

RRI RRI-II

Reinstatement Review Inventory

Reinstatement Review Inventory-II

Training Manual

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*The acronym RRI will be used throughout this document to refer to the RRI and RRI-II test materials, diskettes and related materials. Both the RRI and the RRI-II are copyrighted and ALL RIGHTS ARE RESERVED.

Product Description

The Reinstatement Review Inventory (RRI and RRI-II) are objective, standardized and easily administered assessment instruments. Hereafter the tests Reinstatement Review Inventory and the acronym RRI and RRI-II shall be referred to as the Reinstatement Review Inventory, RRI or RRI-II. The RRI is designed for people applying for reinstatement of their driver's license because it was suspended or revoked. The RRI is to be used in conjunction with review of driving records, court-related history, applicant interview and experienced staff judgment. The RRI and RRI-II are computer-scored assessment or screening instruments.

The RRI is a test designed specifically for use with people applying for reinstatement of their driver's licenses. It can be completed in 25 to 30 minutes and reports can be printed on-site within 3 minutes of test completion. The RRI is appropriate for people with a sixth grade or higher reading level. The RRI has been researched and normed on the population for which it will be used, i.e., applicants for reinstatement of their driver's license.

RRI diskettes contain 25 or 50 test applications. Diskettes are to be used on IBM-PC compatibles with a minimum of 640K memory and MS-DOS. Windows versions are also available. Tests can be given directly on the computer screen or in paper-pencil test booklet format. Regardless of how the tests are administered, all tests are computer scored on-site and reports are available within minutes of test completion. Diskettes contain all of the software necessary to perform all test scoring functions, build an expanding database and print reports. Staff report writing, substantiation of decision-making and record keeping needs are met with these reports.

Diskettes contain copyrighted software programs and all rights are reserved. **All diskettes, including damaged diskettes, are to be returned to Behavior Data Systems, Ltd.**

Present, Past or Future Tense

Clients should answer questions as the questions are stated -- in present tense, past tense or future tense. Questions are to be answered literally as they are presented. There are no trick questions. If an item wants to know about the past, it will be stated in the past tense. If the item inquires about the present tense it will be stated in the present tense. And, if an item asks about the future, it will be stated in the future tense. Just answer each question as it is stated.

Six Empirically Based Measures

The RRI includes six (6) empirically-based measures (scales):

- 1. TRUTHFULNESS SCALE:** The Truthfulness Scale is a measure of how truthful the applicant was while completing the RRI. This scale identifies self-protective, recalcitrant and guarded applicants who minimize or even conceal information. It identifies faking.
- 2. ALCOHOL SCALE:** The Alcohol Scale is a measure of the applicant's alcohol use and alcohol-related problems. Alcohol refers to beer, wine or other liquor.
- 3. DRUG SCALE:** The Drug Scale is an independent measure of the applicant's other drug abuse use and drug-related problems. Without a Drug Scale many drug (marijuana, cocaine, crack, amphetamines, barbiturates and heroin) abusers would remain undetected. The RRI differentiates between licit (legal) and illicit (illegal) drug use.

4. ROAD RAGE SCALE: This scale measures the applicant's emotionality. Road rage is defined in terms of emotional and physical abuse. This scale identifies applicants whose emotions all too easily interfere with their judgment.

5. COMPARATIVE CHANGE: This scale helps the evaluator identify applicants who have positively changed since their driver's license was suspended or revoked. Without positive attitudinal and behavioral change, driver's license reinstatement would be pointless.

6. INTERVENTION CHECKLIST: This scale gives the applicant an opportunity to clarify their status in terms of meeting or exceeding court requirements for reinstatement of their license. Have they completed the minimum requirements for reinstatement of their license? Have they gone beyond these requirements and demonstrated a sincere commitment? It is important to recognize positive applicant commitment that goes beyond minimum court requirements.

