RESULTS OF INTERCHANGE GRADUATE'S TEST ASSESSMENTS

MAY 2002

A TECHNICAL REPORT FOR THE ALCOHOL & DRUG CRIMINAL JUSTICE WORKING GROUP AND THE INTERCHANGE PROGRAM

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Executive Summary

The InterChange program has two goals: reducing criminal behavior and reducing substance abuse. The following report describes InterChange initial program "outcomes"—changes in offender thinking among program graduates—intended to lead to outcomes of reduced criminal behaviors and substance abuse. Test results indicate that InterChange graduates experience significant reductions in criminal thinking and attitudes after treatment, as measured by the Pride in Delinquency (PID) and the multi-dimensional Criminal Sentiment Scale- Modified (CSSM) instruments. These findings are consistent with previously published reports of preliminary data. Future analyses should determine if these instruments are useful in predicting graduates' likelihood for future recidivism and substance abuse.

Specifically:

- An average pre-post test decrease of 42% in graduates' pro-criminal attitudes was found, as measured by the PID scale
- Overall, a 41% decrease in unfavorable attitudes towards laws, police officers, and the judges/courts was observed (as measured by the CSSM-LCP)
- Graduates showed a 47% average decrease in attitudes toward violating the law, (as measured by the CSSM-TLV)
- There was a 38% average decrease of identification with criminal for graduates (as measured by the CSSM-ICO)

Additional analyses found:

- Graduates' length of stay has steadily been declining—now 22.2 less days than earlier graduates
- Client motivation for IC appears to have waned
- Preliminary results indicate IC graduates have somewhat better problem-solving appraisal upon completion, as measured by the PSI

Serious limitations to the study were also identified:

- Less than 60% of graduates completed pre-post tests
- In nearly all cases, the service provider failed to provide crucial follow-up assessment data

Introduction

The InterChange program has two goals: reducing criminal behavior and reducing substance abuse. The program's target population is adult males under Department Community Justice supervision who have demonstrated a need for residential substance abuse treatment but who can also be safely housed in a minimum security facility outside of jail. The following report focuses on changes in criminal thinking among program graduates. These changes are intended to lead to the intermediate and long-term outcomes of reduced criminal behavior and substance abuse.

Criminal Thinking Patterns, Recidivism, and Substance Abuse
Reducing criminal thinking among this population is essential to realize decreases in recidivism and chronic substance abuse. As such, reducing criminal thinking is key piece of the curriculum at InterChange.

Program staff assessed thinking by administering three pencil-and-paper surveys to InterChange residents: 1) the Pride in Delinquency scale, 2) the Criminal Sentiments Scale-Modified, and 3) the Problem Solving Inventory-Modified (a new measure discussed later). For the first two surveys, higher scores reflect the presence of greater criminal attitudes. Graduates' changes in criminal thinking are measured by comparing their scores on these surveys early in the program (pre-test) to their scores at the end of the program (post-test). Unfortunately, less than 60% of graduates completed both tests, so results are limited to those who completed both sets of tests.² Additional post-tests were designed to be given approximately six months after graduation. In nearly all cases, the service provider failed to provide this data.³

In several cases graduates were involved in multiple episodes—some due to prior InterChange failure others for "booster sessions." Each episode may include a pre- and post-test for each of the instruments. The analyses

¹ Wanberg, Kenneth W. and Harvey B. Milkman. 1998. *Criminal Conduct and Substance Abuse Treatment: Strategies for Self-Improvement and Change.* Thousand Oaks, CA: Sage Publications.

² At the time of this report there were 104 InterChange graduates (from Discharge Summary 10/01). While a majority completed pre-tests failure to perform post-test was not uncommon.

³ As of November 2001, a new service provider was contracted for aftercare services. Curriculum and training are expected to be the same as the previous provider, thus retaining similarity and continuity of services. At the time of this report, the new contractor was providing required data.

⁴ 15% of graduates received two InterChange episodes.

contained herein only examined the pre-test/ post-test results for the 1^{st} episode.

