

WHAT A
DIFFERENCE
A STREET
MAKES



A SAN MAR INITIATIVE

BESTER NEIGHBORHOOD SURVEY | FALL 2016

As a community driven organization, we're always trying to get our fingertips on the pulse of the neighborhood and how those realities impact the daily quality of life of its residents. After a variety of smaller data gathering activities, we decided to conduct a comprehensive neighborhood survey, a massive task for our small operation. It was a critical step for us to ensure we were being strategic with our efforts, and could have confidence that we are addressing priorities identified by the local population. We are by no means experts in research methodology and make no claims of authority over this neighborhood, but our intentions are pure and the amount of effort has been significant.

The centerpiece of our data collection was the Sense of Community Index (SCI-2), a 26 question psychological research tool developed by Community Science that we used to gauge the way residents perceived their neighborhood. We combed through seven distinct neighborhoods located within the Bester Elementary School boundary to complete 320 surveys, a representative sample of the area. A survey typically took between 15-20 minutes to complete, sometimes significantly longer, but more important than the survey questions was that it provided an opportunity to connect and listen to residents on issues that were of priority to them. Following the data collection from the SCI-2, we also gathered other demographic and related data from two national organizations, Policy Map and Mission Insite, to aid in bringing hard data next to resident perceptions.

After canvassing every single street in the catchment multiple times, we developed a familiarity with all of the resources that existed in that particular section of the neighborhood. To reflect the diverse offerings available to residents we created a chart to function as an asset map displaying a sample of several key resources. Not all assets are listed, primarily those identified by residents or of particular significance. For example, every single neighborhood had a laundromat and a car repair shop, in some sectors they presented as more of a gathering point or perceived community landmark than others and thus important to convey in the asset chart. Each profile attempts to demonstrate a portion of the history of the identified geography, we believe it is very relevant to see how lasting connections over time may still impact a particular neighborhood. In addition, explaining the physical layout of the area as well as current day activities, good and bad, help to create a fuller narrative of the neighborhood.

In recent years, the City of Hagerstown utilized a consulting firm (Urban Partners) tasked with clarifying a plan to revitalize economic development in the downtown core of Hagerstown. Vibrant communities typically display not only economic strength at its core, but are surrounded by connected and supportive neighborhoods. It is our belief that one cannot exist without the other, thus our report can be viewed not only as targeting social issues but economic ones as well.

What's the point? It will be easy when reviewing this information to look at some of the difficulties facing each portion of the community and to magnify those issues. Our priority was to do our best to present the facts from the past and present **to understand why** positive or negative perceptions were occurring, and create this document as a tool to inform a strategic response. For each neighborhood we explored, we shared potential opportunities for consideration, which will be shared with key stakeholders in those locations and where our organization and others may be available to support implementing activities. We hope that you find this data useful and welcome your feedback.

Every day our team comes to work with a shared goal, to cultivate hope and well-being in children, families and communities, and it is our belief that this tool can help turn those dreams into action.



ELIZABETHTOWN WEST

The expansion of the Western Maryland Railway into Hagerstown from Baltimore was completed in 1872 and aided in the development of the west end of Hagerstown. The first roundhouse, designed as a central maintenance facility for the railway, was located just south of this neighborhood. Many of the railway workers raised their families in the area known as Elizabethtown West.² "It wasn't a very romantic place to work, as the working conditions weren't good. It would get cold in the winter and hot in the summer, and the railroad worked you pretty hard."³ The roundhouse employed up to 100 workers in its heyday. It closed in 1988. There are a few residents in this neighborhood who have lived here for over thirty years and remember the importance of the railway and the roundhouse.

The majority of houses are now rentals that experience high turnover. Residents have described significant community violence pertaining to gang activity as well as multiple social concerns. In the Fall of 2016 children of this neighborhood began attending Bester Elementary School due to redistricting and the closure of Winter Street Elementary. This neighborhood has experienced the closure of several valued resources over the past few years including Corderman's Hardware and Corsi's Grocery Store.

On both sides of this neighborhood are prominent family support services in Girls Inc. to the East, and Elgin Station with Head Start to the South west. There appears to be a lack of utilized natural resources, with the old railroad line a visible border to the south. Gateway Crossing is a large and relatively new development of low income housing supported by the Hagerstown Housing Authority to the west, but that type of modernization is not present within the boundaries of the sector. Also lacking is access to fresh and nutritious food as the most significant resource is approximately two miles away.

"I've lived here for 15 years. I only know my next door neighbor. People here are afraid to connect to each other, to trust each other. Too many bad things have happened around here."



"There's a lot that goes on around here that the authorities should know about and do something about. I used to respect the authority, but I just don't know anymore. By the time they get here, the problem has moved on."

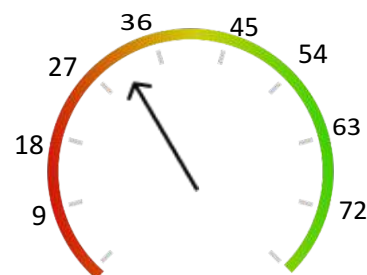
	Community*	District*	City*	County**	State**
Population					
Estimated Current	715	6,318	40,188	149,270	5,930,538
6 yr Population Change	5.3%	-9.78%	1.12%	2.01%	---
Housing					
Number of Occupied Units	291	3,373	18,641	61,111	2,410,256
Owner Occupied	27%	22.87%	46.5%	64.17%	66.82%
Renter Occupied	73%	77.13%	53.5%	35.83%	33.18%
Identified as Vacant and/or Blighted†	14	103	602	---	---
Income					
Median Income	\$24,906	\$27,079	\$39,611	\$56,228	\$90,089
Below Poverty Guidelines	39.5%	28%	21.5%	12.89%	12.89%
Diversity					
White, non-Hispanic	67.1%	77.59%	75%	84.8%	57.6%
Black, non-Hispanic	19.6%	18.25%	14.2%	10.7%	29.52%
Hispanic	6.2%	3.8%	5.1%	4%	9%
Other	6.9%	>1%	5.7%	>1%	3.72%

*Data from Mission Insite, December 2016. **Data from Policy Map, January 2016. †Data from City of Hagerstown, Oct. 2016

Sense of Community Scores

District Overall Score: 33.25/72

Elizabethtown West Overall Score: 31.53/72



Reinforcement of Needs:

District Average: 8.35/18

Elizabethtown West: 7.6/18

This element examines the person-environment fit and how well the individual member's needs are fulfilled through the resources available within the community. Needs are more than basic for this index as this element looks at more intimate needs such as status, shared values, and mutual benefit. **Bottom line:** *We have what we need.*

Membership:

District Average: 8.26/18

Elizabethtown West: 7.8/18

This element explores the community and individual definition of boundaries, identification with the community, personal investment and emotional safety. Boundaries, in terms of membership, are not about geographical lines but rather who belongs and who does not. It also examines if there are expressions of membership or a symbol system that codes belonging. **Bottom line:** *I belong here.*

Influence:

District Average: 7.58/18

Elizabethtown West: 7.5/18

This element examines the flow of influence. Each individual member has the potential to sway the community one way or another and the community as a whole has the potential to impact each individual. Both perceived power and conformity play a role in influence. **Bottom line:** *My voice matters.*

Shared Emotional Connection:

District Average: 8.93/18

Elizabethtown West: 8.6/18

This element explores the frequency of interaction among members, the quality of the interaction, and how deeply members connect with the history of the community, however recent, and with each other.

