crisis after hours, majority responded that they call their primary care provider, family or go to the Emergency Department to seek help.

When asked about working when sick because they didn't have health benefits, they responded that they had health benefits and never worked sick.

When asked how they pay for their medical care, they responded to have Medicare and Medicare supplement and pay a small co-payment during their health visits.

Neighborhood Activism

When asked about their concerns for their neighborhood, they responded that their neighborhood is very nice. Staff is excellent and friendly. They mentioned that they have no concerns living in this community.

When asked how they activate their neighborhood to bring about the change they desire, they responded to bring the issue up to the Executive Director at a resident meeting that is held once in a month. They expressed concern that information and meeting minutes are not being posted and people are not aware of changes.

When asked if they can bring about the change in their neighborhood, they stated that if enough people shared a common concern, then change could take place but people do not want to be involved.

When asked about what would be the best ways to get information to people in their community, they stated that through resident council meetings and the dining room committee.

When asked if they had any success making changes in their neighborhood, they responded to have success in changing their menu.

When asked what else they could tell us about their community, they said Heritage Woods is a great place to live where people associate with each other, a great friendly place with excellent staff and a well kept building. Some mentioned that they pay a good fee to enjoy the many benefits of Heritage Woods.

Voices of ……. West Salem Neighborhood Association

Food Access
When asked about the barriers and problems they experience by trying to improve their diet and eat healthier, majority responded that healthier food cost more. They mentioned that they had not developed the habit of eating healthy because they do not know the recipes for healthy cooking and do not have the time to cook home made food.

When asked about the habits, concerns and interests about food, responses varies from not eating as often, interested in trying new recipes, eating organic foods, and using lots of cookbooks for cooking help. They also mentioned their concerns about the selection of food in the school system; which they said is not nutritious. They suggested that the meals needs to be prepared with more varieties of fruits and vegetables.

When asked where they shop for groceries and why do they go there, their responses were Food Lion because of cheaper cost and convenience; Aldi because of good selection of food; Whole Foods; Harris Teeter; Compare Foods; Ronny's; Farmers Market and Back Yard Produce.

When asked about where do they want to eat out and why do they go there, the most common responses were Mayflower, Mama Zoe, Mooney's, Subway, Golden Corral, Milner's and Cloverdale. Most residents have cars to go out and others get a ride; there is nothing close to walk to.

When asked about having any skills to prepare healthy meals majority stated hat they do have skills but do not prepare healthy meals because they are only cooking for one person and it is more convenient to eat out.

When asked if they have any concern related to food preparation or storage, they stated not knowing what quantity to buy and food spoilage.

Healthcare Access
When asked where they go for medical care when they get sick majority stated they go to their primary care provider(PCP) or Emergency Department. Others stated that they had health issues but have no health insurance and can not pay for the care.

When asked where they go if they have a mental health concern, their responses varied form PCP referral, Daymark, to Behavioral Health Plaza. Those who worked with the school system had full mental health coverage.

When asked why they go there, majority responded that they built a great relationship with their provider and convenience.

When asked what they do if they have a medical need or mental health crisis after hours, they responded that using their PCP on-call service or go to Emergency Department for children's sickness.

When asked if they go to work sick because of not having health insurance or paid sick leave, majority responded that they go to work sick because they had to go to work. Some stated they missed work because of sick children.
"Not having healthcare is just wrong".

Neighborhood Activism
When asked about their concerns in their neighborhood, their responses varied from crime, drugs, prostitution, poor management of properties and unleashed dogs. They also mentioned broken sewage pipes, and run off seeping into drinking water and outdated pipes in the houses and underground.

When asked how they activate their neighborhood to bring about the change they desire, they usually relied on the help line. They mentioned they have a positive relationship with their City Council member but did not know who their Neighborhood Liaison was and their role.

When asked if they believe that they can bring the change in their neighborhood, they responded positively by being proactive; starting an email chain and following up on every aspect to make changes.

When asked about what would be the best ways to get information to people in the community, they stated that through newsletters, email chains and board members.

When asked if they know about First Line or 211, majority responded yes and did know about City Link.

When asked what else they could tell us about their community, they said that it's very cohesive and protected neighborhood. They are well connected and have a great diversity of age, gender and ethnicity. They expressed some concerns on the quality of food for children; accessible healthcare; accessible supermarkets within walking distance; upkeep of property; community gardens and the crossing lanes at Peters Creek and Academy.

Voices of……. City View Neighborhood Association

Food Access
When asked about the barriers/problems they experience by trying to improve their diet and eat healthier, their responses included motivation, high price and quality of food, pesticides and hormones in food.

When asked where they shop for groceries and why they go there, their responses included Aldi's, Whole Foods, Costco, Sams, Walmart and wherever they could get the best price.

When asked where they go when they want to eat out, their responses varied from Japanese restaurants, Applebees, Golden Corral, Meta's to K & W. They stated that healthy food is needed in their neighborhood and they have to go across the town to get the healthy food.

When asked if they have skills to prepare healthy meals, majority stated that they do have skills. They expressed concern that younger folks do not have skills.

When asked if they have any concern related to food preparation or storage, they stated eating proper portions and food preparation.

Healthcare Access
When asked what they do when they get sick and where they go for medical care, those with insurance go to their primary care provider (PCP) or VA hospital; while others stated that they had no insurance.

When asked where people in their neighborhood go if they have a mental health concern, they responded that they go to the Behavioral Health Plaza.

When asked why they go there, majority responded that it's convenient and they all have cars to commute easily to their health care provider.

When asked what they do if they have a medical need or mental health crisis after hours, they responded that they would call 911 or go to the Emergency Department.

When asked if they go to work sick because of not having health insurance or paid sick leave, they all stated that they were retired and have health benefits and never worked while being sick.