The Pride in Delinquency Scale

The Pride in Delinquency Scale (PID) asked the respondent to imagine that they have just committed a series of ten criminal acts and rate how proud (+10) or how ashamed (-10) they would be to have committed each act. One hundred points are added to the total score, in order to avoid negative scale scores. (Appendix A includes a copy of the Pride in Delinquency Scale).

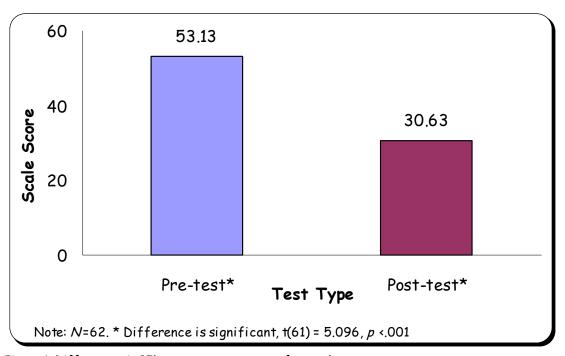


Figure 1. Differences in PID pre-post test scores for graduates

Figure 1 shows that InterChange graduates exhibited a statistically significant decrease in pro-criminal attitudes, as measured by the Pride in Delinquency scale (p. < .001; N= 62 pairs of scores). An average pre-post decrease of 42% in pro-criminal attitudes, as measured by the Pride in Delinquency was found. Moreover, the InterChange graduates did not significantly differ from InterChange non-graduates for whom Pride in Delinquency pre-test scores were available. This means that the men who dropped out of the InterChange program were just as inclined to hold pro-

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 $^{^5}$ A two-tailed paired *t*-test was used to assess statistical significance between means in pre-post test scores. An independent *t*-test was used to assess statistical significance between differences in graduates' and non-graduates' pretest scores. Alpha (α) was set at .05.

criminal beliefs at the program onset as the men who went on to graduate from the program. These results are consistent with preliminary reports.⁶

The Criminal Sentiments Scale - Modified

The Criminal Sentiments Scale measures pro-criminal attitudes along three dimensions: Identification with Criminal Others (ICO), Tolerance for Law Violators (TLV), and Attitudes Toward the Law, Courts, and Police (LCP). In addition, three sub-dimensions are also being reported herein: attitudes towards Law, Courts, and Police (see Appendix B.) The instrument contained 41 questions, where higher dimension scores indicate greater criminal sentiment. Across all dimensions and sub-dimensions, significant reductions in criminal sentiments were identified between graduates' pre-post test scores (see Figure 2). While more information is presented in this report, overall results are consistent with preliminary reports.⁷

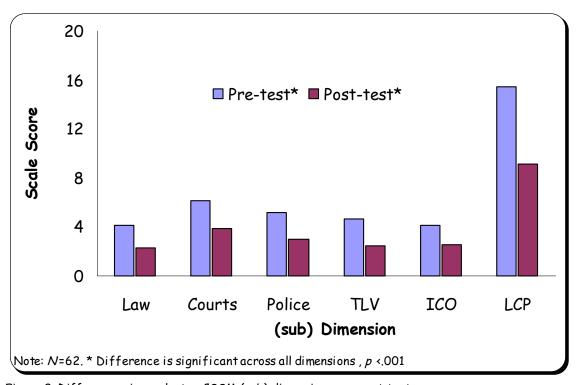


Figure 2. Differences in graduates CSSM (sub) dimensions pre-post test scores

⁶ Reduction in Pro-Criminal Attitudes Among InterChange Graduates, Laurie Drapela, April 11, 2001.

⁷ Reduction in Pro-Criminal Attitudes Among InterChange Graduates, Laurie Drapela, April 11, 2001. Note, due to errors associated with earlier scaling, the CSSM was rescaled. Therefore, absolute values may differ from earlier reports, but end results do not.