Bottom Line: *We are connected.*

Sample of Community Assets

Associations	Institutions	Services	Natural and Physical	Businesses
Elizabethtown West Neighborhoods First, Elgin Station, Western Enterprise Fire Company, Hagerstown Police Department	St. Mark's Lutheran Church, United Methodist Church, First Baptist Church, Hagerstown Housing Authority	Girls Inc., Washington County Head Start, Boys and Girls Club, Red Dragon Martial Arts	Elgin Park	Bargains 4 Less, Hagerstown Laundromat & Check Cashing, Canine Cuttery, Dietrich's Auto Body

A total of 28 members of this community participated in the survey. Multiple vacant properties on Elizabeth Street and Madison Avenue were noted with boarded windows and notices from the City taped on the doors. There are two general areas of this neighborhood. The area that included Elizabeth Street and Madison Avenue had members waiting on their steps to speak with us, asking their neighbors if they had taken part, and spending a long time talking beyond the survey. It was very encouraging that residents appeared interested and engaged in the effort. The area between S. Burhans Boulevard and the intersection of West Antietam Street and West Washington Street was more challenging as many people did not answer the door or refused participation in the survey. During the course of surveying this area, we met several residents who had a long term presence in this neighborhood.

Community data of significance: most diversity by race/ethnicity and the highest density of family households by neighborhood with 60% (13% by district).

Identified Strengths: Members of this community feel that people in this neighborhood are recognizable and known to each other and that many share the same values. Members also feel that they are all working towards the same goals and priorities. The majority of those who took the survey relayed that the community was part of their identity and they care about how other people think of them. Surveyors heard many stories about times the community came together in the past through previous generations. A sense of community with other members was ranked as a priority by 75% of respondents.

Identified Challenges: Members of this community do not feel needs are being met personally or for the community as a whole. Many members discussed their difficulties with surveyors or relayed stories about their neighbors who were struggling. Members of this community also do not feel they have the ability to influence their community and do not believe that people genuinely care about each other. The majority of members do not trust each other in this neighborhood and feel there is a lack of good leaders in their community; this may be due to the wave of criminal and gang related activity. There appears to be a lack of identity as respondents had a difficult time naming expressions of belonging.

Potential: As this community is struggling with poverty related challenges and community violence, it is most important that members of this community feel safe and protected. Finding ways to connect the Hagerstown Police Department and local citizen leaders to start an important dialogue about the best ways to partner to address safety concerns is top priority. Starting this conversation will establish a process which will help the community to define local solutions to their safety concerns and define the role the Police Department can play. Exploring how local partners can infuse positive opportunities and experiences in the neighborhood could build unity.



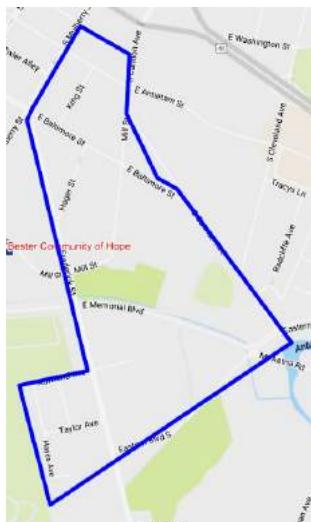
Frederick Street Corridor

The northern half of this geographic area was home to the Seminary for Young Ladies in the 1800's. An advertisement for the Seminary for Young Ladies boasts the area as "the most pleasant location in the state".⁴ In 1934, this site became the Washington County Hospital, a very important factor in the area economically. Hager Mill, originally the Rochester-Stull Mill constructed in the 1790's, is located in the center of this neighborhood and is currently in disrepair. Staley Park, just outside the southern border, has hosted the successful National Little League which began play in 1949.

In December of 2010, the doors of Washington County Hospital were closed due to the newly constructed Meritus Medical Center 2.5 miles away, leaving behind a large empty lot and deteriorating vacant parking garage. Several doctors' offices remain in the area as well as Phoenix Healthcare which focuses on substance abuse treatment and mental health. In 2016, the Corner Pub also closed its doors after serving the community for 30 years and is now a liquor store. Frederick Manor in the southern most corner provides housing to 125 families through Hagerstown Housing Authority, and while there are a few other homes in this area, it remains primarily commercial.

The northern portion of this neighborhood is in transition, as long-time anchor businesses were a part of its identity. There continues to be looming uncertainty after 2018 regarding the Hagerstown Suns, which has existed in this neighborhood since the 1930's. Public efforts to consider alternate locations for the team proved unsuccessful but concerns remain with stadium improvements requested. With economic uncertainties, this community still holds several natural resources with parks, pools and recreation areas, but there is clearly a need to identify new priorities for growth.

"This is a good street. We all know each other's kids and look out for them, even if we don't really know each other."



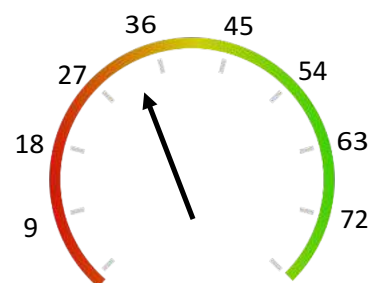
	Community*	District*	City*	County**	State**
Population					
Estimated Current	514	6,318	40,188	149,270	5,930,538
6 yr Population Change	-8%	-9.78%	1.12%	2.01%	---
Housing					
Number of Occupied Units	208	3,373	18,641	61,111	2,410,256
Owner Occupied	27.7%	22.87%	46.5%	64.17%	66.82%
Renter Occupied	72.3%	77.13%	53.5%	35.83%	33.18%
Identified as Vacant and Blighted†	10	103	602	---	---
Income					
Median Income	\$27,249	\$27,079	\$39,611	\$56,228	\$90,089
Below Poverty Guidelines	29.7%	28%	21.5%	12.89%	12.89%
Diversity					
White, non-Hispanic	73%	77.59%	75%	84.8%	57.6%
Black, non-Hispanic	15%	18.25%	14.2%	10.7%	29.52%
Hispanic	4.9%	3.8%	5.1%	4%	9%
Other	6.7%	>1%	5.7%	>1%	3.72%

*Data from Mission Insite, December 2016. **Data from Policy Map, January 2016. †Data from the City of Hagerstown.

