

ATLANTA HIGH RISK JUVENILE PAROLE SEP 17 1976

FINAL EVALUATION REPORT

May, 1975

ACQUISITIONS

72-ED-04-0025

36558

The High Risk Juvenile Parole project (HRJP) is a concentrated parole counseling project funded under the Atlanta High Crime Impact program (Grant 72-ED-04-0025). The project seeks to reduce recidivism of juvenile parolees from the Georgia Youth Development Centers (YDC's). New parolees who have a history of committing Impact target offenses and reside within the City of Atlanta are eligible for the project. Approximately half the youths meeting these requirements have been assigned to a "Project Group" and given intensive counseling and supervision by the HRJP team of Court Service and Community Workers with small case loads. The remainder of the eligible parolees are retained in the normal parole system as a "Comparison Group".

1.1 Background

The HRJP project began regular operation on December 16, 1973. At that time initial staffing was completed and an initial set of eligible offenders was selected.

Shortly after that time record-keeping systems to support Impact evaluation of HRJP were introduced. During January, 1974 members of Impact staff met several times with HRJP personnel and agreed on details of these evaluation procedures. The agreed procedures involve a number of minor deviations from

the evaluation plan set out in the HRJP grant request, but the substance of that plan remained unchanged.*

In May, 1974 an interim evaluation of the HRJP project was performed. That report concluded that the HRJP project was proceeding satisfactorily on most of its goals and objectives. However, a major difficulty was the very small numbers of cases being assigned to the Project and Comparison Groups. Some adjustments in rules for eligibility of offenders were recommended to enlarge the population served by HRJP.

A number of difficulties with HRJP evaluation data and reporting were also identified in the May 1974 report. Foremost among these was a concern that the large magnitude of the differences between the number of worker contacts with cases in the Project Group and the number of contacts with cases in the Comparison Group was due to inadequate contact reporting by DHR personnel handling the Comparison Group. A "data audit" was suggested to determine whether notes of contacts in worker's files correspond to reports of contacts submitted to HRJP.

Such an audit was conducted in November, 1974. This audit concluded that contacts with the Comparison Group were being seriously under-reported. The principal causes of the under-reporting were failure to adequately report letter contacts and the tendency of some case workers to not detail their contacts in either their own files or HRJP forms.

*Details of the agreed changes are given in Appendices A, B, and C.

As a result of this review of DHR records, new instructions were issued to both the DHR and the HRJP personnel who deal with HRJP clients (see Appendix D). Implementation of the new instructions resulted in a one-month increase of 76% in contacts reported by DHR personnel.

In January, 1975 the HRJP decided to suspend input to the Project and Comparison Groups. Thus the remainder of the project will be directed toward servicing clients either already in YDC or on aftercare.

In February, 1975 some revisions in case contact reporting forms were approved (see Appendices E and F). The principal effect of these changes was to report contacts with the Project and Comparison Groups in terms of both the number of contacts and the time duration of the contacts. Contacts were also divided into "crisis-related" and "non-crisis-related" categories for the first time.

1.2 Data for this Report

Data for this report was obtained entirely from HRJP personnel via forms designed during project start up and revised in February, 1975.* The HRJP staff, in turn, collects the majority of the data directly from project operations.

The principal exception to such direct collection methods is the preparation of the case contact information for juveniles in the Comparison Group. Initial information on contacts with clients in the Comparison Group is provided by the parole counselors in the Department of Human Resources (DHR).

* See Appendices A and F for examples of the forms.

As with any interim report, the analysis which follows is also restricted by the time span covered. For the most part data used in the following analyses covers only the months of February, 1974 through March, 1975. Moreover, only small numbers of Project and Comparison Group clients have actually been released from YDC. Thus recidivism calculations are based on very small numbers and cannot be treated as decisive evidence.

2. Progress on Goals and Objectives

Progress through the end of March, 1975 on the goals and objectives of the HRJP project is analyzed in the following sections. An overall evaluation of HRJP is presented in Section 3.

