



Welcome to MAPS™

Life Coach Training

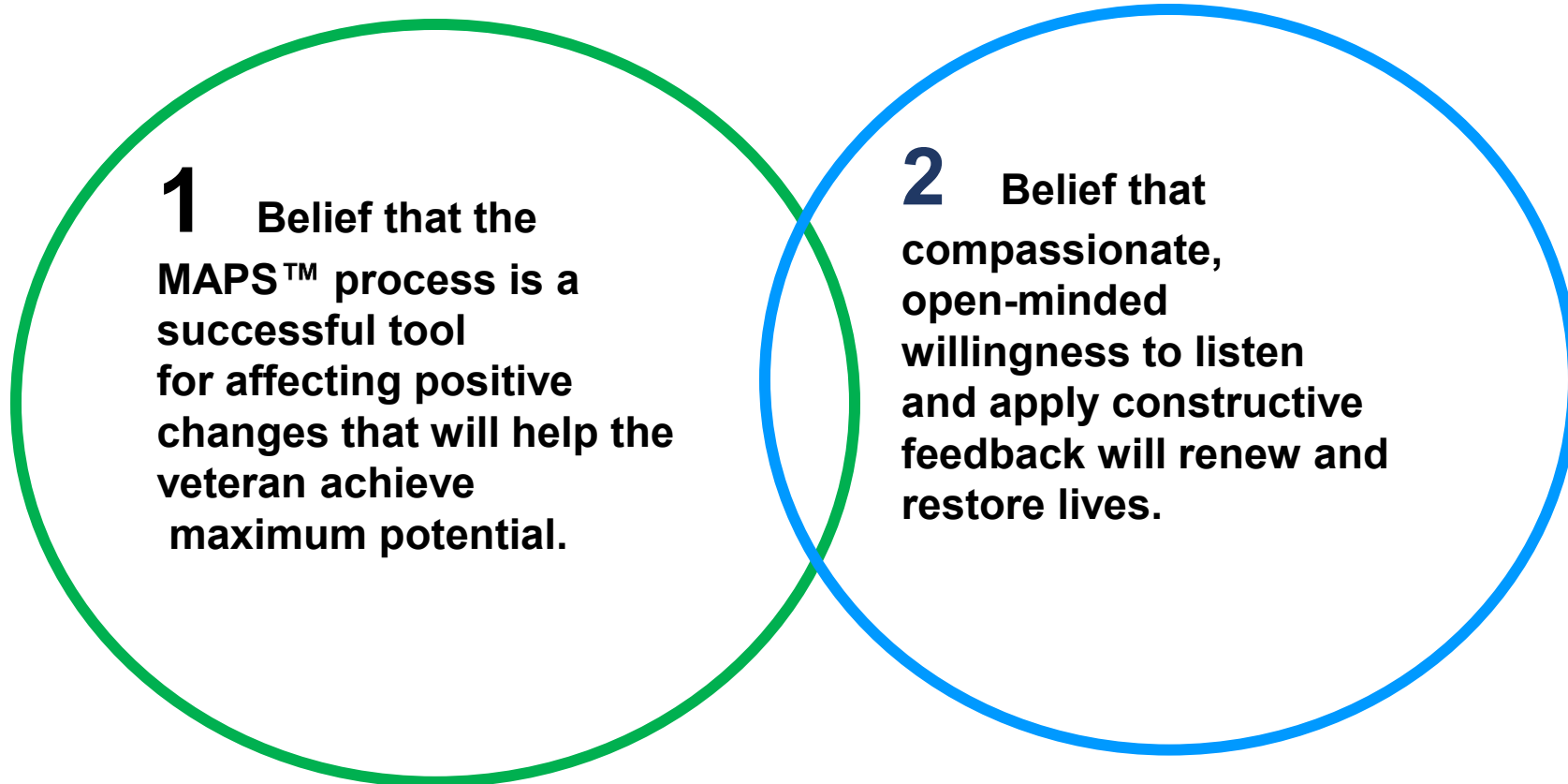




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Getting Started ...

The most important part of getting started is beginning with the correct frame of reference. This attitude or mind-set is made up of two parts:



How Does Vet Life Community Work?

Program Components Include:

Regular Meetings In person or Virtual

- Meet regularly to discuss common issues.
- Uses a Step By Step Journal as guide.
- Can attend meeting in-person or virtually, depending on the group.

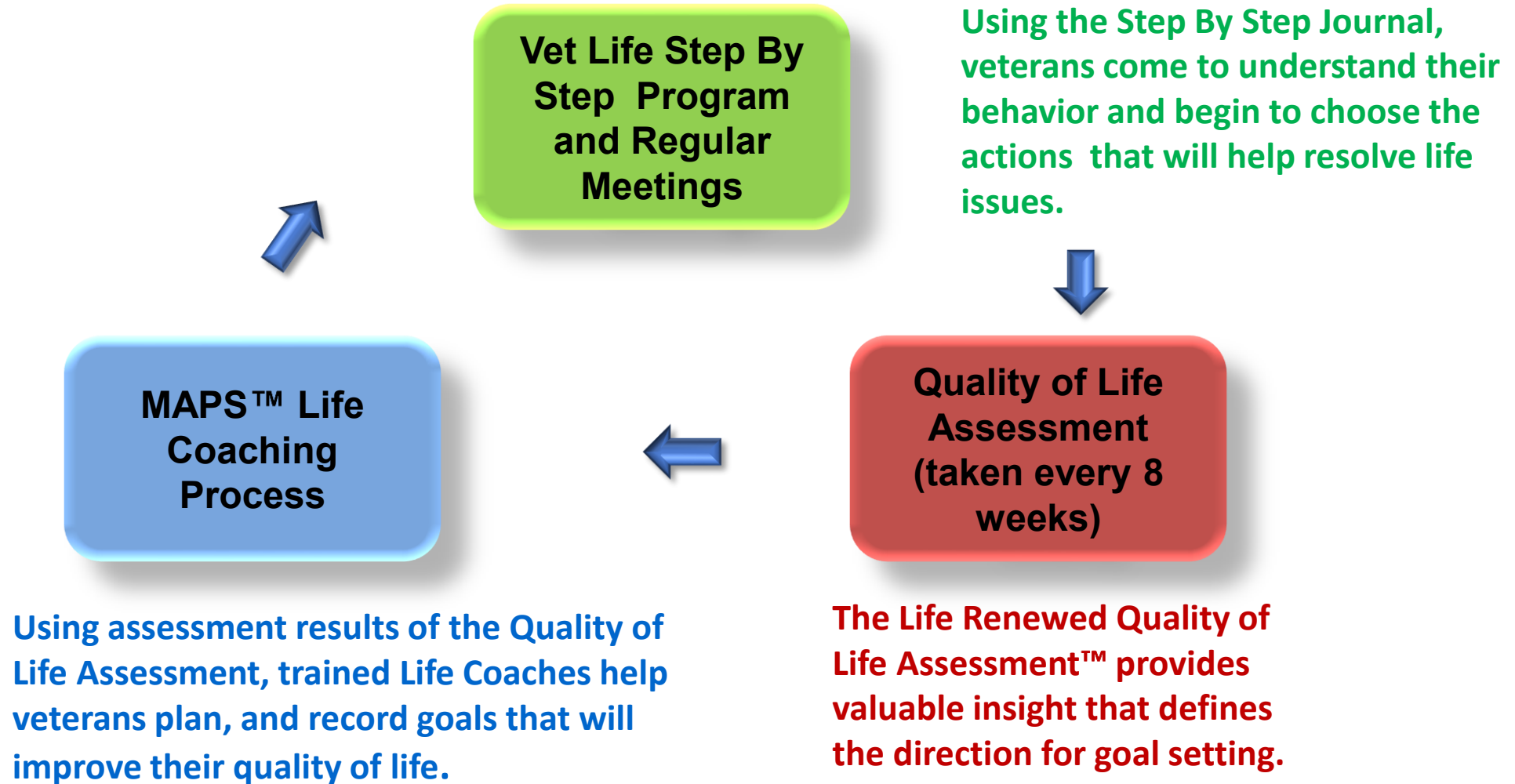
Life Renewed Quality of Life Assessment

- Confidential
- Takes about 20-25 minutes.
- Individualized Profile.
- Taken at regular intervals
- Compares progress

