

# **PAROLEE INVENTORY**

## **Training Manual**

Professional Online Testing Solutions, Inc.  
[info@online-testing.com](mailto:info@online-testing.com)  
[www.online-testing.com](http://www.online-testing.com)

## Preface

Parolee Inventory research and development began in 1980 and continues to the present. The copyrighted Parolee Inventory database insures ongoing research and development.

By merging the latest in psychometrics with computer technology, the Parolee Inventory accurately assesses parolee behavior and identifies client risk as well as need. Staff can now objectively gather a vast amount of relevant information, identify parolee problems and formulate specific intervention, supervision and treatment strategies.

Parolee Inventory diskettes contain copyrighted software programs and all rights are reserved. Staff are cautioned not to attempt to copy Parolee Inventory diskettes, nor attempt loading these programs on a hard disk drive, as these diskettes are copy-protected and such acts would damage the program on the diskette, rendering it unusable. Attempts to copy these programs are also a violation of U.S.A. federal copyright law. **All diskettes, including used, damaged or recalled diskettes are to be returned to Online-Testing, Inc.**

The Parolee Inventory is a self-report inventory that is completed by the parolee, either individually or in group settings. There are no forms or questionnaires to be completed by the staff. Parolee Inventory's are scored and interpreted by the computer which generates printed Parolee Inventory reports on-site within 3 minutes of test completion. 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 Parolee Inventory reports.

Intake personnel, as well as parole staff, are typically not clinicians or diagnosticians. Their role has been to identify parolee problems prior to recommending supervision and/or intervention. For example, intervention could include an education program, attending AA, NA or CA meetings, further clinical evaluation, counseling, treatment, court-related sanctions or increased levels of supervision. There are also instances in which the staff member could obtain important information from another source, e.g., interview with the parolee, review of available records, etc. That is why space is provided in Parolee Inventory reports for staff observations and recommendations.

The purpose of this manual is to describe the Parolee Inventory (PI) and explain how it works. Throughout this manual, emphasis is placed on understanding the Parolee Inventory (PI) and the automated assessment system it represents.

# PAROLEE INVENTORY

## Table of Contents

Product Description .....	1	Present, Past or Future Tense .....	5
Eight Measures or Scales .....	1	Special (99% Scores) Reports .....	5
Risk Level Classification .....	2	Accurate - Inaccurate Profiles .....	5
Truthfulness Scale.....	2	Discriminant Validity.....	6
Validity .....	2	Answer Items As They Apply To You Now.....	6
Truth-Corrected Scores.....	2	Recovering Substance Abusers .....	7
Antisocial Scale .....	3	Oral Instructions.....	7
Violence Scale .....	3	Significant Items .....	7
Self-Esteem Scale .....	3	Structured Interview.....	8
Distress Scale .....	3	Expanding Database.....	8
Stress Coping Abilities Scale.....	3	Retest.....	8
Alcohol Scale .....	4	Time Savings.....	8
Drug Scale.....	4	Test Data Input Verification .....	8
Control of PI Reports .....	4	Delete Client Names (Confidentiality) .....	9
Staff Should Not Take The PI.....	5	Technical Support .....	9
Check The Answer Sheet For Completeness.....	5		

## **Product Description**

The Parolee Inventory (PI) is designed for use in parole departments. The Parolee Inventory contains 135 items, has a sixth grade reading level and takes 25 to 30 minutes to complete. The Parolee Inventory includes eight scales: Truthfulness, Alcohol, Antisocial, Violence, Distress, Self-Esteem, Drug, and Stress Coping Abilities. The Parolee Inventory assesses problem prone clients, identifies substance abusers, recognizes the emotionally disturbed, and much more.

The Parolee Inventory is a parole department risk assessment and screening instrument. It is a brief self-administered test that is easily administered (paper-pencil) and automated (computer scored). Reports are available on-site within 3 minutes of test completion.