2.1 Goal

The goal of the HRJP project is to reduce recidivism among clients of the program to 20%. For *interim* measurement purposes recidivism is defined as any manifestation of law violative behavior that results in a youngster being readmitted to a YDC or convicted of a crime in a criminal court within 18 months from the date he is placed on aftercare. For the purposes of estimating this recidivism rate, a person who has been on aftercare for only one month is counted as 1/18 person, a person who has been on aftercare for two months is counted at 2/18 person, etc., to obtain the total "Weighted Possible Recidivists".

Table I. Recidivism Rates for Project Group

		Recidivists to Impact Crimes		Recidivists to Other Crimes		Total Recidivists	Individuals Accounting for Recidivism
		Persons on Aftercare	Persons Released	Persons on Aftercare	Persons Released		
#	7.39	1	0	1	0	2	2
%	100	14	0	14	0	28	

Table I summarizes the results of recidivism analysis for youths in the Project Group who have so far been released on aftercare. Two persons of a weighted total of 7.39 have recidivated, yielding a 28% recidivism rate. Thus the HRJP goal is not being mathematically achieved. However, the numbers involved are too small to conclude that the project cannot finally achieve its 20% goal.

Table II. Recidivism Rates for Comparison Group

		Recidivists to Impact Crimes		Recidivists to Other Crimes		Total Recidivists	Individuals Accounting for Recidivism
		Persons on Aftercare	Persons Released	Persons on Aftercare	Persons Released		
#	7.84	4	0	4	0	8	8
%	100	51	0	51	0	102	

Table II presents comparable recidivism data for the Comparison Group. The estimated recidivism rate exceeds 100%. Since this rate is more than three times the rate for Project Group, it appears that HRJP may be succeeding in significantly reducing the recidivism rate experienced by youths in the normal parole program. Again however, some caution should be exercised in drawing conclusions from small numbers of clients.

2.2 Total Case Objective

One objective of the HRJP project is to provide services to 200 juveniles over a two-year period. This implies that 10-12 new juveniles should be placed on aftercare each month after Project Group clients begin being released from YDC's. Over the 15 months covered by this report only 22 persons in the Project Group had been placed on aftercare, and only 30 remain in YDC. Thus the total caseload objective was not nearly achieved.

2.3 Caseload Objective

A second objective of the HRJP project is restrict the caseload of any HRJP team member to a maximum of 20 at one time and 40 overall. Including both juveniles in the Project Group who are still in YDC and those who have been released to aftercare, and the maximum caseload for any of the three Court Services Workers was 21. Thus the caseload objective is being substantially achieved.

2.4 Intensive Care Objective

A final objective of the HRJP project is to provide juveniles in the Project Group with parole supervision services which are significantly more intensive than those offered routinely by the DHR. Tables III and IV provide evaluation of this objective by analyzing the numbers of case contacts reported by workers from February, 1974 through March, 1975 for the Project and Comparison Groups respectively.

From the information in these tables two conclusions can be reached. First, the distribution of contacts across the various categories is quite similar in the Project and the Comparison groups. However, the number of contacts is significantly greater for the Project Group.

A similar advantage in the quantity of contact with the Project Group is illustrated in Tables V and VI. These tables (which were made possible by the revised data collection procedures implemented in February, 1975) analyze the time spent in contact with the Project and Comparison Groups. The average contact time per client per month for the Project Group is 2.9 hours, as compared to 1.1 hours for the Comparison Group. Perhaps more importantly, Tables 5 and 6 show the time per client for crisis-intervention counseling in the Project and Comparison Groups is equal, but the time for non-crisis contacts is significantly greater in the Project Group.

Table III. Analysis of Reported Numbers of Contacts with Project Groups

Total Contacts	Person Contacted		Place of Contact			Mode of Contact			Initiator of Contact				
	Client	Other	YDC	Field	Office	Person	Phone	Letter	Parent/ Family	Client	Worker	Other	
Total Number	4610	1077	3533	1046	2314	1251	1860	1995	755	218	248	3537	507
% of Total	100	23	77	23	50	27	40	43	17	5	5	78	12
Number per Client per month	8.03	1.88	6.16	1.82	4.03	2.18	3.24	3.48	1.32	.38	.43	6.16	.88
Number per Client Con- tacted at least once per month	9.09	2.12	6.97	2.06	4.56	2.47	3.67	3.93	1.49	.42	.49	6.98	1.00