Neighborhood Activism
When asked about their concerns in their neighborhood, their responses included drugs, crime, lack of healthcare, lack of jobs, trash, unleashed dogs, prostitution, abandoned houses and cars. They were also concerned about drug dealing and illegal activity in the neighborhood.

When asked how they activate their neighborhood to bring about the change they desire, they stated having neighborhood meetings and taking a stand to make change. They would invite the Housing Director, Neighborhood Liaison, Winston-Salem Police to their meetings to talk about different issues and concerns.

When asked if they believe that they can bring the change in their neighborhood, they responded positively. They have had an extensive conversation with the Crime Watch program and have Crime Watch Block Captains and report any suspicious activity to WSPD. They are working hard to getting rid of drug dealers and also they watch their neighborhood closely.

When asked about what would be the best ways to get information to people in the community, they stated that through printed materials(hand outs) and via telephone.

When asked if they know about First Line or 211, they all stated that they did.

When asked what else they could tell us about their community, they expressed their concern about safety and drug dealing in their community.

Voices of…… Rockford Community Association

Food Access
When asked about the barriers/problems they experience by trying to improve their diet and eat healthier, their responses included not being consistent with their diet, eating lots of sweets and eating out a lot. They stated the need to choose the right combination of food to eat.

When asked to share their habits, concerns and interests about food, some stated that traditionally, they cooked with fat meat, grease and ham hock. Others said if they wanted pesticide-free food they had to go to Whole Foods which are quite expensive; also canned foods were cheaper but had lots of sodium which is unhealthy.

When asked where they shop for groceries and why do they go there, their responses included Costco, Sam's Club and Walmart; because the food was cheaper and they could buy in bulk and freeze the food.

When asked where they go when they want to eat out, their responses were K&W, Olive Garden, Arrigato, Texas Roadhouse, Longhorn Steakhouse and Cracker Barrel. They all have cars to get to the restaurants.

When asked if they have skills to prepare healthy meals, they all stated that they do have skills.

When asked to express any of their concern related to the food preparation or storage, they mentioned food borne illness and freeze burn on food kept in freezer too long.

"..if you don't prepare chicken and poultry right, you can get "Salmonella".

Healthcare Access
When asked what they do when they get sick and where do they go for medical care, they stated Winston-Salem Health Care and the Emergency Department.

When asked where people in their neighborhood go if they have a mental health concern, they stated the Behavioral Health Plaza or to their primary care provider for the referral.
"Can give me a Xanax and I feel better"

When asked why they go there, they responded that they get their prescribed medicines and feel better.

When asked what they do if they have a medical need or mental health crisis after hours, they responded that they go to the Emergency Department.

When asked if they go to work sick because of not having health insurance or paid sick leave, they all stated that they all had paid sick leave benefits.

Neighborhood Activism
When asked about their concerns in their neighborhood, they mentioned the speeding, safety and house maintenance issues in the area. They stated that neighbors do not speak up or want to get involved for fear of retaliation; but they need to watch out for each other.

When asked how they activate their neighborhood to bring about the change they desire, they responded that they had organized in 2009. It was because of stolen cars, speeding, and profanity that they organized, but these problems have subsided since 2009.

When asked if they believe that they can bring the change in their neighborhood, they responded positively and stated that this is why they formed in 2009.
"We *wanted to take our community back, so we could know each other and look out and help each other."*

When asked about what would be the best ways to get information to people in the community, they stated using flyers because they had no email, website or newsletter.

When asked if they are aware of Neighborhood Liaisons with the City, they all said they did and their liaison "Vanessa Smith" attended all their association's meeting and she worked closely with them.

When asked what else they could tell us about their community, they stated that their strengths included pulling together, developing a relationship with WSPD and receiving a plaque from the City of Winston-Salem for their efforts. Their concerns included keeping the community, curb and gutters clean and free from debris and keeping stolen vehicles off their streets.

Voices of …….Stonewall Community Association

Food Access
When asked about the barriers/problems they experience by trying to improve their diet and eat healthier, some responded not wanting to change their eating habit; could not get organic vegetables and low sodium food.

When asked to share some of their habits, concern and interests about food, they responded that they avoid foods that are high in fructose corn syrup, use sea salt and avoid MSG.

When asked where they shop for groceries and why do they go there, their responses were Food Lion, Walmart, Harris Teeter and Lowes Foods, because of convenience, great value, and the lay out of the stores.

When asked where they go when they want to eat out, their responses were Ruby Tuesday, Applebee's, Macaroni Grill, Cities, Outback Steakhouse, Carrabba, Chinese food, K&W, Subway and Chi-Fil-A.

When asked if they have skills to prepare healthy meals, they all stated that they did.

When asked to express any of their concern related to the food preparation or storage, they responded that they had no concerns.

Healthcare Access

When asked what they do when they get sick and where do they go for medical care, they all responded to go to their primary care provider (PCP).

When asked where people in their neighborhood go if they have a mental health concern, they responded to go to their PCP for the referral; their therapist or use emergency mental health number.

When asked why they go there, they responded that they trusted in their doctor due to length of their relationship.
"…twenty-five years with same care provider.."

When asked what they do if they have a medical need or mental health crisis after hours, they responded that they would call 911, Prime care or wait for the next day to go to their health care provider.

When asked if they go to work sick because of not having health insurance or paid sick leave, some said they missed work but used paid sick leave.

Neighborhood Activism

When asked about their concerns in their neighborhood, they stated the protection of property; new neighbors coming in to the community and not keeping up their property.

When asked how they activate their neighborhood to bring about the change they desire, they usually called their neighborhood president (Spencer) and bring the issue to their meetings.

When asked if they believe that they can bring the change in their neighborhood, they responded positively.

When asked if they had any success making change in their neighborhood, they shared their fact sheet of successes in their neighborhood. They have organized since1975 due to children playing in their neighborhood. They monitor zoning issues and voice their opinions, home inspection for any code violations every spring.

