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Survey Analysis of the Council Bluffs Senior Citizens' Center Programs and Participants

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A SURVEY ANALYSIS OF
THE COUNCIL BLUFFS SENIOR CITIZENS CENTER
PROGRAMS AND PARTICIPANTS

by
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and
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February, 1985

TABLE OF CONTENTS

| | Page |
|-------------------------------------|------|
| ACKNOWLEDGEMENTS..... | ii |
| Introduction..... | 1 |
| The Sample..... | 2 |
| Respondent Characteristics..... | 3 |
| The Senior Citizens Center..... | 4 |
| Interaction..... | 7 |
| Communication/Information..... | 7 |
| Transportation/Mobility..... | 8 |
| Visiting/Socializing..... | 8 |
| Activities..... | 9 |
| Issues of Concern..... | 10 |
| Health..... | 11 |
| Mental Health/Attitudes..... | 11 |
| Physical Condition..... | 12 |
| Access to and Cost of Services..... | 13 |
| Use of Services..... | 14 |
| Food and Health..... | 15 |
| Human Service Programs..... | 16 |
| Knowledge/Use..... | 16 |
| Satisfaction/Problems..... | 17 |
| Summary..... | 18 |
| Survey Results..... | 20 |

LIST OF TABLES

| | |
|---|----|
| 1. Distribution of Returned Questionnaires..... | 3 |
| 2. Purposes of the Senior Citizens Center..... | 6 |
| 3. Desired Activities, by Category..... | 6 |
| 4. Categorized Activities..... | 10 |

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The investigators received invaluable guidance from Tom Rotole, Executive Director, and the Board of Directors of the Senior Citizens Centers. Invaluable assistance was also provided by participants of the Senior Citizens Center in distributing and collecting the questionnaires.

The authors are indebted to all those who assisted on the project. The responsibility for the views and interpretations expressed in this report lies solely with the authors.

Introduction

In the summer of 1984, representatives of the Council Bluffs Senior Citizens Center requested assistance from the Center for Applied Urban Research to analyze their program offerings and attendance. The request resulted in two types of assistance. First, working with volunteers and staff, two students from the University of Nebraska at Omaha compiled existing information on Senior Center usage. These efforts resulted in a computerized list of about 700 users by the types of activities in which they participated. This list is to be used when sending program information to participants. Automation allows sorting in order to select users according to participation in programs/activities. In this way, if information is to be sent to those who participate in bridge lessons, for example, that mailing list can be obtained independently of other information. Mailing and printing costs can thus be controlled by selectively mailing information to former participants and presumably those who are most interested. (In addition, the evaluation form from which information was compiled was modified in order to improve the quality of information gathered.)

The second part of the project involved a survey of elderly Council Bluffs residents to determine: (1) their awareness of the Senior Center and its activities, (2) preference for types of programs and activities, and (3) their general condition, life style, and health status. The questionnaire used in this survey was developed in cooperation with the Senior Citizens Center Board of Directors.

The survey was structured to solicit information on the senior citizens' attitudes and lifestyles, health, Senior Center usage, and general demographic

characteristics. Attitude and life style questions included the respondents' activity patterns and feelings of isolation and/or involvement. The health questions included the respondents' perceptions of health, health histories, and expenditures for medical care. Questions specific to the Senior Center were about awareness of the Center, attendance at activities, and perceptions concerning the types of activities that should be sponsored.

The Sample

Identifying elderly households for the survey in a relatively efficient yet statistically reliable manner presented some problems, since a complete listing of all senior citizens was not readily available. Therefore, senior residential locations were determined based on the distribution of seniors in the 1980 Census. A system was developed for selecting respondents from blocks with relatively large numbers of seniors. The number and percentage of senior citizens were determined for each block in Council Bluffs. Blocks with 40 percent or more of their resident population over 55 years of age were identified and considered for surveying. Seventy city blocks in Council Bluffs met the age criterion, and 31 were selected randomly for surveying. According to the 1980 Census, the sampled blocks included 694 resident seniors.

Questionnaires were distributed and collected by Senior Center volunteers and board members. Volunteers were given packets containing questionnaires, envelopes, and a map of the block. Each dwelling unit within the block was polled to determine whether anyone over 55 years of age lived there. Assistance in completing the questionnaire was offered to each respondent. From the 54 blocks surveyed, 195 completed questionnaires were returned (28 percent of those identified in 1980). Table 1 provides a description of the census tracts from which the questionnaires were returned.

Table 1
Distribution of Returned Questionnaires

| <u>Census Tract</u> | <u># of Returned Questionnaires</u> | <u>% of Returned Questionnaires</u> |
|---------------------|-------------------------------------|-------------------------------------|
| 301.00 | 9 | 4.6 |
| 302.00 | 6 | 3.1 |
| 304.01 | 13 | 6.7 |
| 304.02 | 14 | 7.2 |
| 305.01 | 20 | 10.3 |
| 305.02 | 25 | 12.8 |
| 306.01 | 10 | 5.1 |
| 306.02 | 21 | 10.8 |
| 307.01 | 10 | 5.1 |
| 308.00 | 11 | 5.6 |
| 309.00 | 9 | 4.6 |
| 311.00 | 14 | 7.2 |
| 312.00 | 5 | 2.6 |
| 309.99 | 26 | 13.3 |
| Undetermined | 2 | 1.1 |
| Total | <u>195</u> | <u>100.1</u> |

Respondent Characteristics

Many different ages are currently used to differentiate the beginning point of the "senior" years. The conceptualization of age used for this report is the "pre-retirement years" (ages 55-65), the "younger old" (ages 66-75), and the "older old" (ages greater than 75).

Respondents selected for this survey were all 55 years of age or older. Those of pre-retirement age totaled 28.1 percent of all respondents; the younger old, 40.3 percent; and the older old, 31.6 percent of the total. Thus, most of the respondents (71.9 percent) were beyond the traditional retirement age, and the largest of the three age groupings was the younger old. (For demographic characteristics see items 53 to 62 on pp. 32-33 in the Survey Results Table following the text.)

Almost all respondents (98.9 percent) were white. Female respondents (65.7 percent) outnumbered the males (34.3 percent) by two to one. The

distribution of seniors in Council Bluffs as a whole was 58.1 percent female and 41.9 percent male. Women outnumbered men increasingly in each of the succeeding age categories.

A majority of respondents were married (54.3 percent), and an even greater proportion lived with family members (62.4 percent). One-third of respondents (33.2 percent) were widows, but an even greater proportion (38.0 percent) lived alone. Citywide, 32.6 percent of those 65 or older lived alone. Women were represented twice as often as men among singles and divorced.

Most respondents were long-time residents of Council Bluffs, with two-thirds (65.7 percent) living in their current residences ten or more years and three-quarters (76.8 percent) moving to their current residences from other Council Bluffs locations. Three-quarters of respondents (74.9 percent) owned their own homes.

Only 28.3 percent of those responding reported incomes greater than \$1,000 per month. Incomes among men were generally higher than among women. Approximately one-third reported incomes that fell below 1984 federal poverty guidelines, and nearly half of those lived alone. A combination of two or more sources of income was reported by 39.9 percent. These included Social Security (23.0 percent), retirement funds (34.8 percent), savings (22.5 percent), earnings (10.1 percent), and other (3.9 percent).

The Senior Citizens Center

Central to the purpose of this report is the respondents' knowledge and use of the Council Bluffs Senior Citizens Center.

Almost all people surveyed (95.1 percent) had heard of the Council Bluffs Senior Citizens Center. Three in ten respondents (29.7 percent) said they had been to the Center, and over one-quarter (28.2 percent) reported they had participated in programs there. (See items 44 and 46 on pp. 29 and 30 in

Survey Results Table following the text.) Among participants, those of pre-retirement age used the Center least while the greatest users appeared to be people in their 70's. The younger old and older old used the Center in about equal proportions. In addition, marrieds made up the majority (56 percent) of users (but they also constituted a majority of respondents).