RRI-II

The Reinstatement Review Inventory-II or RRI-II was derived from the RRI. The RRI Road Rage Scale has been replaced with the Stress Coping Abilities Scale. The RRI-II has 128 items and takes 25 minutes to complete. The RRI-II has 6 scales: **1. Truthfulness, 2. Alcohol, 3. Drugs, 4. Comparative Change, 5. Intervention Checklist, and 6. Stress Coping Abilities.** Both the RRI and the RRI-II explore the question, "Has the applicant changed since their driver's license was suspended or revoked?"

The difference between the RRI and the RRI-II is that the Road Rage (RRI) Scale is replaced with the Stress Coping Abilities (RRI-II) Scale. Some evaluators prefer the Road Rage Scale, whereas other evaluators prefer the Stress Coping Abilities Scale. For that reason **both the RRI and the RRI-II are offered. This allows the test user to decide which version of the RRI best meets their assessment needs.**

It should be noted that the acronym RRI shall hereafter refer to both the RRI and the RRI-II. In summary, the Road Rage Scale in the RRI is replaced by the Stress Coping Abilities Scale in the RRI-II.

The **STRESS COPING ABILITIES SCALE:** is a measure of the applicant's ability to handle stress, pressure and tension. Low scorer's handle stress very well, whereas high scorer's (scale score at or above the 70th percentile) have stress related problems. Severely impaired Stress Coping Abilities (at or above the 90th percentile) are indicative of existing emotional and mental health problems. A comprehensive psychological or psychiatric evaluation would likely result in identification of a diagnosable emotional or mental health problem. The Stress Coping Abilities Scale is a non-intrusive way to screen serious emotional or mental health problems.

RRI HEREAFTER REFERS TO BOTH THE RRI AND THE RRI-II.

Risk Level Classification

Each RRI scale score is classified in terms of the risk range it represents. These risk level classifications are calculated individually for each of the six empirically based scales as follows:

PERCENTILE RANGE	RISK RANGE	INTERPRETATION
0 to 39th percentile	Low Risk	No serious problem
40 to 69th percentile	Medium Risk	Suggestive, but no problem
70 to 89th percentile	Problem Risk	A problem has been identified
90 to 100th percentile	Severe Problem Risk	Serious problem is present

Significant Items

Significant items represent self-admissions or unusual answers. They are provided for reference and do not by themselves determine the respondent's scale score. For example, **a person could have a high scale score and few significant items**. Significant Items are printed on page 2 of the RRI report for the **Alcohol, Drugs** and when appropriate the **Road Rage** scales. Significant Items augment scale scores and sometimes provide a more complete understanding of the applicant. **Significant items permit comparison of the applicant's beliefs, biases and attitudes with their objective scale scores.**

Multiple Choice Items

Multiple Choice Items responses reflect important self-report motivational, attitudinal and perceptual information. Responses to items 115 through 124 (or the last sequence of test items) include the multiple choice item. These applicant responses are always printed on page 2 of the RRI report. They represent the applicant's perception of his or her situation and needs; therefore, they may differ from empirically based and objective scale scores. This enables further comparison of applicant's motivation and attitudes with the applicant's objectively attained scale scores.

For example, persons may report "no problem" with regard to their alcohol-related drinking pattern, even though their score on the Alcohol Scale is above the 90th percentile (severe problem) range. On the other hand, it is also important to note when the multiple choice items responses are consistent with their corresponding objective scale scores.

It is the applicant's opinion, with all its biases, that is most important for evaluating attitudes and attitude change.

Unique RRI Features

The Reinstatement Review Inventory (RRI) has been researched and normed on the reinstatement applicant population. This expanding database enables the RRI to incorporate many unique features. Each of these unique RRI features is solidly based upon extensive RRI research. Perhaps of equal importance is the fact that this database research is ongoing in nature.

Expanding Database

Proprietary and copyrighted RRI software was designed with the capability of "**saving**" the data from each test in a confidential (no names) manner for ongoing research and analysis. This is one of the reasons why used diskettes are returned to Behavior Data Systems, Ltd. No applicant names appear in RRI research or annual program summary reports. Returned diskettes are downloaded into the RRI database for subsequent analysis and applicant names are removed. **The expanding RRI database is statistically analyzed each year.** This feature represents a unique advantage of the RRI. The database ensures ongoing research at no additional cost to the RRI user. As the RRI database continues to grow, new and exciting research discoveries and innovative software remedies are anticipated. Gender (male/female) differences have already been identified (and remedies developed) by this procedure.