MAPS Life Coaching

- One-One Coaching
- Assessment Profile used as a blueprint to set goals.
- Work toward goals and measurable steps

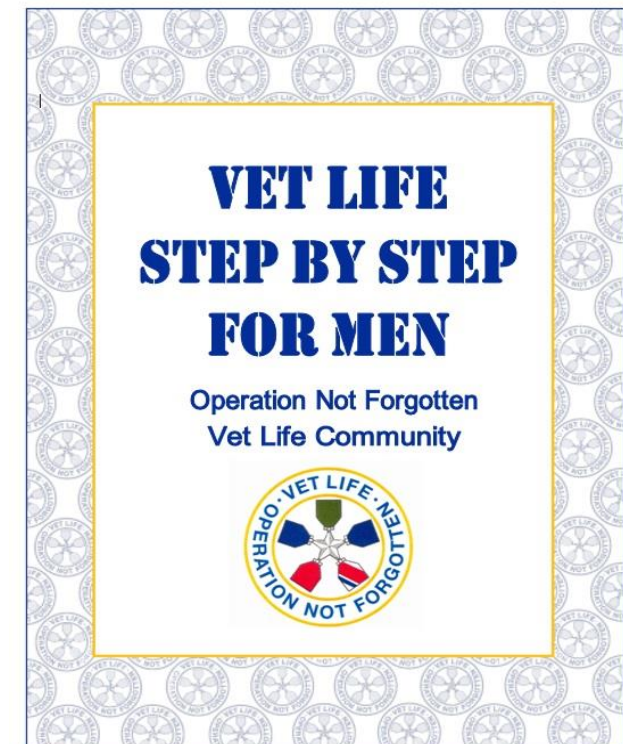
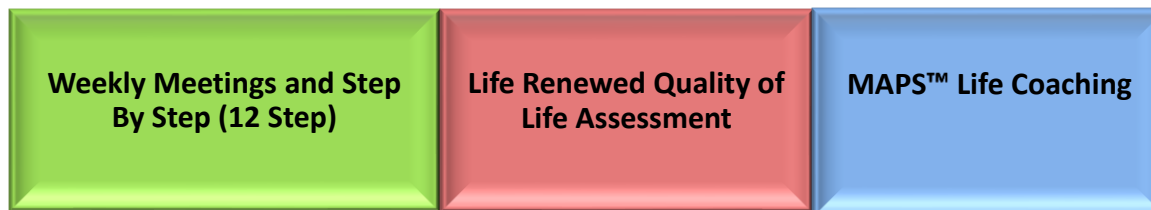
How Do the Components Work Together?



What is the *Step By Step Journal* and How is it Used?

- A veteran can work through the Step By Step Journal independently while attending weekly meetings.
- A veteran can work through the Step By Step Journal while meeting with a Life Coach. In this case, the Quality of Life Assessment™ (QOLA) will provide the veteran with feedback, and help them set and achieve goals. Additionally, they will have an opportunity to talk to their coach and receive face to face mentoring.
- The choice that provides the most help and fellowship is to regularly attend weekly meetings, meet with a life coach and work in the Vet Life Step By Step Journal all together.

The Journals are written in a Step by Step format, so it is essential that this format is followed for maximum effectiveness. Steps and questions should always be completed in the sequence they are presented..



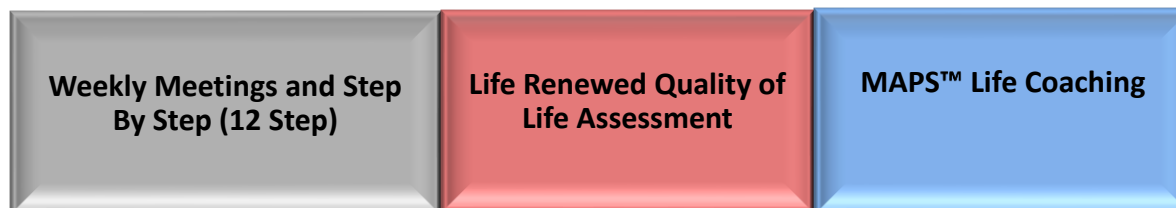
What is Life Renewed MAPS™ ?

Life Renewed MAPS™ is a **planning process** that coaches a person into positive behavioral changes.

Using data from the Life Renewed Quality of Life™ Assessment, obtainable **goals are created**, helping the veteran **to map out and build a successful life**.

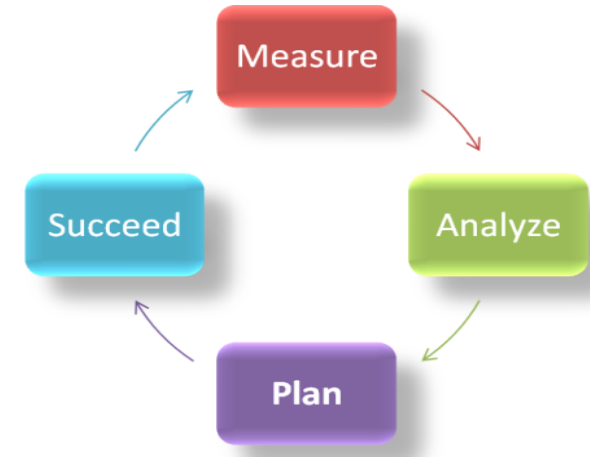
MAPS™ is a four-step process:

- **Measure**
- **Analyze**
- **Plan**
- **Succeed**

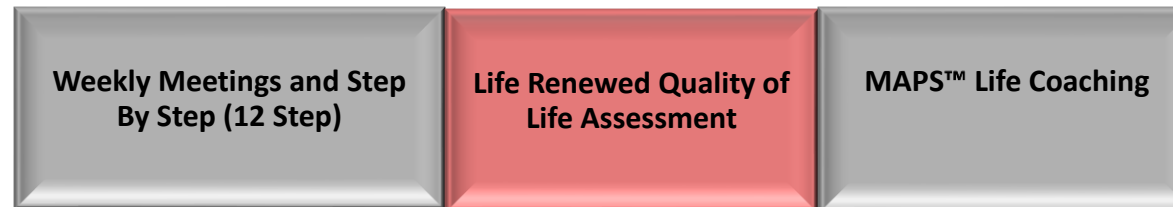


Measure

Measure



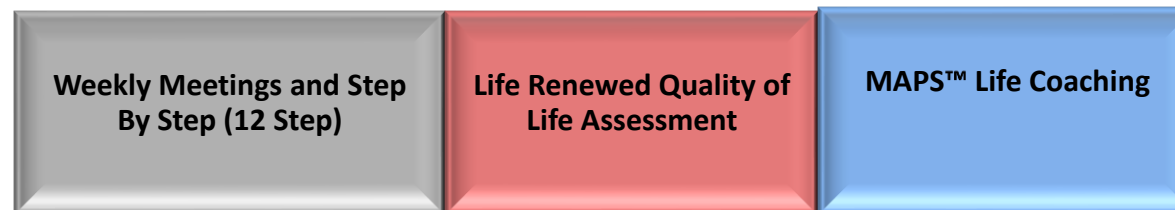
The veteran (or family member) begins the program by completing our multiple-choice Life Renewed Quality of Life™ Assessment. The assessment scientifically measures and tracks physical, mental, social, emotional, and spiritual functioning and well being of the participant.