Of those who participated at the Center, most (86.7 percent) said they were satisfied with the programs. (See item 48, p. 30, in Survey Results Table.) Respondent attendance at specific programs is arrayed in the Survey Results Table following the text (item 47, p. 30). Most program attendance served social or organizational functions. For example, when programs were grouped, the Center served as a meeting place for clubs and groups for 29.0 percent of program attendance, involved congregate meals for 12.7 percent, and focused on bingo for 10.9 percent.

That pattern was reinforced by respondents' views of what the purpose of the Center is and what it should be. (See Table 2, and items 45, p. 30 and 51, p. 31 in Survey Results Table.) The social/recreational purpose for the Center was cited by far more respondents (79.6 percent) than any other. Respondents' perceptions of the purpose of the Center was not very different from what they thought it should be. The rank order of the perceived and desired purposes was the same. Only the social/recreational purpose was mentioned as desired by a somewhat smaller proportion of respondents while the health education/information, physical fitness, and community volunteer programs were cited by somewhat larger proportions.

In addition, respondents cited activities that they would like to see offered at the Center (from a list of possible offerings). (See Table 3.) When grouped into categories, the desired activities included (in rank order): information and education, including counseling clinics and referrals (202

Table 2
Purposes of the Senior Citizens Center

| <u>Category</u> | <u>What is the Purpose?</u> | | | <u>What Should be the Purpose?</u> | |
|----------------------------------|-----------------------------|------|----|------------------------------------|--|
| | # | % | # | % | |
| Social/ recreational | 125 | 79.6 | 83 | 63.4 | |
| Health education/ information | 8 | 5.1 | 17 | 13.0 | |
| Physical fitness | 2 | 1.3 | 9 | 6.9 | |
| Community volunteer program | 1 | 0.6 | 3 | 2.3 | |
| Education | 1 | 0.6 | 1 | 0.8 | |
| Other | 4 | 2.5 | 3 | 2.3 | |
| Multiple response | 16 | 10.2 | 15 | 11.5 | |

citings): leisure and recreation (117 responses, of which 60 were active and 57 relatively passive activities); participating in arts and crafts (87 mentions); attending arts, entertainment, and music events (62 responses); services such as meals, health, and drivers' aid (64 citings); and trips and travel (58 responses).

Table 3
Desired Activities, by Category

| <u>Activity</u> | <u>Number of Responses</u> |
|---|----------------------------|
| Information and Education | 202 |
| Leisure and Recreation | 117 |
| Arts and Crafts Participation | 87 |
| Attending Arts, Entertainment, and Music | 62 |
| Services (e.g., meals, driver aid, and health) | 64 |
| Trips and Travel | 58 |

Finally, respondents who had not attended programs at the Center were asked to indicate their reasons. (Individual reasons are listed under item 50, p. 31 in Survey Results Table.) The greatest proportion of respondents by category indicated a lack of interest (47.6 percent) due to activity elsewhere. However, almost as great a proportion (44.7 percent) indicated non-attendance was due to various "barriers," including physical difficulties

that prevented participation, disinterest in program offerings, inavailability of transportation, no one to go with (implying an unwillingness to go alone), avoidance of the Center's location, and inconvenient scheduling of events. Several of these barriers could be ameliorated through efforts of the Center administrators, but others are difficult to overcome. For example, when respondents were asked whether they would use the Center more if carpool or minibus transportation were provided, one-quarter of those responding said "yes" (or 27 out of 112). Thus, providing transportation could result in increased Center use by some seniors.

Interaction

Another of the purposes of this analysis was to determine the relative degree of interaction or isolation being experienced by respondents. In general, most respondents were fairly mobile and interactive, although a minority did lack mobility and/or human interaction.

Communication/Information

Almost all respondents (96.7 percent) had telephones and the communications capability they provide. (See item 12, p. 23, in Survey Results Table.)

As a measure of media patronage, respondents were asked to reveal their primary news source(s). (See item 13, p. 23 in Survey Results Table.) Two-thirds (67.9 percent) cited television as one of their primary sources, and nearly half (46.7 percent) mentioned newspapers. Therefore, almost all respondents were accessible through T.V. and the press.

Respondents patronized a number of radio stations, but the majority listened most often to KFAB (55.0 percent). WOW was second (16.8 percent of respondents). Nearly all respondents (92.5 percent) viewed one or more of the three major television networks. The television station watched most was Omaha's WOWT (Channel 6), listed individually by 47.4 percent of respondents

and by 65.3 percent if allowing for multiple responses. Just over half of respondents (51.9 percent) subscribed to cable television. (See items 14-16, pp. 23 and 24, in Survey Results Table.)

Transportation/Mobility

Most respondents (82.8 percent) drove or had access to a car as their main source of transportation. Approximately two-thirds (65.2 percent) had a driver's license, an even greater proportion (70.6 percent) owned their own cars, and the majority (53.9 percent) drove at night as well as during daylight hours. (See items 17-20, p. 24, in Survey Results Table.)

Car ownership decreased with age, was greater among men than women, and increased with increased income. Night driving decreased with age and was greater among men than women.

The most frequent use of the car was for shopping (48.3 percent of respondents). Other uses included getting to work (9.3 percent), attending social events (8.5 percent), visiting doctors (2.5 percent), and taking out of town trips (1.7 percent). (See item 21, p. 24, in Survey Results Table.)

Visiting/Socializing

Respondents were asked how often they got out of their homes. (See item 6, p. 22, in Survey Results Table.) The majority (60.1 percent) got out daily, and nearly all (91.8 percent) got out at least several times per week. The frequency of getting out of the home decreased somewhat after the mid-70's age category but not dramatically. However, the frequency of getting out did decrease with lesser income. Widows got out somewhat less frequently than others.

The majority (63.7 percent) socialized away from their homes at least once per week and three-quarters (76.0 percent) did so once per month or more. (See item 11, p. 23 in Survey Results Table.)

The majority of respondents visited often with friends or relatives. They tended to visit with friends and relatives more at their own homes than away from home. (See items 7-10, pp. 22-23, in Survey Results Table.) Frequent visiting with relatives at respondents' homes (66.7 percent) exceeded frequent visits with relatives away from home (57.3 percent). With friends, frequent visits at home (55.0 percent) also exceeded frequent visits away from home (45.0 percent). A greater proportion of married respondents had relatives (probably children) visit them more often, and visiting with friends tended to decrease with age (due to declining survival rates), but no differences by sex were found in rates of visiting with friends.

Activities

Respondents were asked what activities they enjoyed both at home and away from home. They were also questioned about what activities they would enjoy if they could participate. (See items 3-5, pp. 20-22, in Survey Results Table.) The 167 respondents cited 387 activities enjoyed at home. The home activities mentioned most often by respondents were reading, (37.1 percent), watching television (35.9 percent), yardwork and gardening (28.1 percent), playing cards (18.6 percent), housework (17.4 percent), embroidery-needlepoint (15.0 percent), and cooking (10.2 percent). Some of the "enjoyed" activities were clearly recreational, although others might be considered chores.

Among activities enjoyed away from home, 148 respondents cited 337 activities. Those mentioned most often were visiting (25.0 percent), eating out (19.6 percent), playing cards (15.5 percent), attending religious services (14.2 percent), club meetings (13.5 percent), dancing (12.2 percent), shopping (12.2 percent), fishing (11.5 percent), church club (10.8 percent), and bowling (10.2 percent). Here more activities were clearly recreational and many were social.

In comparing at home to away from home activities, responses were categorized as requiring physical activity and/or human interaction. (See Table 4.) Approximately 29 percent of the home activities required physical activity (exertion) while 17 percent of activities away from home were physical. On the socializing side, approximately 17 percent of home activities required human interaction while 62 percent of activities away from home required interaction. Thus, the home tended to be the place of physical activity (often non-interactive/solitary), and activity away from home was strongly social/interactive.