Sense of Community Scores

District Overall Score: 33.25/72

Frederick Street Corridor Overall Score: 32.8/72



Reinforcement of Needs:

District Average: 8.35/18

Frederick Street Corridor: 8.9/18

This element examines the person-environment fit and how well the individual member's needs are fulfilled through the resources available within the community. Needs are more than basic for this index as this element looks at more intimate needs such as status, shared values, and mutual benefit. **Bottom line:** *We have what we need.*

Membership:

District Average: 8.26/18

Elizabethtown West: 7.9/18

This element explores the community and individual definition of boundaries, identification with the community, personal investment and emotional safety. Boundaries, in terms of membership, are not about geographical lines but rather who belongs and who does not. It also examines if there are expressions of membership or a symbol system that codes belonging. **Bottom line:** *I belong here.*

Influence:

District Average: 7.58/18

Elizabethtown West: 8.5/18

This element examines the flow of influence. Each individual member has the potential to sway the community one way or another and the community as a whole has the potential to impact each individual. Both perceived power and conformity play a role in influence. **Bottom line:** *My voice matters.*

Shared Emotional Connection:

District Average: 8.93/18

Elizabethtown West: 9.1/18

This element explores the frequency of interaction among members, the quality of the interaction, and how deeply members connect with the history of the community, however recent, and with each other.

Bottom Line: *We are connected.*

Sample of Neighborhood Assets

Associations	Institutions	Services	Natural and Physical	Businesses
Frederick Manor Tenant Association, Boys and Girls Club, AmVets	New Life World Ministries, Hagerstown Suns, Church of God, Lifehouse Church	Community Free Clinic, Salvation Army Thrift Store, Julia Manor, several medical offices, Ladders to Leaders, Phoenix House	Hager Park, Pottersfield Pool, Municipal Stadium, Staley Park, William Brish Planetarium	9 auto related businesses, Pope Tire, Liberty, AC&T, Community Depot, Antietam Cable, Manning Broadcasting

A total of 15 members of this community participated in the survey. During the time of the survey, the local gas company was replacing lines so parts of the main road were closed, making some homes inaccessible. Children were playing in yards and on the sidewalks and neighbors were interacting in the northern half of the area. People were friendly and approachable throughout the neighborhood. This area includes Frederick Manor, which presents as a self-contained community within this geographic area with a tenant association, Boys and Girls Club and various opportunities for residents.

Identified Strengths: Members of this area feel that their personal needs are met by living in this community. People believe that members share the same priorities, goals and needs and they have the ability to solve problems together. Members want to fit in to the community and spend enjoyable time together. People believe there is value to being an active part of the community. Many respondents replied that they feel some sense of personal influence within the community and the majority feel this community can influence other communities. There are a noticeable amount of useful community assets located in this area specifically services and natural resources. Of note, there are three grocery stores (Weis, Shop n' Save, Aldi's) located within close proximity to this sector – more than any other part of the district.

Identified Challenges: There appears to be a disconnect between residents as they are unsure of the welfare of their neighbors despite feeling their own needs are met. Respondents indicated that they do not put a lot of time and energy into being a part of the community but do value the enjoyable time spent together as a community. This indicates there is a desire to connect more with others but perhaps not enough opportunity. The loss of institutions that served as landmarks has impacted how members identify and describe this neighborhood and has created a disruption in overall sense of neighborhood identity. There have been complaints regarding the blighted Forsyth Furniture property, directly next to Hager Park where children play, as it is a known location for homeless populations and other social issues.

Potential: Facilitating a process to highlight strengths in the neighborhood will focus energy on taking advantage of underutilized neighborhood assets. Repurposing the former site of Washington County Hospital as a shared use space for community engagement should be considered. As Frederick Manor appears to be a community within the community, finding ways to connect to the larger area may be beneficial. Finally, exploring with the City of Hagerstown the identified concern of the Forsyth property as an opportunity for revitalization and development should be considered.



Historic City Park

In 1739, Jonathan Hager built the first home in this neighborhood which is now a museum in City Park. In the early 1800's, the Heyser family bought the property which consisted of hundreds of acres. The Heyser's permitted the Hagerstown Fair to be held on the property until the Civil War.⁴ After purchasing the property in 1915, the City of Hagerstown later developed City Park, which currently includes a lake and waterway, playgrounds, band shell and the Washington County Museum of Fine Arts. This neighborhood was home to Surrey Elementary School for 75 years which became The Learning Center in the 1980's, a childcare program designed for employees of the Washington County Memorial Hospital. This resource provided childcare for many neighborhood families' but closed in 2015.

Hagerstown City Park presents as a beautiful natural resource with many offerings throughout the year, however some respondents commented that it is underutilized. More than any other neighborhood, residents appeared to be more engaged with each other and proud of it. There were some concerns expressed about the speed of traffic on Summit Avenue in the midst of an otherwise quiet neighborhood.

Virginia Avenue is the main corridor on the western boundary of this neighborhood leading to the Valley Mall, one of the largest commercial areas in the region. The neighborhood itself is primarily residential with the architecture of the original buildings being well preserved. It includes a group of factory buildings dating back to 1890 and a middle class residential area with 203 buildings listed on the National Register of Historic Places.⁵ In 2015, the redistricting of elementary school district boundaries sent some families who traditionally went to Bester to a new school.

"Why aren't there events here? Why do I go to Leitersburg or the Ag Center? It's silly."



"Community is your general area. Everyone around here pretty much gets along. I feed my neighbor's cat and he feeds mine. We have cookouts together, I enjoy living here. I know the kids and their parents."