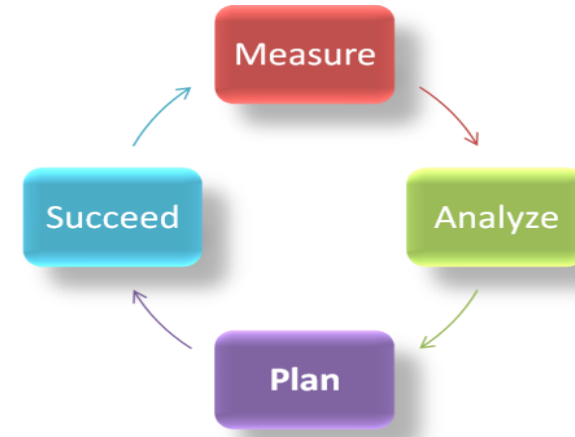
MAPS Analyze



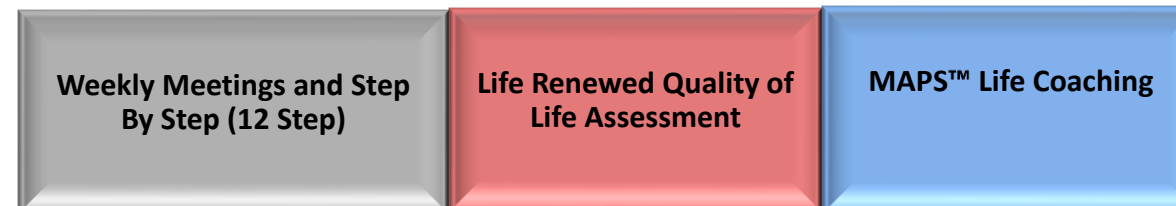
Once their assessment is completed, it is automatically scored and analyzed. Then our software system generates a personalized assessment profile. With the help of a trained life coach, the veteran reviews the results of the assessment to understand their strengths and challenges.



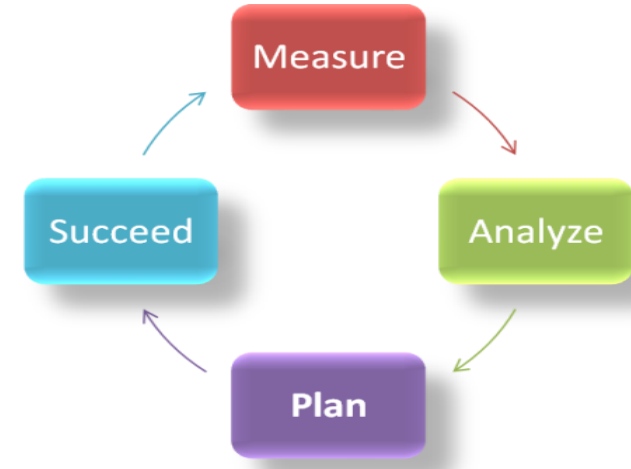
MAPS Plan



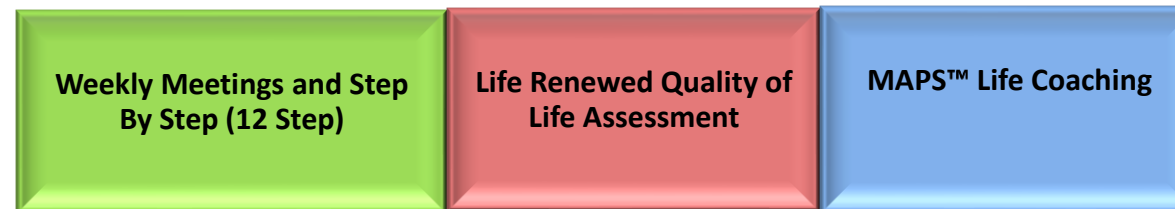
The Life Coach uses the assessment profile to guide the veteran or family member in developing a Life Map, or plan, with specific goals and steps. The participant works to complete one goal at a time. Easily attainable goals are set in the beginning, but as progress is made more complex goals are set. The *Step by Step Journal* is used to record and track the goals that are set.



MAPS Succeed



After the second assessment is taken, the compared assessment profiles give the participant an easy to understand, visual picture of their progress. As they complete progressively more challenging goals, their confidence begins to grow. Recording the goals in the Step by Step Journal is important so success can be tracked.



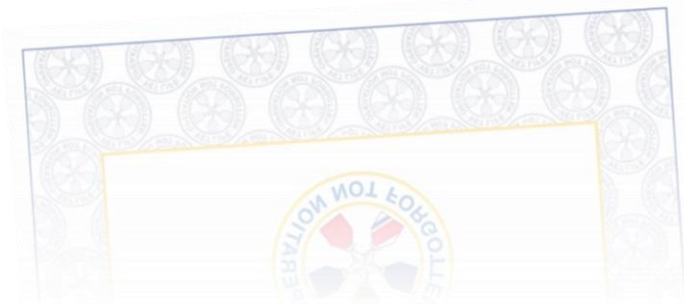
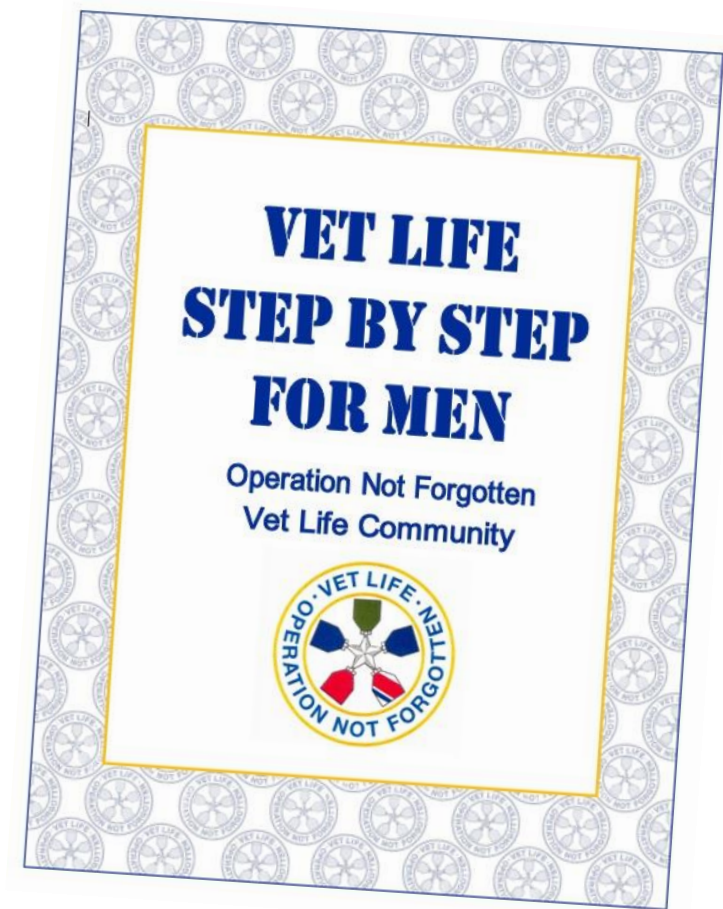
How is Progress Tracked?

The Vet Life Step By Step is also used by the veteran and the Life Coach to record and track Goals and Measurable Steps established by the veteran. It is important to keep a written record of goals and steps taken to measure success and set new goals.

Weekly Meetings and Step
By Step (12 Step)

Life Renewed Quality of
Life Assessment

MAPS™ Life Coaching



Your Life Goals and Measurable Steps

GOAL# <u>1</u> Renew Family Relationships Date Started _____ Completed _____
Type of Goal (Select One): <input checked="" type="checkbox"/> Social <input checked="" type="checkbox"/> Emotional <input type="checkbox"/> Physical <input type="checkbox"/> Mental <input type="checkbox"/> Career <input type="checkbox"/> Financial <input type="checkbox"/>
21 DAY MEASURABLE STEP# <u>1</u> Date Started _____ Completed _____
Describe an action you will take to reach your goal: <u>Ask Questions to find topics that interest family members. Initiate conversation with wife and kids.</u>
21 DAY MEASURABLE STEP# <u>2</u> Date Started _____ Completed _____
Describe the action taken to reach your goal: <u>Watch movie with family. Make popcorn.</u>
21 DAY MEASURABLE STEP# <u>3</u> Date Started _____ Completed _____
Describe the action taken to reach your goal: <u>Take family to park when I'm off. Stop for ice cream on the way home.</u>
21 DAY MEASURABLE STEP# _____ Date Started _____ Completed _____
Describe the action taken to reach your goal: _____

Weekly Meetings and Step
By Step (12 Step)

Life Renewed Quality of
Life Assessment

MAPS™ Life Coaching

This form is found in the Step By Step Journals, and also can be printed from the Member Resources on the ONF website.