Table 4
Categorized Activities

| | <u>Percent of Activities</u> | | |
|-----------------------------|------------------------------|-------------|-----------------------------|
| | <u>Home</u> | <u>Away</u> | <u>Would enjoy if could</u> |
| Requiring Physical Activity | 28.9 | 17.2 | 33.6 |
| Requiring Human Interaction | 16.8 | 62.3 | 24.1 |

Finally, respondents were asked what activities they would enjoy if they were able to participate; 116 activities were mentioned by 73 respondents. The activity cited far more than any other was travel (43.8 percent of respondents). By category of activities, 34 percent of responses required physical activity and 24 percent required human interaction. Thus, a sizeable minority of respondents could use physical assistance and/or desired greater contact with others.

Issues of Concern

Respondents were shown a list of nine issues that could be a source of concern to people. They were asked to express their level of concern with those issues--very concerned, somewhat concerned, or not at all concerned. (See item 43, p. 29 in Survey Results Table following text.) A majority of

respondents were very concerned with two issues: medical expenses (56.1 percent) and economy (53.4 percent), and one-quarter or more of respondents were very concerned with four other issues: health (45.5 percent), finances (39.7 percent), personal safety (34.7 percent), and transportation (25.8 percent). Economics and health were clearly of greatest concern.

A majority of respondents expressed some level of concern (very or somewhat concerned) with all but three issues. Those three issues with the majority of respondents not at all concerned were: employment (66.3 percent), housing (58.6 percent), and transportation (51.6 percent). These seemed reasonable since most were not working past retirement, many owned their own homes and had lived in their present locations long enough to pay off mortgages, and many owned and operated their own cars.

Health

Mental Health/Attitudes

Attitudes can be related to the degree of interaction or isolation a person experiences and are sometimes used as indicators of mental health. The first question asked of respondents was how satisfied they were with their lives. (See item 1, p. 20, in Survey Results Table.) Nearly half of the respondents (47.0 percent) said they were very satisfied, and most (93.4 percent) responded that they were either fairly or very satisfied with their lives. No one answered that they were not at all satisfied. No significant differences were found in satisfaction between men and women, but divorcees were relatively less satisfied than others. Satisfaction did not vary regularly with income, although the highest income category had the greatest proportion of very satisfied, and the lowest income category included the most who were not very satisfied. Thus, respondents appeared to be generally satisfied with their lives.

Respondents were also asked whether they felt their schedules included too much, enough, or not enough to do. (See item 2, p. 1, in Survey Results Table.) Most (82.8 percent) felt they had enough to do--i.e., the right level of activity. Among those citing too much or too little activity, men cited not enough to do more often than women, and women said they had too much to do more often than men. When compared to feelings of life satisfaction, those very satisfied with life were much more likely to feel they had enough to do (91.8 percent), while those not very satisfied were less likely to claim enough to do (33.3 percent). Those less satisfied with life were also more likely to say they hadn't enough to do, rather than too much to do.

Respondents were questioned about how often they felt lonely. (See item 38, p. 28, in Survey Results Table.) Most (83.0 percent) responded that they were seldom or never lonely, a proportion comparable to those claiming the right amount of activity. Feelings of loneliness did not vary regularly with age or marital status. However, among the often lonely, relatively smaller proportions were under age 60 and relatively larger proportions over age 80. Widows also expressed a greater degree of loneliness than did others. In addition, a far greater proportion of those who ate their main meal of the day alone said they were often lonely.

Physical Condition

A majority of respondents (56.4 percent) considered their overall health as excellent or good, and only a small minority (7.0 percent) said they were in poor health. A majority of respondents (59.9 percent) also considered their health status the same as that of their friends, while one-third (30.2 percent) considered it better. Relatively few (9.9 percent) considered their health worse. (See items 22-23, p. 24, in Survey Results Table.) Men were slightly more likely to report better health than were women. Assessment of

health did vary with age--the proportions reporting excellent health decreased with age and those citing poor health increased with age.

In spite of the relatively positive attitude and assessment of their health, nearly half (49.2 percent) of respondents reported having what they considered to be "chronic" illnesses. Among these were high blood pressure (18.8 percent of respondents), a heart condition (18.8 percent), multiple illnesses (17.6 percent), arthritis (15.3 percent), and diabetes (8.2 percent). (See item 31, p. 27, in Survey Results Table.)

Access to and Cost of Services

Respondents were asked whether they had any trouble accessing health services. Almost all (94.3 percent) said they had no problem getting services. Of the minority who encountered trouble (5.7 percent), most cited cost as the problem. (See item 27, p. 26, in Survey Results Table.)

Half of the respondents (50.4 percent) reported spending \$40.00 or less per month for medical services, and an additional one-third (37.2 percent) said they spent nothing on services, so most respondents (87.6 percent) spent \$40.00 or less monthly on medical services. Nearly two-thirds of respondents (67.8 percent) had some monthly costs, and a small minority (4.6 percent) spent in excess of \$100.00 per month. (See item 29, p. 26, in Survey Results Table.)

A majority of respondents (52.8 percent) also reported spending \$40.00 or less per month on medication. Coupled with those who spent nothing on medication (22.5 percent), those spending \$40.00 or less per month totaled 75.3 percent. Three-quarters (77.5 percent) of those surveyed encountered some monthly cost for medications. (See item 30, p. 26, in Survey Results Table.)

Respondents paid for medical services in a number of ways. Most typical was the use of some combination of Medicare, Medicaid, and cash (44.5 percent). In rank order, sources of payment included Medicare (65.0 percent), cash (64.3 percent), Medicaid (46.0 percent), health insurance (15.6 percent), and "other" (4.2 percent). (See item 28, p. 26, in Survey Results Table.)

Use of Services

Most respondents (80.7 percent) underwent a regular health checkup during the last year. (See item 24, p. 24, in Survey Results Table.) Thus, the importance of health maintenance seemed to be recognized (although the procedures included in the checkup were not identified).

Three-quarters of respondents (74.2 percent) had used the services of a private physician at some time in the past year, and over half of those (56.8 percent of users and 42.2 percent of all respondents) had used doctors' services two or more times. (See item 26, p. 25, in Survey Results Table.) This is understandable in view of the number reporting chronic illnesses.

One-quarter (26.8 percent) of respondents reported using hospital services in the last year, with two-thirds of users (62.5 percent) using hospitals once, and most (91.7 percent) using hospitals no more than twice.

Other medical services were used far less, including medical clinics (12.8 percent), medical schools (1.7 percent), and "other" services (5.7 percent). Dentists, by contrast, were used by one-third (33.5 percent) of respondents, although less than one-third (30 percent) used dentists more than once.

Respondents were also asked whether they were hospitalized (used and were admitted) during the past year. (See item 25, p. 25, in Survey Results Table.) Over one-quarter (29.2 percent) reported that they had been hospitalized--two-thirds (64.2 percent) once and most (88.7 percent) not more

than twice. Three-quarters (76.5 percent) of hospitalizations reported were for 20 or fewer days, a majority (59.5 percent) were for 10 or fewer days, and one-fifth (19.1 percent) for one to five days.

Hospitalizations occurred for a number of illnesses/treatments. In order of frequency as reported by respondents, hospitalizations were for heart problems (16.7 percent), surgery (12.5 percent), diverticulitis (10.4 percent), eye surgery (10.4 percent), and accidents (6.3 percent). After grouping related illnesses/treatments, most frequently cited hospitalizations were for surgery (excluding heart) (29.2 percent), heart problems/surgeries (20.9 percent), respiratory ailments (10.5 percent), and accidents/broken bones (10.5 percent).

