

HOUSING SATISFACTION OF ELDERLY RESIDENTS OF GOVERNMENT SUBSIDIZED HOUSING IN DULUTH—BREAKDOWN OF DATA BY HOUSING UNIT

by Barbara A. Flannery

Funded by the
Center for Urban & Regional Affairs
and the
University of Minnesota Graduate School



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Department of Home Economics
Lake Superior Basin Studies Center

University of Minnesota, Duluth

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by Barbara A. Flannery
Instructor, Housing and Home Furnishings
Department of Home Economics
University of Minnesota, Duluth

with support from
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August 1981

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PREFACE

This report is the second technical report summarizing data from a research project entitled "Housing, Neighborhood and Community Satisfaction of Elderly Residents of Government Subsidized Housing."

This project was funded primarily by two grants from the University of Minnesota Graduate School and a grant from the University of Minnesota Center for Urban and Regional Affairs. Support was also given by the Lake Superior Basin Studies Center, University of Minnesota, Duluth.

Special thanks are extended to Mary Larsen and Maureen Jude, graduate students in the School of Social Development, University of Minnesota, Duluth, who had major responsibilities for data collection, coding and keypunching for this project.

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INTRODUCTION

The purpose of this report is to serve as a supplement to the report entitled "Housing Satisfaction of Elderly Residents of Government Subsidized Housing in Duluth - A Summary of Data." The results presented in this report summarize the data collected from residents of four government subsidized housing units in the sample (Gateway Tower, Grandview Manor, Tri-Towers, and Woodland Garden), with data given for each of the four locations.

For a discussion of characteristics of the entire sample, refer to Technical Report #1 (Flannery, August, 1981) cited in the reference section of this report. A discussion of the theoretical background for the study and results of a multiple regression analysis are included in Flannery (May, 1981), cited in the reference section of this report.

PROCEDURES

The sample

The data for this report were obtained from 183 residents of four government subsidized senior citizen housing units in Duluth, Minnesota. The four units which were selected vary by number of apartments and location. In addition, two of the units are classified as public low-income (administered by the Housing and Redevelopment Authority), and two as limited profit low and moderate income housing. A summary of the characteristics of the four buildings is shown in Table 1.

Respondents for the study were selected using a systematic sampling technique. Approximately 60 respondents were selected for inclusion in the sample from each of the four sampling units. The entire population of the

Table 1. Characteristics of the Four Housing Units in the Study

	Public or Limited Profit	Location	Number of Apartments
Woodland Garden	Limited Profit	Woodland/Hunters Park	60
Gateway Tower	Limited Profit	Central Hillside	150
Tri-Towers	Public	Central Hillside	290
Grandview Manor	Public	Central Hillside	60

two smaller apartment buildings (Grandview Manor and Woodland Garden) were included in the sample. Respondents from Tri-Towers and Gateway Tower were selected using a simple random sampling technique. The final sample included 227 potential respondents.

Out of the original sample of 227 respondents, 183 (81 percent) interviews were completed. An additional 22 (9.5 percent) of the potential respondents were unable to complete the questionnaire due to death, illness, or not currently residing in Duluth. Twenty-two (9.5 percent) of the original sample were unwilling to complete the questionnaire.

Data collection

The data for this report were collected during January and February, 1981. The questionnaire format was chosen as the instrument for data collection in this study. Potential respondents were notified by individual letter and asked

to participate in the study by attending one of four small group sessions that were arranged in the community rooms of each of the buildings. Interviewers were available at the sessions to administer the questionnaire, explain the purpose of the investigation, and answer questions about any of the questionnaire items. Respondents who were unable to attend the sessions were given the questionnaire individually. Although most of the interviews were self-administered, several of the interviews were interviewer-administered, due to vision problems of the respondents.

Pretesting of the instrument was done on several individuals outside of the sampling area.

Most of the items in the questionnaire had closed-end responses for ease of coding and analysis. Respondents were given the opportunity to answer in an open-ended fashion wherever appropriate to obtain maximum breadth of information.

A copy of the questionnaire is included in Technical Report #1 (Flannery, August, 1981).

Information included in the questionnaire which will be discussed in this report includes data from the following eight categories:

- (1) demographic information
- (2) respondents primary reason for moving
- (3) satisfaction with apartment design
- (4) satisfaction with common areas in the building
- (5) satisfaction with neighborhood
- (6) general quality of life indicators
- (7) personality indicators
- (8) knowledge and use of neighborhood and community activities and services

RESULTS AND DISCUSSION

Using and interpreting results

This section of the report will be devoted to a presentation of the data by housing unit (Gateway Tower, Grandview Manor, Tri-Towers and Woodland Garden). For a complete discussion of results, refer to Technical Report #1 (Flannery, August, 1981).

Interpretation of the meaning of differences between the housing units as described in this section should be made cautiously. The statistics used are descriptive in nature, and are useful for describing the characteristics of the sample, but should not be used for inferential purposes.

Demographic information

Tables 2 through 10 summarize demographic information, including age of respondent at the time of the interview, educational level of the respondent (in years of school completed), household income per month, the length of time the respondent has lived in their present apartment, marital status (has the respondent ever been married), number of bedrooms in the apartment, sex of respondent, and structure type of the respondents previous home.

Primary reason for moving

Persons in the sample were asked to respond to the question "What was the main reason that you decided to move here?" in an open-ended fashion. Responses were then grouped into 14 categories, as shown in Table 11.

Table 2. Age of Respondent

	Under 65	65-69	70-74	75-79	80-84	85-89	90+	Row Total
Woodland Garden	5 11.0	4 8.9	14 31.2	11 24.5	6 13.3	4 8.9	1 2.2	45 28.3
Gateway Tower	2 4.6	4 9.0	6 13.6	12 27.4	13 29.5	6 13.6	1 2.3	45 28.3
Tri-Towers	2 5.7	2 5.7	12 34.3	8 22.9	5 14.3	6 17.1	0 0	35 22.0
Grandview Manor	3 8.8	4 11.8	8 23.5	4 11.8	9 26.5	3 8.8	3 8.8	34 21.4
Column Total	12 7.6	14 8.9	40 25.2	35 22.2	33 20.9	19 12.0	5 3.2	159 100.0

Table 3. Education of Respondent (In Years of School Completed)

	0-8	9-11	12	13-20	Row Total
Woodland Garden	13 29.6	10 22.7	14 31.8	7 15.9	44 28.4
Gateway Tower	6 14.3	10 23.8	15 35.7	11 26.2	42 27.1
Tri-Towers	15 41.7	10 27.8	7 19.4	4 11.1	36 23.2
Grandview Manor	18 54.6	7 21.2	5 15.1	3 9.1	33 21.3
Column Total	52 33.5	37 23.9	41 26.5	25 16.1	155 100.0

Table 4. Household Income per month

	Less Than \$100	\$100- \$199	\$200- \$299	\$300- \$399	\$400- \$499	\$500+	Row Total
Woodland Garden	0	5	10	10	12	7	44
	0	11.4	22.7	22.7	27.3	15.9	27.3
Gateway Tower	0	3	7	12	10	10	42
	0	7.1	16.7	28.6	23.8	23.8	26.1
Tri-Towers	0	4	13	12	8	1	38
	0	10.5	34.2	31.6	21.1	2.6	23.6
Grandview Manor	1	1	21	10	2	2	37
	2.7	2.7	56.8	27.0	5.4	5.4	23.0
Column Total	1	13	51	44	32	20	161
	.6	8.1	31.7	27.3	19.9	12.4	100.0

Table 5. Length of Time Respondent Lived in Apartment

	Less Than 5 Years	5-9 Years	10-18 Years	Row Total
Woodland Garden	52 100.0	0 0	0 0	52 29.4
Gateway Tower	12 26.1	34 73.9	0 0	46 26.0
Tri-Towers	12 27.9	31 72.1	0 0	43 24.3
Grandview Manor	17 47.2	6 16.7	13 36.1	36 20.3
Column Total	93 52.5	71 40.1	13 7.4	177 100.0

Table 6. Marital Status - Has the Respondent Ever Been Married

	No	Yes	Row Total
Woodland Garden	2	52	54
	3.7	96.3	29.5
Gateway Tower	11	38	49
	22.4	77.6	26.8
Tri-Towers	5	38	43
	11.6	88.4	23.5
Grandview Manor	7	30	37
	18.9	81.1	20.2
Column Total	25	158	183
	13.7	86.3	100.0

Table 7. Number of Bedrooms in Apartment

	Effic- iency	One Bedroom	Two Bedroom	Row Total
Woodland Garden	8	45	0	53
	15.1	84.9	0	29.3
Gateway Tower	5	44	0	49
	10.2	89.8	0	27.1
Tri-Towers	6	35	2	43
	14.0	81.4	4.7	23.8
Grandview Manor	12	24	0	36
	33.3	66.7	0	19.9
Column Total	31	148	2	181
	17.1	81.8	1.1	100.0

Table 8. Number of People in Apartment

	One	Two	Row Total
Woodland Garden	49 90.7	5 9.3	54 29.7
Gateway Tower	44 89.8	5 10.2	49 26.9
Tri-Towers	37 88.1	5 11.9	42 23.1
Grandview Manor	36 97.3	1 2.7	37 20.3
Column Total	166 91.2	16 8.8	182 100.0

Table 9. Sex of Respondent

	Female	Male	Row Total
Woodland Garden	43 89.6	5 10.4	48 29.1
Gateway Tower	38 86.4	6 13.6	44 26.7
Tri-Towers	20 54.1	17 45.9	37 22.4
Grandview Manor	29 80.6	7 19.4	36 21.8
Column Total	130 78.8	35 21.2	165 100.0

