

Exhibit 11  
PNA Summary

**RESIDENT PERSONAL NEEDS QUESTIONNAIRE/ANSWER KEY**  
**(Number of Respondents = 258)**

<b>Q1. Who is the representative payee for your PNA?</b>	<b># of Respondents</b>	<b>% To Total</b>
A. The home	161	62.89%
B. I handle my own money	72	28.13%
C. My family	12	4.69%
D. Another agency	7	2.73%
E. Someone else	4	1.56%

<b>Q2. How frequently do you receive your money?</b>	<b># of Respondents</b>	<b>% To Total</b>
A. I ask for some of it every week	18	7.11%
B. I receive it every week	51	20.16%
C. I receive it twice a month	9	3.56%
D. I receive it once a month	160	63.24%
E. Other (please specify)	15	5.93%

Other: As needed (9), Daily (1), Not regularly (1), Twice a week (4)

<b>Q3. Which one of the following statements applies to your monthly PNA?</b>	<b># of Respondents</b>	<b>% To Total</b>
A. I always have money left over until my next PNA	42	16.41%
B. I often have money left over until my next PNA	49	19.14%
C. I rarely have money left over until my next PNA	79	30.86%
D. I never have money left over until my next PNA	86	33.59%

<b>Q4. Does anyone help you budget your PNA?</b>	<b># of Respondents</b>	<b>% To Total</b>
A. Yes	84	32.68%
B. No	173	67.32%

<b>Q4A. If Q4 = Yes, who helps you budget your PNA?</b>	<b># of Respondents</b>	<b>% To Total</b>
A. The adult home case manager	45	54.22%
B. The OMH case manager or peer specialist	18	21.69%
C. Family	16	19.28%
D. Other (please identify)	4	4.82%

Other: Social Worker (2), Finance director (3), Operator (7), Owner (1), C.N.A. (1)

<b>Q5. If you rarely/never have money left over until your next PNA, how quickly do you spend the PNA when you receive it?</b>	<b># of Respondents</b>	<b>% To Total</b>
A. Immediately	48	24.62%
B. Within a few days	59	30.26%
C. Within two weeks after receiving it	63	32.31%
D. Other (Please specify)	25	12.82%

Other: As needed (1), Slowly (1), I Week (1), Month (4), 3 Weeks (16)

## RESIDENT PERSONAL NEEDS QUESTIONNAIRE/ANSWER KEY

# of  
Respondents    % To Total

**Q6. Are there items or services that you need/want that you cannot afford to purchase with your PNA?**

A. No	81	31.64%
B. Yes (Please specify)	175	68.36%
Clothing	123	38.92%
Entertainment	55	17.41%
Transportation	49	15.51%
Food	62	19.62%
Personal Needs (hygiene, etc.)	14	4.43%
Dentist	1	0.32%
Prescriptions	1	0.32%
Savings	1	0.32%
Cigarettes	3	0.95%
Girls	1	0.32%
Shopping	1	0.32%
Podiatrist	1	0.32%
Athletic Equipment	1	0.32%
School Supplies	1	0.32%
Electronic Repairs	1	0.32%
Aquarium	1	0.32%

**Q7. In a typical month, how do you spend your PNA? For example what items do you purchase and what is the monthly cost? Please list as many items and costs as you wish.**

Item	Total All \$	% to Total	Average	# of Respondents
Clothing	\$4,790	17.04%	\$42	114
Food	\$8,439	30.02%	\$44	193
Entertainment	\$1,039	3.70%	\$19	55
Transportation	\$1,653	5.88%	\$20	84
Cigarettes	\$8,252	29.35%	\$63	130
Haircuts	\$1,116	3.97%	\$12	96
Rx Drug Co-Pays	\$1,069	3.80%	\$27	40
Over the counter (OTC) Meds	\$345	1.23%	\$12	29
Other	\$1,411	5.02%	\$39	36
<b>Total</b>	<b>\$28,113</b>	<b>100.00%</b>		

Note: Respondents were able to give multiple answers to survey questions.