Using the QOLA Profile, help the veteran decide on a goal.

Next, help the veteran decide what steps they will need to take to achieve that goal. Goals and steps should be realistic, but should become increasingly more difficult.

When this behavior becomes and habit, and you are comfortable with it, mark it completed.

Behavior Modification Techniques

First, Define the target behavior

Define behavior that needs to change to help the client achieve more acceptable outcomes.



*Learning to know
and love myself
was the first step
to caring for others.*



1A. Successive Approximation Principle

To teach someone to act in a manner by creating **specific goals and measurable steps**; reward successive steps to the final behavior.

2. Track behavior to Assess

Success of Methods

Are the goals and steps working, or do they need to be modified?

1B. Fear Reduction Principle

To help someone overcome fear of a particular situation, **gradually increase exposure** to the feared situation while in an otherwise comfortable, relaxed, secure setting.

3. Change Goals and Steps

Modify the goals and steps that are not effective.

*I've finally
taken control
of my life.
I'm happy
with
who I am,
and I have
real peace.*



Cognitive Restructuring: What It Is and Why It Works

Cognitive restructuring is a technique that enables the participant to identify negative self-beliefs and replace them with truthful, positive self-perceptions.

**Cognitive:
Knowledge,
Judgment,
Perception**

**Participants
“change their
mind” about who
they are and
what they can
do.**

**Restructure:
To newly
plan, or
replace**

A negative thought

"I am unworthy of love and affection and no one likes me because I never do anything right."

is replaced with

"I am worthy to be loved and appreciated by others. Sometimes I make mistakes, but many people love and care about me.."



As the veteran's self-perceptions change, their ability to make good choices and productive lifestyle changes increases. They begin to believe that there is hope and a future for them and that they can achieve positive goals and live a satisfying life.

The Role of a Life Coach



Pause here and share what you think it means to be an advocate, or mentor.

The Life Coach Helps the Client:



**A Life Coach
offers firm, but
flexible, support,
and guidance.**

The Power Of Self-Perception

As a Life Coach I need to know and understand:

The power of self-perceptions on thought, beliefs and actions.

That sometimes learning requires unlearning first.

Why are you valuable?

What gives your life meaning?



Exploring Positive Self-Beliefs

Describe two positive beliefs or attitudes about yourself by completing these statements:

I am _____

People say that I am _____

Describe two negative beliefs or attitudes about yourself by completing these statements:

I am _____

People say that I am _____

Briefly summarize how positive and negative beliefs and attitudes shape our self-perceptions, actions and overall health:

What is “Cognitive Restructuring” and why does it work?

As a Life Coach I need to know and understand:

- The power of self-perceptions on thought, beliefs and actions.
- That sometimes learning requires unlearning first.

Life Renewed Maps™ Purpose

The primary purpose of Life Renewed Maps™ is to measurably enhance quality of life.

An improved quality of life and functioning can occur in these areas:



Take some time now to think about what areas in your life you pay the most attention to.

Life Renewed Maps™ Principles

The following principles are a guide for administering Life Renewed Maps™.

The veteran is the center of focus (not the Life Coach).

Transformational change is done one person at a time. Each person is an individual.

Change often requires support (Community).

Change strategies are data-driven. The QOLA should be used to determine areas of need.

Achieving a goal is a process. Change does not happen over night.

Life Renewed Maps™ Procedures

The following procedures are used by Life Coaches to help achieve desired outcomes and goals:

Assessment: Use the assessment profile as a guide to evaluate each person's quality of life, and demonstrate progress.

Identify Causes for Low Scores: Use data from the assessment and interview process to help each participant identify specific causes for low scores.

Identifying Goals: Through discussion and coaching help the participant recognize what would need to happen to affect change.

Determine Next Steps: Help the participant identify specific next steps to achieve goals. Initially steps should be easily attainable to ensure success

Negotiate: Determine any additional support needed by the participant and help negotiate acquiring it.

Support: The Life Coach needs to support the life change process with **firm, realistic, and supportive** feedback and advocacy.

Attributes of a Life Coach include:

Listening to concerns,
not fixing problems.

Asking them to envision new life plans,
allowing the veteran to build the picture.



Helping to identify both positive and negative qualities of their current life,
not telling them what they are

Supporting veterans as they take steps, but *not doing it for them.*

About the Assessment

Answer each question honestly.

The assessment will take about 35-40 minutes.

No one will see the specific answers given for each question.

Modules are listed as main headings on the assessment profile.

Most of the time your first thought, or response, is the most accurate.

Your score will reflect a composite of how you function in a certain area.

Participants will have a score from each “module”, or area, that is assessed.

Taking an assessment helps you understand the questions participants are asked.



Interpreting Assessment Scores

Interpreting the profile scores is not difficult. **The general population norm is 50***. Higher scores indicate better functioning and lower scores indicate worse functioning.

The initial score is valuable for assessing the strengths and weaknesses of the client for each of these areas: **spiritual, physical, mental, emotional, and social.**

Scores above 50 indicates the person functions better than the USA norm; below 50 indicates the person functions lower than the USA norm. Any score between 45 and 55 is in the average range.

*** Norms provide a comparison and are useful only when one assessment has been taken.**

It is best to compare the participant to her/his own trended data rather than a population norm.

Comparing initial and subsequent scores gives a measured indicator of how much progress the client is making.

When the second assessment is completed, the scored data indicates a trend when compared with the initial data.

Trends can be defined as better, (higher second set of scores), same (no change in scores), or worse (lower second set of scores).

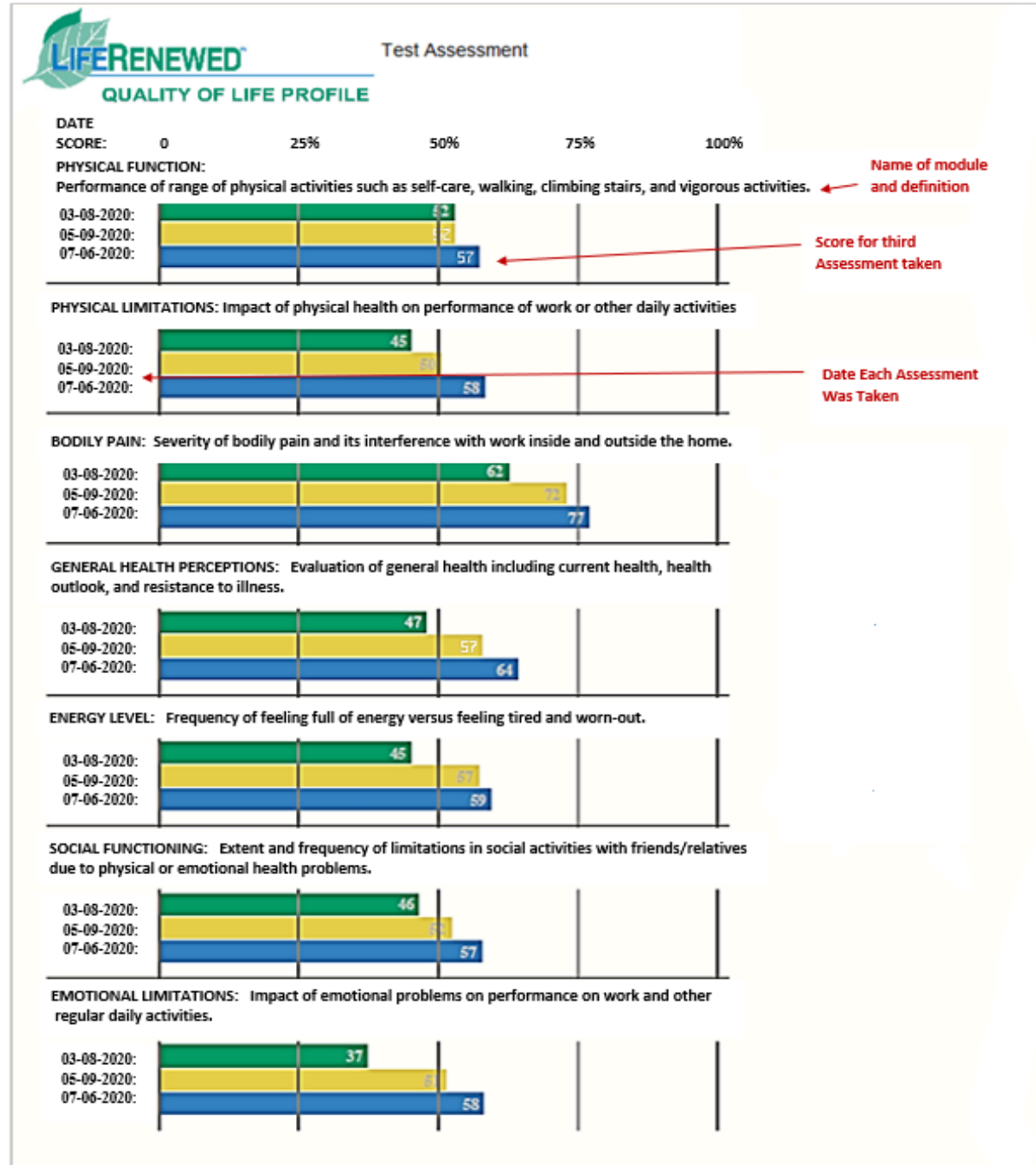
Sample Assessment:

This is a sample Life Renewed quality of Life Assessment (QOLA) showing the results of three assessments.

The three results on the graph demonstrate the comparison feature of the QOLA that provides the Veteran and the Life Coach with a visual, easy to read picture that shows progress, or areas that need more attention.

This profile can be used as a blueprint to help a veteran choose goals that will improve overall quality of life.

This is only page one. When only one assessment result is being viewed the profile is three pages long. When the comparison feature is used to show the results of three separate assessments, the profile is five pages long.



THE ZUNG DEPRESSION INDEX

The **Zung Depression Index** measures the propensity of the client to suffer from depression.

On this part of the assessment **a higher score indicates a greater propensity for depression.**

A referral to a health professional is indicated if the scores are in the range of 45 or higher.

No Zung score on the profile means the client is probably not depressed; a score of less than 35 means only a slight propensity for depression.

Important Note:

The Zung is only an index and **does not provide a diagnosis of depression.** This can only be determined through a more detailed assessment by a trained health professional.

The Initial Life Coaching Interview

After reviewing the assessment results, the Life Coach will conduct an initial personal interview to help pinpoint specific causes for low scores.

If prompted, participants may tend to agree with the Life Coach instead of honestly exploring and identifying actual causes for deficits

At this point it is important that the Life Coach ask the questions on the questionnaire without suggesting answers or prompting.



If the participant seems unable to respond, questions can be re-phrased without prompting answers.

Can be re-phrased as:

Which parts of your body seem to limit your physical activities?



Both questions basically ask the same thing without naming any parts of the body.

The initial interview should be relaxed and friendly.

The coach and veteran need to begin
A relationship of trust

Allow enough time
*so that neither the
coach or veteran
feel rushed.*



Both coach and
veteran should
listen carefully
when the other
speaks.

Records should be kept about
*what is discussed without recording
personal feelings.*

During a weekly Life Coaching meeting you will:

- ✓ **Greet the veteran and ask how things are going.**
- ✓ **Inquire about previously discussed issues.**
- ✓ **Ask about progress being made on previously set goals and measureable steps.**
- ✓ **Help the veteran decide if the steps are working, or if they need to be revised.**
- ✓ **Offer local resources that you know can be helpful in reaching a goal.**
- ✓ **Meetings to review and discuss progress on goals that have been set should take **no more than 50-60 minutes**.**



LIFE ASSESSMENT REPORT

0 25 50 75 100

PHYSICAL FUNCTION Performance of a range of physical activities such as self-care, walking, climbing stairs and vigorous activities. 2/21/2012	28				
PHYSICAL LIMITATIONS Impact of physical health on performance of work or other daily activities. 2/21/2012	24				
BODILY PAIN Severity of bodily pain and its interference with work inside or outside the home. 2/21/2012	22				
GENERAL HEALTH PERCEPTIONS Evaluations of general health including current health, health outlook, and resistance to illness. 2/21/2012	34				
ENERGY LEVEL Frequency of feeling full of energy versus feeling tired and worn-out. 2/21/2012	45				
SOCIAL FUNCTIONING Extent and frequency of limitations in social activities with friends/relatives due to health problems. 2/21/2012	18				
EMOTIONAL LIMITATIONS Impact of emotional problems on performance on work or other regular daily activities. 2/21/2012	20				
MENTAL HEALTH Composite measure of anxiety, depression, and loss of behavioral/emotional control versus psychological well-being. 2/21/2012	28				
PHYSICAL HEALTH Physical status, well-being and bodily pain and their impact on social activities and rating of general health. 2/21/2012	30				
EMOTIONAL / MENTAL HEALTH Impact of stress on social, emotional, and mental health. 2/21/2012	28				
LIFE EXPERIENCES Indicates the total number of both positive and negative stress-producing life experiences. On this dimension, a higher score indicates a greater number of stressful life experiences, but not whether the experiences are good or bad. 2/21/2012	70				
STRESS INDEX Impact of stress on social, emotional, mental, and physical health. 2/21/2012	46				

Average Range 45 to 55 percent

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0 25 50 75 100

SPIRITUAL BELIEFS

An Index of spiritual belief system.

2/21/2012

56

LIFE PURPOSE INDEX

Individual understanding of meaning or purpose in life.

2/21/2012

34

SUPPORT SYSTEM

Relationships that extend help in difficult situations.

2/21/2012

36

EMOTIONAL SUPPORT

A measure of emotional support available when needed.

2/21/2012

43

TASK SUPPORT

Availability of physical assistance for regular duties and chores.

2/21/2012

51

SOCIAL COMPATABILITY

Frequency of associations with others who have similar interests and values.

2/21/2012

30

GUIDANCE SUPPORT

Evaluation of opportunities to receive counseling or guidance on personal issues.