Table 10. Type of Previous Home

	Single Family (alone or w/ spouse)	Single Family (with other relatives)	Apartment (private)	Apartment (senior housing)	Hotel	Duplex	Other	Row Total
Woodland Garden	31 58.5	6 11.3	12 22.6	1 1.9	1 1.9	2 3.8	0 0	53 29.8
Gateway Tower	19 40.4	5 10.6	18 38.3	4 8.5	0 0	1 2.1	0 0	47 26.4
Tri-Towers	16 39.0	2 4.9	18 43.9	2 4.9	1 2.4	1 2.4	1 2.4	41 23.0
Grandview Manor	6 16.2	5 13.5	14 37.8	1 2.7	8 21.6	2 5.4	1 2.7	37 20.8
Column Total	72 40.4	18 10.1	62 34.8	8 4.5	10 5.6	6 3.4	2 1.1	178 100.0

Table 11. Primary Reason for Moving

	1*	2*	3*	4*	5*	6*	7*	8*	9*	10*	11*	12*	13*	14*	Row Total
Woodland Garden	1	11	1	0	3	8	0	3	5	0	4	4	7	4	51
	2.0	21.6	2.0	0	5.9	15.7	0	5.9	9.8	0	7.8	7.8	13.7	7.8	29.0
Gateway Tower	3	5	2	1	6	4	4	6	2	4	4	3	2	1	47
	6.4	10.6	4.3	2.1	12.8	8.5	8.5	12.8	4.3	8.5	8.5	6.4	4.3	2.1	26.7
Tri-Towers	8	4	2	0	4	9	1	4	4	3	0	1	1	0	41
	19.5	9.8	4.9	0	9.8	22.0	2.4	9.8	9.8	7.3	0	2.4	2.4	0	23.3
Grandview Manor	5	2	7	0	4	9	3	2	1	0	0	1	0	3	37
	13.5	5.4	18.9	0	10.8	24.3	8.1	5.4	2.7	0	0	2.7	0	8.1	21.0
Column Total	17	22	12	1	17	30	8	15	12	7	8	9	10	8	176
	9.7	12.5	6.8	.6	9.7	17.0	4.5	8.5	6.8	4.0	4.5	5.1	5.7	4.5	100.0

- *'s: 1 - Displaced (sold home, freeway)
 2 - Maintenance
 3 - Place was unliveable or not as nice
 4 - Security
 5 - Design features (size, elevators, stairs)
 6 - Financial considerations
 7 - Wanted to live in senior housing

- 8 - Convenience, neighborhood considerations
 9 - Health (self or spouse)
 10 - Companionship and loneliness
 11 - Be nearer family
 12 - Retired or old age
 13 - Death of spouse
 14 - Other

Satisfaction with apartment design

Satisfaction with apartment design was operationalized by asking the respondents in the sample to answer a series of questions using a five-point satisfaction scale. First, respondents were asked to rate their overall satisfaction with the design of their apartment. Second, respondents rated their satisfaction with specific design features of the apartment, including kitchen-dining area, living area, sleeping area, bathroom, emergency features, security of apartment, lighting, temperature control, colors, and amount of privacy. Their reasons are listed in Appendix C in Technical Report #1 (Flannery, August, 1981).

Results of items related to satisfaction with apartment design are shown in Tables 12 through 22.

Table 12. Overall Satisfaction with Apartment Design

	Very Dis-Satisfied	Dis-Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	1 1.9	1 1.9	3 5.6	21 38.9	28 51.9	54 29.7
Gateway Tower	0 0	1 2.0	3 6.1	30 61.2	15 30.6	49 26.9
Tri-Towers	2 4.8	4 9.5	3 7.1	22 52.4	11 26.2	42 23.1
Grandview Manor	2 5.4	0 0	0 0	29 78.4	6 16.2	37 20.3
Column Total	5 2.7	6 3.3	9 4.9	102 56.0	60 33.0	182 100.0

Table 13. Satisfaction with Kitchen-Dining Area in Apartment

	Very Dis- Satisfied	Dis- Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	1 1.9	0 0	6 11.1	28 51.9	19 35.2	54 30.5
Gateway Tower	0 0	6 13.0	4 8.7	27 58.7	9 19.6	46 26.0
Tri-Towers	3 7.5	4 10.0	2 5.0	27 67.5	4 10.0	37 22.6
Grandview Manor	0 0	2 5.4	0 0	31 83.8	4 10.8	37 20.9
Column Total	4 2.3	12 6.8	12 6.8	113 63.8	36 20.3	177 100.0

Table 14. Satisfaction with Living Area in Apartment

	Very Dis- Satisfied	Dis- Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	0 0	0 0	3 5.8	29 55.8	20 38.5	52 29.5
Gateway Tower	0 0	2 4.3	1 2.1	32 68.1	12 25.5	47 26.7
Tri-Towers	1 2.4	0 0	3 7.3	31 75.6	6 14.6	41 23.3
Grandview Manor	0 0	1 2.8	0 0	31 86.1	4 11.1	36 20.5
Column Total	1 .6	3 1.7	7 4.0	123 69.9	42 23.9	176 100.0

Table 15. Satisfaction with Sleeping Area in Apartment

	Very Dis-Satisfied	Dis-Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	0	2	2	27	20	51
	0	3.9	3.9	52.9	39.2	28.8
Gateway Tower	0	3	2	32	10	47
	0	6.4	4.3	68.1	21.3	26.6
Tri-Towers	2	5	3	27	5	42
	4.8	11.9	7.1	64.3	11.9	23.7
Grandview Manor	0	1	0	31	5	37
	0	2.7	0	83.8	13.5	20.9
Column Total	2	11	7	117	40	177
	1.1	6.2	4.0	66.1	22.6	100.0

Table 16. Satisfaction with Bathroom in Apartment

	Very Dis-Satisfied	Dis-Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	1	5	4	26	18	54
	1.9	9.3	7.4	48.1	33.3	30.2
Gateway Tower	2	8	6	22	9	47
	4.3	17.0	12.8	46.8	19.1	26.3
Tri-Towers	1	0	4	31	5	41
	2.4	0	9.8	75.6	12.2	22.9
Grandview Manor	0	1	0	30	6	37
	0	2.7	0	81.1	16.2	20.7
Column Total	4	14	14	109	38	179
	2.2	7.8	7.8	60.9	21.2	100.0

Table 17. Satisfaction with Emergency Features in Apartment

	Very Dis-Satisfied	Dis-Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	0	2	2	31	16	51
	0	3.9	3.9	60.8	31.4	29.8
Gateway Tower	0	2	5	28	9	44
	0	4.5	11.4	63.6	20.5	25.7
Tri-Towers	2	2	3	31	2	40
	5.0	5.0	7.5	77.5	5.0	23.4
Grandview Manor	0	2	1	29	4	36
	0	5.6	2.8	80.6	11.1	21.1
Column Total	2	8	11	119	31	171
	1.2	4.7	6.4	69.6	18.1	100.0

Table 18. Satisfaction with Security of Apartment

	Very Dis-Satisfied	Dis-Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	0	1	3	29	18	51
	0	2.0	5.9	56.9	35.3	29.3
Gateway Tower	0	1	4	29	12	46
	0	2.2	8.7	63.0	26.1	26.4
Tri-Towers	2	5	4	27	3	41
	4.9	12.2	9.8	65.9	7.3	23.6
Grandview Manor	0	1	3	28	4	36
	0	2.8	8.3	77.8	11.1	20.7
Column Total	2	8	14	113	37	174
Total	1.1	4.6	8.0	64.9	21.3	100.0

Table 19. Satisfaction with Lighting in Apartment

	Very Dis- Satisfied	Dis- Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	1 1.9	5 9.4	4 7.5	28 52.8	15 28.3	53 29.9
Gateway Tower	0 0	2 4.3	4 8.7	32 69.6	8 17.4	46 26.0
Tri-Towers	1 2.4	2 4.9	2 4.9	33 80.5	3 7.3	41 23.2
Grandview Manor	0 0	2 5.4	1 2.7	31 83.8	3 8.1	37 20.9
Column Total	2 1.1	11 6.2	11 6.2	124 70.1	29 16.4	177 100.0

Table 20. Satisfaction with Temperature Control in Apartment

	Very Dis- Satisfied	Dis- Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	1 1.9	3 5.7	2 3.8	29 54.7	18 34.0	53 30.1
Gateway Tower	2 4.3	3 6.5	5 10.9	26 56.5	10 21.7	46 26.1
Tri-Towers	5 12.2	9 22.0	3 7.3	21 51.2	3 7.3	41 23.3
Grandview Manor	1 2.8	6 16.7	2 5.6	24 66.7	3 8.3	36 20.5
Column Total	9 5.1	21 11.9	12 6.8	100 56.8	34 19.3	176 100.0

Table 21. Satisfaction with Colors in Apartment

	Very Dis-Satisfied	Dis-Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	0	3	2	27	18	50
	0	6.0	4.0	54.0	36.0	29.1
Gateway Tower	0	4	5	26	9	44
	0	9.1	11.4	59.1	20.5	25.6
Tri-Towers	1	3	2	31	4	41
	2.4	7.3	4.9	75.6	9.8	23.8
Grandview Manor	0	1	1	32	3	37
	0	2.7	2.7	86.5	8.1	21.5
Column Total	1	11	10	116	34	172
	.6	6.4	5.8	67.4	19.8	100.0

Table 22. Satisfaction with Amount of Privacy in Apartment

	Very Dis-Satisfied	Dis-Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	0	0	2	29	21	52
	0	0	3.8	55.8	40.4	29.7
Gateway Tower	0	1	2	22	20	45
	0	2.2	4.4	48.9	44.4	25.7
Tri-Towers	2	0	4	23	12	41
	4.9	0	9.8	56.1	29.3	23.4
Grandview Manor	0	1	1	30	5	37
	0	2.7	2.7	81.1	13.5	21.1
Column Total	2	2	9	104	58	175
	1.1	1.1	5.1	59.4	33.1	100.0

Satisfaction with common areas in the building

Satisfaction with the common areas in the building was operationalized using a five-point satisfaction scale and a five-point friendliness scale. First, respondents were asked to rate their overall satisfaction with common areas in the building. Second, respondents rated their satisfaction with specific common areas in the building, including laundry room, common eating room, community room, hallways, activity areas, lobby, parking lot, and elevators. In addition, respondents in the sample rated their perception of the friendliness of their neighbors on their floor and in the building, using a five-point scale ranging from "very unfriendly" to "very friendly."