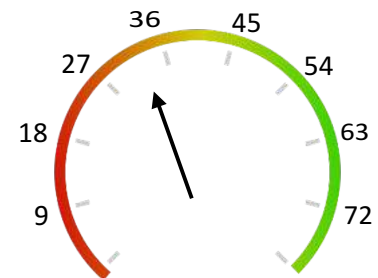
	Community*	District*	City*	County**	State**
Population					
Estimated Current	997	6,318	40,188	149,270	5,930,538
6 yr Population Change	1.66%	-9.78%	1.12%	2.01%	---
Housing					
Number of Occupied Units	498	3,373	18,641	61,111	2,410,256
Owner Occupied	46.9%	22.87%	46.5%	64.17%	66.82%
Renter Occupied	53.1%	77.13%	53.5%	35.83%	33.18%
Identified as Vacant and/or Blighted†	22	103	602	---	---
Income					
Median Income	\$57,894	\$27,079	\$39,611	\$56,228	\$90,089
Below Poverty Guidelines	9.8%	28%	21.5%	12.89%	12.89%
Diversity					
White, non-Hispanic	83.5%	77.59%	75%	84.8%	57.6%
Black, non-Hispanic	6.7%	18.25%	14.2%	10.7%	29.52%
Hispanic	5.1%	3.8%	5.1%	4%	9%
Other	4.9%	>1%	5.7%	>1%	3.72%

*Data from Mission Insight, December 2016. **Data from Policy Map, January 2016. †Data from the City of Hagerstown.

Sense of Community Scores

District Overall Score: 33.25/72

Historic City Park Overall Score: 33.43/72



Reinforcement of Needs:

District Average: 8.35/18

Historic City Park: 8.3/18

This element examines the person-environment fit and how well the individual member's needs are fulfilled through the resources available within the community. Needs are more than basic for this index as this element looks at more intimate needs such as status, shared values, and mutual benefit. **Bottom line:** *We have what we need.*

Membership:

District Average: 8.26/18

Historic City Park: 8.5/18

This element explores the community and individual definition of boundaries, identification with the community, personal investment and emotional safety. Boundaries, in terms of membership, are not about geographical lines but rather who belongs and who does not. It also examines if there are expressions of membership or a symbol system that codes belonging. **Bottom line:** *I belong here.*

Influence:

District Average: 7.58/18

Historic City Park: 7.9/18

This element examines the flow of influence. Each individual member has the potential to sway the community one way or another and the community as a whole has the potential to impact each individual. Both perceived power and conformity play a role in influence. **Bottom line:** *My voice matters.*

Shared Emotional Connection:

District Average: 8.93/18

Historic City Park: 8.6/18

This element explores the frequency of interaction among members, the quality of the interaction, and how deeply members connect with the history of the community, however recent, and with each other.

Bottom Line: *We are connected.*

Sample of Community Assets

Associations	Institutions	Services	Natural and Physical	Businesses
Historic City Park Neighborhoods First, Washington County Museum of Fine Arts	Emmanuel United Methodist Church, Centro Comunitario Jesus Pan de Vida, New Joy Fellowship	Park Circle Animal Hospital, Head Start of Washington County, Alternative Drug and Alcohol Counseling, Partners in Pediatrics	Hagerstown City Park	Culligan Water, Gibney Florist, Brother's Pizza, Rigers Laundry, Fanfare Hair, Yeackle's Heating and Air Conditioning, several auto services

A total of 50 members of this community participated in the survey. The majority of members were available in the later hours of the day therefore much of the surveying done in this area was in the early evening.

Community data of significance: lowest poverty rate at 9.8%, highest median income at \$57,894, and the second highest rate of home ownership at 47%.

Identified Strengths: Members of this community feel they share priorities, needs, goals and values with their neighbors and there is a general sense of trust. Many feel that some of their personal needs are met within the community. There are perceived common symbols or expressions of membership within the community and they can share problems with other members with the expectation that the community can work together for solutions. Respondents felt others in the community know them and they can recognize other members. There is value in being a part of the community and spending time together and overall, members suggest that living here makes them feel good.

Identified Challenges: About one third of members consistently replied more negatively to questions regarding connections to other members and the community itself, suggesting a disconnected population. When asked if members of this community care about each other, 20% responded "not at all" and 37% responded "somewhat". Nearly 70% said they do not spend enjoyable time with other community members. In general, members do not feel a sense of personal influence within the community despite feeling the community as a whole is capable of finding solutions to problems.

Potential: In reality, the challenges facing this neighborhood appear limited to social connections and influence. Although these indicators are less tangible than social problems such as crime, they are important factors in buffering stress and building resilience. The natural resource of City Park is seen as a major asset to the community, but utilization by its residents doesn't present as high based on respondent feedback. Involving more residents in the City Park event planning process will empower them and provide a greater sense of influence. In addition to the smaller events that currently take place, the City could consider some signature events that would draw more attendance. In order to maximize this resource for the region, parking should be addressed. The closure of The Learning Center was identified as a significant loss, but it could be an opportunity to engage residents in a conversation about repurposing the property.



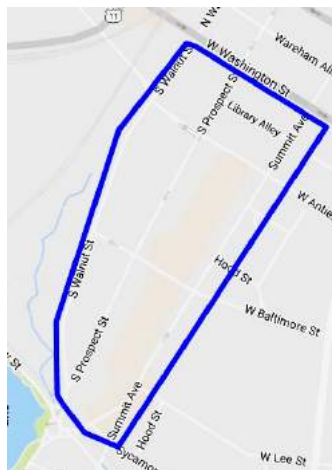
HISTORIC HEIGHTS

Rich with architecture in the style of Neoclassical, Classical Revival, Gothic Revival, Italianate, Second Empire and Queen Anne, this area of Hagerstown was established in the 1830's. This neighborhood was where "high placed and important people" such as the Pangborn's, Lane's and Admiral Fairfax made their homes.² Over time, many of these large homes have been broken into smaller apartments, but the exterior has remained. The first Washington County Free Library was built on Summit Avenue in the Fall of 1901.⁴ Walnut Towers, a two building high rise with a total of 150 units, was built in 1969 to provide housing for elderly and disabled individuals.

The western side of this neighborhood is bordered by an underdeveloped section of City Park. Vested residents on Prospect Street, who want to maintain the quality of life in this community, have expressed concern regarding homeless individuals passing through to gain access to railroad property on the backside of City Park. In the northern section is Walnut Towers where most of the social interactions for residents are internal and typically organized by the tenant association, limiting integration into the neighborhood. Residents on Summit Avenue identified that a positive infusion of resources and activities for children would benefit the neighborhood.

In 2016, at the base of Summit Avenue, the community came together to design a mural with the support of the City of Hagerstown. There have been growing attempts to build connections amongst neighbors on Prospect Street, including "Porchfest" and the "Summer Slide Festival". These efforts have worked to promote pride and camaraderie in the neighborhood.

"If we could keep kids involved in activities, they wouldn't get in trouble. Giving needs to be better coordinated. Things just can't be handouts but they can't sit on the shelf and collect dust either."



"The kids is my biggest thing, there is not a whole lot for them, and then you have all these kids on the block in trouble. One street over is a whole different neighborhood, those kids have no guidance."