Truthfulness Scale

Self-report tests and interviews are subject to the danger of respondents not telling the truth. An important advance in testing is the Truthfulness Scale, which measures how honest the applicant is while completing the test. It would be naive to believe that all applicants taking tests always answer questions truthfully. Truthfulness Scales identify self-protective and guarded applicants who attempt to deny, minimize or even conceal information. This feature is of special importance in court-related settings, since the outcome of a person's test results could affect reinstatement of their driver's license,

nature of intervention and lifestyle. **The Truthfulness Scale identifies attempts to fake or under report problems and concerns.**

Validity

Definition: Within the context of assessment, **validity** is a general term for accuracy of measurement. Valid test results are essentially free from error. They are accurate. In contrast, **invalidity** refers to distortion of test results due to errors in measurement. Invalidity may be due to applicant guardedness, denial, faking, reading things into questions, emotional instability, reading impairments, etc. An invalid test means test results are distorted and not accurate.

Staff should check the Truthfulness Scale score of each RRI report. If the Truthfulness Scale score is below the 70th percentile--test results are valid and accurate. Truthfulness Scale scores between the 70th and 89th percentile are likely valid due to Truth-Corrected scores, but should be interpreted cautiously. Truthfulness Scale scores above the 90th percentile are invalid or not accurate.

Truth-Corrected Scores

Another sophisticated psychometric technique involves "truth-corrected" scores which are individually calculated for **each** RRI scale every time a test is scored. The Truthfulness Scale establishes how truthful the applicant was while completing the RRI. Correlations between the Truthfulness Scale and all other scales were statistically determined. This procedure enables the RRI to identify and add back into each scale score the amount of error variance associated with a person's untruthfulness, resulting in "truth-corrected" scores. Raw scores may only reflect what the applicant wants you to know. Truth-corrected scores reveal what the applicant is trying to hide. Truth-Corrected Scale scores are more accurate than raw scores.

Alcohol Scale

The Alcohol Scale measures an applicant's alcohol use and alcohol-related problems. This is an important area of inquiry when evaluating for driver license reinstatement. Similarly, alcohol-related arrests are important when predicting driver's risk.

Discriminant validity of the Alcohol Scale is demonstrated by the fact that no other RRI scale correlates significantly with alcohol-related arrests. Only the Alcohol Scale correlates significantly with alcohol-related arrests.

When the number of alcohol-related arrest is not available, the Alcohol Scale is scored in the usual manner, i.e., adding up the number of deviant responses. When the scale score exceeds the **minimum** alcohol-related arrest score, the Alcohol Scale score is reported.

Drug Scale

Discriminant validity of the Drug Scale is determined by the fact that no other RRI scale correlates significantly with other drug-related arrests. Drugs refers to marijuana, cocaine, crack, barbiturates, amphetamines and heroin.

The Drug Scale measures an applicant's drug proneness and drug-related problems. This is becoming an increasingly important area of inquiry when evaluating driver risk. Similarly, drug-related arrests are important when predicting driver risk.

When the number of drug-related arrests is not available, the Drug Scale is scored in the usual manner, i.e., adding up the number of deviant responses on the Drug Scale. When the Drug Scale score exceeds the drug-related arrest **minimum** score, the Drug Scale score is reported.

RRI Reports

RRI reports are designed to meet the needs of reinstatement evaluation and screening programs. The standard two page RRI report concisely summarizes test data in an accurate and easily understood manner. Staff needs for report-writing, substantiation of decision-making, and record-keeping are all met with RRI reports.

RRI Results Categories

When RRI's are scored the resulting scores will be classified in one of three categories for quick and easy reference. These three categories are summarized as: **INVALID RRI RESULTS**, **EXCEEDS RRI SELECTION CRITERIA**, and **MEETS RRI SELECTION CRITERIA**. Each are explained below.