Results of items related to satisfaction with common areas in the building are shown in Tables 23 through 33.

Table 23. Overall Satisfaction with Common Areas in the Building

	Very Dis- Satisfied	Dis- Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	2 3.7	0 0	4 7.4	27 50.0	21 38.9	54 30.0
Gateway Tower	1 2.1	0 0	7 14.6	32 66.7	8 16.7	48 26.7
Tri-Towers	2 4.8	1 2.4	7 16.7	27 64.3	5 11.9	42 23.3
Grandview Manor	1 2.8	0 0	2 5.6	25 69.4	8 22.2	36 20.0
Column Total	6 3.3	1 .6	20 11.1	111 61.7	42 23.3	180 100.0

Table 24. Satisfaction with Laundry Room in Building

	Very Dis-Satisfied	Dis-Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	1	1	3	29	19	53
	1.9	1.9	5.7	54.7	35.8	29.4
Gateway Tower	1	1	5	29	12	48
	2.1	2.1	10.4	60.4	25.0	26.7
Tri-Towers	0	1	3	30	8	42
	0	2.4	7.1	71.4	19.0	23.3
Grandview Manor	2	1	0	29	5	37
	5.4	2.7	0	78.4	13.5	20.6
Column Total	4	4	11	117	44	180
	2.2	2.2	6.1	65.0	24.4	100.0

Table 25. Satisfaction with Common Eating Room in Building

	Very Dis-Satisfied	Dis-Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	1	0	3	24	16	44
	2.3	0	6.8	54.5	36.4	27.8
Gateway Tower	2	3	18	11	1	35
	5.7	8.6	51.4	31.4	2.9	22.2
Tri-Towers	0	0	7	27	8	42
	0	0	16.7	64.3	19.0	26.6
Grandview Manor	1	1	2	30	3	37
	2.7	2.7	5.4	81.1	8.1	23.4
Column Total	4	4	30	92	28	158
	2.5	2.5	19.0	58.2	17.7	100.0

Table 26. Satisfaction with Community Room in Building

	Very Dis-Satisfied	Dis-Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	1 1.9	0 0	3 5.7	28 52.8	21 39.6	53 29.6
Gateway Tower	3 6.5	8 17.4	11 23.9	20 43.5	4 8.7	46 25.7
Tri-Towers	0 0	3 7.0	6 14.0	26 60.5	8 18.6	43 24.0
Grandview Manor	2 5.4	0 0	0 0	31 83.8	4 10.8	37 20.7
Column Total	6 3.4	11 6.1	20 11.2	105 58.7	37 20.7	179 100.0

Table 27. Satisfaction with Hallways in Building

	Very Dis-Satisfied	Dis-Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	1 1.9	1 1.9	3 5.7	29 54.7	19 35.8	53 29.8
Gateway Tower	0 0	1 2.2	2 4.3	30 65.2	13 28.3	46 25.8
Tri-Towers	0 0	1 2.4	4 9.5	29 69.0	8 19.0	42 23.6
Grandview Manor	2 5.4	0 0	0 0	31 83.8	4 10.8	37 20.8
Column Total	3 1.7	3 1.7	9 5.1	119 66.9	44 24.7	178 100.0

Table 28. Satisfaction with Activity Areas in Building

	Very Dis- Satisfied	Dis- Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	1 1.9	0 0	4 7.7	28 53.8	19 36.5	52 29.4
Gateway Tower	3 6.5	7 15.2	12 26.1	22 47.8	2 4.3	46 26.0
Tri-Towers	1 2.4	3 7.1	2 4.8	29 69.0	7 16.7	42 23.7
Grandview Manor	2 5.4	0 0	1 2.7	30 81.1	4 10.8	37 20.9
Column Total	7 4.0	10 5.6	19 10.7	109 61.6	32 18.1	177 100.0

Table 29. Satisfaction with Lobby in Building

	Very Dis- Satisfied	Dis- Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	1 1.9	1 1.9	4 7.7	29 55.8	17 32.7	52 29.1
Gateway Tower	2 4.2	3 6.3	6 12.5	31 64.6	6 12.5	48 26.8
Tri-Towers	2 4.8	7 16.7	7 16.7	21 50.0	5 11.9	42 23.5
Grandview Manor	1 2.7	1 2.7	0 0	31 83.8	4 10.8	37 20.7
Column Total	6 3.4	12 6.7	17 9.5	112 62.6	32 17.9	179 100.0

Table 30. Satisfaction with Parking Lot in Building

	Very Dis- Satisfied	Dis- Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	1 2.1	3 6.4	7 14.9	24 51.1	12 25.5	47 27.8
Gateway Tower	0 0	0 0	11 25.0	24 54.5	9 20.5	44 26.0
Tri-Towers	2 4.9	2 4.9	14 34.1	17 41.5	6 14.6	41 24.3
Grandview Manor	1 2.7	0 0	1 2.7	31 83.8	4 10.8	37 21.9
Column Total	4 2.4	5 3.0	33 19.5	96 56.8	31 18.3	169 100.0

Table 31. Satisfaction with Elevators in Building

	Very Dis- Satisfied	Dis- Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	1 1.9	1 1.9	4 7.5	31 58.5	16 30.2	53 29.6
Gateway Tower	1 2.1	3 6.3	6 12.5	28 58.3	10 20.8	48 26.8
Tri-Towers	0 0	2 4.8	4 9.5	30 71.4	6 14.3	42 23.5
Grandview Manor	1 2.8	0 0	0 0	31 86.1	4 11.1	36 20.1
Column Total	3 1.7	6 3.4	14 7.8	120 67.0	36 20.1	179 100.0

Table 32. Perception of Friendliness of Neighbors on the Floor

	Very Unfriendly	Unfriendly	Neutral	Friendly	Very Friendly	Row Total
Woodland Garden	4	0	1	26	22	53
	7.5	0	1.9	49.1	41.5	29.3
Gateway Tower	0	0	3	30	16	49
	0	0	6.1	61.2	32.7	27.1
Tri-Towers	1	0	4	26	11	42
	2.7	2.7	16.2	64.9	13.5	23.2
Gateway Manor	1	1	6	24	5	37
	2.7	2.7	16.2	64.0	13.5	20.4
Column Total	6	1	14	106	54	181
	3.3	.6	7.7	58.6	29.8	100.0

Table 33. Perception of Friendliness of Neighbors in the Building

	Very Unfriendly	Unfriendly	Neutral	Friendly	Very Friendly	Row Total
Woodland Garden	2	0	1	30	20	53
	3.8	0	1.9	56.6	37.7	29.4
Gateway Tower	0	0	8	33	7	48
	0	0	16.7	68.8	14.6	26.7
Tri-Towers	0	0	6	31	5	42
	0	0	14.3	73.8	11.9	23.3
Gateway Manor	1	1	6	26	3	37
	2.7	2.7	16.2	70.3	8.1	20.6
Column Total	3	1	21	120	35	180
	1.7	.6	11.7	66.7	19.4	100.0

Satisfaction with the neighborhood

Satisfaction with neighborhood was operationalized using a five-point satisfaction scale and a five-point friendliness scale. First, respondents were asked to rate their overall satisfaction with their neighborhood. Second, respondents rated their satisfaction with specific neighborhood features, including medical facilities, retail stores, grocery stores, restaurants, public transportation, banking, and churches. In addition, respondents in the sample rated their perception of the friendliness of their neighbors in the neighborhood. Respondents were also asked if they like the neighborhood where they are living.

Results of items related to satisfaction with the neighborhood are shown in Tables 34 through 43.

Table 34. Does Respondent Like the Neighborhood

	No	Yes	Row Total
Woodland Garden	1 1.9	52 98.1	53 29.1
Gateway Tower	3 6.1	46 93.9	49 26.9
Tri-Towers	1 2.3	42 97.7	43 23.6
Grandview Manor	0 0	37 100.0	37 20.3
Column Total	5 2.7	177 97.3	182 100.0

Table 35. Overall Satisfaction with Neighborhood

	Very Dis- Satisfied	Dis- Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	1 1.9	1 1.9	5 9.6	35 67.3	10 19.2	52 29.1
Gateway Tower	0 0	1 2.1	5 10.4	31 64.6	11 22.9	48 26.8
Tri-Towers	0 0	1 2.4	11 26.2	25 59.5	5 11.9	42 23.5
Grandview Manor	0 0	0 0	3 8.1	30 81.1	4 10.8	37 20.7
Column Total	1 .6	3 1.7	24 13.4	121 67.6	30 16.8	179 100.0

Table 36. Satisfaction with Neighborhood Medical Facilities

	Very Dis- Satisfied	Dis- Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	0 0	2 3.9	16 31.4	24 47.1	9 17.6	51 29.0
Gateway Tower	0 0	1 2.2	5 10.9	28 60.9	12 26.1	46 26.1
Tri-Towers	0 0	2 4.8	4 9.5	27 64.3	9 21.4	42 23.9
Grandview Manor	0 0	0 0	2 5.4	30 81.1	5 13.5	37 21.0
Column Total	0 0	5 2.8	27 15.3	109 61.9	35 19.9	176 100.0

Table 37. Satisfaction with Neighborhood Retail Stores

	Very Dis- Satisfied	Dis- Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	0	5	16	21	7	49
	0	10.2	32.7	42.9	14.3	28.2
Gateway Tower	1	3	5	27	11	47
	2.1	6.4	10.6	57.4	23.4	27.0
Tri-Towers	0	3	13	20	5	41
	0	7.3	31.7	48.8	12.2	23.6
Grandview Manor	0	0	4	31	2	37
	0	0	10.8	83.8	5.4	21.3
Column Total	1	11	38	99	25	174
	.6	6.3	21.8	56.9	14.4	100.0