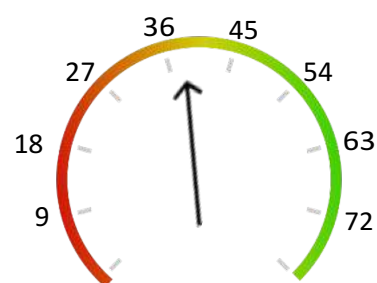
	Community*	District*	City*	County**	State**
Population					
Estimated Current	379	6,318	40,188	149,270	5,930,538
6 yr Population Change	-5.96	-9.78%	1.12%	2.01%	---
Housing					
Number of Occupied Units	235	3,373	18,641	61,111	2,410,256
Owner Occupied	4.7%	22.87%	46.5%	64.17%	66.82%
Renter Occupied	95%	77.13%	53.5%	35.83%	33.18%
Identified as Vacant and Blighted†	7	103	602	---	---
Income					
Median Income	\$16,332	\$27,079	\$39,611	\$56,228	\$90,089
Below Poverty Guidelines	30.4%	28%	21.5%	12.89%	12.89%
Diversity					
White, non-Hispanic	75%	77.59%	75%	84.8%	57.6%
Black, non-Hispanic	17%	18.25%	14.2%	10.7%	29.52%
Hispanic	3.2%	3.8%	5.1%	4%	9%
Other	4.8%	>1%	5.7%	>1%	3.72%

*Data from Mission Insite, December 2016. **Data from Policy Map, January 2016. † Data from the City of Hagerstown

Sense of Community Scores

District Overall Score: 33.25/72

Historic Heights Overall Score: 38.40/72



Reinforcement of Needs:

District Average: 8.35/18

Historic Heights: 9.5/18

This element examines the person-environment fit and how well the individual member's needs are fulfilled through the resources available within the community. Needs are more than basic for this index as this element looks at more intimate needs such as status, shared values, and mutual benefit. **Bottom line:** *We have what we need.*

Membership:

District Average: 8.26/18

Historic Heights: 9.68/18

This element explores the community and individual definition of boundaries, identification with the community, personal investment and emotional safety. Boundaries, in terms of membership, are not about geographical lines but rather who belongs and who does not. It also examines if there are expressions of membership or a symbol system that codes belonging. **Bottom line:** *I belong here.*

Influence:

District Average: 7.58/18

Historic Heights: 9.28/18

This element examines the flow of influence. Each individual member has the potential to sway the community one way or another and the community as a whole has the potential to impact each individual. Both perceived power and conformity play a role in influence. **Bottom line:** *My voice matters.*

Shared Emotional Connection:

District Average: 8.93/18

Historic Heights: 9.94/18

This element explores the frequency of interaction among members, the quality of the interaction, and how deeply members connect with the history of the community, however recent, and with each other.

Bottom Line: *We are connected.*

Sample of Community Assets

Associations	Institutions	Services	Natural and Physical	Businesses
Historic Heights Neighborhoods First, Women's Club, Walnut Towers tenant association	Hagerstown Bible Church, St. John's Episcopal Church, Presbyterian Church of Hagerstown	Hope Pregnancy Center, CASA, Washington County Community Action Coalition, Community Rescue/Fire Co. 2	City Park	Maloo's Pub and Grill, Chic's Seafood, D&P Coin Op, Widymeyer Real Estate, Wright Gardner Insurance, Park Circle Veterinary, Park Circle Service Ctr

A total of 50 members of this community participated in the survey with 12 being residents of Walnut Towers. Vacant properties on lower Prospect Street were noted as there were eight in one section and several locked apartment buildings presented challenges. There appears to be three separate and unique areas to this neighborhood – Walnut Towers, South Prospect Street, and Summit Avenue.

Community data of significance: lowest density of families by neighborhood 27% and by district 4%.

Identified Strengths: Overwhelmingly, members of this neighborhood feel good about where they live. When asked if their personal needs were met by being a member of this community, the majority replied favorably. Respondents stated they feel that members value the same things and they share goals, needs and priorities. More than half of respondents feel they are able to talk with other members of the community when they have a personal problem. There is recognition of other members and respondents feel known by their neighbors. There is belief that this neighborhood as a whole can influence other areas. People in this neighborhood want to belong, value conformity, and there is a belief that members care for each other on some level. Residents have hope for the future of the community, plan to remain a member of it, and find importance in their membership.

Identified Challenges: Survey data collected indicates that there is a lack of personal connection within this community. Respondents were unsure if their neighbors personal needs were being met and only 28% stated they spend enjoyable time with other members of the community. When asked if they could trust other people in the community, 64% responded negatively. Although members believe the community has influence over other communities, individual members do not feel empowered. The data indicates that community members feel connected to the environment, but not necessarily to each other.

Potential: Opportunities for members of this community to connect with neighbors will increase familiarity and trust as well as enhance the sense of community overall. Finding ways to bring the three unique areas of this sector together will increase the sense of unity and accountability. Considerations could include establishing opportunities for residents of Walnut Towers to contribute to program offerings in the neighborhood which would be mutually beneficial. Additionally, investing in grass roots beautification efforts on Summit Avenue, a main thoroughfare into downtown, could promote a sense of ownership and empowerment.



North Central

This southern portion of this geographic area was primarily marsh land until the mid to late 1800's when the rail system came to Hagerstown. The area then became rail yard and is now an industrial area.² In 1883, The Washington County Orphan's Home (San Mar) opened in response to the significant need of children after the Civil War and was located on the corner of S. Potomac Street and Sycamore Street. In 1918, orphanage Superintendent Walter Esmer expressed concerns for the welfare of children due to swamp lands and industrialized areas impacting their success due to less than desirable conditions, ultimately leading to relocation in 1927.⁷ The Washington County Administrative Annex, formerly a Grand Union grocery store which closed in 1982, is in the northern half of this community. The Hagerstown Housing Authority constructed the first of 3 properties in this area in 1994, commonly referred to as Potomac Towers.

Today, much of the area is business and industrial property. Columbia Gas occupies much of the southern portion while Ellsworth Electric, Beaver Mechanical Engineering and others are located in more of the central area. As you move closer to the center of the City, legal offices and the court house are prominent. Apartment buildings and some single family houses appear more in the outskirts of this geographic area whereas Potomac Towers represents the center. As a part of a larger urban revitalization plan, the City has planned to put one of their catalyst projects, an arts and cultural trail, with a path that exists almost completely within this sector. The City has expressed the hope that among other positive benefits, it will encourage the building of new townhomes and other development near the corridor.