Over two-thirds of respondents (70.4 percent) said they would call friends or relatives for assistance in the case of an emergency. Others said they would call the 911 number (8.9 percent), "others" (8.9 percent), their doctor (6.1 percent), police (5.0 percent), and clergy (0.6 percent). (See item 37, p. 28, in Survey Results Table.)

Food and Health

Respondents were asked to record what they had eaten at each meal and snack the day before filling out the survey. (See item 34, p. 27, in Survey Results Table.) Most respondents reported eating items from each of the major food groups. Consumption of red meat (87.9 percent) dominated over fish and poultry (42.1 percent). Grains led in consumption (98.6 or respondents), followed by red meat (87.9 percent), vegetables (85.0 percent), dairy products (80.7 percent), fruit (75.0 percent), and fish and poultry (42.1 percent).

Nearly two-thirds (64.5 percent) of respondents had their main meal of the day in the evening, nearly one-third (31.2 percent) at noon, and relatively

few (4.1 percent) at breakfast. (See item 32, p. 27, in Survey Results Table.)

Married respondents ate their main meal with their spouses (55.4 percent), and an additional 14.7 percent ate with friends or other relatives. However, over one-quarter (29.9 percent) ate their main meal of the day alone. (See item 33, p. 27, in Survey Results Table.)

A majority (60.5 percent) knew of a program in their neighborhood that provided hot noon meals, but most of those (86.1 percent) rarely or never used the program, and only a few (6.6 percent) regularly used it. (See item 36, p. 28, in Survey Results Table)

Most respondents (82.9 percent) shopped for groceries once or a few times per week. Others shopped every few weeks (11.0 percent), monthly (3.3 percent), or daily (2.2 percent). (See item 35, p. 27, in Survey Results Table.)

Human Service Programs

Knowledge/Use

Respondents were provided a list of specific human service programs from which they were to identify those programs they had heard of and/or participated in.* (See Table 5 and item 39, p. 28, in Survey Results Table.) The proportion of respondents knowledgeable about the programs varied from 53.7 to 94.8 percent. Social Security was most widely known about, and the Meals on Wheels, Food Stamp, and Senior Discount Programs were not far

*The results suggest that at least some respondents were confused by the instructions to this question and, therefore, failed to respond correctly. That was particularly true of whether they participated in programs. Nevertheless, knowledge of and participation in each program relative to the others can be examined.

behind. Least recognized programs were Friendly Visitor, RSVP (Retired Senior Volunteer Program), and Telephone Reassurance.

Two programs stood out as having substantially greater participation than the others. These were the Social Security and Senior Citizen Discount Programs. Other programs were used far less.

Table 5
Human Services - Use and Satisfaction

| <u>Programs</u> | <u>Percentage Participating</u> | <u>Percentage Unaware</u> |
|--|---------------------------------|---------------------------|
| Social Security | 40.3 | 8.1 |
| Meals on Wheels | 4.5 | 5.2 |
| Food Stamps | 4.7 | 6.2 |
| Handyman | 3.3 | 30.1 |
| Winterize and Insulate | 4.1 | 22.3 |
| Homemaker | 5.1 | 22.0 |
| Senior Citizen Discount | 43.8 | 9.5 |
| RSVP (Retired Senior Volunteer Program) | 3.5 | 40.4 |
| Home Health Care | 2.5 | 30.5 |
| Telephone Reassurance | 1.7 | 36.2 |
| Handibus | 4.1 | 19.7 |
| SSI (Supplemental Security Income) | 3.4 | 26.1 |
| Welfare | 0.8 | 19.0 |
| Friendly Visitor | 0.9 | 46.3 |

Satisfaction/Problems

Respondents were asked whether they were satisfied with services they had received in ten different program areas. (See item 41, p. 29, in Survey Results Table.) While the number of respondents was small, a majority responded that they were very satisfied with educational programs (56.3 percent), recreation (52.6 percent), and housing (51.9 percent). Housing was an issue of relatively lesser concern among respondents.

The majority of respondents expressed overall satisfaction (very or somewhat satisfied) for all programs. Satisfaction was highest for recreation, housing, services for older persons, health care, and educational

programs. Respondents expressed lesser satisfaction (not at all satisfied) with crime/safety, transportation, legal matters, and employment.

Most respondents (85.5 percent) said they had not encountered problems in finding out how to get involved with services for older citizens. When asked whom they would consult if they did have problems accessing services, the majority said they would consult relatives or friends (40.0 percent and 23.3 percent, respectively, totaling to 63.3 percent). Others said they would contact, in order of frequency: "others," lawyers, priests/ministers, and doctors. (See items 40 and 42, pp. 28-29, in Survey Results Table.)

Summary

Most seniors surveyed were satisfied with their lives, had enough to do, and were not lonely. They viewed their health as good and equal to or better than their friends' health. They were mobile, with access to automobiles, and they got out of their homes regularly. They were also informed, having access to telephones, newspapers, and T.V. They visited and socialized relatively frequently.

However, a minority of seniors were dissatisfied with their lives, didn't have enough to do, and were lonely. A number were in relatively poor health and had chronic illnesses. Some were socially isolated--eating alone (29.9 percent), and getting out of their houses less than once a month to socialize (29.0 percent). Some of these persons could use assistance with transportation and/or accompaniment (escorts) in getting out.

While knowledge of services available to seniors was widespread, relatively few used non-medical services. This was true in spite of a general satisfaction with available services and readily available information about them.

The concerns of seniors centered on finances/economics and health. Those with greatest need for assistance appeared from this analysis to be those with relatively lesser incomes and/or widows.

The Council Bluffs Senior Citizens Center was known to most seniors, and a sizeable minority attended its programs. Users agreed with the Center's orientation toward information/education and leisure/recreation and were satisfied with its services. Nevertheless, program attendance should be monitored and revisions (new offerings) made over time.

While most non-users did not desire Center services, a minority would probably use the facility if transportation and escort assistance were more readily available.

COUNCIL BLUFFS SENIOR CITIZENS
SURVEY RESULTS

| | Number | Percent of Cases |
|--|-------------|-------------------------|
| <u>ATTITUDES:</u> | | |
| 1. On the whole, how satisfied are you with your life today? | | |
| very satisfied | 85 | 47.0 |
| fairly satisfied | 84 | 46.4 |
| not very satisfied | 12 | 6.6 |
| not at all satisfied | 0 | |
| | | } 93.4 |
| 2. Do you feel you have too much to do, enough to do, not enough to do? | | |
| too much | 15 | 8.3 |
| enough | 149 | 82.8 |
| not enough | 16 | 8.9 |
| <u>ACTIVITIES:</u> | | |
| 3. What kinds of activities do you enjoy at your home? (N=167) | (responses) | (% of those responding) |
| reading | 62 | 37.1 |
| TV | 60 | 35.9 |
| yard/garden | 47 | 28.1 |
| cards | 31 | 18.6 |
| housework | 29 | 17.4 |
| embroidery/needlepoint | 25 | 15.0 |
| cooking | 17 | 10.2 |
| entertaining | 13 | 7.8 |
| sewing | 13 | 7.8 |
| exercise | 10 | 6.0 |
| visiting | 8 | 4.8 |
| crafts | 7 | 4.2 |
| handwork | 6 | 3.6 |
| painting | 6 | 3.6 |
| puzzles | 6 | 3.6 |
| playing organ/piano | 5 | 3.0 |
| playing games | 5 | 3.0 |
| none | 4 | 2.4 |
| work | 3 | 1.8 |
| mass | 2 | 1.2 |
| stereo listening | 2 | 1.2 |
| shooting pool | 2 | 1.2 |
| Bible study | 2 | 1.2 |
| wood crafts | 2 | 1.2 |
| helping spouse | 2 | 1.2 |
| reading paper | 1 | 0.6 |
| radio listening | 1 | 0.6 |
| letter writing | 1 | 0.6 |
| handyman | 1 | 0.6 |
| CB radio | 1 | 0.6 |
| sleeping | 1 | 0.6 |
| paperwork | 1 | 0.6 |
| business | 1 | 0.6 |
| art shows | 1 | 0.6 |
| dancing | 1 | 0.6 |
| babysitting | 1 | 0.6 |
| shoveling | 1 | 0.6 |
| bicycling | 1 | 0.6 |
| walking | 1 | 0.6 |
| volunteer work | 1 | 0.6 |
| sea shell art | 1 | 0.6 |
| total | 387 | |

