Shoplifting Inventory (SI)

Training Manual

Shoplifting Inventory (SI)

The Shoplifting Inventory (SI) is an automated (computer scored) assessment instrument. The SI is designed specifically for evaluating people charged or convicted of shoplifting. The SI consists of 185 items and takes 35 to 40 minutes to complete. Printed reports can be available on-site within 3 minutes of test completion. The SI is written at a 6th grade reading level and is available in English and Spanish. The SI can be administered on the computer screen or in paper-pencil test booklet format. Regardless of how the SI is given, all test are computer scored.

UNIQUE SI FEATURES
♦ Sound empirical basis for decision making
♦ Strong accountability of results to the court
♦ Software specifically designed for on-site use
♦ Demonstrated reliability, validity and accuracy
♦ Designed specifically for shoplifter assessment
♦ Expanded database built-in for ongoing research

The Shoplifting Inventory (SI) is designed for use in courts, probation departments and shoplifter treatment programs. Some courts have alternatives to incarceration (diversion) programs for shoplifters. The Shoplifting Inventory (SI) can be used to evaluate misdemeanor and felony charged defendants. These reports are particularly useful at presentence hearing.

The Shoplifting Inventory (SI) has many unique features. It contains a Truthfulness Scale that detects faking. It also utilizes Truth-Corrected scores which are more accurate than raw scores. Ongoing database analysis ensures annual tests restandardization and annual summary reports -- at no additional cost. The Shoplifting Inventory (SI) is much more than just another alcohol or drug test. The SI test data input verification procedure ensures accurate data input. The proprietary human voice audio feature helps overcome impaired reading and diverse cultural assessment problems.

The purpose of this manual is to describe the Shoplifting Inventory (SI) and explain how it works. Staff using the Shoplifting Inventory (SI) in their shoplifter interactions should read this SI Orientation and Training Manual. Staff involved in SI computer scoring should read the companion document title "Computer Operating Guide." Both of these documents are available from Behavior Data Systems, Ltd.

SHOPLIFTING INVENTORY

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SHOPLIFTING INVENTORY

The **Shoplifting Inventory (SI)** is designed for shoplifter evaluation. It contains 9 scales: Truthfulness, Entitlement, Shoplifting, Antisocial, Peer Pressure, Self-Esteem, Impulsiveness, Alcohol and Drugs. The Shoplifting Inventory goes beyond the obvious - to motivation and attitude.

NINE SHOPLIFTING INVENTORY SCALES (MEASURES)

TRUTHFULNESS SCALE: Measures how truthful the respondent was while completing the test. It also identifies faking, minimization, guardedness and defensiveness - as well as the reading impaired.

ENTITLEMENT SCALE: This scale measures a person's attitudes and beliefs regarding their rights. Some people believe they are entitled to more than others, e.g., standard of living, lifestyle, possessions or way of life.

SHOPLIFTING SCALE: A shoplifter is a person who steals articles from a store during shopping hours. This scale measures a person's tendency (or probability) of shoplifting.

ANTISOCIAL SCALE: This scale measures antisocial attitudes and behavior, which incorporates an uncaring, emotionally blunted and irresponsible outlook. Characteristics include hostility, unsociableness, disloyalty and many adjustment problems.

PEER PRESSURE SCALE: Measures the susceptibility of a person to pressure, or the influence of other people upon a persons attitudes and behavior. This scale shows how easily a person can be influenced by others.

SELF-ESTEEM SCALE: Measures a person's perception of self. It describes the person one believes oneself to be. Self-esteem incorporates an attitude of acceptance - approval versus rejection - disapproval of oneself.

IMPULSIVENESS SCALE: This scale measures impulsiveness or a tendency to act on sudden impulse. It describes a person who responds suddenly, abruptly or spontaneously without much forethought or consideration of consequences.

ALCOHOL SCALE: Measures the frequency and magnitude of alcohol-related problems. It measures alcohol use and abuse. Alcohol refers to beer, wine or other liquor.

DRUGS SCALE: Measures drug use or abuse-related problems. Without a drug scale, many drug abusers would remain undetected. Drugs refers to marijuana, cocaine, crack, amphetamines, barbiturates and heroin.

The Shoplifting Inventory (SI) is an automated (computer scored) self-report test that is completed by the client either individually or in group testing settings. There are no forms, check lists or questionnaires to be completed by the staff. SI reports are computer generated, within 3 minutes of test completion on-site. These reports eliminate the need for tedious, time consuming and error prone hand scoring. **Staff report writing, substantiation of decision making and record keeping needs are met with SI reports.**

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Risk Level Classification

Each Shoplifting Inventory (SI) scale score is classified in terms of the risk range it represents. These risk level classifications are calculated individually for each of the nine empirically based scales as follows.