2/21/2012

62

ZUNG INDEX

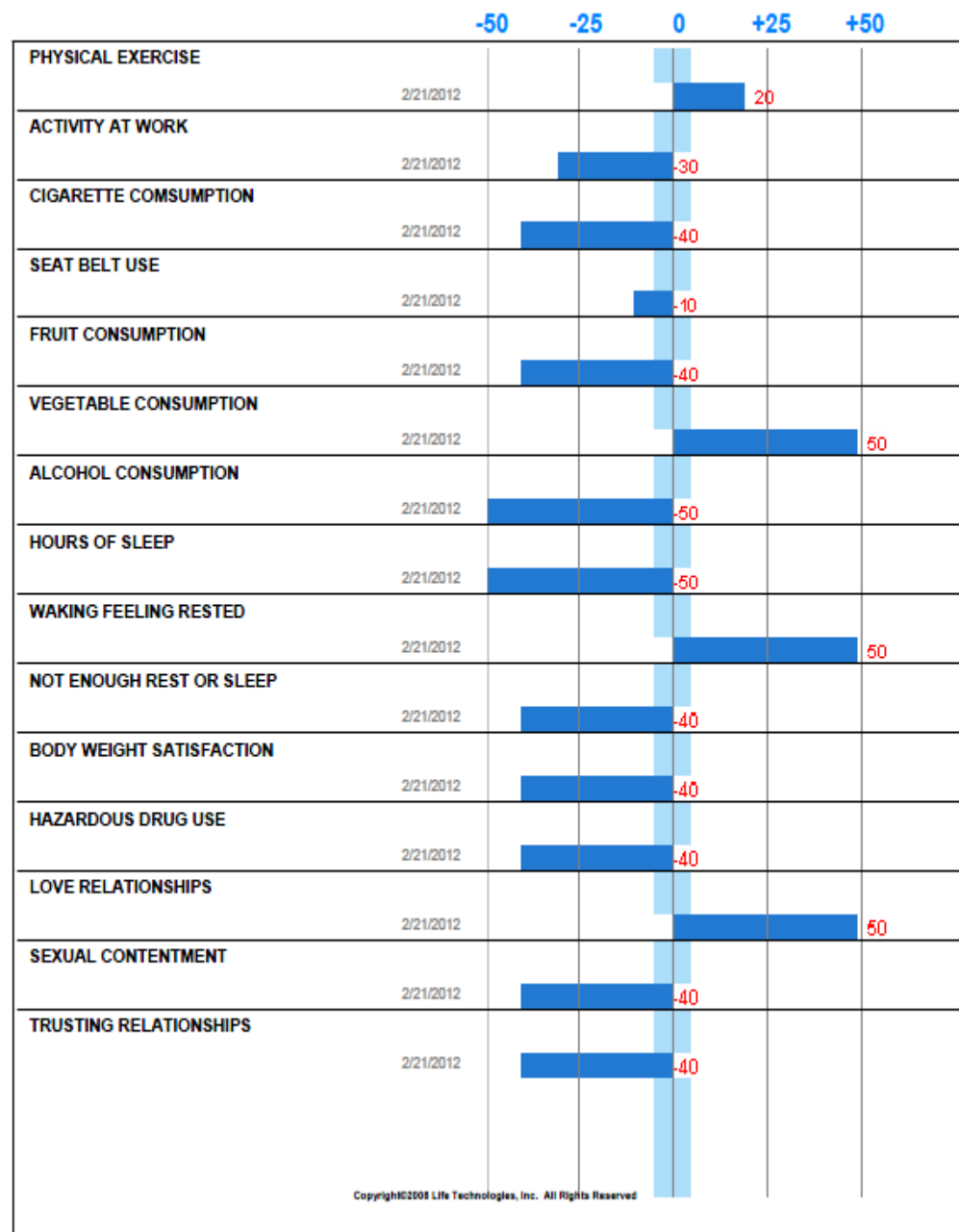
Your Quality of Life Assessment results indicate that you may be experiencing depression. If your score is 45 or over it is recommended that you contact a mental health professional. For immediate assistance call the Crisis Lifeline 1-800-273-8255.

2/21/2012

49

Average Range 45 to 55 percent

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LIFE COACH INITIAL CLIENT INTERVIEW NOTEBOOK



LIFE COACH

INITIAL INTERVIEW

50+ If the participant has scored above 50,
ask the 50+ questions (gray)

-50 If the participant has scored below 50,
ask the -50 questions

Ask Participant:

“Do you have any questions before we begin?” -

Physical Function – physical activity such as
walking, climbing stairs, etc.

50+ “Do you have any physical problems that you
feel are limiting your activities?”

-50 “What body symptoms are limiting your
physical activities? “

Physical Limitations – Impact performance on work or daily activities.

50+ Do you have any physical problems that are restricting your work or
daily activities?

-50 What body symptoms have been limiting your work and daily
activities?

Bodily Pain – Severity of bodily pain and its interference with work

-50 What has been hurting the most?

-50 Anything else?

PHYSICAL FUNCTION

Performance of a range of physical activities such as self-care,
walking, climbing stairs and vigorous activities.

PHYSICAL LIMITATIONS

Impact of physical health on performance of work or other daily
activities.

BODILY PAIN

Severity of bodily pain and its interference with work inside or
outside the home.

GENERAL HEALTH PERCEPTIONS

Evaluations of general health including current health, health
outlook, and resistance to illness.

PHYSICAL FUNCTION:

PHYSICAL LIMITATIONS:

BODILY PAIN:

Energy Level – Frequency of feeling full of energy vs. feeling tired or worn out.
50+Are you having any problems with feeling tired before the end of the day?
-50 At what time of the day do you begin to feel too tired to continue daily activities?
-50 What would need to happen for your energy level to get to 100% of what it could be?

Social Functioning – Extent and frequency of limitation in social activities with friends/relatives due to health problems.

50+Do you ever feel that your health prevents you from socializing with friends or relatives? If so, how often?
-50 How often does your health limit your social activities with friends and family?

Emotional Limitations – Impact of emotional problems on performance of work or other daily activities

50+Do your feelings ever limit work or daily social activities? If so, how?
-50 Can you name the feelings (anger, fear, etc.) that have been limiting your work or daily activities over the past 4 weeks?

Hint: If the person names a situation or body symptom ask,
“When that [situation or body symptom] occurs, what are your feelings? If no feelings can be named, put “feelings without words”.
-50 When these feelings come up in your daily life, if you could take the feelings, put them aside, then choose other feelings that you would rather carry with you throughout the day, what would those feelings be?

ENERGY LEVEL
Frequency of feeling full of energy versus feeling tired and worn-out.

SOCIAL FUNCTIONING
Extent and frequency of limitations in social activities with friends/relatives due to health problems.

EMOTIONAL LIMITATIONS
Impact of emotional problems on performance on work or other regular daily activities.

NOTES:
ENERGY LEVEL

SOCIAL FUNCTIONING

EMOTIONAL LIMITATIONS

Mental Health – Composite measure of anxiety, depression, and loss of behavioral/emotional control versus feeling of well-being.

-50+ Does anything in particular worry you? If so, describe your concerns.

-50 What worries you the most? (Family, Economic, Social, Vocational, Health)

-50 Do you ever respond to your worries with crying that you can’t seem to stop, or with anger that results in hurting yourself, or someone else, or by breaking something? If so, what triggers this reaction?

Stress Impact – Emotional status and its impact on social activities. -50 / 50+ What is causing you the most stress? (Family, Economic, Social, Vocational, Health)

-50 / 50+ What would need to happen for you to feel at peace about that in the coming week?

Life Skills / Summarizing Questions

-50 / 50+ What would need to happen in your life for you to be more satisfied and confident about your future?

-50 / 50+ What would need to happen for you to say that your health as a whole person is excellent?

MENTAL HEALTH Composite measure of anxiety, depression, and loss of behavioral/emotional control versus psychological well-being.
PHYSICAL HEALTH Physical status, well-being and bodily pain and their impact on social activities and rating of general health.
EMOTIONAL / MENTAL HEALTH Impact of stress on social, emotional, and mental health.
LIFE EXPERIENCES Indicates the total number of both positive and negative stress-producing life experiences. On this dimension, a higher score indicates a greater number of stressful life experiences, but not whether the experiences are good or bad.
STRESS INDEX Impact of stress on social, emotional, mental, and physical health.

NOTES:
MENTAL HEALTH:

STRESS IMPACT:

LIFE SKILLS / SUMMARIZING QUESTIONS:

SPIRITUAL BELIEFS

An index of spiritual belief system.

LIFE PURPOSE INDEX

Individual understanding of meaning or purpose in life.

SUPPORT SYSTEM

Relationships that extend help in difficult situations.

EMOTIONAL SUPPORT

A measure of emotional support available when needed.

TASK SUPPORT

Availability of physical assistance for regular duties and chores.

SOCIAL COMPATABILITY

Frequency of associations with others who have similar interests and values.

GUIDANCE SUPPORT

Evaluation of opportunities to receive counseling or guidance on personal issues.

ZUNG INDEX

NOTES: ALLOW FOR DISCUSSION

Do you feel like you have a relationship with God? _____ Is such a relationship important to you?

What gives your life purpose/meaning?

Do you receive support when you need it?

How often do you socialize with family and friends?