When asked about what would be the best ways to get information to people in the community, majority stated through printed media such as newsletter, flyers; phone calls; by organizing committees(youth, beautification, hospitality etc); annual community day and pot luck dinner.

When asked if they know about First Line or 211, majority responded “No” but knew about City link.

When asked if they are aware of neighborhood liaisons with the city, they stated that they work closely with their neighborhood liaison, Deronda Kee-Lucas.

When asked what else they could tell us about their community, they mentioned that committee leadership is important to the success of the neighborhood association. They said providing a safe walking route by connecting sidewalks from their neighborhood to Indiana Avenue.

Voices of …….Alpha & Omega Church

Food Access
When asked about the barriers/problems they experience by trying to improve their diet and eat healthier, majority responded the high cost of organic food; their mindset of feeling you can not eat healthy and their environment.

When asked to share some of their habits, concerns and interests about food, majority responded their concern over clean restrooms in the restaurants and grades of restaurants. They stated there was a need to develop good hygiene habits and preferred domestic chickens and eggs. Some mentioned their concern over big chicken parts because of steroids and would rather eat vegetables from their garden and not from the store.
“people need to wash their hands if they are around food..”

When asked where they shop for groceries and why do they go there, their responses were Food Lion, Walmart, Lowes Food, Sams, Harris Teeter and Costco. Reasons ranged from convenience, to good deals and low prices.

When asked where they go when they want to eat out, their responses included Golden Corral, Mexican, Japanese, Soul food, Chinese buffet to K&W. They stated that they ride with someone, drive or take the bus to get to the stores and /or restaurants.

When asked if they have skills to prepare healthy meals, majority stated that they do have skills and that Alpha & Omega offered cooking classes to help their residents develop skills.

When asked to express concerns related to food preparation or storage, majority responded that good sanitation and using thermometers in refrigerators was important for food safety.

Healthcare Access
When asked what they do when they get sick and where they go for medical care, responses included their primary care provider, Downtown Health Plaza, Emergency Departments and RJR Health Care.

When asked where people in their neighborhood go if they have a mental health concern, their responses were Hope Ridge, Center Point, Behavioral Health Plaza, Emergency Department, DayMark and the Mental Health Association.

When asked why they go there, they responded because of referral or family recommendation.

When asked how they pay for their health care; majority stated that they had Medicare, Medicaid and SSI.

When asked what they do if they have a medical need or mental health crisis after hours, they responded that they would call 911 and go to DayMark after hour's hotline.

When asked if they go to work sick because of not having health insurance or paid sick leave, majority responded that they had gone to work while sick. They also stated that many people have died because of not having insurance, not seeking treatment and working while sick.
" ..went to work for months when I was sick.."
"..many have died because they did not go to the doctor when sick for lack of health insurance.."

Neighborhood Activism
When asked about their concerns in their neighborhood, their responses included speeding, child safety, small kids playing without any adult supervision, no sidewalks and drug dealing and usage in the neighborhood.

When asked how they activate their neighborhood to bring about the change they desire, they mentioned that they are supposed to have a community watch, but it does not work in their community. There is constant drug activity; Center for Community Safety is a great help.

When asked if they believe that they can bring the change in their neighborhood, majority responded positively. They stated that there is a need to develop the community watch with trusted leadership for the betterment of their neighborhood.
"They need to stop being afraid but some lives have been threatened."

When asked about what would be the best ways to get information to people in the community, majority stated that they have no means of communication.

When asked if they know about First Line or 211, majority responded "No".

When asked if they are aware of neighborhood liaisons with the city, majority stated "No".

When asked what else they could tell us about their community, they stated that Alpha & Omega has a great reputation and is very positive. There is not much crime or gang activity, and that drug activity decreased with closing of a store. There is a need for community activism and involvement; getting the youth involved in church and off the streets; safety; stores overcharging and the need for healthy options in the stores. There is also social isolation of seniors with some being found dead in their residences.

Voices of …… Cordero de Dios Church

Food Access
When asked about the barriers/problems they experience trying to improve their diet and eat healthier, some responded that it was difficult to avoid starchy food and eat healthier. They also stated that their children were obese and it was difficult to motivate them to eat vegetables which are important.

When asked where they shop for groceries and why they go there, their responses were Aldi, Walmart, Compare and Food Lion because of the prices, store specials and finding everything at one place.

When asked where they go when they want to eat out, majority mentioned McDonald's, Pizza and Chinese buffet because of affordability.

When asked how they get to the stores or restaurants, they responded that they drive their own cars, take the bus or walk to the store.

When asked if they have skills to prepare healthy meals, majority stated that they do have skills. However they thought that it was too expensive to cook healthy meals at home.

When asked to express any of their concern related to the food preparation or storage, they responded that foods needed to be labeled properly.
":.. to label food properly, you can only keep food for three days.."

Healthcare Access
When asked what they do when they get sick and where do they go for medical care, majority responded that they do not go anywhere because of lack of health insurance, high bills from the Emergency Department and too many requirements from Community Care Center. Some stated that they go to Downtown Health Plaza because of their affordable payment schedule and FC Health Department for referral to other clinics.

When asked where people in their neighborhood go if they have a mental health concern, some responded that they go to FC Health Department because they have resources and contact phone numbers.

When asked how they pay for their health care services, majority responded that they are registered with the Carolina Access program and also have a payment monthly plan.

When asked how they get there, they responded that they rode the bus, took a taxi or drove their cars.

When asked what they do if they have a medical need or mental health crisis after hours, they responded that they call 911. Some mentioned that they do not to call anyone because of language barriers.
"…I don't call anybody because of the English barrier.."
" I don't call 911 because they do not have interpreters and it takes a long time.."