Attitudes towards law, courts, and police (including sub-dimensions)
This section of the questionnaire asked the respondent to rate their level of agreement with statements about laws, police officers, and the judges/courts. This section contained 25 questions.

Based on pre-post test comparisons (Figure 3), graduates of InterChange experienced significant reductions in unfavorable attitudes across the LCP dimension and its subdimensions (N = 62, p < .001). Overall, a 41% decrease in unfavorable attitudes about laws, police officers, and the judges/courts was observed.

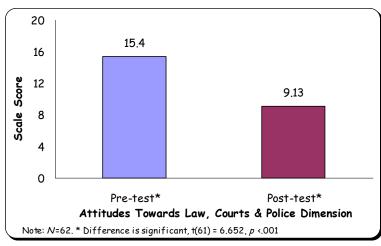


Figure 3. pre-post test differences in LCP Dimension

Figures 3a-3d (right and below) depict the differences in prepost test sub-dimensions of graduates. An average pre-post test decrease of 44% in procriminal sentiments towards laws, as measured by the CSSM, was observed.

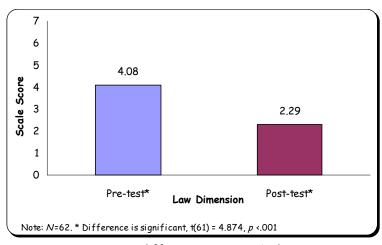


Figure 3a. pre-post test differences in Law sub-dimension

An average pre-post test decrease of 37% in pro-criminal sentiments towards courts, as measured by the CSSM, was observed.

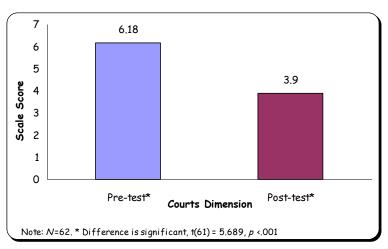


Figure 3b. pre-post test differences in Courts sub-dimension

An average pre-post test decrease of 43% in pro-criminal sentiments, as measured by the CSSM, was observed for the police sub-dimension.

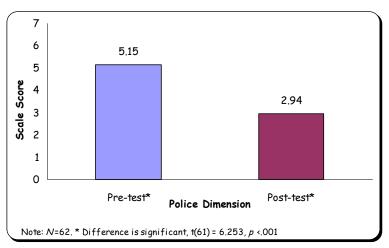


Figure 3c. pre-post test differences in Police sub-dimension

Interestingly, persons who dropped out of InterChange held greater unfavorable attitudes towards law, courts, and police initially (i.e., during pre-testing) than did persons who graduated from InterChange (Figure 4).⁸ In other words, males who dropped out of the program viewed laws, police officers, and the judges/courts less favorably than men who completed the program (p. < .05).

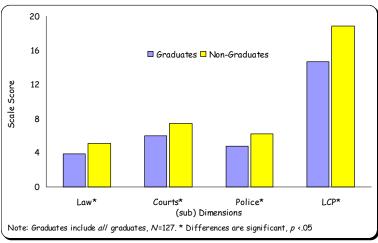


Figure 4. Differences in pre-test scores for graduates and non-graduates

Tolerance for Law Violators (TLV)

This dimension assesses the level of tolerance for breaking the law by asking the respondent to respond to a series of statements about breaking the law. This section contained ten questions.

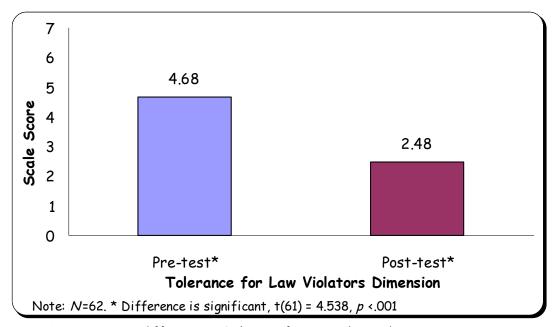


Figure 5. Pre-post test differences in Tolerance for Law Violators dimension

⁸ In this analysis "graduates" consisted of all InterChange graduates with pre-tests (N= 85), regardless of whether a post-test was performed. Graduates with post-tests (n= 62) and those without post-tests (n= 23) were compared, and no statically significant differences in scores was found.