Who do you talk with about finances, marriage, kids, work, etc.?

Zung: _____ no

_____ yes _____ score

A word about confidentiality ...

It is **absolutely essential** to keep information about participants confidential.

Revealing information shared during coaching sessions is unacceptable. All life coaches will be required to sign a confidentiality agreement. There are only two circumstances in which information should be shared:

- If a participant is suicidal.
- If a participant has threatened to harm another person.

If this occurs, a chain of command should be followed, and a program administrator should be notified.

**** If the threat is immediate, take necessary action to avoid loss of life.***

Take some time now to discuss your thoughts about the importance of confidentiality and about why you should follow the chain of command to notify program administrators.

Congratulations!

You have now completed the
Operation Not Forgotten Vet Life Community
Life Coach Training Program.





RENEWEDTM

MAPS PROGRAM

CHANGING THE WAY PEOPLE ARE HELPED

The Life Renewed™ Operation Not Forgotten™ Vet Life Community™ Program and the results of its computer-generated Quality of Life Assessment™ software analyses are not substitutes for professional clinical or medical advice, diagnosis, or treatment. Participants in the program and those reviewing the results associated with it therefore should always consult with a doctor or other health care professional for medical advice or information about diagnosis and treatment. Neither Life Renewed™ nor any other party involved in creating, producing, or delivering the Operation Not Forgotten™ Vet Life Community™ program shall be liable for any damages, including without limitation, direct, incidental, consequential, indirect, or punitive damages, arising out of failure to consult health care professionals.

Profile Guide

This Profile Guide will help you understand your QOLA results.

Listed here are all of the dimensions that are measured by the QOLA. Please remember this is not a psychological assessment, but instead gives you a picture of how you are coping with life issues. Your profile will help you identify areas of your life that may need attention, and help you set goals to improve your quality of life.

Subsequent pages of the Profile Guide help you understand your scores.



Life Renewed Quality of Life Profile Guide

Your QOLA will take you on a journey of simple, scientific self-discovery. Our comprehensive assessment covers a wide variety of dimensions from everyday life to the most traumatic experiences.

The Quality Of Life Assessment (QOLA) provides an accurate Profile that includes these dimensions:

Physical <i>Measure of how physical ability impacts your QOL (Quality of Life)</i>	Emotional/ Mental <i>Measure of how your thoughts and feelings impact your QOL</i>	Life Experiences <i>Measure of how stress impacts your QOL</i>	Belief System <i>Measure of how your beliefs impact your QOL</i>	Support Systems <i>Measure of how your support networks impact your QOL</i>	Health Behaviors <i>Measure of how daily health habits impact your QOL</i>
20 Health Dimensions and 15 Health Behaviors are included on your Profile Report					
1. Physical Functioning	6. Social Functioning	11. Life Experiences Index	14. Spiritual Beliefs	16. Support System	Exercise, Body Weight Satisfaction
2. Physical Limitations	7. Emotional Health	12. Stress Index	15. Life Purpose Index	17. Emotional Support	Rest, Activity at Work, Sleep
3. Bodily Pain	8. Mental Health	13. Situation Resolution		18. Task Support	Love / Trust Relationships, Sexual Contentment
4. Health Perceptions				19. Social Support	Diet; Fruit & Veg. Consumption
5. Energy Level				20. Guidance Support	Cigarette, Alcohol or Drug Consumption
9. Composite Physical Health	10. Composite Mental/Emotional Health				Seat Belt Use

If you are concerned about your health, please seek help and support of a trained medical professional immediately. The QOLA and the results of its computer-generated analyses are not a substitute for professional medical advice, diagnosis or treatment. Please consult with a doctor or other health care professional for information about diagnosis or treatment.

"Quality of life has a number of dimensions including mental and physical health, social interactions, spirituality, and stress. Many instruments have been developed to assess these dimensions, but we know of no other assessment, aside from the Life Renewed™ Quality of Life Assessment™ instrument that combines all these dynamics in one profile."

Dr. Harry Wetzler, M.D., M.S.P.H., Air Force Colonel Retired

Interpreting Your Personal Profile

- Your QOLA Profile Guide will explain how to evaluate your results, and give you helpful suggestions to enhance your quality of life.
- Your Quality of Life Assessment Profile is completely individualized. The Quality of Life Assessment measures real time functioning in multiple dimensions, so you will not fall into a particular category. Your assessment results are personalized and tell specifically how you are functioning.
- In most instances higher scores indicate better functioning and lower scores indicate an area where you might be facing a challenge. The USA general population norm is 50 percent. Therefore, except for the Zung index, any score above 50 indicates a person functions better than the USA norm and scores below 50 indicates the person functions lower than the USA norm. **Any score between 45 and 55 is in the average range.** (The average range is indicated on the Assessment Profile by the blue bar in the middle.)
- On the **Life Experiences Dimension**, the score indicates the total number of both positive and negative stress-producing life experiences. **On this dimension, a higher score indicates a greater number of stressful life experiences, but not whether the experiences are positive or negative.** Positive stressors may include experiences such as changing jobs, getting married, moving into a new house, or having a new baby. While these are generally considered happy experiences, they often cause stressed life perceptions.
- On the last page of the assessment you will find an evaluation of your current Health Behaviors. *This section is not scored the same as other sections of the assessment.* On the Health Behaviors you can score in the positive or negative range. This determines what challenges you might be facing. Any score on the negative side is an area where you may want to consider steps you may take to achieve a higher quality of healthy living in that area. Example: If you are a heavy smoker, you will score in the negative range for smoking. Steps should be taken to correct this health behavior in order for you to attain optimal health.



The Zung Depression Index

- The one exception is the Zung Depression Index. If you do not exhibit a propensity for depression, there will be no score on the Zung Depression Index. This is a standard depression tool which provides an index useful for determining the impact of life's stresses. The index is used along with other data to determine the potential for depression. **As opposed to other dimensions, on this part of the assessment a higher score indicates a greater propensity for depression, therefore, a lower score, or no score shown on this dimension is preferable. If you show no propensity for depression, a Zung Score will not appear on your Profile Report.** A referral to a health professional is indicated if the score is in the range of 45 or higher.

The Zung is only an index and does not provide a diagnosis of depression. This can only be determined by a qualified health professional.

The Quality of Life Profile Dimensions

There are nineteen quality of life dimensions and fifteen health behaviors assessed by the Quality of Life Assessment. Each dimension provides a personal, real-time evaluation of how you are functioning in that area. **Your Profile Report is completely individualized, so you will not fall into a particular category, or receive a label for aptitudes, skills, or personality traits that describe all individuals in a certain category.** This is specifically about you. No two people receive the same report. The following guide explains how to view your personal analysis found on your Profile Report. You may wish to use this guide as you examine each of your scores to gain a clearer picture of your quality of life and challenges that you might face. It is recommended that you use this guide for interpretation as you review your Assessment Profile.

Later, you will be able to use your Assessment Profile as a blueprint to improve your quality of life. If you find you are facing a challenge in a certain area, ask yourself, "What actions do I need to take in order to make this dimension of my life as good as it could be?" Being pro-active and taking control of your life requires honesty and courage. *You can achieve a better quality of life.*

*I believe that I can
be successful.*



1. **PHYSICAL FUNCTION:** This dimension tells how you perform in a range of physical activities that include self-care, walking, climbing stairs, or other more vigorous activities. An average score is between 45 and 55. If you are above 55, then you are capable of vigorous activities. If you fall below 45, you need to assess why you are having difficulty with physical tasks such as walking, climbing, or self care. The steps you need to take to improve may require a change in habits, or a visit to a health care professional.
2. **PHYSICAL LIMITATIONS:** This dimension illustrates the impact your physical functioning is having on your performance at work, or on daily activities. The average range is between 45 and 55. If you score above 55, then you are well able to handle the physical demands associated with your work, or daily life. If you score below 45, you may be having difficulty meeting physical demands at work, or in your day to day activities. The steps you need to take to improve may require a change in habits, or a visit to a health care professional.
3. **BODILY PAIN:** This dimension demonstrates the effect/interference of bodily pain on work or activities inside or outside of the home. An average score is between 45 and 55. If you are above 55 you are probably experiencing little or no regular bodily pain, and there is no interference with work or activities. If your score is below 45, then your work or other activities may be affected by bodily pain. The steps you need to take to improve may require a change in habits, or a visit to a health care professional.
4. **GENERAL HEALTH PERCEPTIONS:** This dimension deals with how you view your general health, your outlook, and your resistance to illnesses. An average score is between 45 and 55. If you score above 55, you probably have a positive outlook about your health. This may make you more resistant to illnesses. A score under 45 indicates that you may have concerns about your general health, and your resistance to illnesses.