Table IV. Analysis of Reported Numbers of Contacts with Comparison Group

	Total Contacts	Person Contacted		Place of Contact			Mode of Contact			Initiator of Contact			
		Client	Other	YDC	Field	Office	Person	Phone	Letter	Parent/ Family	Client	Worker	Other
Total Number	1418	373	1045	241	698	480	572	619	221	103	88	988	239
% of Total	100	26	74	17	49	34	41	44	15	7	6	70	17
Number per client per month	3.29	.87	2.42	.56	1.62	1.11	1.33	1.44	.51	.24	.20	2.29	.55
Number per client con- tacted at least once per month	4.86	1.28	3.58	.83	2.39	1.64	1.96	2.12	.76	.35	.30	3.38	.82

Table V. Analysis of Time in Contacts with Project Group in February-March 1975

	Total Contact Time	Travel Time	In Person Contact With					
			Client	A/C Client	Family	Others	Crisis	Non-Crisis
Amount of Time Hours	337.5	184.6	176.8	126.9	78.5	62.3	57.3	280.4
Average per Client Hours	2.9	1.6	1.5	1.1	.7	.5	.5	2.4

Table VI. Analysis of Time in Contacts with Comparison Group in February-March 1975

	Total Contact Time	Travel Time	In Person Contact With					
			Client	A/C Client	Family	Others	Crisis	Non-Crisis
Amount of Time Hours	90.8	49.2	34	15	17.5	29.7	42.1	38.7
Average per Client Hours	1.1	.6	.4	.2	.2	.4	.5	.5

Taken together these analyses of contacts strongly suggest that the care being provided the Project Group is more intensive than that provided the Comparison Group. Both the quantity and the quality of care appear more broad-based in the Project Group.

3. General Conclusion

From the above analyses it seems clear that the HRJP project has largely fulfilled its goals and objectives when considered on a per client basis. Recidivism does appear lower in the Project Group, and a more intensive type of counseling is apparently being provided the Project Group.

Unfortunately, these successes are partially offset by the poor performance of HRJP in terms of the total number of clients counseled. Only 50-60 of the originally planned 200 clients have been treated in the Project Group.

This disparity in the total number of clients assigned appears to be principally the consequence of a poor original forecast of the number of youths in YDC's who would meet Impact criteria. The objective stated in the grant was simply unattainable. However, other important factors in the low number of clients processed by HRJP were some policy changes made by authorities beyond HRJP control. The principal one of these is a new policy of the Youth Services Section of DHR (implemented shortly after HRJP began operations) which requires youths charged with serious offenses to be retained in YDC at least 12 months. This policy change resulted in an unanticipated delay in releasing HRJP clients to aftercare.



APPENDIX A

ATLANTA REGIONAL COMMISSION SUITE 910 100 PEACHTREE STREET ATLANTA, GEORGIA 30303 TEL. (404) 522-7577

February 13, 1974

Mr. Alton Moultrie
Project Director
High Risk Juvenile Parole Project
Cascade Center
2237 Cascade Road, S. W.
Atlanta, Georgia 30311

Dear Mr. Moultrie:

As a result of our meeting with your High Risk Juvenile Parole (HRJP) staff on January 25, 1974, and subsequent written communication, a list of project startup difficulties has been compiled. Each of these difficulties is briefly discussed below, and corrective actions specified. Please arrange for immediate implementation of each of the corrective actions so that evaluation of HRJP can proceed smoothly.

1. Definition of Eligible Offenders. The grant requires that offenders must both live in and have committed their offense in the City of Atlanta to be eligible for HRJP. As implemented by the project staff the definition has been slightly changed to include all persons committed by Fulton County courts and all persons committed by DeKalb County courts who live in the City of Atlanta. This revised definition makes eligible Fulton County residents who do not live in Atlanta and persons who did not commit their crimes in Atlanta. Selection is currently based upon the preceding and a further delineation that the most recent offense must be a target offense.