"They know where the issues are, we have told the police. Nothing is done. Why is nothing done? Very disheartening..." in relation to social concerns that exist in this area.



Potomac Towers Snapshot⁶

November 2016: 326 occupied units

Length of residency:

0 – 1 yr: 28%	2-5 yrs: 23%
6-10 yrs: 28%	11-20 yrs: 17%
More than 20 years: 4%	

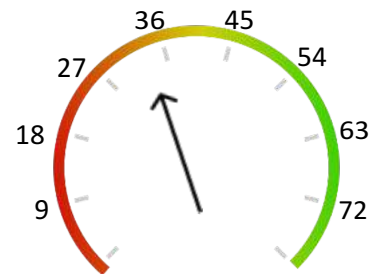
	Community*	District*	City*	County**	State**
Population					
Estimated Current	799	6,318	40,188	149,270	5,930,538
6 yr Population Change	-6.6%	-9.78%	1.12%	2.01%	---
Housing					
Number of Occupied Units	581	3,373	18,641	61,111	2,410,256
Owner Occupied	4.8%	22.87%	46.5%	64.17%	66.82%
Renter Occupied	95.2%	77.13%	53.5%	35.83%	33.18%
Identified as Vacant and Blighted†	11	103	602	---	---
Income					
Median Income	\$18,302	\$27,079	\$39,611	\$56,228	\$90,089
Below Poverty Guidelines	34%	28%	21.5%	12.89%	12.89%
Diversity					
White, non-Hispanic	76.1%	77.59%	75%	84.8%	57.6%
Black, non-Hispanic	16.8%	18.25%	14.2%	10.7%	29.52%
Hispanic	3.8%	3.8%	5.1%	4%	9%
Other	3.3%	>1%	5.7%	>1%	3.72%

*Data from Mission Insite, December 2016. **Data from Policy Map, January 2016. †Data from the City of Hagerstown.

Sense of Community Scores

District Overall Score: 33.25/72

North Central Overall Score: 34.14/72



Reinforcement of Needs:

District Average: 8.35/18

North Central: 8.7/18

This element examines the person-environment fit and how well the individual member's needs are fulfilled through the resources available within the community. Needs are more than basic for this index as this element looks at more intimate needs such as status, shared values, and mutual benefit. **Bottom line:** *We have what we need.*

Membership:

District Average: 8.26/18

North Central: 8.2/18

This element explores the community and individual definition of boundaries, identification with the community, personal investment and emotional safety. Boundaries, in terms of membership, are not about geographical lines but rather who belongs and who does not. It also examines if there are expressions of membership or a symbol system that codes belonging. **Bottom line:** *I belong here.*

Influence:

District Average: 7.58/18

North Central: 8.1/18

This element examines the flow of influence. Each individual member has the potential to sway the community one way or another and the community as a whole has the potential to impact each individual. Both perceived power and conformity play a role in influence. **Bottom line:** *My voice matters.*

Shared Emotional Connection:

District Average: 8.93/18

North Central: 9.0/18

This element explores the frequency of interaction among members, the quality of the interaction, and how deeply members connect with the history of the community, however recent, and with each other.

Bottom Line: *We are connected.*

Sample of Community Assets

Associations	Institutions	Services	Natural and Physical	Businesses
HHA Tenants Association	Hagerstown Housing Authority, District Court, Washington County Admin. Annex, Full Life Family Ministries	Hagerstown Children's School, Gimmerman Chiropractic	Memorial Park, Cultural Trail	Herald Mail Media, BB&T, Columbia Gas, Ellsworth Electric, The Auto Spa, Beaver Electric, Mountain Screen-printing

A total of seven members of this geographical area participated in this survey. This number appears low as the Housing Authority buildings are listed as one physical address on the City listing of residential addresses. In this area, there is a limited number of residential properties outside of Potomac Towers. These residents were able to provide feedback on their experiences, but it was not reflective of the dominant population in this community.

The reality of this neighborhood is it largely encompasses industry and Potomac Towers whereas individual families account for a very small portion of the population. This is also a reflection of the boundaries created for our survey. It is likely that the smaller number of individual families go outside of this sector to have their needs met and may possibly to be more connected to nearby neighborhoods.

Identified Strengths: Residential portions of this geographic area are grouped together either by design of the Housing Authority or the borders of businesses and industrial areas. This creates the opportunity for familiarity amongst neighbors. There are some members who stand out to others as possessing leadership qualities which was not the case in every neighborhood surveyed. Members in this area feel it is important to fit in and care how others view them. Respondents feel that being a part of the community is important and feel hopeful about the future of this area.

Identified Challenges: Does this community identify residents living in Potomac Towers as permanent vested members of their neighborhood and if so, which neighborhood? Residents here do not personally identify with the area and are not investing personal time in the community. This may be a reflection of some elderly and disabled individuals moving into the neighborhood out of necessity rather than desire, but it appears to be community wide. Which neighborhood organization is advocating and supporting the individual families who reside here?

Potential: Feedback in the professional community has been that strong leadership at the Hagerstown Housing Authority has improved their organizational operation. Knowing this, how can the significant number of long term residents partner with other individual families in this sector to create a safe and supportive neighborhood? As membership was identified as below the district average, how can the Arts and Culture trail project, housing authority and neighborhood residents come together in a way that has meaning for them? Next steps could include reviewing existing survey information from Hagerstown Housing Authority to respond to their identified resident needs with community partners. Linking smaller individual families to nearby neighborhood groups such as Neighborhoods 1st could provide ongoing advocacy support.



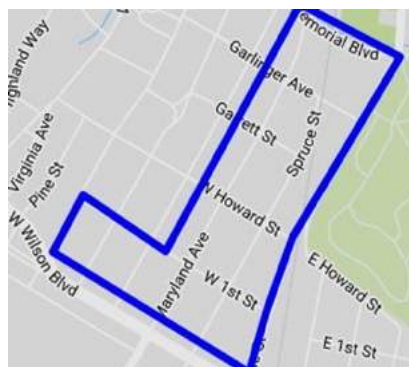
South End Neighborhoods

This neighborhood lies to the west of South Potomac Street and historic Rose Hill Cemetery, established in 1866 and the final resting place for thousands of Confederate soldiers.⁸ Much of this area was not developed as residential until the mid to late 1800's when the Industrial Era brought manufacturing and mills to the southern part of Hagerstown. Victor Products produced roll top counter coolers, Maryland Silk Company, Crawford Automobile Company were all based in this neighborhood.² Superior Dairy, a popular ice cream spot, closed in 2015 and J&M Grill, a neighborhood diner, closed in 2016.