## **EIGHT MEASURES OR SCALES**

- 1. TRUTHFULNESS SCALE:** The Truthfulness Scale is a measure of how truthful the parolee was while completing the Parolee Inventory. This scale identifies self-protective, recalcitrant and guarded parolees who minimize or even conceal information. It identifies faking.
- 2. ANTISOCIAL SCALE:** The Antisocial Scale measures antisocial behavior, e.g., lying, failure to pay bills, uncaring, irresponsible, impaired relationships and poor work histories. Antisocial individuals seem to be chronically in trouble with society.
- 3. VIOLENCE SCALE:** The Violence Scale measures the client's use of physical force to injure, damage or destroy. It identifies parolees who are dangerous to themselves or others. Although conflict and its consequences are inescapable parts of human existence, individuals differ widely in both the ease in developing conflict, and in the nature and severity of its results.
- 4. SELF-ESTEEM SCALE:** measures a parolee's explicit valuing and appraisal of self. Self-Esteem incorporates an attitude of acceptance-approval versus rejection-disapproval.
- 5. DISTRESS SCALE:** measures pain (physical and mental), agony and anguish. It assesses pain, worry, sorrow, discomfort and distress. This definition of distress incorporates parolee's chronic anxiety, depression, pain and suffering.
- 6. STRESS COPING ABILITIES SCALE:** The Stress Coping Abilities Scale is a measure of the client's ability to handle stress. Severely impaired stress coping abilities are indicative of other identifiable emotional and mental health problems.
- 7. ALCOHOL SCALE:** The Alcohol Scale is a measure of the client's alcohol proneness and alcohol-related problems. Offender risk evaluation and screening programs need an objective, reliable and valid measure of alcohol proneness and abuse. Alcohol refers to beer, wine or other liquor.
- 8. DRUG SCALE:** The Drug Scale is an independent measure of the client's other drug abuse proneness and drug-related problems. Without a Drug Scale, many drug (marijuana, cocaine, crack, amphetamines, barbiturates and heroin) abusers would remain undetected. The Parolee Inventory differentiates between licit (legal) and illicit (illegal) drug use.

### Risk Level Classification

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

PERCENTILE RANGE	RISK RANGE
0 to 39th percentile	Low Risk
40 to 69th percentile	Medium Risk
<b>70 to 89th percentile</b>	<b>Problem Risk</b>
<b>90 to 100th percentile</b>	<b>Severe Problem Risk</b>

Scale scores are reported individually and concurrently classified in their appropriate risk range. Each scale score is independently calculated and classified each time a Parolee Inventory is scored.

### 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 parolee is while completing the test. It would be naive to believe that all people taking tests always answer questions truthfully. The PI Truthfulness Scale identifies self-protective and guarded parolees who attempt to deny, minimize or even conceal information. The PI Truthfulness Scale can also detect functionally illiterate and visually impaired individuals. This feature is of special importance in court environments and parole settings, since the outcome of a person's test results could affect their level of supervision, nature of intervention and life situation. 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 guardedness, denial, faking, reading things into questions, emotional instability, reading impairments, etc.** An invalid test means that client provided test results are distorted and not accurate. **A Parolee Inventory is invalid when the Truthfulness Scale score is at or above 90th percentile.**

When handed a Parolee Inventory 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 percentile are likely valid, but should be interpreted cautiously. **Truthfulness Scale scores above the 90th percentile are usually invalid.**

### Truth-Corrected Scores

Another sophisticated psychometric technique involves "truth-corrected" scores which are individually calculated for each of the eight Parolee Inventory scales every time a test is scored. The Truthfulness Scale establishes how truthful the parolee was while completing the Parolee Inventory. Correlations between the Truthfulness Scale and all other scales have been statistically determined. This procedure enables the Parolee Inventory 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 parolee wants you to know. Truth-corrected scores reveal what the parolee is trying to hide. **Truth-corrected scale scores are more accurate than raw scores because they account for the measured amount of untruthfulness of the parolee while completing the Parolee Inventory.**

For maximum screening effectiveness, test results and prior court-related records should be used jointly. Professionals across the country have endorsed the benefits of truth-corrected scores, calling it a "high tech solution to a very common, down-to-earth need." This methodology is easy to use because the computer does all the work, actually calculating these truth-corrected scores every time a test is given. In the past, many evaluators were "turned off" on self-report tests because they were too easy to fake. **Truthfulness scales and Truth-Corrected scores have addressed this problem.** They are considered by many as essential in any self-report test. Parolee Inventory research supports this conclusion.

### **Antisocial Scale**

**The Antisocial Scale measures antisocial behavior, which incorporates an uncaring and often irresponsible attitude.** These attitudes or outlooks are often described as hostile, unsociable, disloyal and having many adjustment problems. The Antisocial Scale score is obtained by adding up the items that were answered in the deviant direction.

### **Violence Scale**

The **Violence Scale** measures a person's use of force to injure, damage or destroy. It identifies parolees who are a danger to themselves or others. The Violence Scale score is obtained by adding up the Violence Scale items that were answered in the deviant direction.