Figure 5 illustrates InterChange graduates' 47% average pre-post test decreases in attitudes toward violating the law, as measured by the CSSM (N= 62, p. < .001). Unlike scores of LCP and its sub-dimensions (c.f., above), InterChange graduates did not differ statistically on pre-test attitudes toward violating the law. Thus, the men who dropped out of the program were no more tolerant of law-violators than those who graduated.

Identification with Criminal Others (ICO)

There was a 38% decrease in graduates' average pre-post test scores for the Identification with Criminal Others (ICO) portion of the Criminal Sentiments Scale (Figure 6). The difference between these scores is statistically significant (N = 62, p < .001). The section contained six questions.

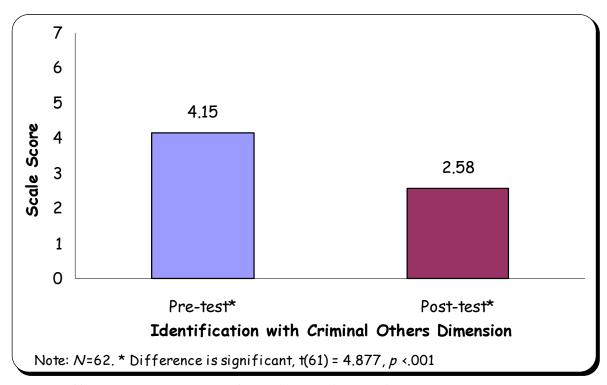


Figure 6. Differences in pre-test scores for graduates and non-graduates

Like scores of TLV InterChange graduates did not differ from InterChange non-graduates in terms of pre-test survey results on criminal identity. In this case, men who left the program before graduating weren't any more criminally oriented than men who remained and eventually graduated.

Cohort Comparisons

The first 50 InterChange graduates are currently being followed in a longitudinal outcomes study to evaluate long-term program effectiveness. Because InterChange has gone through formative changes, a comparison of earlier and later cohorts was performed to evaluate for graduate and/or programmatic differences. The 104 graduates were split into two cohort groups for comparison on demographic, general programmatic changes, and instrument testing scores. The first 50 graduates are identified herein as Cohort1. The long-term outcomes of Cohort1 will set the stage for the program assumptions of effectiveness for later graduates. The remaining 54 graduates are identified as Cohort2. Cohorts were compared on age, lengths of stay (by episodes), number of episodes, the pre-post test CSSM (and subscales) and the PID. Results were significant (p = .05) or near-significant (p < .1) on several measures.

Length of stay. Because several clients have had more than one episode (and even graduation) length of stay was examined in both the first episode and a total of all treatment episodes (e.g., booster sessions, fail and return to treatment, etc.). Figure 7 illustrates the length of stay in the first treatment episode (coded Episode 1) and in a total of treatment episodes (All Episodes) was significantly longer for Cohort1 than Cohort2, an average of 15.2 and 22.2 more days, respectively (N = 104, p < .01). In addition, Cohort1 was more likely to engage in multiple treatment episodes than was Cohort2, nearing significance.

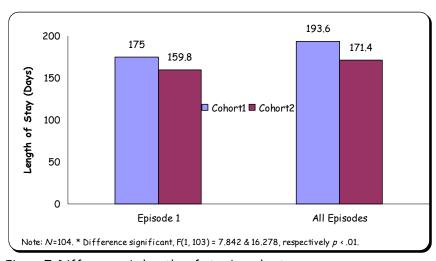


Figure 7. Differences in lengths of stay by cohorts

⁹ Chi-square (df=2) = 5.257, p = .072. Note that two cells had expected counts under 5.