Table 38. Satisfaction with Neighborhood Grocery Stores

	Very Dis- Satisfied	Dis- Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	2	2	5	31	13	53
	3.8	3.8	9.4	58.5	24.5	29.8
Gateway Tower	6	12	11	10	8	47
	12.8	25.5	23.4	21.3	17.0	26.4
Tri-Towers	1	4	6	22	8	41
	2.4	9.8	14.6	53.7	19.5	23.0
Grandview Manor	0	0	1	33	3	37
	0	0	2.7	89.2	8.1	20.8
Column Total	9	18	23	96	32	178
	5.1	10.1	12.9	53.9	18.0	100.0

Table 39. Satisfaction with Neighborhood Restaurants

	Very Dis- Satisfied	Dis- Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	2 3.8	7 13.5	14 26.9	20 38.5	9 17.3	52 29.9
Gateway Tower	1 2.2	2 4.4	7 15.6	25 55.6	10 22.2	45 25.9
Tri-Towers	0 0	4 10.0	11 27.5	20 50.0	5 12.5	40 23.0
Grandview Manor	0 0	0 0	5 13.5	29 78.4	3 8.1	37 21.3
Column Total	3 1.7	13 7.5	37 21.3	94 54.0	27 15.5	174 100.0

Table 40. Satisfaction with Neighborhood Public Transportation

	Very Dis- Satisfied	Dis- Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	2 3.8	4 7.5	6 11.3	27 50.9	14 26.4	53 29.6
Gateway Tower	0 0	0 0	7 14.9	19 40.4	21 44.7	47 26.3
Tri-Towers	0 0	0 0	4 9.5	24 57.1	14 33.3	42 23.5
Grandview Manor	0 0	0 0	0 0	32 86.5	5 13.5	37 20.7
Column Total	2 1.1	4 2.2	17 9.5	102 57.0	54 30.2	179 100.0

Table 41. Satisfaction with Neighborhood Banks

	Very Dis- Satisfied	Dis- Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	0	3	7	28	14	52
	0	5.8	13.5	53.8	26.9	29.7
Gateway Tower	0	0	2	24	20	46
	0	0	4.3	52.2	43.5	26.3
Tri-Towers	0	3	4	27	6	40
	0	7.5	10.0	67.5	15.0	22.9
Grandview Manor	0	3	5	26	3	37
	0	8.1	13.5	70.3	8.1	21.1
Column Total	0	9	18	105	43	175
	0	5.1	10.3	60.0	24.6	100.0

Table 42. Satisfaction with Neighborhood Churches

	Very Dis- Satisfied	Dis- Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	0	5	11	21	14	51
	0	9.8	21.6	41.2	27.5	29.0
Gateway Tower	3	4	12	21	7	47
	6.4	8.5	25.5	44.7	14.9	26.7
Tri-Towers	0	1	7	24	9	41
	0	2.4	17.1	58.5	22.0	23.3
Grandview Manor	0	1	3	27	6	37
	0	2.7	8.1	73.0	16.2	21.0
Column Total	3	11	33	93	36	176
	1.7	6.3	18.8	52.8	20.5	100.0

Table 43. Perception of Friendliness of Neighbors in the Neighborhood

	Very Unfriendly	Unfriendly	Neutral	Friendly	Very Friendly	Row Total
Woodland Garden	2 3.8	0 0	18 34.6	27 51.9	5 9.6	52 29.7
Gateway Tower	0 0	0 0	24 52.2	18 39.1	4 8.7	46 26.3
Tri-Towers	0 0	0 0	18 45.0	20 50.0	2 5.0	40 22.9
Gateway Manor	1 2.7	0 0	10 27.0	24 64.9	2 5.4	37 21.1
Column Total	3 1.7	0 0	70 40.0	89 50.9	13 7.4	175 100.0

General quality of life indicators

Respondents in the sample were asked a series of questions related to their perception of the quality of their lives. Included in the set were satisfaction with overall quality of life, perception of health, how often the respondent worries about money, being taken care of if ill, and getting help in an emergency, how often the respondent feels lonely, and if the respondent has friends or family in the community to turn to.

Results of the quality of life items are shown in Table 44 through 50.

Table 44. Satisfaction with Overall Quality of Life

	Very Dis- Satisfied	Dis- Satisfied	Neutral	Satisfied	Very Satisfied	Row Total
Woodland Garden	3 5.7	2 3.8	6 11.3	32 60.4	10 18.9	53 29.4
Gateway Tower	0 0	2 4.2	8 16.7	31 64.6	7 14.6	48 26.7
Tri-Towers	2 4.8	0 0	3 7.1	32 76.2	5 11.9	42 23.2
Grandview Manor	1 2.7	2 5.4	2 5.4	29 78.4	3 8.1	37 20.6
Column Total	6 3.3	6 3.3	19 10.6	124 68.9	25 13.9	180 100.0

Table 45. Perception of Overall Health

	Poor	Below Average	Average	Above Average	Excellent	Row Total
Woodland Garden	1 1.9	5 9.4	34 64.2	8 15.1	5 9.4	53 29.3
Gateway Tower	2 4.1	6 12.2	29 59.2	6 12.2	6 12.2	49 27.1
Tri-Towers	3 7.1	2 4.8	23 54.8	8 19.0	6 14.3	42 23.2
Grandview Manor	2 5.4	7 18.9	16 43.2	9 24.3	3 8.1	37 20.4
Column Total	8 4.4	20 11.0	102 56.4	31 17.1	20 11.0	181 100.0

Table 46. Amount of Worry About Money

	Always	Almost Always	Sometimes	Almost Never	Never	Row Total
Woodland Garden	1 1.9	2 3.8	24 46.2	11 21.2	14 26.9	52 28.9
Gateway Tower	5 10.4	1 2.1	16 33.3	8 16.7	18 37.5	48 26.7
Tri-Towers	1 2.3	3 7.0	7 16.3	9 20.9	23 53.5	43 23.9
Grandview Manor	0 0	2 5.4	14 37.8	6 16.2	15 40.5	37 20.6
Column Total	7 3.9	8 4.4	61 33.9	34 18.9	70 38.9	180 100.0

Table 47. Amount of Worry About Being Taken Care of If Ill

	Always	Almost Always	Sometimes	Almost Never	Never	Row Total
Woodland Garden	3 5.7	3 5.7	25 47.2	11 20.8	11 20.8	53 29.3
Gateway Tower	3 6.1	3 6.1	21 42.9	6 12.2	16 32.7	49 27.1
Tri-Towers	0 0	3 7.1	9 21.4	11 26.2	19 45.2	42 23.2
Grandview Manor	2 5.4	0 0	8 21.6	8 21.6	19 51.4	37 20.4
Column Total	8 4.4	9 5.0	63 34.8	36 19.9	65 35.9	181 100.0

Table 48. Amount of Worry About Getting Help in an Emergency

	Always	Almost Always	Sometimes	Almost Never	Never	Row Total
Woodland Garden	4 7.7	1 1.9	17 32.7	11 21.2	19 36.5	52 28.9
Gateway Tower	1 2.0	0 0	23 46.9	8 16.3	17 34.7	49 27.2
Tri-Towers	0 0	1 2.4	11 26.2	7 16.7	23 54.8	42 23.3
Grandview Manor	2 5.4	1 2.7	8 21.6	8 21.6	18 48.6	37 20.6
Column Total	7 3.9	3 1.7	59 32.8	34 18.9	77 42.8	180 100.0

Table 49. Feelings of Loneliness

	Always	Almost Always	Sometimes	Almost Never	Never	Row Total
Woodland Garden	2 3.8	3 5.7	23 43.4	10 18.9	15 28.3	53 29.3
Gateway Tower	1 2.1	0 0	22 45.8	10 20.8	15 31.3	48 26.5
Tri-Towers	2 4.7	1 2.3	8 18.6	11 25.6	21 48.8	43 23.8
Grandview Manor	2 5.4	2 5.4	11 29.7	6 16.2	16 43.2	37 20.4
Column Total	7 3.9	6 3.3	64 35.4	37 20.4	67 37.0	181 100.0

Table 50. Does Respondent have Friends or Family in the Community to Turn To

	No	Yes	Row Total
Woodland Garden	6 11.3	47 88.7	53 29.3
Gateway Tower	7 14.3	42 85.7	49 27.1
Tri-Towers	7 16.3	36 83.7	43 23.8
Grandview Manor	7 19.4	29 80.6	36 19.9
Column Total	27 14.9	154 85.1	181 100.0

Personality characteristics (from Buss and Plomin Temperament Survey)

In a temperament theory of personality, Buss and Plomin (1975) suggest that attitudes are affected by the temperament of an individual. Four temperaments are presented in the theory: level of activity, emotionality, sociability, and impulsivity.

Nine items from Buss and Plomin's Temperament Survey were included in the questionnaire for this report (three each for the level of activity, emotionality and sociability temperaments).

Personality characteristics--emotionality. Tables 51 through 53 show respondent responses on the three questionnaire items that measure the emotionality temperament in the Buss and Plomin theory.

Table 51. Personality Characteristics - Emotionality
("When displeased, I let people know it right away.")

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Row Total
Woodland Garden	4 8.9	15 33.3	8 17.8	13 28.9	5 11.1	45 27.6
Gateway Tower	4 9.3	18 41.9	12 27.9	6 14.0	3 7.0	43 26.4
Tri-Towers	3 7.5	19 47.5	6 15.0	10 25.0	2 5.0	40 24.5
Grandview Manor	4 11.4	13 37.1	8 22.9	9 25.7	1 2.9	35 21.5
Column Total	15 9.2	65 39.9	34 20.9	38 23.3	11 6.7	163 100.0

Table 52. Personality Characteristics - Emotionality
 ("I am almost always calm and nothing even bothers me.")