### **Self-Esteem Scale**

The **Self-Esteem Scale:** measures the parolee's feelings of self-acceptance and self-worth. Self-Esteem incorporates an attitude of acceptance - approval versus rejection - disapproval. Self-Esteem refers to a person's perception of self. The Self-Esteem Scale score represents the person one believes oneself to be.

The concept of Self-Esteem has wide application in clinical settings. It is also a major construct in forensic psychology, marital relationship's and adjustment theory. Negative self-esteem has been related to inmate maladjustment. On the other hand extremely positive self-esteem is often associated with narcissistic attitudes.

### **Distress Scale**

The **Distress Scale:** measures pain (mental and physical) and suffering. The Distress Scale score varies directly with parolee's symptoms (e.g., physical and mental pain, anxiety, depression and suffering). The definition of dysphoria show the blending of distress symptomatology, i.e., a general feeling of anxiety, depression and restlessness.

Distress sufferers are often initially guarded in interpersonal relationships, but are responsive to sincerely caring individuals. Extremely high scorers are often emotionally isolated and even can be suicidal. The height of a person's Distress Scale score is important. Severe problem scorers can be desperate.

### **Stress Coping Abilities Scale**

The **Stress Coping Abilities Scale** correlates significantly (.001 level of significance) in predicted directions with the following MMPI scales: Psychopathic Deviate (Pd), Psychasthenia (Pt), Anxiety (A), Manifest Anxiety (MAS), Ego Strength (ES), Social Responsibility (RE), Social Alienation (PD 4A), Social Alienation (SCIA), Social Maladjustment (SOC), Authority Conflict (AUT) Manifest Hostility (HOS), Suspiciousness/Mistrust (TSC-III), Resentment/Aggression (TSC-V), and Tension/Worry (TSC-VII). Stress exacerbates other symptoms of emotional problems. A high risk (90

to 100th percentile) Stress Coping Abilities score is indicative of markedly impaired stress coping abilities and very likely reflects identifiable emotional and mental health problems.

### **Alcohol Scale**

**The Alcohol Scale measures a client's alcohol proneness and alcohol-related problems.** This is an important area of inquiry when evaluating risk. A client's Alcohol Scale score is determined by his or her pattern of responding to alcohol items or test questions. The parolee's scale score is obtained by adding up the number of scale items that are answered in a negative or deviant direction. If that parolee has a prior alcohol-related arrest (or arrests), the appropriate prior alcohol arrest minimum scores (cited above) would apply. When a parolee's scale score is higher than their "prior arrest minimum score", the higher scale score applies and is presented in the Parolee Inventory report. On the other hand, if the parolee's scale score is lower than their "prior arrest minimum score", the higher minimum score applies and is presented in the Parolee Inventory report.

Alcohol refers to beer, wine or other liquors. **Discriminant validity of the Alcohol Scale is demonstrated by the fact that no other Parolee Inventory scale correlates significantly with prior alcohol-related arrests.** Only the Alcohol Scale correlates significantly with the number of prior alcohol-related arrests.

### **Drug Scale**

**The Drug Scale measures a parolee's proneness to drug-related problems.** The client's Drug Scale score is determined by his or her pattern of responding to drug items. The Drug Scale score is obtained by adding up the drug items that were answered in the deviant direction.

When a parolee's Drug Scale score is higher than their "prior arrest minimum score," the higher score applies and is presented in the Parolee Inventory report. On the other hand, if the parolee's Drug Scale score is lower than their "prior arrest minimum score," the higher weighted score applies and is presented in the Parolee Inventory report. In situations where there are no prior drug-related arrests, or when this information is not available, the Drug Scale is scored in its usual manner by adding the number of Drug Scale items that were answered in a deviant or negative direction.

Drugs refers to illicit drugs, e.g., marijuana, cocaine, crack, amphetamines, barbiturates and heroin. **Discriminant validity of the Drug Scale is demonstrated by the fact that no other Parolee Inventory scale correlates significantly with prior drug-related arrests.** Only the Drug Scale correlates significantly with the number of prior drug-related arrests.

### **Control of PI Reports**

Parolee Inventory reports are designed to meet the needs of parole department risk evaluation and assessment programs. The standard three-page Parolee Inventory 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 Parolee Inventory reports.**

Parolee Inventory reports have been individualized to be in compliance with each state and agency's needs. Recommendations desired in one city or state may not be appropriate in another. In high volume testing settings, reports can be even further individualized to user's needs.