Action. Because previous studies have shown most Fulton County offenders do live and commit crimes in Atlanta, the HRJP staff's definition should be adopted for initial selection of eligible offenders. However, both HRJP personnel and DHR personnel handling the control group should delete from the program any initially eligible offender found to not be a resident of Atlanta or to not have committed his offense in Atlanta.

2. Startup of Services Before Release. As formally written, the grant calls for services to offenders after they are released from Youth Development Centers (YDC's). However, the HRJP staff has adopted the practice of beginning counseling service to offenders before release. This leads to some difficulties in defining who is in the program.

Action. Persons still in YDC's should be considered part of the case load of HRJP staff (Data Form No. 5), but recidivism data should be collected only on offenders who have actually been released from YDC. Offenders on 30-day treatment passes should not become part of the project case load while they are on a 30-day treatment pass. (Includes control group.)

3. Definition of Recidivism. The grant defines recidivism as either (a) law violative behavior that results in a youngster being readmitted to YDC or (b) conviction of a crime within one year of release from aftercare. Problems have developed in applying this definition to the case of offenders who "go on run," i.e., escape from supervision at various stages of the program.

Action. At any point before release from YDC, any offender who "runs" should be dropped from membership in either the control or project groups. An offender who permanently "runs" after release into aftercare should be treated as a recidivist of type (a) above. Permanently "runs" is defined as an offender on run for six months or more.

4. Recidivism Data Forms. A series of data forms have been designed to collect data for recidivism calculations. There appear to be some inadequacies and overlaps in the data collected.

Action. The current Data Forms No. 1, 2, and 3 should be replaced by the attached Forms 1A and 2A with separate sets of these new forms being maintained for the project and control groups. Data Form 1A should be submitted to ARC monthly and Data Form 2A should be submitted every six months.

5. Repeat Offenders. It is not presently clear how offenders who pass through HRJP more than once should be treated statistically.

Action. The capability should be maintained to report both (i) the number of individuals who recidivated after at least one pass through the HRJP project or control group, and (ii) the number of project or control group treatments which resulted in the subject recidivating. This will be accomplished by entering an offender on Data Form 2A each time he is given a treatment program, and showing whether this is his first pass through the HRJP project. Both items (i) and (ii) can then be tabulated on Data Form 1A.

6. Care Measurement. As provided in the grant the only measurement of the level of care provided in HRJP to project or control groups is a count of the number of aftercare plans developed and implemented for the project group. Difficulties have developed in defining the development and implementation of aftercare plans. Moreover, no provision has been made for comparing the levels of service provided the project and control groups.

Action.

- a. Use of Data Form No. 4 (counts of plans developed and implemented) should be discontinued. Objective one in the grant will be considered satisfied if 200 juveniles are provided aftercare in the HRJP project.
 - b. The "Case Contact Record" and "Case Contact Record-Monthly Summary" forms developed by HRJP staff should be implemented to provide better measures of care provided. An individual "Case Contact Record" should be kept for each offender in either the project or the control group. Separate copies of the "Monthly Summary" should be prepared for the project and the control groups and submitted to ARC each month.
 - c. Qualitative comparison of data on these "Monthly Summaries" for the project and control groups should be made a part of the regular Impact evaluation of HRJP.
7. Subsidiary Data Collection. In addition to the Data Forms required by Impact and the "Case Contact" records discussed above, the HRJP staff proposes to collect various additional data on the progress of project cases.

February 13, 1974

Action. All other data except that discussed above and Data Form No. 5 should be treated as internal management information for the HRJP project. Thus the need for collection of such data should be decided by the HRJP Director on the basis of whether the information would be useful to the management of the project and whether the information can be collected with available analytic resources. So long as Impact evaluation requirements are met, ARC and its consultants will not become involved in such decisions.

Please let me know if there are any questions or difficulties in implementing these actions.

Sincerely,

Terry R. Siler (Mrs.)
Criminal Justice Planner
Atlanta Impact Program

TRS/bj

Enclosures

cc: Mr. Ron Rardin ✓
Mrs. Claudette Redd

APPENDIX B

M E M O R A N D U M:

TO: Ms. Terry Siler, Research Assistant
Atlanta Regional Commission
at

FROM: Alex Teel, Research Associate
High Risk Juvenile Parole Project

SUBJECT: Dropping of "runs" from YDC From Caseloads.

