

**20 QUESTIONS**

**Assessment for Compulsive Shoplifting**

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**20 QUESTIONS**

1. Have you ever lost time from work or school due to shoplifting? ..... Y
2. Has shoplifting ever created problems in your relationships? ..... Y
3. Has shoplifting ever affected your reputation or people's opinion of you? ..... Y
4. Have you ever felt guilt, shame, or remorse after shoplifting? ..... Y
5. Did you ever shoplift to get money to pay debts or to solve money issues? ..... Y
6. Did shoplifting ever cause a decrease in your ambition or efficiency? ..... Y
7. Did you ever experience a "high" or "rush" of excitement when you shoplifted? ..... Y
8. Have you ever shoplifted to escape worries or troubles? ..... Y
9. Has shoplifting caused you to have difficulty eating or sleeping? ..... Y
10. Do arguments, disappointments or frustrations create an urge to shoplift? ..... Y
11. Have you noticed you began shoplifting more frequently over time? ..... Y
12. Have you ever considered self-destruction or suicide as a result of your shoplifting? ..... Y
13. Upon stopping shoplifting, did you continue to be tempted/preoccupied by it? ..... Y
14. Have you kept your shoplifting a secret from most of those you are close to? ..... Y
15. Have you told yourself "this is my last time" and still shoplifted again? ..... Y
16. Have you continued to shoplift despite having been confronted or arrested? ..... Y
17. Do you often feel angry or feel a need for control? ..... Y
18. Do you have persistent feelings of life being unfair? ..... Y
19. Do you have persistent feelings of entitlement to get "something for nothing"? ..... Y
20. Do you have trouble speaking up for yourself, asking for help, or saying "no"? ..... Y

**Most compulsive shoplifters will answer yes to at least seven (7) of these questions**

**C.A.S.A. & professional counseling should be recommend for compulsive shoplifters**

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## Facts about Shoplifting...

There are nearly 300 million shoplifting incidents per year.

- Jack Hayes International, Inc.

Shoplifting is estimated to account for between 30-40% of retailer's lost profit

- Univ. of Florida & Jack Hayes International, Inc.

In 2010, retailers lost an estimated \$12.58 billion per year to shoplifting

- Jack Hayes International, Inc.

In 2010, 959,903 shoplifters were apprehended from 23 large retail companies, down 4.1% from 2009.

- Jack Hayes International, Inc.

For every \$1.00 recovered from retail theft, \$38.46 is lost; only 2.6% is recovered total.

- Jack Hayes International, Inc.

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## Differing Types of Shoplifters

Shulman divides shoplifters into seven (7) distinct groups, each with certain identifiable characteristics and expected responses if they are caught. The percentage that follows is Shulman's estimate as to the percentage of the total shoplifting population that the particular group comprises.

### **ADDICTIVE-COMPULSIVE SHOPLIFTERS: 48%**

This group emotionally has a lot of repressed anger and often exhibits signs of other compulsive addictions, such as overeating, shopping, drug use, or gambling. These people often give to others and don't take care of themselves. Typically, they will steal items that are often inexpensive, and then give them to others as gifts. If caught, they will show guilt, shame, or remorse. Often, they will breakdown and cry when caught and confronted.

### **PROFESSIONALS, WHO STEAL FOR PROFIT OR LIFESTYLE: 15%**

Professionals will try to steal high-end, expensive items, often stealing multiple items at one time. Many carry tools and utensils on them to assist with the theft. Most likely, this group will resist arrest if confronted and will attempt to flee the store. If caught and detained, they will remain cool and calm, showing no remorse or emotion.

### **THE IMPOVERISHED, WHO STEAL OUT OF ECONOMIC NEED: 15%**

Typically, they will steal necessities, like food, diapers, toiletries, or children's clothing. Often, their manner of dress and hygiene may be poor. If caught, they will usually show remorse, but state their frustration with their lack of money, and may voice hostility against a "System" that keeps them impoverished.

### **THE THRILL SEEKERS, WHO STEAL ON A DARE OR FOR EXCITEMENT: 15%**

These shoplifters will often steal in groups. Many teenagers fall into this category.

### **DRUG AND GAMBLING ADDICTS, WHO STEAL TO PAY FOR THEIR HABIT: 15%**

Like Professionals, they prefer stealing expensive, high end items, usually multiple items at a time. Their appearance often shows signs of substance abuse. They often carry drugs or drug paraphernalia on themselves. They are usually less careful than the Professional, but will likely arrest and flee the store if confronted.

### **KLEPTOMANIACS ARE THOSE WHO STEAL FOR NO REASON: 1%**

Kleptomaniacs are impulsive and often careless. They will often take items they don't need and can't use, like stealing shoes that don't fit. If caught, many will admit they are kleptomaniacs and do not feel much remorse or shame. They will often use common excuses, like "I don't remember taking it", or "I don't know why I took it because I don't even need it".

### **THE ABSENT MINDED: 1%**

People in a hurry, elderly people, people on medications or those who would have cognitive or memory issues.

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## The Difference between Kleptomania and Addictive-Compulsive Theft

<b>Kleptomania</b>	<b>Addictive-Compulsive Theft</b>
Recurrent failure to resist impulses to steal objects not needed for personal use or their monetary value (no premeditation)	Recurrent failure to resist obsessive, addictive, or compulsive thoughts/urges to steal objects which often are used even if not needed (degrees of premeditation).
Increasing sense of tension immediately before committing the theft.	Already ever-present tension usually well before commission of the theft.
Pleasure or relief at the time of committing the theft (often not fully aware of committing the theft and usually no guilt after)	Pleasure/relief at time of or just after committing theft (more conscious of act than kleptomaniac and usually feels guilt or shame after)
The stealing is not committed to express anger or vengeance.	The stealing is very often an acting out of anger or a way of trying to "make life right"
The stealing is not due to Conduct Disorder or Antisocial Personality Disorder.	Same. Most people who steal are good/caring/law-abiding (some get cross-addicted or get addicted to dollars or thrills)