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Row Total
Woodland Garden	0	9	11	19	4	43
	0	20.9	25.6	44.2	9.3	26.2
Gateway Tower	1	11	15	16	2	45
	2.2	24.4	33.3	35.6	4.4	27.4
Tri-Towers	1	8	5	23	2	39
	2.6	20.5	12.8	59.0	5.1	23.8
Grandview Manor	1	6	10	20	0	37
	2.7	16.2	27.0	54.1	0	22.6
Column Total	3	34	41	78	8	164
	1.8	20.7	25.0	47.6	4.9	100.0

Table 53. Personality Characteristics - Emotionality
 ("I have fewer fears than most people my age.")

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Row Total
Woodland Garden	2	7	12	18	6	45
	4.4	15.6	26.7	40.0	13.3	26.9
Gateway Tower	0	3	10	25	6	44
	0	6.8	22.7	56.8	13.6	26.3
Tri-Towers	1	0	14	22	4	41
	2.4	0	34.1	53.7	9.8	24.6
Grandview Manor	0	1	15	19	2	37
	0	2.7	40.5	51.4	5.4	22.2
Column Total	3	11	51	84	18	167
	1.8	6.6	30.5	50.3	10.8	100.0

Emotionality--total. To get the total score for an individual on the emotionality items, scores for the item "When displeased, I let people know it right away" were recoded so that a low score would be consistent with the direction on the other two items. Scores for each of the three five-point scale items were then added together, yielding a total score of from 5 to 15. Scores were then recoded into low (5 through 8), medium (9 through 11) and high (12 through 15) categories. A low score on emotionality represents a higher level of emotionality in the individual; a high score represents a lower level of emotionality in the individual. Table 54 shows the results of totaling the emotionality scale scores.

Table 54. Emotion - Total

	Low	Medium	High	Row Total
Woodland Garden	4	34	5	43 26.1
Gateway Tower	10	22	12	44 26.7
Tri-Towers	5	25	11	41 24.8
Grandview Manor	5	25	7	37 22.4

Column	24	106	35	165
Total	14.6	64.2	21.2	100.0

Personality characteristics--sociability. Tables 55 through 57 show respondent responses on the three questionnaire items that measure the sociability temperament in the Buss and Plomin theory.

Table 55. Personality Characteristics - Sociability
("I make friends very quickly.")

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Row Total
Woodland Garden	1	0	14	20	13	48
	2.1	0	29.2	41.7	27.1	28.4
Gateway Tower	1	6	12	20	5	44
	2.3	13.6	27.3	45.5	11.4	26.0
Tri-Towers	1	1	7	20	11	40
	2.5	2.5	17.5	50.0	27.5	23.7
Grandview Manor	0	0	7	29	1	37
	0	0	18.9	78.4	2.7	21.9
Column Total	3	7	40	89	30	169
	1.8	4.1	23.7	52.7	17.8	100.0

Table 56. Personality Characteristics - Sociability
("I am very sociable.")

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Row Total
Woodland Garden	0	0	15	20	11	46
	0	0	32.6	43.5	23.9	27.5
Gateway Tower	1	4	9	23	7	44
	2.3	9.1	20.5	52.3	15.9	26.3
Tri-Towers	0	3	9	19	9	40
	0	7.5	22.5	47.5	22.5	24.0
Grandview Manor	0	0	9	27	1	37
	0	0	24.3	73.0	2.7	22.2
Column Total	1	7	42	89	28	167
Total	.6	4.2	25.1	53.3	16.8	100.0

Table 57. Personality Characteristics - Sociability
 ("I have many friends.")

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Row Total
Woodland Garden	1	0	8	21	16	46
	2.2	0	17.4	45.7	34.8	27.5
Gateway Tower	1	2	6	26	9	44
	2.3	4.5	13.6	59.1	20.5	26.3
Tri-Towers	0	1	4	25	10	40
	0	2.5	10.0	62.5	25.0	24.0
Grandview Manor	0	0	3	32	2	37
	0	0	8.1	86.5	5.4	22.2
Column Total	2	3	21	104	37	167
	1.2	1.8	12.6	62.3	22.2	100.0

Sociability--total. To get the total score for an individual on the sociability items, scores for each of the three five-point scale items were added together, yielding a total score of from 5 to 15. Scores were then recoded into low (5 through 8), medium (9 through 11) and high (12 through 15) categories. A low score represents a lower level of sociability in the individual; a high score represents a higher level of sociability in the individual. Table 58 shows the results of totaling the sociability scores. The scores on sociability are much higher than in either the emotionality or level of activity temperaments.

Table 58. Sociability - Total

	Low	Medium	High	Row Total
Woodland Garden	0	16	30	46 27.9
Gateway Tower	4	16	22	42 25.5
Tri-Towers	3	10	27	40 24.2
Grandview Manor	0	12	25	37 22.4
Column Total	7 4.3	54 32.7	104 63.0	165 100.0

Personality characteristics--level of activity. Tables 59 through 61 show respondent responses on the three questionnaire items that measure the level of activity temperament in the Buss and Plomin theory.

Level of activity--total. To get the total score for an individual on the level of activity items, scores for each of the three five-point scale items were added together, yielding a total score of from 5 to 15. Scores were then recoded into low (5 through 8), medium (9 through 11) and high (12 through 15) categories. A low score represents a lower level of activity in the individual; a high score represents a higher level of activity in the individual. Table 62 shows the results of totaling the activity scores.

Table 59. Personality Characteristics - Level of Activity
("I like to keep busy all the time.")

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Row Total
Woodland Garden	0	3	10	21	12	46
	0	6.5	21.7	45.7	26.1	27.2
Gateway Tower	1	4	7	26	7	45
	2.2	8.9	15.6	57.8	15.6	26.6
Tri-Towers	3	4	4	20	10	41
	7.3	9.8	9.8	48.8	24.4	24.3
Grandview Manor	0	2	10	21	4	37
	0	5.4	27.0	56.8	10.8	21.9
Column Total	4	13	31	88	33	169
	2.4	7.7	18.3	52.1	19.5	100.0

Table 60. Personality Characteristics - Level of Activity
("My life is fast paced.")

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Row Total
Woodland Garden	1	11	18	10	4	44
	2.3	25.0	40.9	22.7	9.1	27.3
Gateway Tower	3	18	8	12	2	43
	7.0	41.9	18.6	27.9	4.7	26.7
Tri-Towers	3	19	10	5	2	39
	7.7	48.7	25.6	12.8	5.1	24.2
Grandview Manor	0	4	25	5	1	35
	0	11.4	71.4	14.3	2.9	21.7
Column Total	7	52	61	32	9	161
Total	4.3	32.3	37.9	19.9	5.6	100.0

Table 61. Personality Characteristics - Level of Activity
 ("When I do things, I do them vigorously.")

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Row Total
Woodland Garden	1 2.2	9 20.0	8 17.8	21 46.7	6 13.3	45 27.6
Gateway Tower	2 4.7	11 25.6	11 25.6	16 37.2	3 7.0	43 26.4
Tri-Towers	1 2.6	17 44.7	7 18.4	9 23.7	4 10.5	38 23.3
Grandview Manor	0 0	4 10.8	23 62.2	9 24.3	1 2.7	37 22.7
Column Total	4 2.5	41 25.2	49 30.1	55 33.7	14 8.6	163 100.0

Table 62. Activity - Total

	Low	Medium	High	Row Total
Woodland Garden	10	21	14	45 27.6
Gateway Tower	13	19	10	42 25.8
Tri-Towers	17	16	6	39 23.9
Grandview Manor	8	24	5	37 22.7
Column Total	48 29.4	80 49.1	35 21.5	163 100.0

Knowledge and use of neighborhood and community activities and services

Four categories of respondent knowledge and use of neighborhood and community activities and services were included in this study:

- (1) attitudes about the number of scheduled activities on the building (Table 63);
- (2) whether or not the respondent has ever used specific area community centers, and total number of community centers used (Tables 64 through 73);
- (3) knowledge and use of specific volunteer agencies, and total number of volunteer agencies heard of and used (Tables 74 through 78);
- (4) knowledge and use of specific community resources, and total number of community resources heard of and used (Tables 79 through 106).

Open-ended responses

Open-end responses by respondents to specific questions are included in Technical Report #1 (Flannery, August, 1981) as Appendices B through G.

Table 63. Attitudes about Number of Scheduled Activities in the Building

	Not Enough	Right Number	Too Many	Row Total
Woodland Garden	9 17.3	40 76.9	3 5.8	52 29.7
Gateway Tower	6 12.8	41 87.2	0 0	47 26.9
Tri Towers	3 7.7	36 92.3	0 0	39 22.3
Grandview Manor	10 27.0	27 73.0	0 0	37 21.1
Column Total	28 16.0	144 82.3	3 1.7	175 100.0

Table 64. Central Neighborhood Community Center

	No	Yes	Row Total
Woodland Garden	53 98.1	1 1.9	54 29.7
Gateway Tower	46 93.9	3 6.1	49 26.9
Tri-Towers	42 100.0	0 0	42 23.1
Grandview Manor	35 94.6	2 5.4	37 20.3
Column Total	176 96.7	6 3.3	182 100.0

Table 65. Harrison Community Center

	No	Yes	Row Total
Woodland Garden	54	0	54
	100.0	0	29.7
Gateway Tower	47	2	49
	95.9	4.1	26.9
Tri-Towers	42	0	42
	100.0	0	23.1
Grandview Manor	37	0	37
	100.0	0	20.3
Column Total	180	2	182
	98.9	1.1	100.0

Table 66. Central Hillside Community Center

	No	Yes	Row Total
Woodland Garden	54	0	54
	100.0	0	29.7
Gateway Tower	47	2	49
	95.9	4.1	26.9
Tri-Towers	42	0	42
	100.0	0	23.1
Grandview Manor	37	0	37
	100.0	0	20.3
Column Total	180	2	182
	98.9	1.1	100.0