This neighborhood has a median income of \$54,976, second only to its neighbor to the immediate west, Historic City Park. Despite some residents' concerns about perceived upticks in crime, this area presents as a quiet, working class neighborhood. The streets were mostly litter free and properties are fairly well maintained. Many residents commented on the increase in rental properties. Respondents told stories about supporting their immediate neighbors but not necessarily connecting to the larger neighborhood.

Today, notable businesses in the area are Hartle's Subs, Rocky's Pizza and Krumpke's Do-nuts, the last of which hosts a variety of popular community events. Recent redistricting of school catchment areas has sent some families with children historically in Bester Elementary to a new school. South End Neighborhoods First group actively focuses on creating a welcoming environment and would like to improve upon Maryland Avenue for aesthetics and traffic control as well as identify potential property to create green space. The southern portion of this neighborhood has greater access to commercial areas as well as E. Russell Hicks Middle School and South Hagerstown High School.

"This area has changed a lot. There's so many people who come in and out now it can be hard to know who's who."



"These kids need more, us adults need to try to help out. Children need to come first, they get left behind...whenever I retire, which is sooner than later, I'll leave."

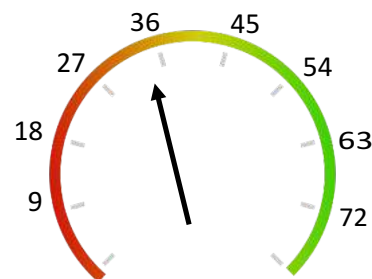
	Community*	District*	City*	County**	State**
Population					
Estimated Current	934	6,318	40,188	149,270	5,930,538
6 yr Population Change	1%	-9.78%	1.12%	2.01%	unkn
Housing					
Number of Occupied Units	429	3,373	18,641	61,111	2,410,256
Owner Occupied	51.3%	22.87%	46.5%	64.17%	66.82%
Renter Occupied	48.7%	77.13%	53.5%	35.83%	33.18%
Identified as Vacant and/or Blighted†	14	103	602	Unkn	unkn
Income					
Median Income	\$55,073	\$27,079	\$39,611	\$56,228	\$90,089
Below Poverty Guidelines	12.2%	28%	21.5%	12.89%	12.89%
Diversity					
White, non-Hispanic	83.3%	77.59%	75%	84.8%	57.6%
Black, non-Hispanic	8.1%	18.25%	14.2%	10.7%	29.52%
Hispanic	4.2%	3.8%	5.1%	4%	9%
Other	4.3%	>1%	5.7%	>1%	3.72%

*Data from Mission Insite, December 2016. **Data from Policy Map, January 2016. †Data from the City of Hagerstown

Sense of Community Scores

District Overall Score: 33.25/72

South End Overall Score: 35.63/72



Reinforcement of Needs:

District Average: 8.35/18

South End: 8.9/18

This element examines the person-environment fit and how well the individual member's needs are fulfilled through the resources available within the community. Needs are more than basic for this index as this element looks at more intimate needs such as status, shared values, and mutual benefit. **Bottom line:** *We have what we need.*

Membership:

District Average: 8.26/18

South End: 8.6/18

This element explores the community and individual definition of boundaries, identification with the community, personal investment and emotional safety. Boundaries, in terms of membership, are not about geographical lines but rather who belongs and who does not. It also examines if there are expressions of membership or a symbol system that codes belonging. **Bottom line:** *I belong here.*

Influence:

District Average: 7.58/18

South End: 8.2/18

This element examines the flow of influence. Each individual member has the potential to sway the community one way or another and the community as a whole has the potential to impact each individual. Both perceived power and conformity play a role in influence. **Bottom line:** *My voice matters.*

Shared Emotional Connection:

District Average: 8.93/18

South End: 9.2/18

This element explores the frequency of interaction among members, the quality of the interaction, and how deeply members connect with the history of the community, however recent, and with each other.

Bottom Line: *We are connected.*

Sample of Community Assets

Associations	Institutions	Services	Natural and Physical	Businesses
South End Neighborhoods First	Sgt. Shriver Center/Head Start, Emmanuel UMC, Victory Chapel	First Street Fire Department, Columbia Bank	Memorial Park, Doub's Woods Park, Community Garden	Krumpe's Donuts, South End Shopping Plaza, Startzman's Hardware, Hartle's Subs, Rocky's Pizza, Clean & Bright Laundromat, several auto service businesses

A total of 50 members of this community participated in the survey. Much of this neighborhood was canvassed in the late afternoon and early evenings as we had difficulty finding people home during the day. In general, people were welcoming and willing to talk about their neighborhood. There were fewer complaints than in other neighborhoods giving the perception that residents were more comfortable.

Community data of significance: second lowest poverty rate at 12.2%, highest rate of home ownership 51%, and the second highest median income at \$55,073.

Identified Strengths: Members of this community described a sense of belonging and commonality and feel members are familiar to each other. People indicated their personal needs were not entirely met but that the community as a whole does a better job at meeting the needs of its population. Members feel the community has a defined identity and that they belong. Members value fitting in and believe that residents care about each other. The majority of respondents plan to remain members of this neighborhood for a long time.

Identified Challenges: Members of this community indicated they do not feel they have personal influence and that problem solving as a community is lacking. Additionally, members indicated their personal needs are not being fully met. Many do not tie their personal identity to the community which may be a reflection of the increasing number of renters adding to ambivalence overall. When asked if they enjoy spending time with other community members often, 70% replied negatively. Due to the geography of this neighborhood, residents go elsewhere for recreation, socializing or shopping creating a lack of opportunity to interact within their neighborhood.

Potential: Creating more opportunities for members to gather in enjoyable ways closer to their home will increase connections and opportunity for expression. The natural and physical resources listed as assets are located outside of the boundary of this community. Creation of a shared use space in the neighborhood could draw people together in positive ways. Structurally, the Shriver Center, managed by Head Start, has the potential to function as a convening point in the neighborhood if there was interest and additional resources. Considering a community art project could increase vibrancy and deepen the connection to the environment.



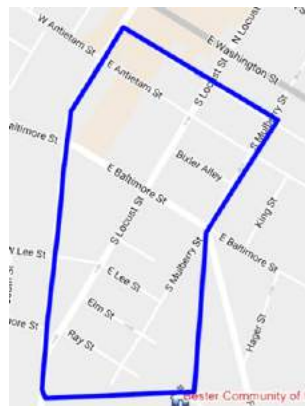
Locust Point

Prior to the Civil War, this geographic area held few residential properties. In 1863, General J.H. Kilpatrick's cavalry stormed through this area to the center of the town – then known as Elizabethtown – to the First Battle of Hagerstown.⁹ After the war, Hagerstown began growing out from the center and expanding south around 1900 and the neighborhood was primarily working class families.² Early in the 20th century, Willow Lane Park was built as the stadium for Hagerstown's class D division baseball league. In 1930, South Potomac Junior High School was built in its place once the new Municipal Stadium was constructed just down the road. In 1966, the building became Bester Elementary School.