When asked if they go to work sick because of not having health insurance or paid sick leave, they responded that they can't afford to miss any days of work due to the economy; so they take some medicine and go on to work.
"..there's not enough money, so we won't waste a day of work.."

Neighborhood Activism
When asked about their concerns in their neighborhood, their responses were the need for more safe parks for children; affordable daycares; citizens rights regarding debt collectors; lack of interest/support from the police department, robbery, accessible dental clinics and mistreatment from DSS staff.

When asked how they would activate their neighborhood to bring about change, they stated that they wanted to see changes in their community but do not know how to start. They also wanted the WS Police Department to take more interest in their community; and have moresupport from the local businesses and the City.
".. we need more information to help us plan.."

When asked if they have an active neighborhood association, they stated that they had tried about four years prior but it did not work out. There was no firm agreement.

When asked if they knew about First Line or 211 or were aware of neighborhood liaisons with the city, they all responded negatively.

When asked what else they could tell us about their community, they stated that they wanted more daycares; a park for children to play; a library and accessible dental clinics.

Voices of …… Aposento Alto Church

Food Access
When asked about the barriers/problems they experience when trying to improve their diet and eat healthier, majority stated that organic food was expensive and expressed their concern about unhealthy food in schools.
"..They develop bad habits and only want hamburgers etc.."

When asked where they shop for groceries and why do they go there, many responded that they shop at Aldi, Walmart, Compare and Mexican stores because of the prices and great variety.

When asked where they go when they want to eat out, majority mentioned CC pizza and Chinese buffet.

When asked how they get to the stores, they responded that they drove their own cars.

When asked if they have skills to prepare healthy meals, majority believes that they do have skills and they cook healthy meals 2 -3 times during the week.

When asked if they have any concern related to food preparation or storage, there was a need to to label the food properly.

Healthcare Access
When asked what they do when they get sick and where they go for medical care, their responses varied from Free Clinic, Church Clinics, Health Fairs and Prime Care to Emergency Department.

When asked where people in their neighborhood go if they have a mental health concern, they all responded that they do not have any mental health concerns and were all fine.

When asked how they pay for their health care services, some responded that their Church helps or the State.

When asked what they do if they have a medical need or mental health crisis after hours, they responded that they call 911.

When asked if they go to work sick because of not having health insurance or paid sick leave, majority responded that they work sick because some are temporary workers and have no paid sick leave.
" If you don't show for work there is someone right behind you to take your place"
"Who's going to pay the bills if you don't work?"

Neighborhood Activism

When asked about concerns in their neighborhood, they stated robbery, gang activity, loud music and public safety for children.
" the police aren't interested in getting to Latino neighborhoods"
"*They are good at giving tickets to Latinos."*

When asked how they would activate their neighborhood to bring about change, they stated that they talk in church or through the radio and pass news to everyone in the community.

When asked if they think that they have an active neighborhood association, they stated that they are involved in Neighborhood Watch. They communicate by putting notices on doors.

When asked if they have had any success making changes in their neighborhood they stated they have landlords to fix broken items; they put new swings but they were broken within 2 days. They have crime stoppers; they organize to clean the neighborhood and Lakeside has security checks.

When asked if they knew about First Line or 211 or aware of neighborhood liaisons with the city they all responded negatively.

When asked what else they could tell us about their community, they mentioned the need for government help to create more programs for teen education about sex and pregnancy. They also wanted access to dental care, eye care and healthcare; more resource information; YMCA programs are unaffordable; after school care at churches to help with homework and English

"It's one thing not to be able to see well, but if you have a horrible tooth pain, you can't eat"
"They give food but sometimes it's food we don't eat or can't cook"

Analysis of each interview questions:

FOOD ACCESS

Question 1: What barriers/problems do you think you would experience by trying to improve your diet and eat more healthfully?

Below are the most common responses:

- Developing a habit of eating healthy
- Changing your diet is in your mind
- Not having the time to cook
- Cost of healthier food
- Limited cooked vegetables
- Eat out a lot - hard to find healthy fast food
- Avoid high fructose food; no MSG and prefer low sodium food

"More problems as you age – eating well eliminates some of the problems that come with aging."
"Price – quality foods cost more."
"On the go – eat out a lot- hard to find healthy fast food."
"Sticking to it, being consistent."
"Not wanting to change eating habits no matter how harmful the food."
"Mindset - feeling that you can't eat healthy."
"Food not the same as 30-40 years ago – now we have a lot of pesticides. Hormones get into the children and they mature earlier."

Question 1(b): What are your habits, concerns, and interests about food?

Below are the most common responses:

- Cooking style
- Cultural differences
- Hygienic habits
- Prefer domestic chicken/eggs and home grown vegetables
- Eating habitss
- Love of fried food
- Cost of organic food

"Concerns about the selection of food in the school system".
"If you don't prepare chicken and poultry right, you can get salmonella."
"I am concerned about how big chicken parts have gotten – from steroids."
"When you see seasoned chicken in the store, the chicken is old and I don't buy it."
"They eat unhealthy foods that they were raised eating knowing it is not healthy but they still do."
"Getting food pesticide-free."

Question 1 (c): Where do you shop for groceries?

Below are the most common responses:

- Walmart
- Food Lion
- Costco
- Aldi's
- Sam's Club
- Harris Teeter
- Compare

"*People drive to other neighborhood stores due to poor customer service, poor food quality, long lines, and their stores don't have the same food items as other stores across town.*"
"They have a van that goes to the grocery store 2-3 times/month…."
"People without cars can't go to other stores; they can only go where they can get to."
"Food Lion on Hwy 109 not the one on Waughtown (…… deal with attitude when you get groceries – due to young people – they bring attitude to work. At the Food Lion on 109, they greet you when you come in."

Question 1 (d): Why do you go there?