INVALID RRI RESULTS: When the applicant's RRI Truthfulness Scale score is at or above the 90th percentile, the statement **INVALID RRI RESULTS** is printed on the first page of the RRI report. This scale score takes precedence over all other scale scores. For this statement to print, the Truthfulness Scale score must be at or above the 90th percentile.

Suggested applicant options when their RRI report prints **INVALID RRI RESULTS** include: a) RRI retest; b) obtain licensed/certified health professional's written statement certifying they examined the applicant, and applicant is appropriate for reinstatement review (applicant returns to driver's license office and continues review process); or c) reapply after six months.

MEETS REINSTATEMENT CRITERIA: This statement means RRI test results indicate the applicant's driver's license should be considered for reinstatement. The applicant would then complete a Substance Abuse Evaluation by a licensed physician/psychologist or certified substance abuse/addiction counselor and the client returns to the driver's license office to complete the reinstatement process.

EXCEEDS RRI SELECTION CRITERIA: This statement means RRI test results indicate the applicant's driver's license should not be reinstated at this time. Suggested applicant options when their RRI prints **EXCEEDS SELECTION CRITERIA** include the same options as cited above, i.e., a) RRI retest; b) licensed/certified health professional's written statement or c) reapply after six months.

Exceeds RRI Selection Criteria

The statement **Exceed RRI Selection Criteria** means RRI test results suggest the applicant's driver's license should not be reinstated at this time. This determination is based on the following criteria.

EXCEEDS REINSTATEMENT CRITERIA WHEN ONE OF THE FOLLOWING 4 CONDITIONS ARE MET

1. Valid test (Truthfulness Scale score at or below the 89th percentile) with two or more scales (Alcohol, Drug, Road Rage or Stress Coping Abilities Scale, Comparative Change or Intervention Checklist) scores at or above the 90th percentile.
2. Alcohol Scale score is at or above the 90th percentile and three (3) or more of the following items are answered in a deviant direction: item 8, 14, 27, 37, 40, 48, 67, 74, 86, 119 (1, 2), 120 (1, 2).

3. Drug Scale score is at or above the 90th percentile and three (3) or more of the following items are answered in a deviant direction: item 25, 32, 42, 45, 51, 62, 69, 81, 83, 87, 124 (1, 2), 125 (1, 2), 127 (2, 3).

4. Valid test (Truthfulness Scale score at or below the 89th percentile) with one scale (Alcohol, Drug Road Rage or Stress Coping Abilities, Comparative Change or Intervention Checklist) at or above the 90th percentile, and one or more of the other scales at or above the 70th percentile.

To review, scale scores in the 70 to 89th percentile range are “problem” scores, while scale scores in the 90 to 100th percentile range are “severe problem” scores. And as noted earlier, RRI results are to be used in conjunction with an applicant interview, review of available records and experienced staff judgment. No decision is to be made solely on RRI or RRI-II results.

Oral Instructions

It is now clear that reinstatement applicants in court-related settings minimize their alcohol and other drug-related problems. They also substantially under-report their alcohol and other drug use. However, the oral instructions to the offender before he or she begins the RRI are important. A straightforward approach is recommended. For example:

"This test contains a truthfulness measure to determine how cooperative and truthful you are while completing it. Please answer all of the questions honestly. It is also important that you do not read anything into the questions that is not there. There are no trick questions. Your court records may be checked to verify the accuracy of your answers. Just answer each question truthfully."

Giving the applicant an example often helps them understand. The example that you use will be influenced by your applicant population, experience, and intent. It should be individualized to your situation and needs. The following example is presented for clarification as to how an example might be included in your oral instructions to the applicant.

*Last week a applicant told me while taking the MMPI that he could not answer this true-false question, 'I am attracted to members of the opposite sex.' When asked why, the applicant replied, "If I answer True, you will think I am a sex maniac. If I answer False, you will think I am a homosexual." I told the applicant that; this test item does not ask you about being a sex maniac or a homosexual. It simply asked if you are attracted to members of the opposite sex. When you interpreted it to refer to sex maniacs or homosexuals, you were answering a different question. Do not read anything into these questions that isn't there, because if you do, you will invalidate the test and may have to take it over. Simply answer the questions True or False. **There are no trick questions or hidden meanings.** If you misinterpret or change the questions in the test, you will invalidate the test.*

A few minutes of oral instructions can put the applicant at ease while providing structure and clarifying expectations. Such procedures can greatly reduce your invalidity ratio while making the assessment procedure more acceptable to the applicant. Some agencies type out oral instructions for the staff so that they can have them as a ready reference.