| 4. What kinds of activities do you enjoy away from your home? (N=148) | (responses) | (% of those responding) |
|---|-------------|-------------------------|
| visiting | 37 | 25.0 |
| eating out | 29 | 19.6 |
| playing cards | 23 | 15.5 |
| worship | 21 | 14.2 |
| club meeting | 20 | 13.5 |
| dancing | 18 | 12.2 |
| shopping | 18 | 12.2 |
| fishing | 17 | 11.5 |
| church club | 16 | 10.8 |
| bowling | 15 | 10.2 |
| traveling | 14 | 9.5 |
| Bingo | 14 | 9.5 |
| community service | 12 | 8.1 |
| little trips | 10 | 6.8 |
| walking | 8 | 5.4 |
| movies | 6 | 4.0 |
| golf | 4 | 2.7 |
| camping | 4 | 2.7 |
| family activities | 4 | 2.7 |
| concerts/plays | 3 | 2.0 |
| AARP | 3 | 2.0 |
| ceramics | 3 | 2.0 |
| swimming | 3 | 2.0 |
| exercise | 3 | 2.0 |
| quilting | 3 | 2.0 |
| sewing | 2 | 1.4 |
| library | 2 | 1.4 |
| horseshoes | 2 | 1.4 |
| travelog | 2 | 1.4 |
| none | 2 | 1.4 |
| work | 1 | 0.7 |
| nursing homes | 1 | 0.7 |
| charity work | 1 | 0.7 |
| knitting | 1 | 0.7 |
| Alcoholics Anonymous | 1 | 0.7 |
| babysitting | 1 | 0.7 |
| painting | 1 | 0.7 |
| games | 1 | 0.7 |
| care for pets | 1 | 0.7 |
| sports | 1 | 0.7 |
| hobby meeting | 1 | 0.7 |
| hunting | 1 | 0.7 |
| entertaining | 1 | 0.7 |
| hair dresser | 1 | 0.7 |
| spa | 1 | 0.7 |
| gardening | 1 | 0.7 |
| study guilds | 1 | 0.7 |
| total | <u>337</u> | |

| 5. What other activities would you enjoy if you could? (N=73) | (responses) | (% of those responding) |
|---|-------------|-------------------------|
| traveling | 32 | 43.8 |
| dancing | 11 | 15.1 |
| swimming | 7 | 9.6 |
| playing cards | 4 | 5.5 |
| concerts/plays | 4 | 5.5 |
| little trips | 4 | 5.5 |
| crafts | 4 | 5.5 |
| fishing | 4 | 5.5 |
| exercise | 4 | 5.5 |
| bowling | 4 | 5.5 |
| shopping | 3 | 4.1 |
| gardening | 3 | 4.1 |
| visiting relatives | 3 | 4.1 |
| dining out | 2 | 2.7 |
| hunting | 2 | 2.7 |
| movies | 2 | 2.7 |
| sewing | 2 | 2.7 |
| lottery | 2 | 2.7 |
| camping | 2 | 2.7 |
| ballet/opera | 1 | 1.4 |
| bus tours | 1 | 1.4 |
| housework | 1 | 1.4 |
| tape recording | 1 | 1.4 |
| shooting pool | 1 | 1.4 |
| teaching Sunday school | 1 | 1.4 |
| golf | 1 | 1.4 |
| playing piano | 1 | 1.4 |
| increase education | 1 | 1.4 |
| playing ball | 1 | 1.4 |
| CB Sr. Center | 1 | 1.4 |
| total | 116 | |

VISITING/SOCIALIZING:

| | | |
|--|-----|--------|
| 6. How often do you get out of your home? | | |
| almost every day | 110 | 60.1 |
| a few times a week | 58 | 31.7 |
| a few times a month | 7 | 3.8 |
| once a month | 5 | 2.7 |
| less than once a month | 3 | 1.6 |
| | | } 91.8 |
| | | } 8.1 |
| 7. How often do relatives visit you in your home? | | |
| often | 120 | 66.7 |
| seldom | 54 | 30.0 |
| never | 6 | 3.3 |
| 8. How often do you visit your relatives in their homes? | | |
| often | 102 | 57.3 |
| seldom | 69 | 39.8 |
| never | 7 | 3.9 |
| 9. How often do friends visit with you in your home? | | |
| often | 99 | 55.0 |
| seldom | 76 | 42.2 |
| never | 5 | 2.8 |

| | | |
|--|----|------|
| 10. How often do you visit friends in their homes? | | |
| often | 81 | 45.0 |
| seldom | 87 | 48.3 |
| never | 12 | 6.7 |
| 11. How often do you leave your home for social functions? | | |
| a few times a week | 50 | 29.2 |
| once a week | 59 | 34.5 |
| once a month | 21 | 12.3 |
| less than once a month | 41 | 24.0 |

} 63.7

COMMUNICATION/INFORMATION:

| | | |
|------------------------------|-----|------|
| 12. Do you have a telephone? | | |
| yes | 177 | 96.7 |
| no | 6 | 3.3 |

| | | |
|--|-----|------|
| 13. Which is your primary news source? | | |
| Summary of sources: | | |
| television | 155 | 67.9 |
| newspaper | 86 | 46.7 |
| radio | 36 | 19.5 |
| friends and relatives | 3 | 1.6 |
| other | 1 | 0.5 |
| Sources as cited: | | |
| television | 86 | 46.7 |
| newspaper | 46 | 25.0 |
| radio | 7 | 3.8 |
| friends or relatives | 3 | 1.6 |
| magazines | 1 | 0.5 |
| other (specify) | 1 | 0.5 |
| multiple response | | |
| television, newspaper, radio | 28 | 15.2 |
| television, newspaper | 11 | 6.0 |
| newspaper, radio, magazines | 1 | 0.5 |

| | | |
|--|----|------|
| 14. Which radio station do you listen to most often? | | |
| none | 9 | 4.6 |
| KFAB | 82 | 55.0 |
| KESY-FM | 9 | 6.0 |
| KESY | 2 | 1.3 |
| KYNN | 3 | 2.0 |
| KGBI/KVNO | 5 | 3.4 |
| WOW | 25 | 16.8 |
| KOIL/KOOH/KOWH | 10 | 6.7 |

| | | |
|---|----|------|
| 15. Which TV station do you watch most? | | |
| none | 1 | 0.6 |
| channel 3 | 18 | 10.4 |
| channel 6 | 82 | 47.4 |
| channel 7 | 29 | 16.8 |
| all three | 31 | 17.9 |
| channel 8 | 1 | 0.6 |
| PBS | 5 | 2.9 |
| cable | 6 | 3.5 |