Below are the most common responses:

- Good, cheaper prices
- Closer and convenient
- Buy in bulk
- Special food items
- Better deals and use coupons

"They have low prices - the ones on the outskirts of town have better food than in East Winston."
"People drive to other neighborhood stores due to poor customer service, poor food quality, long lines, and their stores don't have the same items as other stores across town."
"I buy in Walmart when they have specials and Aldi because it is cheaper than the Mexican store. I go where it is more economical."

Question 1(e): Where do you go when you eat out?

Below are the most common responses:

- Steak houses
- K&W
- Golden Corral
- Chinese food
- Metas
- Japanese restaurants
- Fast food restaurants
- Depends on their budget

•

"Have to drive far due to the lack of "good" restaurants in their neighborhood."
"Have a lot of fast food restaurants in their neighborhood with poor quality of food choices."
"Drive to Kernersville because there more choices of good restaurants."

Question 1(f): How do you get to the store and/or restaurants?

More than half of the respondents stated that they had their own transportation; others rode the bus; walked; rode with someone else or transportation was provided.

"Heritage provides a bus service once a month to go out to eat - they go to various restaurants in the community."
"I walk to Food Lion, because it is closer".
"But the truth is, sometimes we don't want to walk and take the car instead."

Question 1(g): Do you have the skills to prepare healthy meals?

Participants overwhelmingly stated that they had skills to prepare healthy meals.

"Use cook books to help prepare healthy food."
"No facilities to prepare own food."
"Alpha & Omega has offered cooking classes and would like to do this again."
"Yes, we cook them sometimes 2-3 times per week."

Question 1(h): Do you have any concerns related to food preparation or storage?

Below are the most common responses:

- Preparing food at the right temperature
- Cross contamination
- Food getting bad (spoilage)
- Label the food properly
- Getting food pesticide free
- Eat proper portions
- Food safety
- Quantity to purchase

"*Yes preparing food at the tight temperature such as chicken to prevent food poisoning."*
"Concerned about food going bad (spoilage)."
"Getting food pesticide-free – you have to go to whole foods and it is expensive."
"Canned foods are not that good for you – they have a lot of sodium and stay in the can too long (it is cheap)."

Healthcare Access

Question 2(a): When you get sick, where do you go for medical care?

Majority of the participants went to their primary care provider for medical care. Other responses are listed below:

- Primary care provider
- Emergency Department
- Don't have insurance and can't get Medicare
- Downtown Health Plaza
- Church & Free Clinics
- Health fairs

"All have a medical care provider off site".
"Have healthcare issues but don't go to a healthcare provider because don't have enough money to pay for care."
"The truth, I don't go anywhere, first of all because the hospital I used to go(Forsyth or Baptist) takes a long time to see you, then you have a huge bill of $1000 or $1500….. therefore I just buy something to help me at the store."
"Health Department, because sometimes they might refer me to some clinics."

Question 2(b): Where do people in your neighborhood go if you have a mental health concern, where do you get help?

For mental health concerns, majority stated that they used the referral from their primary care provider. Other responses are listed below:

- Primary Care Provider referral
- Hope Ridge Behavioral Health Plaza
- Day Mark
- Center Point
- Mental health crisis number
- Therapist/ Psychiatrist
- Downtown Health Plaza
- Emergency Department

"Go to own doctor and ask for a referral."
"Working with the school system they provided mental health coverage."
"Downtown Health Plaza will work with you if you don't have medical insurance."

Question 2(c): Why do you go there?

Below are the most common responses:

- Length of their relationship
- Convenience
- Primary Care Provider Referral
- Bedside manners

"..recommendation from my sister."
"25 years with the same provider."
"Have insurance but - have to take turns going to the doctor and dentist."

Question 2(d): Who do you see?

Below are the most common responses:

- Primary Care Provider (PCP)
- Day Mark
- Emergency Department

Question 2(e): How do you pay for it?

Majority had some form of health insurance; other responses are listed below:

- Health insurance
- Church assistance
- State assistance
- Medicare and Medicare

"I am in the program Carolina Access and just pay a co-payment."
"Make a payment plan; you can pay $20, $30 or $50 dollars a month."
"I'll be honest with you; I don't [Baptist Hospital]. I haven't paid in 3 times that I've been. The state pays for me."

Question 2(f): How do you get there?

The most common responses are listed below:

- Personal car
- Ride a bus
- Van service
- Taxi

Question 2(g): What do you do if you have a medical need or mental health crisis after hours?

Below are the most common responses:

- 911
- Primary Care Provider on-call service
- Emergency Department

"DayMark after hour's hotline".
"Bad experience at Prime Care so waited and suffered with an injury throughout the weekend to go to primary care provider on Monday."
"Only go to emergency after hours care unless have to (i.e. kids are sick).

Question 2(h): Did you go to work sick because you didn't have health benefits and paid sick leave?

The majority of the respondents stated that they go to work sick; others stated that they had health benefits and paid leave.

"There is not enough money, so we won't waste a day of work."
"In my job, we don't have permission to go to the doctor."
"We work temporary, with 3 no shows you lose your job even with a note from a doctor."
"Who's going to pay the bills if you don't work? - Single mother with no benefits, you have to go."

Neighborhood Activism

Question 3(a): What are some concerns in your neighborhood?

Their various responses are listed below:

- Increased crime, gangs & public safety
- Drug activity; gang activity
- Traffic, speeding cars & child safety
- Keeping community clean
- Maintenance and upkeep of properties
- Unleashed dogs
- Lack of job opportunities
- Prostitution
- Boarded houses
- Citizen's right regarding debt collectors
- Lack of interest by law enforcement
- Broken sewage pipes
- Affordable daycare
- Affordable teen programs

"In the community where I lived (lakeside) there are a lot of gangs. The situation is critical. Many young children live there."
"Lack of interest from the police department when we ask for help."
"Concerned about new neighbors coming into the community and not keeping up their property."
"Local business not concerned about illegal activity – often, criminals duck into a store to hide from law enforcement, because they buy from the store, the store owner/worker doesn't turn them in."
"Neighbors that don't speak up when they know something is going on – they don't want to get involved. Maybe they are afraid - retaliation."