Program management stated two reasons for the reduced time in treatment found between cohorts, both which were based on the program's initial design. Research on treatment programs of this nature suggested that a three to six-month stay was needed for successful long term outcomes. Following the release of initial data on length of stay, program managers engaged clinical staff in close scrutiny of client's progress through the program and actively encouraged moving clients to the next, less intensive level of care as soon as clients were able to successfully manage a transition. In addition, goal completion became the standard for graduation, over length of time in treatment.¹⁰

Cohort pre-test differences. Results found near significant differences in Criminal Sentiments Scale (CSSM) pre-test scores, suggesting entrance criteria and/or processes for clients may have changed over time. Figure 8 depicts Cohort1 with less initial criminal sentiment (mean 5.18) in the Courts subscale, than did Cohort2 (6.66), (N= 85, p=.06).

Pre-test differences were opposite in the Identification with Criminal Others (ICO) subscale of the CSSM. Cohort1 clients had higher pre-test ICO criminal sentiment scores (nearing significance) than Cohort2, with an average score of 4.2 and 3.3 respectively (see Figure 9). One possible reason for the pre-test differences is a change in entrance criteria and/or processes. There were no differences in any post-treatment test scores, suggesting that the treatment program did not significantly change.

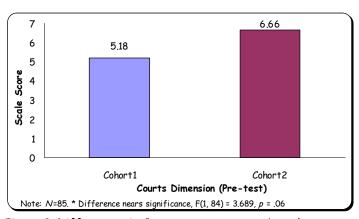


Figure 8. Differences in Court pre-test scores by cohort

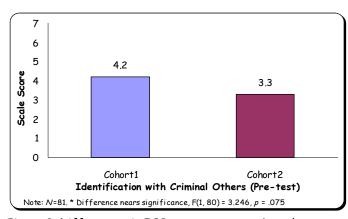


Figure 9. Differences in ICO pre-test scores by cohort

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¹⁰ Interviews with former and current InterChange program managers (Wayne Scott and Edie Wooldridge).

Again, program management was asked to explain why Cohort1 graduates had less negative attitudes towards Courts but a greater Identification with Criminal Others than Cohort2. Management stated that when the program was first introduced, clients were extremely motivated to enter InterChange and almost no coercion was needed. These clients were longtime criminal addicts, which may explain why Cohort1 had greater Identification with Criminal Others. After Cohort1 graduated, the word "got out" to other potential IC clients that the program was hard, and greater coercion was applied by the PO's, the Courts and IC to get them into the program. The Courts subscale measures the client's perceived honesty and fairness of the courts. Greater coercion to enter the program leveraged by the courts may explain why Cohort2 scored greater negative attitudes towards the courts than did Cohort1.

Personal Problem Solving Inventory (PSI) - Modified

The PSI assesses an individual's awareness and evaluation of his problem-solving abilities and style, thus providing a global appraisal of the individual problem solver (appraisal is not synonymous with performance). The PSI-Modified is a 28-question inventory scored on a three-point Likert scale anchored from agree to disagree (see Appendix C). The instrument was introduced after InterChange began, and available data is limited to 2001. Like other assessments, the PSI was given upon IC entrance and again after graduation.

The PSI assesses three facets: Problem-Solving Confidence—a measure of problem-solving self-efficacy—(10 questions, a higher score indicating less efficacy), Approach-Avoidance Style—a tendency to approach or avoid problems—(13 questions, a higher score indicating greater avoidance), and Personal Control—believing one is in control of one's self while problem solving—(4 questions, a higher score indicating less control). Only the overall model is reported herein. The lower the overall score the better the problem-solving skills in general. The reliability coefficient for the overall model was equal to published reports (α = .90).