} 92.5

| | | |
|---|-----|--------|
| 16. Do you subscribe to cable TV? | | |
| yes | 94 | 51.9 |
| no | 87 | 48.1 |
| <u>TRANSPORTATION/MOBILITY:</u> | | |
| 17. What is your main source of transportation? | | |
| walking | 13 | 7.2 |
| riding a bus | 9 | 5.0 |
| driving own car | 111 | 61.3 |
| riding with friend or relative | 39 | 21.5 |
| other (specify) | 1 | 0.6 |
| multiple responses | 8 | 4.4 |
| | | } 82.8 |
| 18. Do you have a driver's license | | |
| yes | 120 | 65.2 |
| no | 64 | 34.8 |
| 19. Do you own your own car? | | |
| yes | 127 | 70.6 |
| no | 53 | 29.4 |
| 20. If you drive, do you drive at night? | | |
| yes | 83 | 53.9 |
| no | 71 | 46.1 |
| 21. If you drive, what do you use your car for most often? | | |
| shopping | 57 | 48.3 |
| out of town trips | 2 | 1.7 |
| doctor appointments | 3 | 2.5 |
| social events | 10 | 8.5 |
| getting to work | 11 | 9.3 |
| other (specify) | 3 | 2.5 |
| multiple responses | 32 | 27.1 |
| <u>HEALTH:</u> | | |
| 22. How would you assess your overall health? | | |
| excellent | 19 | 10.2 |
| good | 86 | 46.2 |
| fair | 68 | 36.6 |
| poor | 13 | 7.0 |
| | | } 56.4 |
| 23. Do you consider your health status to be: | | |
| better than your friends | 52 | 30.2 |
| same as your friends | 103 | 59.9 |
| worse than your friends | 17 | 9.9 |
| | | } 90.1 |
| 24. Have you had a regular health checkup during the last year? | | |
| yes | 155 | 80.7 |
| no | 37 | 19.3 |

25. Have you been hospitalized during the past year?

| | | |
|-----|-----|------|
| yes | 56 | 29.2 |
| no | 136 | 70.8 |

If yes,

how many times?

| | | | |
|---|----|------|--------|
| 1 | 34 | 64.2 | } 88.7 |
| 2 | 13 | 24.5 | |
| 3 | 3 | 5.7 | |
| 4 | 2 | 3.8 | |
| 5 | 1 | 1.8 | |

how long?

| | | | | |
|------------|----|------|--------|--------|
| 1-5 days | 9 | 19.1 | } 59.5 | } 76.5 |
| 6-10 days | 19 | 40.4 | | |
| 11-20 days | 8 | 17.0 | | |
| 21-30 days | 4 | 8.5 | | |
| 31-60 days | 5 | 10.6 | | |
| 61-90 days | 2 | 4.3 | | |

for what illness?

| | | |
|---------------------|----|-------|
| heart problems | 8 | 16.7 |
| surgery | 6 | 12.5 |
| diverticulitis | 5 | 10.4 |
| eye surgery | 5 | 10.4 |
| accident | 3 | 6.3 |
| heart surgery | 2 | 4.2 |
| pneumonia | 2 | 4.2 |
| ear surgery | 2 | 4.2 |
| broken bones | 2 | 4.2 |
| headache | 1 | 2.1 |
| asthma | 1 | 2.1 |
| shoulder | 1 | 2.1 |
| stomach surgery | 1 | 2.1 |
| diabetes | 1 | 2.1 |
| emphysema | 1 | 2.1 |
| bronchitis | 1 | 2.1 |
| prostate | 1 | 2.1 |
| Meuniere's syndrome | 1 | 2.1 |
| kidney | 1 | 2.1 |
| joints replaced | 1 | 2.1 |
| leukemia | 1 | 2.1 |
| polyps | 1 | 2.1 |
| total | 48 | 100.0 |

26. How many times have you used these services in the past year?

| | Dentist | | Private Physician | | Medical Clinic | | Medical School | | Hospital | | Other | |
|-------------|---------|-------|-------------------|-------|----------------|-------|----------------|-------|----------|-------|-------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| zero | 119 | 66.5 | 46 | 25.8 | 156 | 87.2 | 176 | 98.3 | 131 | 73.2 | 169 | 94.3 |
| once | 42 | 23.5 | 57 | 32.0 | 11 | 6.1 | 1 | 0.6 | 30 | 16.8 | 10 | 5.7 |
| twice | 8 | 4.5 | 24 | 13.5 | 2 | 1.1 | 0 | 0.0 | 14 | 7.8 | 0 | 0.0 |
| 3-times | 4 | 2.2 | 10 | 5.6 | 2 | 1.1 | 1 | 0.6 | 1 | 0.6 | 0 | 0.0 |
| 4-times | 2 | 1.1 | 13 | 7.3 | 3 | 1.7 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| 5-times | 2 | 1.0 | 6 | 3.4 | 2 | 1.1 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| 6-times | 0 | 0.0 | 6 | 3.4 | 2 | 1.1 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| more than 6 | 1 | 0.6 | 5 | 2.8 | 1 | 0.6 | 1 | 0.6 | 2 | 1.1 | 0 | 0.0 |
| 1 per month | 1 | 0.6 | 11 | 6.2 | 0 | 0.0 | 0 | 0.0 | 1 | 0.6 | 0 | 0.0 |
| total | 179 | 100.0 | 178 | 100.0 | 179 | 100.0 | 179 | 100.0 | 179 | 100.0 | 179 | 100.0 |

| | | | |
|--|-----|------|--------|
| 27. Do you have trouble getting health services? | | | |
| yes | 10 | 5.7 | |
| no | 165 | 94.3 | |
| If yes, what problems? | | | |
| availability | 0 | 0.0 | |
| cost | 13 | 65.0 | |
| transportation | 4 | 20.0 | |
| long waits | 1 | 5.0 | |
| multiple | 2 | 10.0 | |
| 28. How do you usually pay for medical services? | | | |
| Multiple sources: | 93 | 48.6 | |
| Individualized sources: | | | |
| Medicare | 124 | 65.0 | |
| cash | 123 | 64.3 | |
| Medicaid | 88 | 46.0 | |
| insurance | 30 | 15.6 | |
| other | 8 | 4.2 | |
| Sources as cited: | | | |
| cash | 30 | 15.7 | |
| health insurance | 22 | 11.5 | |
| Medicare | 37 | 19.4 | |
| Medicaid | 1 | 0.5 | |
| other (specify) | 8 | 4.2 | |
| cash/insurance | 6 | 3.1 | |
| M/M/cash | 85 | 44.5 | |
| all sources | 2 | 1.0 | |
| 29. How much do you spend on medical services (doctors) per month? | | | |
| \$0 | 48 | 37.2 | |
| \$1-20 | 46 | 35.7 | } 50.4 |
| \$21-40 | 19 | 14.7 | |
| \$41-60 | 6 | 4.7 | } 87.6 |
| \$61-80 | 3 | 2.3 | |
| \$81-100 | 1 | 0.8 | |
| \$101-150 | 3 | 2.3 | |
| \$151 + | 3 | 2.3 | |
| 30. How much do you spend on medications per month? | | | |
| \$0 | 32 | 22.5 | |
| \$1-20 | 47 | 33.1 | } 52.8 |
| \$21-40 | 28 | 19.7 | |
| \$41-60 | 15 | 10.6 | } 75.3 |
| \$61-80 | 11 | 7.7 | |
| \$81-100 | 4 | 2.8 | |
| \$101-150 | 2 | 1.4 | |
| \$151 + | 3 | 2.1 | |

31. Do you have any chronic illnesses?

| | | |
|-----|----|------|
| yes | 87 | 49.2 |
| no | 90 | 50.8 |

If yes, which ones?

| | | |
|---------------------|----|-------|
| high blood pressure | 16 | 18.8 |
| heart condition | 16 | 18.8 |
| multiple illnesses | 15 | 17.6 |
| arthritis | 13 | 15.3 |
| diabetes | 7 | 8.2 |
| hypertension | 3 | 3.5 |
| liver/gall bladder | 2 | 2.4 |
| bronchitis | 2 | 2.4 |
| nerves | 2 | 2.4 |
| emphysema | 2 | 2.4 |
| lungs | 2 | 2.4 |
| stroke | 1 | 1.2 |
| balance control | 1 | 1.2 |
| stomach | 1 | 1.2 |
| allergies | 1 | 1.2 |
| leukemia | 1 | 1.2 |
| total | 85 | 100.0 |

32. When do you eat your main meal?

| | | |
|---------|-----|------|
| morning | 8 | 4.1 |
| noon | 58 | 31.2 |
| evening | 120 | 64.5 |