Table 67. Goodfellowship Community Club

	No	Yes	Row Total
Woodland Garden	54	0	54
	100.0	0	29.7
Gateway Tower	45	4	49
	91.8	8.2	26.9
Tri-Towers	42	0	42
	100.0	0	23.1
Grandview Manor	37	0	37
	100.0	0	20.3
Column Total	178	4	182
	97.8	2.2	100.0

Table 68. Portman Recreation Center

	No	Yes	Row Total
Woodland Garden	53	1	54
	98.1	1.9	29.7
Gateway Tower	47	2	49
	95.9	4.1	26.9
Tri-Towers	42	0	42
	100.0	0	23.1
Grandview Manor	37	0	37
	100.0	0	20.3
Column Total	179	3	182
	98.4	1.6	100.0

Table 69. West End Senior Center

	No	Yes	Row Total
Woodland Garden	53 98.1	1 1.9	54 29.7
Gateway Tower	46 93.9	3 6.1	49 26.9
Tri-Towers	41 97.6	1 2.4	42 23.1
Grandview Manor	37 100.0	0 0	37 20.3
Column Total	177 97.3	5 2.7	182 100.0

Table 70. Welch Center

	No	Yes	Row Total
Woodland Garden	54 100.0	0 0	54 29.7
Gateway Tower	47 95.9	2 4.1	49 26.9
Tri-Towers	42 100.0	0 0	42 23.1
Grandview Manor	37 100.0	0 0	37 20.3
Column Total	180 98.9	2 1.1	182 100.0

Table 71. West Duluth YWCA Senior Center

	No	Yes	Row Total
Woodland Garden	54	0	54
	100.0	0	29.7
Gateway Tower	46	3	49
	93.9	6.1	26.9
Tri-Towers	42	0	42
	100.0	0	23.1
Grandview Manor	36	1	37
	97.3	2.7	20.3
Column Total	178	4	182
	97.8	2.2	100.0

Table 72. Senior Citizens Community Center

	No	Yes	Row Total
Woodland Garden	43	11	54
	79.6	20.4	29.7
Gateway Tower	41	8	49
	83.7	16.3	26.9
Tri-Towers	22	20	42
	52.4	47.6	23.1
Grandview Manor	28	9	37
	75.7	24.3	20.3
Column Total	134	48	182
	73.6	26.4	100.0

Table 73. Total Number of Community Centers Used

	0	1	2	4	9	10	Row Total
Woodland Garden	31 57.4	19 35.2	4 7.4	0 0	0 0	0 0	54 29.5
Gateway Tower	35 71.4	10 20.4	1 2.0	1 2.0	1 2.0	1 2.0	49 26.8
Tri-Towers	22 51.2	19 44.2	2 4.7	0 0	0 0	0 0	43 23.5
Grandview Manor	26 70.3	10 27.0	1 2.7	0 0	0 0	0 0	37 20.2
Column Total	114 62.3	58 31.7	8 4.4	1 .5	1 .5	1 .5	183 100.0

Table 74. Retired Senior Volunteer Program

Heard of Volunteer Agency			
	No	Yes	Row Total
Woodland Garden	30	24	54
	55.6	44.4	29.7
Gateway Tower	24	25	49
	49.0	51.0	26.9
Tri-Towers	19	23	42
	45.2	54.8	23.1
Grandview Manor	21	16	37
	56.8	43.2	20.3
Column Total	94	88	182
	51.6	48.4	100.0

Used Volunteer Agency			
	No	Yes	Row Total
Woodland Garden	51	3	54
	94.4	5.6	29.7
Gateway Tower	44	5	49
	89.8	10.2	26.9
Tri-Towers	35	7	42
	83.3	16.7	23.1
Grandview Manor	33	4	37
	89.2	10.8	20.3
Column Total	163	19	182
	89.6	10.4	100.0

Table 75. St. Louis County Social Service Department Volunteers

Heard of Volunteer Agency			
	No	Yes	Row Total
Woodland Garden	30	24	54
	55.6	44.4	29.7
Gateway Tower	26	23	49
	53.1	46.9	26.9
Tri-Towers	26	16	42
	61.9	38.1	23.1
Grandview Manor	24	13	37
	64.9	35.1	20.3
Column Total	106	76	182
	58.2	41.8	100.0

Used Volunteer Agency			
	No	Yes	Row Total
Woodland Garden	52	1	54
	98.1	1.9	29.7
Gateway Tower	48	1	49
	98.0	2.0	26.9
Tri-Towers	42	0	42
	100.0	0	23.1
Grandview Manor	36	1	37
	97.3	2.7	20.3
Column Total	179	3	182
	98.4	1.6	100.0

Table 76. Voluntary Action Center

Heard of Volunteer Agency			
	No	Yes	Row Total
Woodland Garden	46	8	54
	85.2	14.8	29.7
Gateway Tower	36	13	49
	73.5	26.5	26.9
Tri-Towers	33	9	42
	78.6	21.4	23.1
Grandview Manor	27	10	37
	73.0	27.0	20.3
Column Total	142	40	182
	78.0	22.0	100.0

Used Volunteer Agency			
	No	Yes	Row Total
Woodland Garden	54	0	54
	100.0	0	29.7
Gateway Tower	49	0	49
	100.0	0	26.9
Tri-Towers	41	1	42
	97.6	2.4	23.1
Grandview Manor	37	0	37
	100.0	0	20.3
Column Total	181	1	182
	99.5	.5	100.0

Table 77. Central Hillside United Ministry (CHUM)

Heard of Volunteer Agency			
	No	Yes	Row Total
Woodland Garden	45	9	54
	83.3	16.7	29.7
Gateway Tower	31	18	49
	63.3	36.7	26.9
Tri-Towers	35	7	42
	83.3	16.7	23.1
Grandview Manor	32	5	37
	86.5	13.5	20.3
Column Total	143	39	182
	78.6	21.4	100.0

Used Volunteer Agency			
	No	Yes	Row Total
Woodland Garden	54	0	54
	100.0	0	29.7
Gateway Tower	47	2	49
	95.9	4.1	26.9
Tri-Towers	41	1	42
	97.6	2.4	23.1
Grandview Manor	37	0	37
	100.0	0	20.3
Column Total	179	3	182
	98.4	1.6	100.0

Table 78. Total Number of Volunteer Agencies

Heard of Volunteer Agency							
	0	1	2	3	4	5	Row Total
Woodland Garden	21	13	11	3	3	3	54
	38.9	24.1	20.4	5.6	5.6	5.6	29.5
Gateway Tower	18	8	7	5	7	4	49
	36.7	16.3	14.3	10.2	14.3	8.2	26.8
Tri-Towers	15	12	7	4	4	1	43
	34.9	27.9	16.3	9.3	9.3	2.3	23.5
Grandview Manor	16	9	5	3	3	1	37
	43.2	24.3	13.5	8.1	8.1	2.7	20.2
Column Total	70	42	30	15	17	9	183
	38.3	23.0	16.4	8.2	9.3	4.9	100.0

Used Volunteer Agency					
	0	1	2	3	Row Total
Woodland Garden	47	6	1	0	54
	87.0	11.1	1.9	0	29.5
Gateway Tower	41	6	0	2	49
	83.7	12.2	0	4.1	26.8
Tri-Towers	31	11	1	0	43
	72.1	25.6	2.3	0	23.5
Grandview Manor	32	4	1	0	37
	86.5	10.8	2.7	0	20.2
Column Total	151	27	3	2	183
	82.5	14.8	1.6	1.1	100.0

Table 79. Information & Referral Service

Heard of Resource			
	No	Yes	Row Total
Woodland Garden	31 57.4	23 42.6	54 29.5
Gateway Tower	30 61.2	19 38.8	49 26.8
Tri-Towers	25 58.1	18 41.9	43 23.5
Grandview Manor	24 64.9	13 35.1	37 20.2
Column Total	110 60.1	73 39.9	183 100.0

Used resource			
	No	Yes	Row Total
Woodland Garden	49 90.7	5 9.3	54 29.5
Gateway Tower	44 89.8	5 10.2	49 26.8
Tri-Towers	41 95.3	2 4.7	43 23.5
Grandview Manor	34 91.9	3 8.1	37 20.2
Column Total	168 91.8	15 8.2	183 100.0

Table 80. Duluth Transit Authority

Heard of Resource			Row Total
	No	Yes	
Woodland Garden	6 11.1	48 88.9	54 29.5
Gateway Tower	3 6.1	46 93.9	49 26.8
Tri-Towers	4 9.3	39 90.7	43 23.5
Grandview Manor	2 5.4	35 94.6	37 20.2
Column Total	15 8.2	168 91.8	183 100.0

Used Resource			Row Total
	No	Yes	
Woodland Garden	14 25.9	40 74.1	54 29.5
Gateway Tower	13 26.5	36 73.5	49 26.8
Tri-Towers	10 23.3	33 76.7	43 23.5
Grandview Manor	10 27.0	27 73.0	37 20.2
Column Total	47 25.7	136 74.3	183 100.0

Table 81. Mini the Bus

Heard of Resource			
	No	Yes	Row Total
Woodland Garden	6 11.1	48 88.9	54 29.5
Gateway Tower	6 12.2	43 87.8	49 26.8
Tri-Towers	1 2.3	42 97.7	43 23.5
Grandview Manor	0 0	37 100.0	37 20.2
Column Total	13 7.1	170 92.9	183 100.0

Used Resource			
	No	Yes	Row Total
Woodland Garden	26 48.1	28 51.9	54 29.5
Gateway Tower	29 59.2	20 40.8	49 26.8
Tri-Towers	17 39.5	26 60.5	43 23.5
Grandview Manor	15 40.5	22 59.5	37 20.2
Column Total	87 47.5	96 52.5	183 100.0