Question 3(b): If you have a concern about a neighborhood issue, how would you activate your neighborhood to bring about the change you desire?

Their responses varied as listed below:

- Neighborhood meeting
- Exchange ideas
- Bring issue up with Executive Director
- Neighborhood Association President
- Bring in the attention of Police
- Help line
- Radio
- Church gatherings

"We are supposed to have a community watch, but it does not work".
"Invite Housing Director, WSPD, neighborhood liaison and others to meeting."
"We want the Police Department to have more interest in our community. We call them for an important need, and they don't show up at your house."
"Many of us are here today because we want to see changes, but we need support from the police and the local business."

Question 3(c): Do you believe you can bring about the change you desire?

The overwhelming majority said "Yes"

"….We need to develop the community watch…."
"... There are prominent signs in neighborhood for Crime Watch. She has neighborhood crime watch Block Captains, knows the boundaries of her neighborhood and the captains report problems to her, she then reports the problems to WSPD (eliminates too many calls going to WSPD). She further stated that the WSPD does a criminal background check on Block Captains- this way you now the person isn't working for a drug dealer and just wanting to share the information with the dealer."

Question 3(d): Do you have an active neighborhood association? If yes, how do they communicate with you?

Majority stated that they had an active neighborhood association. The best ways to communicate within their community is listed below:

- Printed media: flyers, newsletter
- Email chain
- Calling neighbors
- Door to door
- Dinning Room Committee
- Contact Board members
- Suggestion box

"Use door to door due their age and could use younger people involved."

"Have a Residents Council with officers. Meetings happen and minutes are taken but information /minutes are not posted so people don't know what is going on or aware of changes. Information not posted."
"We are supposed to have a neighborhood watch, but have no communication."

Question 3(e): Have you had any success making change in your neighborhood?

Their responses are listed below:

- Put speeding signage in neighborhood
- Crimes watch
- Clean up neighborhood
- Menu changes
- Zoning issues
- Inspection for housing code violation

"We need parks for kids. Many times kids are playing in the streets."
"On Peters Creek they put up new swings and in 2 days they were broken. It had to be bigger kids. There were trash and cigarette butts."
"Stop building stores in neighborhoods."

Question 3(f): Are you aware of the Neighborhood Liaisons with the City?

More than half of the responses stated that they were aware of the Neighborhood Liaisons with the City

Question 3(g): Do you know about First Line or 211?

About 82% of the respondents stated that they knew about First Line or 211.

Closing Question: What else do you think we should know about your neighborhood and community?

Positive feedback

- Built relationship with WSPD
- Community day event
- Diversity in age, gender and ethnicity
- Excellent staff in retirement home
- Good neighbors
- Strong leadership
- Very cohesive neighborhood
- Very protective neighbors
- Well connected and very friendly
- Well kept building

Concerns

- Accessible dental care
- Accessible eye care
- Accessible healthcare
- Affordable tubal ligations
- Affordable YMCA programs
- Afterschool care @ church for home work and teaching English
- Break-ins
- Crossing lane on Peters Creek parkway and Academy Street
- Drug activity
- Get youth involved and off the streets
- Healthy food options in schools
- Keep community, curbs and gutters clean
- Maintenance and upkeep of property
- More affordable daycare for Hispanics
- Need community activities
- Need for community garden
- Programs to prevent teen pregnancy
- Safe walking route on Indiana Avenue
- Social isolation of senior citizens
- Stores over-charging
- Safety

APPENDIX A

Focus Groups

Group 1
Date: March 21, 2011
Time: 11.00am
Location: Sold Rock Church
Target Group: Council Heights Neighborhood
Racial Composition: African Americans
Number of Participants: 16

Group 2
Date: March 23, 2011
Time: 11:00am
Location: Heritage Woods
Target Group: Seniors
Racial Composition: Whites
Number of Participants: 6

Group 3
Date: March 28, 2011
Time: 6:00pm
Location: Christ Moravian Church
Target Group: West Salem Neighborhood
Racial Composition: White & African Americans
Number of Participants: 12

Group 4
Date: March 31, 2011
Time: 6.00pm
Location: Fine Delta Arts Center
Target Group: City View Neighborhood
Racial Composition: African American
Number of Participants: 8

Group 5
Date: April 4, 2011
Time: 6.00pm
Location: Sprague Recreational Center
Target Group: Rockford Community Association
Racial Composition: African Americans & White
Number of Participants: 7

Group 6
Date: April 17, 2011
Time: 6:00pm
Location: Bethabara Visitors Center
Target Group: Stonewall Neighborhood Association
Racial Composition: African Americans & White
Number of Participants: 13

Group 7
Date: August 17, 2011
Time: 12:30pm
Location: Alpha & Omega Church of Faith
Target Group: Congregation
Racial Composition: African Americans
Number of Participants: 9

Group 8
Date: August 19, 2011
Time: 1.00pm
Location: Cordero de Dios
Target Group: Congregation
Racial Composition: Hispanics
Number of Participants: 14

Group 9
Date: August 25, 2011
Time: 7:00pm
Location: El Aposento Alto
Target Group: Congregation
Racial Composition: Hispanics
Number of Participants: 8

APPENDIX B

Focus Group Guide
(English & Spanish)

2011 Community Health Assessment
FOCUS GROUP GUIDE

Opening

- *Thank you* for taking the time to meet with us for this discussion group. We recognize that your time is valuable and we appreciate your participation.
- We are part of a community health assessment team made up of community residents and representatives from several organizations which reflect all facets of the community.