Control of RRI Reports

The standard RRI report is designed for evaluator and court-related use. It is **not** recommended that this RRI report be given to the reinstatement applicant. It is **not** recommended that the applicant take any RRI materials, including the report out of the office.

In summary, if a applicant reads his or her RRI report, that applicant will likely pick out a word or term that they will question or object to and then perseverate in their thinking. This is counterproductive, as no one question or response will significantly alter their score. Scale scores are based on the applicant's pattern of responding. Reinstatement applicants should **not** take any RRI report or materials out of the office.

Check the Answer Sheet

Check the applicant's answer sheet for completeness when it is turned in and before the applicant leaves. No items should be skipped and both true and false should not be answered for the same question. In these instances the applicant should be informed that each question must be answered in accordance with the instructions, and be given the opportunity to correct or complete their answer sheet. **Skipped answers are scored by the computer in the deviant direction, since it is assumed that these items were omitted to avoid admitting a "negative" response.**

Check Answer Sheet for Applicant Entered Information

Staff should verify the information provided by the applicant on the answer sheet is complete and accurate. The information concerning DUI's and other court history may be used in the RRI report to establish minimum scores. Staff should be aware that "Total number of DUI arrests" includes DUI's reduced to reckless driving. Also, the information requested concerns DUI arrests, not just convictions.

Retest

If applicants invalidate their RRI, it is recommended that they be given the opportunity to be retested. Prior to retesting, the oral instructions should be reviewed. If the retest is still invalid, the person may be untestable at that time. The alternative to formal testing is the interview and reviewing court records.

Test Data Input Verification

This procedure allows the person that is inputting the test data from the answer sheet to verify the accuracy of their data input. In brief, the test data is input twice and any inconsistencies between the first and second data entry are highlighted until corrected. When the first and second data entry match (or are the same) you may continue. This Data Input Verification feature is optional.

You may enter applicant test data and print reports continuously until the diskette is filled, or, if you wish, you may check to verify that data entries from the answer sheet were accurate. You have the option of verifying any data that you enter, whether you wish to verify all tests or randomly pick one or a few tests that were entered from a diskette. The choice is yours! There are two ways in which you may perform the test data input verification procedure: 1) after a new test has been entered, or 2) by choosing the option from the Supervisor Data Entry task menu. The verification procedure compares test items entered the first time with entries made the second time. If the test data entry is the same the first and second (verification) times--then the test data was accurately entered. However, if there is a discrepancy between the first and second (verification) data entries--then there is a data error or input discrepancy that should be checked. Keep in mind that an input error could be made either time, i.e., the first or second time data was entered. To know which is the correct data you will need to refer to the answer sheet.

When you enter a new test you may choose to perform the test data input verification procedure after all of the response (test) data has been entered. A message is displayed asking if you want to “verify data input”. Type “y” if you want to perform the test data input verification procedure or type “n” to return to the Main Menu.

Delete Client Names

You have the option to delete applicant names from the diskette before returning it. This is optional. If you want to use this option, remember that once you delete the applicant names from a diskette -- they are gone and cannot be retrieved. We recommend you only use this option before returning the used diskette. Deleting applicant names does not delete demographic information or test data. It only deletes the applicant names when you use this option. This optional procedure is discussed in the Computer Operating Guide.

An option has been provided in the supervisor task menu that allows you to delete the applicant names from the diskette. This option is provided for you to protect applicant confidentiality. Please be advised that once the names have been deleted, there is no way for you to retrieve them.

Special (99% Scores) Reports

When the Truthfulness Scale score is at or above the 95th percentile, all other scale scores (Alcohol Scale, Drug Scale, Comparative Change, and Road Rage or Stress Coping Abilities Scale) automatically go to the 99th percentile. This is to alert the examiner to the very high Truthfulness Scale score, which means the test is inaccurate and other scale scores are not accurate.