Today, the narrow streets are lined with residential properties and some businesses as well. We encountered people who have lived in this neighborhood, if not in their home, for their whole lives and who told stories of how the neighborhood has changed with the increasing number of rentals over home ownership. Demographically, this area has the highest rate of households living below the poverty guidelines in the district and transiency is problematic.

There have been recent important investments on the southern border of this sector, with a large new elementary school in 2014, new Memorial Park, and new community garden, and to the north the large public library opened in October 2013. "What a difference a street makes" was a comment made more than once regarding this densely populated part of the city. The Locust Street and Potomac Street corridors are heavily utilized pathways into the downtown portion of the City of Hagerstown, but the majority of travelers are just passing through.

"I've been here for 50 years and now it's only me and one other original home owner, everyone else is gone. Now it's all renters, low income, absent landlords. No respect for other people's property or quality of life."



"Politics of this town suck. They are not about kids, the poor or people. And those that are unfortunately stuck dealing with them. If you don't have hope, you don't have nothing."

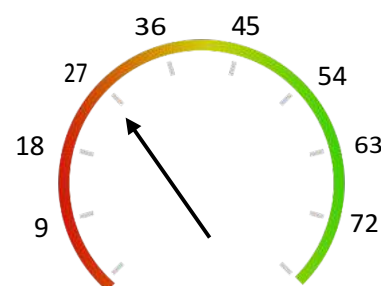
	Community*	District*	City*	County**	State**
Population					
Estimated Current	1,303	6,318	40,188	149,270	5,930,538
6 yr Population Change	-11%	-9.78%	1.12%	2.01%	---
Housing					
Number of Occupied Units	725	3,373	18,641	61,111	2,410,256
Owner Occupied	22%	22.87%	46.5%	64.17%	66.82%
Renter Occupied	73%	77.13%	53.5%	35.83%	33.18%
Identified as Vacant and/or Blighted†	30	103	602	---	---
Income					
Median Income	\$20, 224	\$27,079	\$39,611	\$56, 228	\$90,089
Below Poverty Guidelines	42%	28%	21.5%	12.89%	12.89%
Diversity					
White, non-Hispanic	77%	77.59%	75%	84.8%	57.6%
Black, non-Hispanic	13%	18.25%	14.2%	10.7%	29.52%
Hispanic	3.8%	3.8%	5.1%	4%	9%
Other	5.1%	>1%	5.7%	>1%	3.72%

*Data from Mission Insite, December 2016. **Data from Policy Map, January 2016. †Data from the City of Hagerstown

Sense of Community Scores

District Overall Score: 33.25/72

Locust Point North Overall Score: 26.84/72



Reinforcement of Needs:

District Average: 8.35/18

Locust Point North: 6.2/18

This element examines the person-environment fit and how well the individual member's needs are fulfilled through the resources available within the community. Needs are more than basic for this index as this element looks at more intimate needs such as status, shared values, and mutual benefit. **Bottom line:** *We have what we need.*

Membership:

District Average: 8.26/18

Locust Point North: 6.8/18

This element explores the community and individual definition of boundaries, identification with the community, personal investment and emotional safety. Boundaries, in terms of membership, are not about geographical lines but rather who belongs and who does not. It also examines if there are expressions of membership or a symbol system that codes belonging. **Bottom line:** *I belong here.*

Influence:

District Average: 7.58/18

Locust Point North: 6.1/18

This element examines the flow of influence. Each individual member has the potential to sway the community one way or another and the community as a whole has the potential to impact each individual. Both perceived power and conformity play a role in influence. **Bottom line:** *My voice matters.*

Shared Emotional Connection:

District Average: 8.93/18

Locust Point North: 7.1/18

This element explores the frequency of interaction among members, the quality of the interaction, and how deeply members connect with the history of the community, however recent, and with each other.

Bottom Line: *We are connected.*

Sample of Community Assets

Associations	Institutions	Services	Natural and Physical	Businesses
Bester Communities First, Mason Lodge	First Church of God, Bridge of Life Church, Fundamental Baptist Church, Congregation B'nai Abraham, Trinity Bible Church, St. John's Episcopal Church	Holly Place, Julia Manor, Easter Seals, Award Beauty School, Coffman Funeral Home, Washington County Free Library		Locust Point Market, G&G Grill, Frederick Seibert & Associates, Tri State Printing, Graphic Response, Elmo's,

A total of 120 members of this community participated in the survey, the largest representative sample in our survey efforts. Overall, members of this community were open and welcomed the opportunity to share their opinions and thoughts. Children were intrigued by our door to door activity and would ask if we would talk with their mother or father next. Several residents expressed concerns for surveyor safety, especially as evening drew closer. Members of the community raised concerns about drugs, gang and criminal activity and the number of vacant properties.

Community data of significance: comprises 20% of district population (highest), highest poverty rate in the district at 42%, and the highest percent of family households in the district with 20% (43% by neighborhood population).

Identified Strengths: Members of this community are able to recognize other members and feel they are known by their neighbors. People here have a general belief that it is important to be a part of the community and for those that did not agree, it appeared to be more of a reflection of their displeasure with the community than a true conviction. More than half of respondents feel hopeful about the future of their neighborhood and that there is a level of influence the community can have over other communities.

Identified Challenges: Respondents in this community are concerned that needs are met for those who live here and feel the majority are struggling on a daily basis. People do not trust each other in this community and do not feel there are shared values, priorities, needs or goals. There is little belief that the community can work together to solve problems and respondents did not feel they had influence within the community. Respondents indicated a lack of good leaders and opportunities for members to spend time together in an enjoyable manner. Many respondents did not identify with the neighborhood and were not planning on staying in the community any longer than necessary. Overall, data collected suggests members are greatly disconnected from each other as well as from supports. The majority of members have a negative view about the neighborhood as a whole, thus they are reluctant to be agents of change.

Potential: This geographic area is densely populated and experiencing significant challenges. Breaking the larger area into smaller, more manageable neighborhoods for focused efforts could be helpful. Identifying locations for safe common spaces will create opportunities for residents to become positively engaged in direct proximity to their home, an option not currently available. The commitment of core service providers to meet people where they are and provide concrete resources and services could significantly increase opportunities for success.