At the time of this report, there were only 31 completed pre/post PSI tests. The <u>preliminary</u> results of pre-post tests finds a small, yet significant

¹¹ Heppner, P. P., & Petersen, C. H. (1982). http://www.coe.missouri.edu/~heppnerp/about_psi_2-23-00.doc

improvement in problem-solving ability (as denoted by the decrease in score, see Figure 10) for graduates, as measured by the PSI.¹²

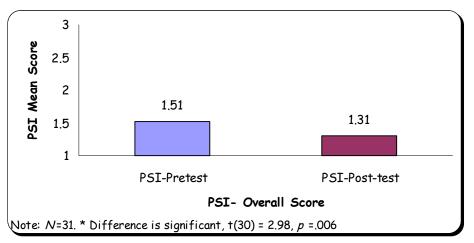


Figure 10. Preliminary results of the pre-post tests using the Problem Solving Inventory

Conclusions

Results indicate that the InterChange graduates experienced significant reductions in criminal thinking and attitudes, as measured by the PID and the CSSM, from 37% to 47% respectively. The results are limited to graduates for who both pre-tests and post-tests were available (60%) and non-graduates for whom pre-test data was available.

In addition, preliminary results indicate that graduates somewhat improved their problems solving skills, as measured by the PSI. Again, the results are preliminary and limited to those graduates who also completed both pre- and post-tests.

Using a cohort analysis supported by management insight, it appears that the entrance process, and program itself have changed somewhat. Earlier clients were initially very motivated to enter the program, however this excitement appears to have worn off and now clients may be more likely to require a mandate to go into treatment. IC may be having a more difficult time getting clients into the program due to the "voluntary" nature of the program. Furthermore, total lengths of stay for program graduates have been steadily

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¹² The effect-size is considered small ($\eta^2 = 0.228$).

falling. It is unknown what impact these changes will have on future graduate's long-term success.

Finally, future analyses need to determine if these instruments are useful in predicting graduates' likelihood for future recidivism and substance abuse. Clearly to date, those that graduate from the program score better on criminal thinking assessments; the question is whether these instruments are programmatically useful in predicting who will return to criminal activities and/or substance abuse. In other words, are they useful in assessing whether graduates are meeting the InterChange goals of reduced criminal behavior and reduced substance abuse?

Appendix A: The Pride in Delinquency Scale

Multnomah County Department of Community Justice Client PID Scale													EC_EvalPID_A222C80D022702								
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Instructions:																					
Listed below are some behaviors. You may or may not have done some of them in the past; this is not important. What you do is to imagine for a moment that you have just done each behavior. You are to rate how proud or ashamed you would feel if you actually did them. You are to rate your pride or shame according to the scale list on the instructions. You give a positive number if you would be proud to do it and a negative number if you would be ashamed to do it. The bigger the number, the more proud or ashamed you would be . So if you gave it a +8, +9, or +10 you would be extremely proud to do it. If you gave it a -4, -5, or -6 you would be moderately ashamed to do it. If you gave it a +1 or +2 you would be just a little proud. If you would be neither proud nor ashamed you would be right in the middle and you would give it a 0.																					
Let me give you a few examples before we be extremely proud to do a thing like that. Most thing like that. Most people would give a 0 to Now remember, you are to rate each behavior	people waking or how y	would up ir ou fe	d given	e a -1 morr	10 to ning,	murd beca	dering ause	a yo they	oung o would , not l	child, dn't b how r	beca e pro nost	use t ud or peopl	hey washar ashar le wou	ould med;	be e they	xtrer	mely a	ashar	med t	to do	a g.
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Q2 Committing sexual assault	-10 O	.9 O	-8 O	-7 O	-6 O	-5 O	- 4 O	-3 O	- 2 O	-1 O	0	1 O		3 O	4 O	5 O	6 O	7 O	8	9	10 O
Q3 Breaking into a family's home when no one is in and stealing jewelry and a VCR	-10 O		-8 O	-7 O	-6 O	-5 O	-4 O	-3 O	-2 O	-1 O		1	2	3	4 O	5 O	6		8	9	10 O
Q4 Seeing a store being robbed and not	-10	-9	-8	-7	-6	-5	-4	-3	-2	-1	0	1		3	4	5	6	7	8	9	10
calling the police.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Q5 Driving home after a party when you have had too much to drink.	-10 O	•9 O	-8 O	.7 O	-6 O	-5 O		-3 O		-1 O	0	1 0	2 O	3 O	4 O	5 O	6 O	7	8 O	9	10 O
Q6 Striking someone who insults you.	-10 O	.9 O	-8 O	-7 O	-6 O	-5 O	- 4 O	-3 O	-2 O	-1 O	0	1		3	4	5 O	6 O	7 O	8	9 O	10 O
Q7 Selling Cocaine.	-10 O		-8 O	-7 O	-6 O	•5 O	-4 O	-3 O	-2 O	-1 O	0	1	2 O	3		2940	6	7 0	8 O	9 O	10 O
Q8 Carrying a concealed weapon.	-10 O	-9 O	-8 O	-7 O	-6 O	-5 O	- 4 O	-3 O	-2 O	-1 O	0 O	1 O		3	4 O	5 O	6 O	7 O	8 O	9 O	10 O
Q9 Pointing a shotgun at a store clerk and telling him/her to hand over all the money if the till.	n -10 O	.9 O	-8 O	-7 O	-6 O		-4		-2 O	-1 O	0	1	2 O	3 O	4	5 O	6 O	7	· · · · · · · · · · · · · · · · · · ·	9 O	10 O
Q10 Getting away from the police after a high speed chase.	-10 O	-9 O	-8 O	-7 O		-5 O	- 4 O	-3 O	-2 O	-1 O	0	1 O	2 O	3 O	4	5	6	7	8 O	9	10 O
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Distribution: Make one copy of the completed form for your files and send original form to DCJ Contract Unit Staff. Form Effective on 022702