Table 82. Volunteer Drivers - St. Louis County Social Service

Heard of Resource			Row Total
	No	Yes	
Woodland Garden	20 37.0	34 63.0	54 29.5
Gateway Tower	21 42.9	28 57.1	49 26.8
Tri-Towers	20 46.5	23 53.5	43 23.5
Grandview Manor	25 67.6	12 32.4	37 20.2
Column Total	86 47.0	97 53.0	183 100.0

Used Resource			Row Total
	No	Yes	
Woodland Garden	48 88.9	6 11.1	54 29.5
Gateway Tower	40 81.6	9 18.4	49 26.8
Tri-Towers	39 90.7	4 9.3	43 23.5
Grandview Manor	35 94.6	2 5.4	37 20.2
Column Total	162 88.5	21 11.5	183 100.0

Table 83. Duluth Community Health Clinic

Heard of Resource			Row Total
	No	Yes	
Woodland Garden	34 63.0	20 37.0	54 29.5
Gateway Tower	28 57.1	21 42.9	49 26.8
Tri-Towers	25 58.1	18 41.9	43 23.5
Grandview Manor	22 59.5	15 40.5	37 20.2
Column Total	109 59.6	74 40.4	183 100.0

Used Resource			Row Total
	No	Yes	
Woodland Garden	53 98.1	1 1.9	54 29.5
Gateway Tower	48 98.0	1 2.0	49 26.8
Tri-Towers	38 88.4	5 11.6	43 23.5
Grandview Manor	34 91.9	3 8.1	37 20.2
Column Total	173 94.5	10 5.5	183 100.0

Table 84. Human Development Center

Heard of Resource			Row Total
	No	Yes	
Woodland Garden	43 79.6	11 20.4	54 29.5
Gateway Tower	33 67.3	16 32.7	49 26.8
Tri-Towers	28 65.1	15 34.9	43 23.5
Grandview Manor	29 78.4	8 21.6	37 20.2
Column Total	133 72.7	50 27.3	183 100.0

Used Resource			Row Total
	No	Yes	
Woodland Garden	54 100.0	0 0	54 29.5
Gateway Tower	49 100.0	0 0	49 26.8
Tri-Towers	42 97.7	1 2.3	43 23.5
Grandview Manor	36 97.3	1 2.7	37 20.2
Column Total	181 98.9	2 1.1	183 100.0

Table 85. Senior Health Program (Senior Citizen Coalition)

Heard of Resource			Row Total
	No	Yes	
Woodland Garden	20 37.0	34 63.0	54 29.5
Gateway Tower	22 44.9	27 55.1	49 26.8
Tri-Towers	12 27.9	31 72.1	43 23.5
Grandview Manor	13 35.1	24 64.9	37 20.2
Column Total	67 36.6	116 63.4	183 100.0

Used Resource			Row Total
	No	Yes	
Woodland Garden	51 94.4	3 5.6	54 29.5
Gateway Tower	46 93.9	3 6.1	49 26.8
Tri-Towers	36 83.7	7 16.3	43 23.5
Grandview Manor	34 91.9	3 8.1	37 20.2
Column Total	167 91.3	16 8.7	183 100.0

Table 86. Public Health Nurse (St. Louis County Health Department)

Heard of Resource			Row Total
	No	Yes	
Woodland Garden	20 37.0	34 63.0	54 29.5
Gateway Tower	15 30.6	34 69.4	49 26.8
Tri-Towers	12 27.9	31 72.1	43 23.5
Grandview Manor	9 24.3	28 75.7	37 20.2
Column Total	56 30.6	127 69.4	183 100.0

Used Resource			Row Total
	No	Yes	
Woodland Garden	50 92.6	4 7.4	54 29.5
Gateway Tower	42 85.7	7 14.3	49 26.8
Tri-Towers	36 83.7	7 16.3	43 23.5
Grandview Manor	33 89.2	4 10.8	37 20.2
Column Total	161 88.0	22 12.0	183 100.0

Table 87. Health Service Unit (Senior Citizens Community Center)

Heard of Resource			Row Total
	No	Yes	
Woodland Garden	24	30	54
	44.4	55.6	29.5
Gateway Tower	23	26	49
	46.9	53.1	26.8
Tri-Towers	12	31	43
	27.9	72.1	23.5
Grandview Manor	11	26	37
	29.7	70.3	20.2
Column Total	70	113	183
	38.3	61.7	100.0

Used Resource			Row Total
	No	Yes	
Woodland Garden	52	2	54
	96.3	3.7	29.5
Gateway Tower	43	6	49
	87.8	12.2	26.8
Tri-Towers	25	18	43
	58.1	41.9	23.5
Grandview Manor	33	4	37
	89.2	10.8	20.2
Column Total	153	30	183
	83.6	16.4	100.0

Table 88. Social Security Administration

Heard of Resource			Row Total
	No	Yes	
Woodland Garden	11 20.4	43 79.6	54 29.5
Gateway Tower	7 14.3	42 85.7	49 26.8
Tri-Towers	4 9.3	39 90.7	43 23.5
Grandview Manor	1 2.7	36 97.3	37 20.2
Column Total	23 12.6	160 87.4	183 100.0

Used Resource			Row Total
	No	Yes	
Woodland Garden	20 37.0	34 63.0	54 29.5
Gateway Tower	17 34.7	32 65.3	49 26.8
Tri-Towers	9 20.9	34 79.1	43 23.5
Grandview Manor	4 10.8	33 89.2	37 20.2
Column Total	50 27.3	133 72.7	183 100.0

Table 89. Financial Services Division of St. Louis County Social Services

Heard of Resource			
	No	Yes	Row Total
Woodland Garden	41	13	54
	75.9	24.1	29.5
Gateway Tower	30	19	49
	61.2	38.8	26.8
Tri-Towers	35	8	43
	81.4	18.6	23.5
Grandview Manor	29	8	37
	78.4	21.6	20.2
Column Total	135	48	183
	73.8	26.2	100.0

Used Resource			
	No	Yes	Row Total
Woodland Garden	51	3	54
	94.4	5.6	29.5
Gateway Tower	49	0	49
	100.0	0	26.8
Tri-Towers	42	1	43
	97.7	2.3	23.5
Grandview Manor	35	2	37
	94.6	5.4	20.2
Column Total	177	6	183
	96.7	3.3	100.0

Table 90. Financial Counseling Service

Heard of Resource			
	No	Yes	Row Total
Woodland Garden	41 75.9	13 24.1	54 29.5
Gateway Tower	26 53.1	23 46.9	49 26.8
Tri-Towers	32 74.4	11 25.6	43 23.5
Grandview Manor	27 73.0	10 27.0	37 20.2
Column Total	126 68.9	57 31.1	183 100.0

Used Resource			
	No	Yes	Row Total
Woodland Garden	53 98.1	1 1.9	54 29.5
Gateway Tower	48 98.0	1 2.0	49 26.8
Tri-Towers	43 100.0	0 0	43 23.5
Grandview Manor	35 94.6	2 5.4	37 20.2
Column Total	179 97.8	4 2.2	183 100.0

Table .91. Senior Citizens Legal Aid

Heard of Resource			
	No	Yes	Row Total
Woodland Garden	25	29	54
	46.3	53.7	29.5
Gateway Tower	20	29	49
	40.8	59.2	26.8
Tri-Towers	13	30	43
	30.2	69.8	23.5
Grandview Manor	19	18	37
	51.4	48.6	20.2
Column Total	77	106	183
	42.1	57.9	100.0

Used Resource			
	No	Yes	Row Total
Woodland Garden	49	5	54
	90.7	9.3	29.5
Gateway Tower	47	2	49
	95.9	4.1	26.8
Tri-Towers	37	6	43
	86.0	14.0	23.5
Grandview Manor	35	2	37
	94.6	5.4	20.2
Column Total	168	15	183
	91.8	8.2	100.0

Table 92. Food Stamp Department (Social Services)

Heard of Resource			Row Total
	No	Yes	
Woodland Garden	16 29.6	38 70.4	54 29.5
Gateway Tower	10 20.4	39 79.6	49 26.8
Tri-Towers	8 18.6	35 81.4	43 23.5
Grandview Manor	1 2.7	36 97.3	37 20.2
Column Total	35 19.1	148 80.9	183 100.0

Used Resource			Row Total
	No	Yes	
Woodland Garden	47 87.0	7 13.0	54 29.5
Gateway Tower	47 95.9	2 4.1	49 26.8
Tri-Towers	31 72.1	12 27.9	43 23.5
Grandview Manor	24 64.9	13 35.1	37 20.2
Column Total	149 81.4	34 18.6	183 100.0

Table 93. Home Delivered Meals

Heard of Resource			Row Total
	No	Yes	
Woodland Garden	14 25.9	40 74.1	54 29.5
Gateway Tower	12 24.5	37 75.5	49 26.8
Tri-Towers	8 18.6	35 81.4	43 23.5
Grandview Manor	7 18.9	30 81.1	37 20.2
Column Total	41 22.4	142 77.6	183 100.0

Used Resource			Row Total
	No	Yes	
Woodland Garden	45 83.3	9 16.7	54 29.5
Gateway Tower	40 81.6	9 18.4	49 26.8
Tri-Towers	32 74.4	11 25.6	43 23.5
Grandview Manor	32 86.5	5 13.5	37 20.2
Column Total	149 81.4	34 18.6	183 100.0

Table 94. Duluth Senior Dinners Program

Heard of Resource			Row Total
	No	Yes	
Woodland Garden	26 48.1	28 51.9	54 29.5
Gateway Tower	20 40.8	29 59.2	49 26.8
Tri-Towers	22 51.2	21 48.8	43 23.5
Grandview Manor	7 18.9	30 81.1	37 20.2
Column Total	75 41.0	108 59.0	183 100.0

Used Resource			Row Total
	No	Yes	
Woodland Garden	43 79.6	11 20.4	54 29.5
Gateway Tower	44 89.8	5 10.2	49 26.8
Tri-Towers	35 81.4	8 18.6	43 23.5
Grandview Manor	25 67.6	12 32.4	37 20.2
Column Total	147 80.3	36 19.7	183 100.0