PERCENTILE RANGE	RISK RANGE
0 to 39th percentile	Low Risk
40 to 69th percentile	Medium Risk
70 to 89th percentile	**Problem Risk**
90 to 100th percentile	**Severe Problem Risk**

SI percentile scores are established on the population of shoplifters sampled. A problem is identified when an attained score reaches the **70th percentile or higher.** A severe problem is identified when a score reaches the **90th percentile or higher.**

Truthfulness Scale

An important advancement in testing has been the development of the Truthfulness Scale, which measures how truthful the defendant was while completing the test. It would be very naive to believe that everybody taking tests always answers questions truthfully. **The Truthfulness Scale detects denial, minimizing problems and faking.** The Truthfulness Scale is particularly important in court-related settings. The Truthfulness Scale identifies attempts to "fake good" or underreport problems and concerns.

When reviewing a Shoplifting Inventory (SI) report you should check the Truthfulness Scale score. **A Truthfulness Scale score at or below the 89th percentile is indicative of accurate, truthful and valid results. In contrast, a Trustfulness Scale score at or above the 90th percentile reflects inaccurate and invalid SI results.** Reasons for inaccurate results are many and include reading impairments, reading things into questions that are not there, emotional turmoil, denial and faking. **Regardless of the reason, a Truthfulness Scale score at or above the 90th percentile means scale scores are inaccurate and likely distorted.**

Truth-Corrected Scores

The Truthfulness Scale establishes how truthful the defendant was while completing the SI. The amount of error variance associated with untruthfulness is determined and then applied to each scale resulting in Truth-Corrected scores. **Truth-Corrected scores are more accurate than raw scores because they account for the measured amount of untruthfulness while the defendant completed the SI.** Raw scores may only reflect what the defendant wants you to know. Truth-Corrected scores reveal what the defendant is trying to hide. Truth-Corrected scores are more accurate than raw scores.

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

Validity, continued

to errors in measurement. Invalidity may be due to guardedness, denial,

faking, reading things into questions, minimization of problems, emotional instability, reading impairments, etc. An invalid tests results are distorted and not accurate.

When handed a SI report, staff should check the Truthfulness Scale score. If the Truthfulness Scale score is below the 70th percentile -- test results are valid and accurate. Truthfulness Scale scores between the 70th and 89th percentiles are likely valid, but should be interpreted cautiously. **Truthfulness Scale scores above the 90th percentile are not accurate.**

Staff Members Should Not Take the SI

Sometimes a staff member wants to simulate the defendant taking the SI. It is strongly recommended that staff do **not** take the SI. The SI is not standardized on staff. And staff do not have the same mental set as a defendant. Staff would likely invalidate, distort or otherwise compromise their SI profile.

Control of SI Reports

Shoplifting Inventory (SI) reports contain confidential information. Some of the vocabulary may be misunderstood by the defendant and others. For these reasons the defendant should **not** be given his/her SI report to read. **Instead we recommend a staff person review SI results with the defendant, but does not give the SI report to the defendant to read.** The defendant should **never** be allowed to remove an SI test booklet or report from the premises. SI test booklets and reports are privileged, highly sensitive and confidential.

Request For Information

If, or when, third parties (attorneys, relatives, agencies, etc.) request SI materials they should be informed that all SI materials (SI booklets, Manuals, etc.) are copyrighted and SI users are licensed by Behavior Data Systems, Ltd. **As appropriate -- they should be allowed to review their clients SI report during normal working hours -- but not photocopy or remove it from your office**. If they persist, they should be advised to contact Behavior Data Systems, Ltd., P.O. Box 44256, Phoenix, Arizona 85064-4256.

Check Answer Sheet for Completeness

Check the defendant's answer sheet to be sure it has been filled out correctly when it is turned in and before the client leaves. No items should be skipped and true and false should not be answered for the same question.

The defendant should be informed that each question must be answered in accordance with instructions, and be given the opportunity to correct or complete their answer sheet. **Skipped answers are scored by the computer in the deviant direction, as it is assumed that these items were omitted to avoid admitting a "negative" response.**