Appendix B: The Criminal Sentiments Scale - Modified

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Shade boxes like this: ● LAW	Agree	Undecided	Disagree	COURTS	Agree	Undecided	Disagree
L1 Pretty well all laws deserve our respect.	0	0	O	C11 Almost any jury can be fixed	. 0	0	0
L2 It's our duty to obey all laws	\circ	0	0	C12 You cannot get justice in court	0	0	Ö
L3 Laws are usually bad	0	0	0	C13 Lawyers are honest	0	0	0
L4 The law is rotten to the core	_	0		C14 The court often produces fake witnesses	0	0	Ö
L5 You cannot respect the law because it's	0	0	0	C15 Judges are honest and kind	0	0	0
there only to help a small and selfish group				C16 Court decisions are pretty well always		_	_
of people	0	0	0	fair	0	0	0
L6 All laws should be obeyed just because	_	_	_	C17 Pretty well anything can be fixed in court	_	_	_
they are laws	0	0	0	you have enough money	0	0	0
L7 The law does not help the average person,	0	0	0	CTO A Judge is a good person	0	0	
L8 The law is good	ō	Ō	Ō	TLV	Agree	Undecided	Disagre
L9 Law and justice is the same thing	ō	Ō	Ō	T26 Sometimes a person like me has to break		0	_
L10 The law makes slaves out of most people		_	_	the law to get ahead in life	0	0	0
for a few people on the top	0	0	0	get ahead in life	0	0	0
POLICE	Agree	Undecided Dis	sagree	T28 You should always obey the law, even if	it		
P19 The police are honest	0	0	0	keeps you from getting ahead in life	0	0	0
P20 A cop is a friend to people in need	_		_	T29 It's okay to break the law as long as you don't get caught	0	0	0
	0	0	0	T30 Most people would commit crimes if they		O	O
P21 Life would be better with fewer cops	0	. 0	0	knew they wouldn't get caught	0	0	0
P22 The police should be paid more for their	_	_	_	T31 There is never a good reason to break th	e o	0	0
work	0	0	0	T32 A hungry man has the right to steal	0	0	0
P23 The police are as crooked as the people	_	_	^	T33 It's okay to get around the law as long as	_	O	O
they arrest	0	0	0	you don't actually break it	0	0	0
P24 Society would be better off if there were	_	_	_	T34 You should only obey those laws that are reasonable	0	0	0
more police	0	0	0	T35 You're crazy to work for a living if there's		O	O
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Appendix C: The Personal Problem Solving Inventory (PSI) - Modified