  The purpose of the group is to help the Forsyth County community to identify its strengths, challenges, and future directions.

  My name is _____ and I am from _____*(fill in appropriate agency).* I am here today with _____ from _____, who will be taking notes on what is said during the discussion. The information we gather will be summarized and shared with the community and agencies within Forsyth County. The community assessment will also be used to update the Forsyth County Community Health Assessment Report. A copy of the report will be sent to the NC State Office of the Department of Health and Human Services. The document will be used to support health planning and advocacy needs in Forsyth County. We will share with the community through the local libraries and the Health Department website. If you would like to receive a copy of the executive summary by mail or e-mail, please put your name and address on the sign-up sheet.

- The purpose of speaking with you today is to find out about your thoughts and experiences of living in Forsyth County. We are interested in your opinions. **There are no right or wrong answers.**

- The discussion should last about 60-90minutes.

Confidentiality

- Your comments today will remain confidential. We will be reporting summaries of the comments made by community members but will not identify who said what, nor will we identify the names of the individuals who participate. We would like to only use first names in the discussion, if that is okay.

- We would also like to take notes and tape record this interview. Your input is important and we want to make sure that we accurately record what you tell us. After we are finished using the tapes to summarize what people say, the tapes will be stored at the Forsyth County Department of Public Health. However, your full name will not be attached to the tape. Is this okay with everyone?

Ground Rules

- You are not required to answer any question you may not wish to answer.
- If at any time while we are talking you do not feel comfortable, you do not need to respond.
- Please speak clearly, listen to the responses of other participants, and do not interrupt others.
- If you cannot hear what I am saying or what the other participants are saying, please ask us to speak up.
- Also, please do not discuss responses of the people in this discussion with others when you leave here today – this is one of our confidentiality guidelines.
- Limit your answers to 30 seconds.

Ice-breaker (10min)

The point of this exercise is to have everyone introduce someone else. After forming into pairs, the first person interviews the other person to find out their name and institution/work situation and other non-professional things such as hobbies, pets, or favorite vacation spot. At three minutes, the leader calls time and the second person interviews the first. At three minutes everyone returns to the circle and then each member of the group introduces their partner.

Food Access (15 mins.)

- What barriers/problems do you think you would experience by trying to improve your diet and eat more healthfully?
- Probe or Follow-up questions:
  - What are your habits, concerns, and interests about food?
  - Where do you shop for groceries? Why do you go there?
  - Where do you go when you want to eat out? Why do you go there?
  - How do you get to the store and/or restaurants?
  - Do you have the skills to prepare healthy meals?
  - Do you have any concerns related to food preparation or storage?

Healthcare Access (15 mins.)

- When you get sick, where do you go for medical care?
- If you have a mental health concern, where do you get help?
- Probe or Follow-up questions:
  - Why do you go there?
  - Who do you see?
  - How do you pay for it?
  - How do you get there?
  - What do you do if you have a medical need or mental health crisis after hours?
  - How many days did you miss work last year because you were sick?
  - Did you go to work sick because you didn't have health benefits and paid sick leave?

Neighborhood Activism (15 mins.)

- What are some concerns in your neighborhood?
- Probe or Follow-up questions:
  - If you have a concern about a neighborhood issue, how would you activate your neighborhood to bring about the change you desire?
  - Do you believe you can bring about change in your neighborhood?
  - Do you have an active neighborhood association? If yes, how do they communicate with you?
  - Have you had any success making change in your neighborhood?
  - Are you aware of the Neighborhood Liaisons with the City?
  - Do you know about First Line or 211?

Closing (5 mins.)

- What else do you think we should know about your neighborhood and community?
  Probe: *What do you see as strengths or good things about your community?*
- Of all the issues we have talked about today, which one do you think is the most important for your community to address?

Condado de Forsyth
Evaluación de Salud en la Comunidad 2011
GUIA DE ENFOQUE EN GRUPO

Apertura

• Gracias por haber tomado el tiempo de reunirse con nosotros para un intercambio de opiniones en grupo, sabemos que su tiempo es valioso por eso apreciamos su participación.

• Somos parte de un equipo de evaluaciones en salud para la comunidad, formado por residentes y representantes de varias organizaciones que reflejan todas las facetas de la comunidad.

El propósito de este grupo es de ayudar a la comunidad del Condado de Forsyth a identificar cuales son sus puntos fuertes, desafíos y orientación futura.

Mi Nombre es_____ y soy de _____
(llenar la agencia apropiada) Estoy hoy con _____de_____
_____que va a estar tomando nota de lo que sea mencionado durante este debate. De la información obtenida se va hacer un resumen y compartir en la comunidad y con las agencias dentro del Condado. La evaluación en la comunidad también va a ser usada para actualizar el reporte de evaluación de la salud comunitaria del Condado de Forsyth.
Una copia del informe será enviado a la oficina del estado de Carolina del Norte del Departamento de Salud y de Servicios Humanos. El documento será utilizado para apoyar las necesidades de planificación y recomendaciones de salud en el Condado de Forsyth. También compartiremos la información con la comunidad a través de las bibliotecas locales y por la red de Internet (website) del Departamento de Salud. Si usted desea recibir una copia del resumen por correo o correo electrónico, por favor anote su nombre y dirección en la hoja de asistencia.

• El propósito de hablar con ustedes es de conocer sus ideas y experiencias que están viviendo aquí en el Condado de Forsyth, estamos interesados en sus opiniones. No hay respuestas correctas ni incorrectas.

• Este debate tomara un promedio de 60 a 90 minutos.