Present, Past or Future Tense	**Defendant's 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, 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.
Special Modified Report, or 99th Percentiles	**When the Truthfulness Scale score is at or above the 95th percentile all other scale scores are automatically set to the 99th percentile.** In other words the SI report is modified due to the extremely inaccurate test protocol. And in place of the scale descriptions or paragraphs explaining scale scores, a one-page explanation of validity - invalidity is printed. **A test protocol is inaccurate and invalid when the Truthfulness Scale score is at or above the 90th percentile.** This modified report dramatizes the extremely high Truthfulness Scale score (95th percentile or higher). We will await user feedback before deciding to implement this 99th percentile procedure for Truthfulness Scale scores at the 90th (as compared tothe 95th percentile and higher) and above percentile score.
Accurate - Inaccurate Profiles	The term "inaccurate" is being used instead of invalid. The term validity refers to accurate assessment. In contrast, invalidity refers to distortion of test results due to defendants attitude, reading abilities, minimization of problems, reading things into the questions, denial and faking. However, many people do not understand the terms valid or invalid. Consequently we are substituting the terms **accurate** and **inaccurate** for valid and invalid.
	Inaccuracy is defined in terms of a defendant's Truthfulness Scale score being at or above the 90th percentile. **A Truthfulness Scale score at the 90th percentile or above results in inaccurate tests results, and all scale scores should be considered inaccurate.** Yet, different accurate - inaccurate SI profiles can be identified. Five examples are discussed.
	Example #1. **An elevated (at or above the 90th percentile) Truthfulness Scale score with all other scale scores at or above the 90th percentile.** This profile is often associated with impaired reading skills, acute emotional turmoil, or a very deviant response set . . . Further inquiry is needed with the defendant before deciding whether to retest. If emotionally upset, you may want to settle the defendant down before retesting. Although rare, some defendant's do not take the testing situation seriously and randomly respond. Regardless of the reason this SI profile is inaccurate and invalid.
Accurate - Inaccurate Profiles, continued	**Example #2.** **An elevated Truthfulness Scale score with at least one other scale score above the 69th percentile and one other scale score below the 40th percentile.** This may be an accurate profile where the defendant was either inadvertently "reading things into the questions" or attempting to be "absolutely honest" . . . After reviewing the instructions with the defendant this person would likely be retestable. However, a "focused interview" may be all that is needed to complete this assessment.

Example #3. An elevated Truthfulness Scale score with all scale scores at or below the 39th percentile. This defendant was attempting to minimize problems and "look good" but was detected by the Truthfulness Scale . . . **This is a classically invalid profile.** This defendant can be expected to be defensive and manifest denial. A direct approach is recommended, e.g., you were either attempting to minimize your problems or you were reading things into questions that weren't there. Retest would be contingent upon the defendant's attitude.

Example #4. A low risk Truthfulness Scale score with other scale scores variable is usually considered a valid profile. However, in very rare cases this represent a "test wise" defendant or staff member playing "beat the test." Earlier it was noted the SI was not standardized on staff and it was recommended they do not take the SI. Yet, some do. And it would be very rare or unusual for a defendant to be that "test wise." First year college students in psychology classes were asked to "lie but don't get caught" and were detected. This respondent's motivation needs to be established in interview.

Example #5. In very rare instances a defendant might answer all test items true or false. If all items are answered true the Truthfulness Scale would automatically be set to the maximum score. This response set is very rare. Similarly, **if all items were answered false** the Truthfulness Scale score would be very very high. The very high Truthfulness Scale score shows the test protocol is inaccurate or invalid . . . Should either of these situations occur, straightforward inquiry is all that is usually needed to clarify the matter. Contingent upon the defendants attitude, retesting might be considered after the oral instructions are reviewed.

Disriminant Validity

Discriminant validity is very desirable in a multiple scale test. **Discriminant validity refers to each scale measuring what it is supposed to measure, while other scales do not measures the same factors.** In other words each scale discriminates in that it is the only scale measuring that factor.

Discriminant validity of the **Alcohol Scale** is demonstrated by the fact that only the Alcohol Scale correlates significantly with prior alcohol-related arrests. And in related research only the Alcohol Scale correlates significantly with the Blood Alcohol Content (BAC) obtained at the time of DUI/DWI arrest.

Discriminant validity of the **Drug Scale** is demonstrated by the fact that only the Drug Scale correlates significantly with prior drug-related arrests.

Oral Instructions

The literature is clear that many defendants tend to minimize their problems by substantially under-reporting their alcohol and drug use or violent acts. This emphasizes the importance of oral instructions to the defendant before he/she begins the SI. A straightforward approach is recommended. For example:

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

Giving the defendant an example often helps them understand. The example that you use will be influenced by your client population, experience and intent. Your example 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 defendant.

"Last week a defendant told me while taking the MMPI that he could not answer this question true or false. 'I am attracted to members of the opposite sex.' When asked why, the defendant 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 defendant that this item does not ask about being a sex maniac or homosexual. It simply asks if you are attracted to members of the opposite sex. When you interpreted it to refer to sex maniacs or homosexuals you were answering different questions. Do not read anything into these questions that isn't there, because if you do, you will invalidate the test and you 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."

Significant Items

Significant Items are self-admissions or important self-report responses. Significant items are identified for reference. Sometimes they help in understanding the defendant. **Significant Items alone do not determine scale scores.** Significant items are listed at the end of the SI report for the Alcohol, Drug and Antisocial Scales.