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Instructions	This is	nvento	rv contai	ins a n	umber	of state	ments w	hich wi	l help	ou eval	uate h	now you	u see voi	rself in dit	fferent areas	of your life.
Instructions: This inventory contains a number of statements which will help you evaluate how you see yourself in different areas of your life. Please read each stateMent and shade the box under the response that best describes how the statement applies to you.																
												e the bo			Undecided	l Disagree
Q1 When a solut		9,000	1900	40					aip.	£ 4 604701L	ue.	6		0	0	O
Q2 When I face														0	0	0
Q3 When my firs	Maria		Automotion								alion.		7.0	0	0	0
Q4 After I solve a Q5 I am usually	26.05	- 4	316 FW 25 4 ALS	300					WION). 	e-san			0	<u> </u>	0
Q6 After attempt			•					10.300	hat I t	hink sh	ould l	nave h	annene		0	0
		0.57	•									lave	арреле	u. O	0	0
		. Comment			OR THE PERSON NAMED IN							TE.	7 10 %	0	0	0
Q8 I have the ab Q9 Many proble								יעט טווי	ilous s	olullon	5.	34	1 t	0	0	0
Q10 I make decis		A) 19	ν e-			100	SUIVE .	100		merzi de se			14 St - 1	0	0	0
Q11 When I have							nink of 1	ta salve	vit.		- 7			50.0	72.5	MITTER OF THE PROPERTY OF
Q12 Sometimes I	Eh/60	3.5		2	200			Last Service Te	050			्राच्या ज्याच्या विकास स्थापना क्षा	19	0	0	0
Q12 Sometimes 1										d eton	12. ()	4		0	0	0
Q14 I generally go	tali me čiminim	Militaria de La Caracia de La			May 2 4	100	The State of	uing or	a He	u step.				0	0	0
Q15 When making			1000 0000	20010	89401031011		41/01/0	h nacci	nla en	ution	4.1			0	0	Car 2 - 1 - 1 - 2
Q16 When I make	100	d.					2.2	No.			n woi	k.		0	0	0
Q17 I try to predic			-			17-7-10			Si I		in di	1-10	161 3	0	0	0
Q18 When I try to	arausicalitus	<u> </u>					2750 (Al-11)	til.	e iin v	vith ver	v mai	nv ater	natives	0	0	0
Q19 In trying to s											y mai	iy ator	nativo.	0	0	
Q20 Given enough	81		100				ilea				. = . 1	acceptable and		0	0	0
Q21 When faced										blems t	hat m	nav coi	me up.	0	******************	0
Q22 I make snap	e Tree			120	100	1 7	er Billiana				i di			0	0	0
Q23 I trust my ab						blems.	11 - 1 - 1	Halle	5 J	e e e e e e e e e e e e e e e e e e e		4		0	0	
Q24 I have a met		District Control					lecision	IS.				2027	P	0	0	0
Q25 When confro			• •			•	other th	ings in	my w	orld tha	t may	be .	- W -	200		- As Falls
contributing	to my p	roblen	1.			10	Sec.			- 4	8 - 1	7		O	0	
Q26 Sometimes I my problem.	get so	charge	ed up th	at I ar	n una	ble to c	onsider	more 1	nan o	ne way	ot de	ealing	with	0	0	0
Q27 After making	a decis	ion, th	ne outco	ome L	expec	ted usu	ally ma	tches t	ne act	ual out	come			0	0	
Q28 When confro	nted wi	th a pr	roblem,	l doul	bt whe	ther I c	an han	dle the	situati	on.				0	0	0
Staff Name							ıff Sign	-						Date		
Distribution: I	Make on	е сору	of the co	omplet	ed forr	n for you	ır files a	nd send	origina	al form t	o DCJ	Contra	act Unit S	taff. Forr	n Effective on:	.022702