Es confidencial

• Sus comentarios se mantendrán confidencialmente. Nosotros haremos un resumen de los comentarios hechos por los miembros de la comunidad, pero no se identificará a nadie, ni identificaremos a ningún nombre de los que participen. Solo nos gustaría usar su primer nombre durante nuestro debate, sí es que están de acuerdo
• También nos gustaría escribir notas y usar la grabadora para esta entrevista. Su aportación es importante y queremos asegurarnos de que estamos grabando precisamente lo que nos expresa. Después de que hayamos usado las grabaciones para hacer un resumen de lo que los participantes han mencionado; las cintas serán guardadas en el Departamento de Salud del Condado de Forsyth. No obstante su nombre no estará escrito en la cinta. ¿Están de acuerdo todos?

Reglas generales
• No es requerido que conteste alguna pregunta que no desee responder.
• Si en cualquier momento no se siente cómodo(a) mientras hablamos, no necesita responder.
• Por favor hable claro, escuche las respuestas de los demás participantes y no interrumpa a otros.
• Si en algún momento usted no me escucha o no escucha lo que esta diciendo algún participante, siéntase en confianza de pedir que se hable más alto.
• También les pedimos que al salir de aquí, no discuta con otros las manifestaciones de los demás participantes. Esta es parte de las instrucciones de confidencialidad.
• Limite sus respuestas a **30 segundos**

- Actividad de acogida (10 min.)

El punto de este ejercicio es que alguien tiene que presentar a otra persona. Después de formar parejas, la primera persona entrevista a la otra persona para averiguar su nombre y situación del trabajo o la institución y otras cosas no relacionadas a la profesión como los pasatiempos, mascotas, o el lugar preferido para ir de vacaciones. A los tres minutos, el líder suspende la entrevista diciendo "tiempo" y la persona que fué entrevistada ahora entrevista a la que le preguntó. A los tres minutos todos volvemos al círculo y entonces cada miembro del grupo presenta a su compañero.

Food Access (15 mins.)

- What barriers/problems do you think you would experience by trying to improve your diet and eat more healthfully?
- Probe or Follow-up questions:
  - What are your habits, concerns, and interests about food?
  - Where do you shop for groceries? Why do you go there?
  - Where do you go when you want to eat out? Why do you go there?
  - How do you get to the store and/or restaurants?
  - Do you have the skills to prepare healthy meals?
  - Do you have any concerns related to food preparation or storage?

Healthcare Access (15 mins.)

- When you get sick, where do you go for medical care?
- If you have a mental health concern, where do you get help?
- Probe or Follow-up questions:
  - Why do you go there?
  - Who do you see?
  - How do you pay for it?
  - How do you get there?
  - What do you do if you have a medical need or mental health crisis after hours?
  - How many days did you miss work last year because you were sick?
  - Did you go to work sick because you didn't have health benefits and paid sick leave?

Neighborhood Activism (15 mins.)

- What are some concerns in your neighborhood?
- Probe or Follow-up questions:
  - If you have a concern about a neighborhood issue, how would you activate your neighborhood to bring about the change you desire?
  - Do you believe you can bring about change in your neighborhood?
  - Do you have an active neighborhood association? If yes, how do they communicate with you?
  - Have you had any success making change in your neighborhood?
  - Are you aware of the Neighborhood Liaisons with the City?
  - Do you know about First Line or 211?

Cierre del debate (5min.)

¿Qué otra cosa piensa usted que debemos de saber sobre su comunidad y vecindario?

Investigue: ¿Cuáles puntos fuertes o cosas buenas mira en su comunidad?

• De todos los problemas planteados, ¿Cuál de ellos opina usted que es el más importante, que su comunidad debe de abordar?

APPENDIX C

Informed Consent Forms
(English & Spanish)

INFORMED CONSENT FORM

The Forsyth County Department of Public Health is conducting the 2011 Community Health Assessment process which includes gathering opinions and experiences from Forsyth County residents on community health issues. The purpose of the process is to help the Forsyth County community to identify its strengths, challenges, and future directions.

I AGREE TO PARTICIPATE IN THIS RESEARCH STUDY UNDER THE FOLLOWING CONDITIONS:

1. I understand the purpose of the study is to have a discussion group to find out my opinions about community health issues.

2. I understand the study involves a focus group interview that lasts 60-90 minutes and will be audio taped.

3. My participation will be kept confidential and no reference to my name will be used in any reports or documentation.

4. I agree to arrive on time and stay for the entire discussion.

5. My participation is voluntary.

6. I understand that I may not receive any direct benefit from participating in the study, but that my participation may help others in the future.

I have read and understand this information, and I agree to take part in this focus group.

_____ _____

PARTICIPANT'S SIGNATURE DATE

FORMULARIO DE CONSENTIMIENTO E INFORMACIÓN

El Departamento de Salud Publica del Condado Forsyth esta llevando acabo el proceso 2011 de evaluación y sugerencias sobre la Salud de la Comunidad. La cual incluirá una recopilación de opiniones y experiencias de residents del Condado Forsyth sobre temas de salud. El propósito de este proceso es de ayudar a la comunidad del Condado Forsyth a identificar sus puntos fuertes y su orientación futura.

ESTOY DE ACUERDO EN PARTICIPAR EN ESTE ANÁLISIS BAJO LAS SIGUIENTES CONDICIONES:

1. Entiendo que el propósito de este análisis es de tener una discusión en grupo para saber mis opiniones sobre el tema de salud en la comunidad.

2. Entiendo que el estudio envuelve una entrevista de enfoque en grupo que durara de 60 a 90 minutos y será grabado en una cinta.

3. Mi participación se conservara confidencial y no habrá referencias sobre mi nombre, ni será usado en ningún reporte o documentación.

4. Estoy de acuerdo de llegar a tiempo y quedarme hasta que acabe este análisis.

5. Mi participación es voluntaria.

6. Entiendo que quizás no pueda recibir beneficio directo participando en este análisis, pero mi participación puede ayudar a otros en el futuro.

_____ _____

Firma del Participante Fecha