Due to this inaccurate test protocol the applicant’s report is modified. In place of the scale descriptive paragraphs explaining scale scores, a one-page explanation of the Truthfulness Scale is printed. The test protocol is inaccurate due to the extremely high Truthfulness Scale score and in this special circumstance the test results should not be used. However, “significant items” and “multiple choice items” items sometimes may provide helpful information.

A Truthfulness Scale score at or above the 90th percentile is invalid. The 99th percentile procedure is simply to highlight or emphasize untruthfulness, an inaccurate test protocol or invalid test result.

Test Number Reminders

Test number reminders will be displayed on the screen when you use the 40th, 45th and 48th tests. When you choose to enter a new test for these three specific test numbers, a message will be displayed to indicate the test number you are about to enter. These messages will only be displayed these three times. These reminders are meant to inform you that you are reaching the end of the diskette. They give you sufficient time to re-order. We want to avoid any disruption in your testing program and last minute phone calls for overnight deliveries of new diskettes.

The test diskettes are dated and active for a one year period starting with the date you receive the diskette. **After the 13th month that you have had the diskette it will cease to operate.** There are three reminders to inform you that you have reached the 10th, 11th and 12th month of using the diskette. The diskette will not work after the 13th month.

Test diskettes are constantly being updated and we want to ensure that you are using the most current test diskette. If you have reached the 12th month of using the diskette and have not used up all of the tests contained on the diskette, you may be credited for any unused tests that remain on the diskette.

Unused tests will be credited through the end of the 13th month. **After the 13th month you will not receive credit for unused tests that remain on the expired diskette.** This is a quality control procedure that is meant to be a benefit to you.

Four Administrative Modes

The RRI can be administered in four different ways: **1. Paper-Pencil test booklet format.** This is the most common way clients are tested. Upon test completion, tests are scored and printed in three minutes on-site. **2. Directly on the computer screen (monitor) itself.** Upon test completion a few keystrokes scores and prints the RRI report. **3. Optical scanners are used in high volume testing settings.** This testing mode involves customized answer sheets and the use of an optical scanner. **4. Human voice (computer audio) presentation.** Test items and answers are read to the client. This testing mode requires a multimedia computer, headphones and Windows 95 or higher software. Users can select the test administration mode (or modes) that are suited to their needs.

Audio (Human Voice) Option

Audio (Human Voice) Reading: This RRI test administration mode is new and innovative. The client sits before the computer with earphones on. Earphones ensure clarity while eliminating distractions. The "arrow keys" allow the client to switch back and forth between questions and answers. As each question or answer is highlighted it is read to the client. The client can go back and forth as many times as needed. When the client selects an answer the program advances to the next question. **Reading can be in any language**, e.g., English, Spanish or Native American. To make other languages available Behavior Data Systems, Ltd. would need the translator and reader provided for recording. This innovative approach to reading impaired screening resolves most bilingual, cultural and reading impaired screening problems. Yet, it does require CD-ROM, earphones and computer audio capability. Both the RRI and the RRI-II can be programmed for human voice test administration in most, if not all languages. We prefer to limit Automated (Human Voice) Reading options to a maximum of two languages per computer.

Staff Orientation

Please distribute this document to staff that participates in applicant screening. It is important that staff understand the RRI and RRI-II when they use it.

Focused Interview & Time Savings

The RRI is specifically designed for reinstatement risk evaluation and screening. It provides a vast amount of relevant information quickly and accurately. The RRI facilitates a "focused" interview that can result in significant savings in time with no compromise in the quality of the service being provided. RRI results are to be augmented with an interview. The RRI provides relevant self-report information in a timely (within minutes) manner, thereby facilitating a "focused interview." The focused interview may require 10 to 30 minutes to complete, with no compromise in effectiveness or quality. Focused interviews "zero in" on applicant's problems and concerns. Problem areas are identified so the interview can focus on these areas of concern.