Table 95. Telecare - CHUM

Heard of Resource			Row Total
	No	Yes	
Woodland Garden	35	19	54
	64.8	35.2	29.5
Gateway Tower	30	19	49
	61.2	38.8	26.8
Tri-Towers	33	10	43
	76.7	23.3	23.5
Grandview Manor	29	8	37
	78.4	21.6	20.2
Column Total	127	56	183
	69.4	30.6	100.0

Used Resource			Row Total
	No	Yes	
Woodland Garden	52	2	54
	96.3	3.7	29.5
Gateway Tower	48	1	49
	98.0	2.0	26.8
Tri-Towers	42	1	43
	97.7	2.3	23.5
Grandview Manor	36	1	37
	97.3	2.7	20.2
Column Total	178	5	183
	97.3	2.7	100.0

Table 96. Family Service Society

Heard of Resource			Row Total
	No	Yes	
Woodland Garden	35 64.8	19 35.2	54 29.5
Gateway Tower	29 59.2	20 40.8	49 26.8
Tri-Towers	27 62.8	16 37.2	43 23.5
Grandview Manor	24 64.9	13 35.1	37 20.2
Column Total	115 62.8	68 37.2	183 100.0

Used Resource			Row Total
	No	Yes	
Woodland Garden	52 96.3	2 3.7	54 29.5
Gateway Tower	49 100.0	0 0	49 26.8
Tri-Towers	42 97.7	1 2.3	43 23.5
Grandview Manor	36 97.3	1 2.7	37 20.2
Column Total	179 97.8	4 2.2	183 100.0

Table 97. Northeast Minnesota Consumers League

Heard of Resource			
	No	Yes	Row Total
Woodland Garden	46	8	54
	85.2	14.8	29.5
Gateway Tower	38	11	49
	77.6	22.4	26.8
Tri-Towers	37	6	43
	86.0	14.0	23.5
Grandview Manor	29	8	37
	78.4	21.6	20.2
Column Total	150	33	183
	82.0	18.0	100.0

Used Resource			
	No	Yes	Row Total
Woodland Garden	54	0	54
	100.0	0	29.5
Gateway Tower	48	1	49
	98.0	2.0	26.8
Tri-Towers	43	0	43
	100.0	0	23.5
Grandview Manor	37	0	37
	100.0	0	20.2
Column Total	182	1	183
	99.5	.5	100.0

Table 98. Senior Adult Services - East

Heard of Resource			Row Total
	No	Yes	
Woodland Garden	33	21	54
	61.1	38.9	29.5
Gateway Tower	21	28	49
	42.9	57.1	26.8
Tri-Towers	13	30	43
	30.2	69.8	23.5
Grandview Manor	15	22	37
	40.5	59.5	20.2
Column Total	82	101	183
	44.8	55.2	100.0

Used Resource			Row Total
	No	Yes	
Woodland Garden	51	3	54
	94.4	5.6	29.5
Gateway Tower	47	2	49
	95.9	4.1	26.8
Tri-Towers	27	16	43
	62.8	37.2	23.5
Grandview Manor	35	2	37
	94.6	5.4	20.2
Column Total	160	23	183
	87.4	12.6	100.0

Table 99. Senior Adult Services - West

Heard of Resource			Row Total
	No	Yes	
Woodland Garden	40	14	54
	74.1	25.9	29.5
Gateway Tower	22	27	49
	44.9	55.1	26.8
Tri-Towers	15	28	43
	34.9	65.1	23.5
Grandview Manor	18	19	37
	48.6	51.4	20.2
Column Total	95	88	183
	51.9	48.1	100.0

Used Resource			Row Total
	No	Yes	
Woodland Garden	54	0	54
	100.0	0	29.5
Gateway Tower	48	1	49
	98.0	2.0	26.8
Tri-Towers	43	0	43
	100.0	0	23.5
Grandview Manor	35	2	37
	94.6	5.4	20.2
Column Total	180	3	183
	98.4	1.6	100.0

Table 100. Homemaker - Home Health Aid

Heard of Resource			
	No	Yes	Row Total
Woodland Garden	22	32	54
	40.7	59.3	29.5
Gateway Tower	14	35	49
	28.6	71.4	26.8
Tri-Towers	7	36	43
	16.3	83.7	23.5
Grandview Manor	16	21	37
	43.2	56.8	20.2
Column Total	59	124	183
	32.2	67.8	100.0

Used Resource			
	No	Yes	Row Total
Woodland Garden	48	6	54
	88.9	11.1	29.5
Gateway Tower	39	10	49
	79.6	20.4	26.8
Tri-Towers	31	12	43
	72.1	27.9	23.5
Grandview Manor	29	8	37
	78.4	21.6	20.2
Column Total	147	36	183
	80.3	19.7	100.0

Table 101. Homemakers Service - University of Minnesota Extension

Heard of Resource			Row Total
	No	Yes	
Woodland Garden	44	10	54
	81.5	18.5	29.5
Gateway Tower	33	16	49
	67.3	32.7	26.8
Tri-Towers	37	6	43
	86.0	14.0	23.5
Grandview Manor	31	6	37
	83.8	16.2	20.2
Column Total	145	38	183
	79.2	20.8	100.0

Used Resource			Row Total
	No	Yes	
Woodland Garden	54	0	54
	100.0	0	29.5
Gateway Tower	49	0	49
	100.0	0	26.8
Tri-Towers	43	0	43
	100.0	0	23.5
Grandview Manor	37	0	37
	100.0	0	20.2
Column Total	183	0	183
	100.0	0	100.0

Table 102. American Association of Retired Persons (AARP)

Heard of Resource			Row Total
	No	Yes	
Woodland Garden	19 35.2	35 64.8	54 29.5
Gateway Tower	10 20.4	39 79.6	49 26.8
Tri-Towers	14 32.6	29 67.4	43 23.5
Grandview Manor	12 32.4	25 67.6	37 20.2
Column Total	55 30.1	128 69.9	183 100.0

Used Resource			Row Total
	No	Yes	
Woodland Garden	38 70.4	16 29.6	54 29.5
Gateway Tower	30 61.2	19 38.8	49 26.8
Tri-Towers	35 81.4	8 18.6	43 23.5
Grandview Manor	31 83.8	6 16.2	37 20.2
Column Total	134 73.2	49 26.8	183 100.0

Table 103. Duluth Community Action Program (CAP)

Heard of Resource			Row Total
	No	Yes	
Woodland Garden	43 79.6	11 20.4	54 29.5
Gateway Tower	36 73.5	13 26.5	49 26.8
Tri-Towers	30 69.8	13 30.2	43 23.5
Grandview Manor	27 73.0	10 27.0	37 20.2
Column Total	136 74.3	47 25.7	183 100.0

Used Resource			Row Total
	No	Yes	
Woodland Garden	54 100.0	0 0	54 29.5
Gateway Tower	48 98.0	1 2.0	49 26.8
Tri-Towers	43 100.0	0 0	43 23.5
Grandview Manor	36 97.3	1 2.7	37 20.2
Column Total	181 98.9	2 1.1	183 100.0

Table 104. Senior Citizens' Coalition of Northeastern Minnesota

Heard of Resource			Row Total
	No	Yes	
Woodland Garden	15 27.8	39 72.2	54 29.5
Gateway Tower	15 30.6	34 69.4	49 26.8
Tri-Towers	11 25.6	32 74.4	43 23.5
Grandview Manor	14 37.8	23 62.2	37 20.2
Column Total	55 30.1	128 69.9	183 100.0

Used Resource			Row Total
	No	Yes	
Woodland Garden	45 83.3	9 16.7	54 29.5
Gateway Tower	43 87.8	6 12.2	49 26.8
Tri-Towers	37 86.0	6 14.0	43 23.5
Grandview Manor	30 31.1	7 18.9	37 20.2
Column Total	155 84.7	28 15.3	183 100.0

Table 105. St. Louis County Council on Aging, Inc.

Heard of Resource			Row Total
	No	Yes	
Woodland Garden	28	26	54
	51.9	48.1	29.5
Gateway Tower	24	25	49
	49.0	51.0	26.8
Tri-Towers	23	20	43
	53.5	46.5	23.5
Grandview Manor	22	15	37
	59.5	40.5	20.2
Column Total	97	86	183
	53.0	47.0	100.0

Used Resource			Row Total
	No	Yes	
Woodland Garden	50	4	54
	92.6	7.4	29.5
Gateway Tower	46	3	49
	93.9	6.1	26.8
Tri-Towers	43	0	43
	100.0	0	23.5
Grandview Manor	36	1	37
	97.3	2.7	20.2
Column Total	175	8	183
	95.6	4.4	100.0

Table IO6. Total Number of Community Resources

Heard of Resource	0							Row Total
	0	1-4	5-9	10-14	15-19	20-24	25-28	
Woodland Garden	2	7	8	11	12	11	3	54
	3.7							29.5
Gateway Tower	0	7	5	10	9	12	6	49
	0							26.8
Tri-Towers	0	1	6	15	12	6	3	43
	0							23.5
Grandview Manor	0	0	7	15	7	4	4	37
	0							20.2

Column
Total

2	15	26	51	40	33	16	183
1.1	8.2	14.2	27.9	21.9	18.0	8.7	100.0

Used Resource	0					Row Total
	0	1-3	4-6	7-9	10-12	
Woodland Garden	4	23	22	5	0	54
	7.4	42.6	40.7	9.3	0.0	29.5
Gateway Tower	6	19	13	10	1	49
	12.2	38.8	26.6	20.4	2.0	26.8
Tri-Towers	2	10	17	12	2	43
	4.7	23.2	39.6	27.9	4.6	23.5
Grandview Manor	0	17	12	5	3	37
	0	45.9	32.5	13.5	8.1	20.2

Column
Total

12	69	64	32	6	183
6.6	37.7	35.0	17.4	3.3	100.0

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