Multiple Choice Items

The last sequence of multiple choice questions reflect important self-report motivational, attitudinal and perceptual information. Client answer to Section 3 multiple choice items are printed on the last page of the SI report. These answers represent the defendant's perception of his/her situation and needs, consequently they may differ from objective scale scores. **This enables comparison of the defendant's subjective attitude and motivation with their empirically based objective scale scores.** For example, a defendant may report "no problem" with regard to alcohol-related problems, even though the Alcohol Scale score is at or above the 90th percentile (severe range) score.

Expanding Database

A database is a large collection of data in a computer, organized so that it can be expanded, updated and retrieved rapidly for statistical analysis or annual summary reports. A database of test-related information can be very useful.

Used SI diskettes are returned (without defendant names) to Behavior Data Systems and
test data is downloaded into the SI expanding database. Annual database analysis ensures ongoing research and accuracy of assessment. And, the SI database enables ongoing test program summary reports which describe the population that was tested in terms of demographics, court history, assessment accuracy and much more.

Retest

When a defendant invalidates their SI, 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 invalid, the defendant may not be testable at that time.

Time Savings

The SI is designed to provide a vast amount of relevant information quickly and accurately. The SI facilitates a "focused interview" which may take 30 minutes to complete with no compromise in effectiveness or quality. **Focused interviews "zero in" on defendant problems and concerns.** Problem areas are identified with the SI so the interview can focus on those areas of concern. The SI combined with the focused interview can result in significant time savings -- with no compromise in the quality of the services being provided.

Four SI Administrative Modes

The SI can be administered in four different ways: **1. Paper-Pencil test booklet format.** This is the most common way defendant's are tested. Tests can be given individually or in group settings. Upon test completion, tests are scored and printed in three minutes on-site. **2. Directly on the computer screen (monitor).** Upon test completion a few keystrokes scores and prints the SI report. **3. Online (internet) Testing at www.online-testing.com**. **4. Human voice (computer audio) presentation.** Test items and answers are read to the defendant. This testing mode requires a multimedia computer, headphones and windows 95 software. Users can select the test administration mode (or modes) that are suited to their needs.

Audio (Human Voice) Option

This **Audio (Human Voice) Reading** test administration mode is a new proprietary administration mode. The defendant sits before the computer with earphones on. Earphones ensure clarity while eliminating distortions. The "arrow keys" allow the defendant to switch back and forth between questions and answers. As each question or answer is highlighted it is read to the defendant. The defendant can go back and forth as many times as needed. When the defendant selects an answer the program advances to the next question. **Reading of test items can be in any language,** e.g., English, Spanish or Native American.

To make other than English or Spanish languages available, Behavior Data Systems would need the translator and reader provided for reading at your agency so two tape recordings can be made. This innovative approach to reading impaired screening resolves most bilingual cultural and reading impaired screening problems. Yet, it does require earphones and multimedia or computer audio capability. We prefer to limit automated (human voice) reading options to a maximum of three languages per computer.

Test Data Input Verification

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

You may enter client test data and print reports 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 a few tests to verify 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 the second data entry. If a discrepancy exist between the first and second (verification) data entries the inconsistency is highlighted until corrected. If an error is highlighted the error could be made either when the first data entry was done or when the second data entry was done. To know which is correct you will need to refer to the answer sheet. The test data input verification procedure is discussed in the SI Computer Operating Guide.

When you enter a test you may choose to perform the test data input verification procedure after all the test data has been entered. A message is displayed asking if you want to "verify" data input. **Type "y" for "yes" if you want to perform test data input verification, or type "n" for "no" and you will return to the main menu.**

Delete Client Names, Confidentiality

You have the option to delete client names from the diskette before returning it. This is optional. If you want to use this option, remember that once you delete client names from a diskette -- they are gone and can not be retrieved. We recommend you only use this option before returning used diskettes to Behavior Data Systems. Deleting client names does not delete demographic or test data. When you use this option it only deletes defendant names. **This option is provided to protect client confidentiality.** Once the names have been deleted, there is no way for you to retrieve them.

Test Number Reminders

Test number reminders will be displayed on the screen when you use the 40th, 45th and 48th tests on a 50 test diskette. 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. The messages will only be displayed at 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 number of the test being scored on your diskette prints out at the bottom of page 3 of your SI report. This also is a reminder regarding what test you are using on your diskette.

Diskette Expiration Date

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 test diskette, return the diskette and 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 any questions or problems Behavior Data Systems is only a telephone call away. Our telephone number is (800) 231-2401, fax (602) 266-8227, e-mail **HHL@RiskAndNeeds.com** and our physical address is Behavior Data Systems, Ltd., P.O. Box 44256, Phoenix, Arizona 85064-4256. Our offices are open 8:00 a.m. to 4:00 p.m. Mountain Standard time, Monday through Friday.