Database

A database of demographics and test data is very useful. It makes possible ongoing cost-effective research and also provides the capability to summarize results for administrative, budgeting and planning purposes. Behavior Data Systems, Ltd.'s proprietary and copyrighted built-in expanding

database provides both a research and program summary capability. Copyrighted software "saves" the test data from each test that is administered in a confidential (no names) manner.

The RRI database provides a cost effective approach to ongoing research. Used diskettes are returned to Behavior Data Systems, Ltd. and test data is placed in the RRI database. The RRI database is analyzed annually. This means that on an annual basis the RRI is essentially restandardized. This ensures accuracy and fairness. RRI databases are established on a state-by-state basis.

These same databases provide a cost effective means by which testing programs can be summarized--again in a confidential (no names) manner. Annual summary reports describe the population that was tested. Population statistics, demographics, emerging trends and much more can be provided in these reports on an annual basis.

Summary: How the System Works

You order your computerized diskettes from Behavior Data Systems, Ltd. (BDS). Once your account is established, purchase orders are accepted by telephone (800) 231-2401, FAX (602) 266-8227, or by writing Behavior Data Systems, Ltd., P.O. Box 44256, Phoenix, Arizona 85064-4256. Payment is expected within 30 days of receipt of ordered materials, unless other arrangements have been made. When ordering, please specify the diskette size (3 1/2" or 5 1/4") you need. We recommend that you keep one month's supply of tests (diskettes) on hand to avoid any disruption of your testing program. In the bottom right hand corner of each test report, the number of the test you are using (on your diskette) is presented for your information.

Upon establishing your account with Behavior Data Systems, Ltd. (BDS) you will be provided with user instructions, orientation and training manuals, computer operating guide, test booklets and answer sheets. **Please distribute copies of this training manual to your staff.** Test booklets are reusable. Inform Behavior Data Systems, Ltd. as to how many test booklets you will need to be operational. Answer sheets may be photocopied on-site. Support services are available by calling (800) 231-2401.

Diskettes contain 25 or 50 test applications. Diskettes are to be used on IBM-PC compatibles with a minimum of 640 K memory and MS-DOS or Windows 95 or higher. Tests can be given directly on the computer screen or in paper-pencil test booklet format. Regardless of how the tests are administered, all tests are computer scored on-site and reports can be available within minutes of test completion. Diskettes contain all of the software necessary to perform all test scoring functions, build an expanding database and print reports. Staff report writing, substantiation of decision making and record keeping needs are met with these reports. Used diskettes, even damaged diskettes, are returned to Behavior Data Systems, Ltd..

Diskettes contain copyrighted software programs and ALL RIGHTS ARE RESERVED. Do not attempt to copy the diskette or load the software programs on a hard disk drive. Such an act would be in violation of copyright law. **All diskettes, including damaged diskettes, are to be returned to Behavior Data Systems, Ltd.** Each diskette is dated and numbered. You should establish procedures so diskettes are not lost, damaged, or left unattended.

NOTE: ALL RRI test booklets and related materials are copyrighted. Do not allow anybody to remove these materials from your offices.

Diskette Expiration Date

Test diskettes are constantly being updated and we want to ensure that you are using the most current test diskette. If you have reached the 12th month of using the diskette and have not used up all of the tests contained on the test diskette, you will be credited for any unused tests that remain on the diskette. Unused tests will be credited through the end of the 13th month. **After the 13th month you will not receive credit for unused tests that remain on expired diskettes.** This is a quality control procedure that is meant to be a benefit to you as well as to maintain current and updated diskettes in the field.

Technical Support

If you have problems or questions, call Behavior Data Systems, Ltd.: **(800) 231-2401**. This number is operational from 8 a.m. to 4 p.m. (Mountain Standard Time). Behavior Data Systems, Ltd.'s Fax **(602) 266-8227** is operational 24 hours a day. You can now E-mail Behavior Data Systems, Ltd. at **bds@bdsLtd.com**, you are also invited to visit our website at www.bdsLtd.com.

RRI Modifications

There may be some modifications to the RRI and Training Manual on a state or geographical basis to be in compliance with local statutes, procedures and need. Further information can be provided by contacting Behavior Data Systems, Ltd.