*I'm learning a lot
about myself and
how I can become
self-sufficient.*



5. **ENERGY LEVEL:** This dimension gives you information about how much energy you have to carry out your daily routine. An average score is between 45 and 55. If you score above 55, then it can generally be stated that you are not experiencing any difficulties in this area. If your score is below 45, then you may be experiencing challenges with frequent fatigue. The steps you need to take to improve may require a change in habits, or a visit to a health care professional.

6. **SOCIAL FUNCTIONING:** The extent and frequency that health concerns interfere with social activities with friends, or relationships, is specified in this dimension. An average score is between 45 and 55. If you score above 55, your health probably is not affecting your social activities or relationships. A score under 45 may indicate that your social activities and relationships may be affected by health concerns. The steps you need to take to improve may require a change in habits, or a visit to a health care professional.

7. **EMOTIONAL LIMITATIONS:** This dimension indicates the impact of emotional concerns on your performance at work or during other regular activities. An average score is between 45 and 55. If you score above 55, your emotions are probably not affecting your social activities or relationships in a negative way. A score under 45 may indicate that your social activities and relationships may be affected by your emotions. The steps you need to take to improve may require a change in habits, or a visit to a health care professional.

8. **MENTAL HEALTH:** This is a composite measure of anxiety, possible depression, and loss of behavioral/emotional control as opposed to psychological well-being. An average score is between 45 and 55. If you score above 55, your behavior is probably not being affected by symptoms of anxiety, depression, or loss of control. A score under 45 may indicate that your behavior/relationships may be affected by symptoms of anxiety, depression, or loss of control. The steps you need to take to improve may require a change in habits, or a visit to a health care professional.

*Learning to know
and love myself
was the first step
to caring for others.*



9. PHYSICAL HEALTH: This is a composite rating of the effect of physical status, feelings of well-being and bodily pain and their impact on social activities. An average score is between 45 and 55. Scores over 55 indicate generally excellent health, while scores below 45 may indicate you are facing some physical challenges. The steps you need to take to improve may require a change in habits, or a visit to a health care professional. Checking the health behavior section of your profile will help you determine which habits you may need change. You may need to begin with a physical from a health care professional to help determine your directions for improvement.

10. EMOTIONAL/MENTAL HEALTH: The emotional/mental health dimension is a composite of the impact of stress on social, emotional, and mental health. An average score is between 45 and 55. Scores over 55 indicate generally excellent emotional/mental health, while scores below 45 may indicate you are facing some challenges. The steps you need to take to improve may require a change in habits, or a visit to a health care professional.

11. LIFE EXPERIENCES: The Life Experiences Dimension indicates the number of stressful life experiences you have had in the past year, but not whether they were positive, or negative. *On this dimensions, a higher score indicates a greater number of stress-producing experiences, while a lower score indicates a lower number of stress-producing experiences.* **Therefore, on this dimension a lower score is preferable.** Examples of positive situations that produce stress might include getting married, moving into a new house, having a baby, or starting a new job. Think about both positive and negative experiences you have had over the past year and the frequency of each.

My family and co-workers have noticed the change in my attitude. I believe that I can be successful.



12. **STRESS INDEX:** The Stress Index measures the impact of stress on your social, emotional, mental, and physical health. As discussed in the Life Experiences Dimension above, stress can come from both positive and negative sources; however, whether the source is positive or negative, stress can be detrimental to your mental, emotional, and physical health, and can affect the way you respond to various social situations. On this dimensions, a higher score indicates a greater number of stressful experiences, while a lower score indicates fewer stressful experiences. **Therefore, on this dimension a lower score is preferable.**

13. **SPIRITUAL BELIEFS:** The Spiritual Beliefs Dimension is an index of your spiritual belief system. It does not encourage or favor any belief system, but offers an index of how important spiritual beliefs are in your life. On this dimension, a higher score indicates you are more spiritually- oriented, while a lower score indicates you place less value on spirituality.

14. **LIFE PURPOSE INDEX:** The Life Purpose Index reflects your individual understanding of the meaning or purpose of life. Again, it does not encourage or favor any belief system, but establishes your own personal feelings and beliefs about how meaningful and fulfilling you find your life. A higher score indicates a feeling of greater meaning and fulfillment, while a lower score indicates fewer feelings of purpose in your life. If your score is below 45, spend some time reflecting, honestly evaluating your present situation, and planning for your future.

15. **SUPPORT SYSTEM:** Who do you call when you need help with something? Everyone needs a support system for difficult situations or emergencies. This dimension provides you with information about the effectiveness of your support system. If your score is in the average range (45-55) or above, then you have probably planned for emergencies and have trusted relationships that can step in during a crisis. If your score is below 45, then you need to make a personal emergency plan. Write down whom to call. Talk with family and friends and make arrangements ahead of time.

*I am so much
more focused on the
really important
things in life.*



16. **EMOTIONAL SUPPORT** Who do you call when you just need someone to talk to? Everyone needs a trusted confidant. It may be someone close-by that you know well, or someone you communicate with at a distance. It's always better to "talk about it" before things build up. If you score 45 or above on the Emotional Support Dimension then you are probably already communicating effectively. If you score below 45, it is important that you begin sharing your feelings with a trusted friend, confidant, or counselor. Everyone needs to vent sometimes – it's healthier than holding things in.
17. **TASK SUPPORT** Have you ever said, "I can't do everything by myself!" If you have, you were right. Super Heroes don't really exist. Who do you count on for help with tasks or chores ... when you're sick ... or have to go out of town ... when you have a home maintenance project? It is good to help others when they need it, and it is good for others to pitch in and help you. If you scored 45 or above, you are handling your task support well. If you score below 45, try making yourself available to others who need a hand. Then when you need support, you will have less trouble finding someone to pitch in.
18. **SOCIAL COMPATIBILITY** We all enjoy spending time with family, friends or associates who have similar interests and values. It helps us to clarify our values, and broaden the scope of our interests. It's pleasant, refreshing, and relaxing. People need people. If you scored 45 or above, then you probably have hobbies, and interests that you share with others. If you scored below 45, then you need to decide what interests you, and take steps to spend time with others who have like interests and hobbies.
19. **GUIDANCE SUPPORT** Sometimes it's good to get a second opinion. Asking someone who is more knowledgeable or experienced can help you make good decisions. If you don't already have someone who can guide you on personal issues (finances, relationships, parenting, career decisions), it is important to find a good advisor. If you scored 45 or above, you probably have people in your life with whom you can discuss personal issues. If your score is below 45, look around and notice who seems to be in the place where you would like to see yourself. Ask them what they did to get where they are; get their advice. If necessary, get the advice of a professional counselor.



I'm learning a lot about myself and how I can become self-sufficient.

20. HEALTH BEHAVIORS

The next section of your profile will help you understand the significance various health behaviors are having on your feelings of well-being and quality of life. In this section you can score in the positive or negative range. Scores in the positive range indicate factors that are contributing to your good health. The higher the score, the better you are doing in that area. Scores in the negative range specify areas that may be causing health issues. These are things that you may want to consider taking control of and changing.

We trust your QOLA Profile has been helpful for you to have a better understanding of your quality of life. Please continue to take the suggested steps to improve your QOL. We encourage you to take the assessment again in three months to check your progress and success.