The standard Parolee Inventory report is designed for parole departments, as well as court-related use. Parolee Inventory reports should not be given to the client or offender. The parolee should not take any

Parolee Inventory materials, including the report, out of the office. Parolee Inventory reports are confidential and must be controlled.

### **Staff Should Not Take The PI**

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

### **Check Answer Sheet For Completeness**

Check the parolee'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 parolee 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 (99% Scores) Reports**

**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 PI 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 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 parolees 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 parolee'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 PI 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



parolee before deciding whether to retest. If emotionally upset, you may want to settle the parolee down before retesting. Although rare, some parolee's do not take the testing situation seriously and randomly respond. Regardless of the reason this PI profile is inaccurate and invalid.

**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 parolee was either inadvertently "reading things into the questions" or attempting to be "absolutely honest" . . . After reviewing the instructions with the parolee 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 parolee was attempting to minimize problems and "look good" but was detected by the Truthfulness Scale . . . **This is a classically invalid profile.** This parolee 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 parolee'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 represents a "test wise" parolee or staff member playing "beat the test." Earlier it was noted the PI was not standardized on staff and it was recommended they do not take the PI. Yet, some do. And it would be very rare or unusual for a parolee 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 parolee 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 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 parolees attitude, retesting might be considered after the oral instructions are reviewed.

### **Discriminant 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 measure 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.

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

Discriminant validity of the **Violence Scale** is demonstrated by the fact that only the Violence Scale correlates significantly with prior offenses involving force, e.g., assault.

### **Answer Items As They Apply To You Now**

It is also important that the parolee understand that he or she is to respond to Parolee Inventory items as they apply to them **now**. Each item is to be answered literally as it is posed or written. If the item deals with the past it will be stated in past-tense. And, if the item pertains to the present, it will be stated in

present tense. Parolees should be instructed to answer each item as it is stated, and the item will clarify past - present or future tense. When in doubt, answer the item as it applies to the parolee now.

### **Recovering Substance Abusers**

A person who does not presently engage in alcohol or other drug abuse may score above zero, but would score in the low risk range. In addition, an elevated score (above the 70th percentile) on the Alcohol or Drug Scale could be obtained by a recovering alcoholic or drug abuser, **consequently the client should be asked if he or she is recovering, and if recovering, "how long have they been abstaining" from alcohol or other drug use.** In addition, questions are included in the Parolee Inventory that ask if the respondent is a "recovering" alcoholic or drug abuser. Client answers to these recovering items are included in Parolee Inventory reports as "structured interview" items, e.g., item 152. This procedure helps staff identify recovering substance (alcohol and other drugs) abusers.

### **Oral Instructions**

The literature is clear that many parolees 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 parolee before he/she begins the PI. 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 parolee 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 parolee.

“Last week a parolee 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 parolee 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 parolee 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 parolee. **Significant items alone do not determine scale scores.** Significant items are listed at the end of the PI report for the Alcohol, Drug, Violence and Antisocial Scales.

### **Structured Interview**

The last sequence of multiple choice questions are called a “structured interview” because they reflect important self-report motivational, attitudinal and perceptual information. Client answers to Section 3 multiple choice items are printed on the last page of the PI report. These answers represent the parolee’s perception of his/her situation and needs, consequently they may differ from objective scale scores. **This enables comparison of the parolee’s subjective attitude and motivation with their empirically based objective scale scores.** For example, a parolee 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 PI diskettes are returned (without parolee names) to Online-Testing and test data is downloaded into the PI expanding database. Annual database analysis ensures ongoing research and accuracy of assessment. And, the PI 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 parolee invalidates their PI, 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 parolee may not be testable at that time.

### **Time Savings**

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

### **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.

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 Online-Testing. Deleting client names does not delete demographic or test data. When you use this option it only deletes parolee names. **This option is provided to protect client confidentiality.** Once the names have been deleted, there is no way for you to retrieve them.

### **Technical Support**

If you have any questions or problems Online-Testing is only a telephone call away. Our telephone number is (800) 231-2401, fax (602) 266-8227, e-mail **info@online-testing.com** and our physical address is Online-Testing, Inc., P.O. Box 32974, Phoenix, Arizona 85064-2974. Our offices are open 8:00 a.m. to 4:00 p.m. Mountain Standard Time, Monday through Friday.