33. With whom do you eat your main meal of the day?

| | | |
|----------------------|-----|------|
| alone | 55 | 29.9 |
| with spouse | 102 | 55.4 |
| with other relatives | 15 | 8.2 |
| with friends | 12 | 6.5 |

34. Please record what you had to eat yesterday
for each meal or snack time.

| | Ate | | Did Not Eat | |
|------------------|--------|---------|-------------|---------|
| | Number | Percent | Number | Percent |
| red meat | 123 | 87.9 | 17 | 12.1 |
| fish and poultry | 59 | 42.1 | 81 | 57.9 |
| grains | 138 | 98.6 | 2 | 1.4 |
| dairy products | 113 | 80.7 | 27 | 19.3 |
| fruit | 105 | 75.0 | 35 | 25.0 |
| vegetables | 119 | 85.0 | 21 | 15.0 |

35. How often do you buy groceries?

| | | |
|------------------|----|------|
| daily | 4 | 2.2 |
| few times a week | 76 | 42.0 |
| weekly | 74 | 40.9 |
| every few weeks | 20 | 11.0 |
| monthly | 6 | 3.3 |

} 82.9

36. Do you know of a program in your neighborhood which provides hot noon meals?

| | | |
|-----|-----|------|
| yes | 107 | 60.5 |
| no | 70 | 39.5 |

If yes, how often have you eaten there?

| | | | |
|--------------|----|------|--------|
| regularly | 8 | 6.6 | } 14.0 |
| occasionally | 9 | 7.4 | |
| rarely | 20 | 16.4 | |
| never | 85 | 69.7 | |

37. In case of an emergency, whom would you first call?

| | | | |
|--------------------|-----|------|--------|
| family member | 114 | 63.7 | } 70.4 |
| friend/neighbor | 12 | 6.7 | |
| police | 9 | 5.0 | |
| doctor | 11 | 6.1 | |
| telephone operator | 0 | 0.0 | |
| clergy | 1 | 0.6 | |
| other (specify) | 16 | 8.9 | |
| 911 | 16 | 8.9 | |

38. How often do you feel lonely?

| | | | |
|--------|----|------|--------|
| often | 30 | 16.5 | |
| seldom | 75 | 41.2 | } 83.0 |
| never | 76 | 41.8 | |

HUMAN SERVICE PROGRAMS:

39. Have you heard of or participated in any of these programs?

| | number of responses | heard of | | participated | | heard |
|--|---------------------|----------|------|--------------|------|-----------|
| | | yes | no | yes | no | no partic |
| Senior Citizens Center | 153 | 28.8 | 5.2 | 19.6 | 2.0 | 44.4 |
| Social Security | 124 | 25.8 | 8.1 | 40.3 | 0.8 | 25.0 |
| Meals on Wheels | 134 | 24.6 | 5.2 | 4.5 | 3.0 | 62.7 |
| Food stamps | 129 | 24.0 | 6.2 | 4.7 | 3.1 | 62.0 |
| Home repair services for the elderly (handyman) | 123 | 14.6 | 30.1 | 3.3 | 4.1 | 48.0 |
| Programs assisting in winterizing and insulating homes | 121 | 17.4 | 22.3 | 4.1 | 5.0 | 51.2 |
| Programs assisting in homemaker/chores for senior citizens | 118 | 18.6 | 22.0 | 5.1 | 4.2 | 50.0 |
| Senior citizen discounts | 137 | 19.7 | 9.5 | 43.8 | 3.6 | 23.4 |
| Retired Senior Volunteer Program (RSVP) | 114 | 14.0 | 40.4 | 3.5 | 7.9 | 34.2 |
| Home health care programs | 118 | 16.9 | 30.5 | 2.5 | 7.6 | 42.4 |
| Telephone reassurance program | 116 | 12.9 | 36.2 | 1.7 | 8.6 | 40.5 |
| Handibus transportation | 122 | 14.8 | 19.7 | 4.1 | 5.7 | 55.7 |
| Supplementary Security Income | 119 | 13.4 | 26.1 | 3.4 | 5.9 | 51.3 |
| Welfare programs | 121 | 17.4 | 19.0 | 0.8 | 5.8 | 57.0 |
| Friendly Visitor | 108 | 16.7 | 46.3 | 0.9 | 10.2 | 25.9 |
| Other (specify) | 41 | 14.6 | 46.3 | 7.3 | 22.0 | 9.8 |

40. Have you ever had problems finding out how to get involved with these services for older citizens?

| | Number | Percent |
|-----|--------|---------|
| yes | 21 | 14.5 |
| no | 125 | 85.5 |

41. How satisfied are you with the services you have received in the following areas?

| | number of responses | not at all satisfied | somewhat satisfied | very satisfied |
|----------------------------|---------------------|----------------------|--------------------|----------------|
| Services for older persons | 33 | 15.2 | 51.5 | 33.3 |
| Educational programs | 16 | 18.8 | 25.0 | 56.3 |
| Health care | 32 | 18.8 | 43.8 | 37.5 |
| Housing | 27 | 14.8 | 33.3 | 51.9 |
| Recreation | 19 | 5.3 | 42.1 | 52.6 |
| Crime/safety | 32 | 37.5 | 34.4 | 28.1 |
| Transportation | 31 | 32.3 | 32.3 | 35.5 |
| Employment | 17 | 29.4 | 35.3 | 35.3 |
| Getting welfare services | 17 | 23.5 | 47.1 | 29.4 |
| Legal matters | 16 | 31.3 | 31.3 | 37.5 |

| | Number | Percent |
|--|--------|---------|
| 42. If you have any problems receiving services, whom would you consult? | | |
| friends | 28 | 23.3 |
| relatives | 48 | 40.0 |
| priest/minister | 7 | 5.8 |
| lawyer | 13 | 10.8 |
| doctor | 4 | 3.3 |
| other (specify) | 14 | 11.7 |
| multiple response | 6 | 5.0 |

ISSUES OF CONCERN:

43. Below is a list of things that are often causes of concern. Please indicate how concerned you are about each.

| | number of responses | very concerned | somewhat concerned | very or somewhat concerned | not at all concerned |
|------------------|---------------------|----------------|--------------------|----------------------------|----------------------|
| Finances | 116 | 39.7 | 35.3 | 75.0 | 25.0 |
| Medical expenses | 123 | 56.1 | 24.4 | 80.5 | 19.5 |
| Legal matters | 87 | 19.5 | 31.0 | 50.5 | 49.4 |
| Transportation | 93 | 25.8 | 22.6 | 48.4 | 51.6 |
| Employment | 83 | 19.3 | 14.5 | 33.8 | 66.3 |
| Personal safety | 98 | 34.7 | 36.7 | 71.4 | 28.6 |
| Health | 110 | 45.5 | 36.4 | 81.9 | 18.2 |
| Economy | 103 | 53.4 | 27.2 | 80.6 | 19.4 |
| Housing | 85 | 12.9 | 28.2 | 41.1 | 58.6 |

THE SENIOR CENTER:

| | Number | Percent |
|--|--------|---------|
| 44. Have you heard of the Council Bluffs Senior Citizens Center? | | |
| yes | 174 | 95.1 |
| no | 9 | 4.9 |

45. Of the following list of general activities, what do you think is the main purpose of a senior citizen's center?

| | | |
|----------------------------------|-----|------|
| social/recreational | 125 | 79.6 |
| educational | 1 | 0.6 |
| health education and information | 8 | 5.1 |
| physical fitness activities | 2 | 1.3 |
| community volunteer programs | 1 | 0.6 |
| other (specify) | 4 | 2.5 |
| multiple response | 16 | 10.2 |

46. Have you ever been to any activities or programs at the Council Bluffs Senior Citizens Center?

| | | |
|-----|-----|------|
| yes | 54 | 29.7 |
| no | 128 | 70.3 |

47. Which programs have you attended? (N=34)

| | (responses) | (% of those responding) |
|------------------|-------------|-------------------------|
| AARP | 8 | 23.5 |
| Congregate Meals | 7 | 20.6 |
| Bingo | 6 | 17.6 |
| Travel Club | 6 | 17.6 |
| Dancing | 3 | 8.8 |
| Arts/crafts | 3 | 8.8 |
| Knitting | 2 | 5.9 |
| Anniversary | 2 | 5.9 |
| Cards | 2 | 5.9 |
| Recreation | 2 | 5.9 |
| Golden Agers | 2 | 5.9 |
| Holiday | 2 | 5.9 |
| Blood pressure | 2 | 5.9 |
| Christmas party | 2 | 5.9 |
| Senior center | 1 | 2.9 |
| Painting | 1 | 2.9 |
| Benefits | 1 | 2.9 |
| Musical | 1 | 2.9 |
| Board meeting | 1 | 2.9 |
| Movies | 1 | 2.9 |

48. Were you satisfied with the program or programs you participated in?

| | | |
|-----|----|------|
| yes | 39 | 86.7 |
| no | 6 | 13.3 |

49. If a carpool or mini-bus provided transportation to the Senior Citizens Center, would you use the Center more often?

| | | |
|-----|----|------|
| yes | 27 | 24.1 |
| no | 85 | 75.9 |

50. If you have not attended any activities at the Senior Citizens' Center, please indicate your reasons for not attending?

| | number of responses | |
|---|---------------------|------------|
| didn't know it was there | 2 | |
| don't like its location | 6 | |
| socialize elsewhere | 49 | |
| not interested in programs that are offered | 16 | |
| schedule of programs is inconvenient | 4 | |
| no transportation to get to the center | 14 | |
| no one to go with | 14 | |
| physically difficult to participate | 22 | |
| too busy to attend | 32 | |
| other | 8 | |
| other | <u>3</u> | |
| | 170 | |
| Categories: | | |
| disinterest | 81 | 47.6 |
| barriers | 76 | 44.7 |
| didn't know location | 2 | 1.2 |
| other | <u>11</u> | <u>6.5</u> |
| | 170 | 100.0 |

51. Of the following list of general activities, which do you think the Senior Citizens' Center should focus on?

| | | |
|----------------------------------|----|------|
| social/recreational | 83 | 63.4 |
| educational | 1 | 0.8 |
| health education and information | 17 | 13.0 |
| physical fitness activities | 9 | 6.9 |
| community volunteer programs | 3 | 2.3 |
| other | 3 | 2.3 |
| multiple response | 15 | 11.5 |

52. Below is a possible list of activities. Which would you like to see offered at the senior center?

| | Number | | Number |
|-----------------|--------|----------------------------------|--------|
| group exercise | 15 | fishing | 15 |
| calligraphy | 6 | crocheting | 15 |
| bowling | 11 | painting | 17 |
| reading club | 4 | plays | 7 |
| photography | 6 | health education | 15 |
| art shows | 8 | woodworking | 10 |
| horseshoes | 5 | Bingo | 25 |
| clinic on wills | 11 | quilting | 11 |
| trips to: | | energy programs | 2 |
| museums | 13 | sack lunches | 5 |
| ballet | 2 | foster grandparent program | 5 |
| opera | 4 | self-protection techniques | 10 |
| symphony | 7 | music appreciation | 5 |
| knitting | 9 | nutrition information | 21 |
| dances | 22 | community service projects | 7 |
| pool | 10 | personal finance management | 3 |
| potluck meals | 18 | clinic on advertising fraud | 8 |
| tours | 32 | referral information for: | |
| ceramics | 10 | elderly services | 19 |
| concerts | 5 | legal services | 22 |
| leatherwork | 3 | employment services | 15 |
| movies | 18 | tax services | 15 |
| job counseling | 6 | other | 3 |
| carnivals | 2 | cards and games | 28 |
| counseling | 8 | health maintenance | 18 |
| driver's aid | 11 | basic home nursing techniques | 8 |
| lectures | 3 | blood pressure clinic | 23 |
| croquet | 4 | family relationships clinic | 4 |
| | | legal contracts and forms clinic | 6 |

DEMOGRAPHICS:

| | Number | Percent | |
|--|--------|---------|----------------------|
| 53. How old are you? | | | |
| 55-60 | 13 | 7.6 | } 28.1 Preretirement |
| 61-65 | 35 | 20.5 | |
| 66-70 | 38 | 22.2 | } 40.3 Younger old |
| 71-75 | 31 | 18.1 | |
| 76-80 | 26 | 15.2 | } 31.6 Older old |
| 81-85 | 21 | 12.3 | |
| 86-90 | 6 | 3.5 | |
| 91 + | 1 | 0.6 | |
| 54. How long have you lived at this address? | | | |
| 1 year | 12 | 6.7 | } 34.2 |
| 1-5 years | 25 | 14.0 | |
| 6-10 years | 24 | 13.5 | } 65.7 |
| 11-15 years | 23 | 12.9 | |
| 16-20 years | 15 | 8.4 | |
| 20 + years | 79 | 44.4 | |
| 55. Where did you live just before the place you live now? | | | |
| same neighborhood in Council Bluffs | 33 | 18.6 | } 76.8 |
| another neighborhood in Council Bluffs | 103 | 58.2 | |
| outside of Council Bluffs | 41 | 23.2 | |
| 56. Do you own or rent? | | | |
| own | 131 | 74.9 | |
| rent | 44 | 25.1 | |
| 57. Do you live: | | | |
| alone | 68 | 38.0 | } 62.4 |
| with your spouse | 95 | 53.1 | |
| with your family | 16 | 9.3 | |
| other | 0 | 0.0 | |
| 58. What are your sources of income? (N=178) | | | |
| Multiple sources: | 71 | 39.9 | |
| Individualized sources: | | | |
| Social Security | 130 | 73.0 | |
| retirement funds | 62 | 34.8 | |
| savings | 40 | 22.5 | |
| earnings | 18 | 10.1 | |
| Sources as cited: | | | |
| Social Security | 66 | 37.1 | |
| Social Security, retirement funds | 25 | 14.0 | |
| retirement funds | 23 | 12.9 | |
| savings, Social Security | 21 | 11.8 | |
| earnings | 9 | 5.1 | |
| other | 7 | 3.9 | |
| savings, Social Security, retirement funds | 7 | 3.9 | |
| savings, retirement funds | 4 | 2.2 | |
| Social Security, other | 4 | 2.2 | |
| earnings, Social Security | 3 | 1.7 | |
| savings | 2 | 1.1 | |
| earnings, savings | 2 | 1.1 | |
| earnings, savings, Social Security, retirement funds | 2 | 1.1 | |
| Social Security, family | 1 | 0.6 | |
| earnings, savings, Social Security | 1 | 0.6 | |
| earnings, savings, retirement funds | 1 | 0.6 | |

59. What is your monthly income?

| | | |
|------------------|----|------|
| \$0-\$334 | 18 | 13.0 |
| \$335-\$500 | 39 | 28.3 |
| \$501-\$1,000 | 42 | 30.4 |
| \$1,001 or above | 39 | 28.3 |

60. Are you:

| | | |
|-----------|-----|------|
| single | 15 | 8.2 |
| married | 100 | 54.3 |
| widowed | 61 | 33.2 |
| divorced | 8 | 4.3 |
| separated | 0 | 0.0 |

} 37.5

61. What is your sex?

| | | |
|--------|-----|------|
| male | 62 | 34.3 |
| female | 119 | 65.7 |

62. What is your race?

| | | |
|-----------------|-----|------|
| White | 179 | 98.9 |
| Black | 0 | |
| American Indian | 2 | 1.1 |
| Asian | 0 | |
| Spanish | 0 | |
| other | 0 | |