In a brief discussion by telephone on March 11, 1974, Professor Rardin and I agreed that the automatic dropping of YDC runs from the project's caseload is not the most efficient way of handling this problem. Frequently a client will run but will be found and returned to the YDC in a relatively short period of time.

So that we might avoid transferring the same client on and off and back on our caseload, I propose that we drop YDC runs only after a six months period. This will be consistent with our defining a client on aftercare as a recidivist after he has been missing for six months.

Please let me know if you concur with this plan.

AJM:bd
cc: Professor Ron Rardin ←

3/12/74

APPENDIX C

ATLANTA REGIONAL COMMISSION SUITE 910 100 PEACHTREE STREET ATLANTA, GEORGIA 30303 TEL. (404) 522-7577

March 19, 1974

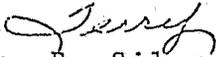
Mr. Alex Teel
Research Associate
High Risk Juvenile Parole
Project
2237 Cascade Road, S.W.
Atlanta, Georgia 30311

Dear Alex:

Your recommendation of March 12 regarding counting of "runs" from Y.D.C. is accepted. Effective immediately please begin dropping Y.D.C. "runs" only after a client has been on run for 6 months. It will be necessary to make prior dates consistent with this procedure.

Thank you for your suggestions. It is very pleasing and helpful to us to have your input. Please continue to provide us with your suggestions.

Sincerely,


Terry R. Siler

TRS:jm
cc: Ron Rardin



APPENDIX D

RICHARD M. HARDEN, Commissioner
M. (JIM) PARHAM, Deputy Commissioner

HIGH RISK JUVENILE PAROLE PROJECT
2237 Cascade Road, S.W., Atlanta, Georgia 30311

Frank Truan
Director

47 TRINITY AVE., S.W., ATLANTA, GEORGIA 30334

December 24, 1974

M E M O R A N D U M:

TO: Mrs. Terry Siler, Assistant Director
Atlanta Impact
Atlanta Regional Commission

FROM: Mrs. Laretta Miller, Research Associate *LM*
High Risk Juvenile Parole Project

RE: New Guidelines for Recording Impact Case Contact Records

In accordance with our telephone conversation, attached are new guidelines for Court Service Workers in filling out Impact case contact records.

The two recommendations cited in the audit report appear to be covered by these guidelines which were discussed with Comparison group workers at the Metro Area Court Service staff meeting on November 14, 1974, at the Dunbar Center.

As a result, the November records from the Comparison group listed a total of 148 contacts, an increase of 76.2% over the total for October.

LM:bd

CASE CONTACT RECORDS

Please make sure these are complete. Accurate raw data are essential for meaningful reporting. Consistency in reporting is important. (For instance, some caseworkers record time for letters; others do not).

Special Points:

1. For letters, record the time it would have taken you to convey or receive this information had you been face-to-face with the contact. As a rule of thumb, routine letters should occupy 5 minutes; a more complicated matter might take longer.
2. No duplication of travel times. If you travel to a destination and see more than one contact in connection with a particular client, list the travel time beside the first of these contacts and write "L.A." (listed above) in the travel spaces beside other contacts. If you visit other clients or make contacts on their behalf at the same destination, list travel time on one contact sheet only. Write "listed elsewhere" or "L.E." in travel spaces on other sheets.
3. If you confer with more than one contact simultaneously, list each one separately and record the time "in contact" beside the name of the first person listed in the group. Write "L.A." in the "in contact" space beside the names of the other conferees.
4. "Nature of Contact" -
 - a. "Routine" - Services performed for all clients. EXAMPLE: Introductory letters and visits, working with clients and others on aftercare plan development, general checks on clients' progress.
 - b. "Problem oriented" -
Matters relating to problems and to specific inquiries outside of the ordinary. EXAMPLE: All contacts connected with disciplinary problems, requests for special passes, complaints from parents.
 - c. "Plan of Action Implemented" =

Instances in which the worker, the client, or others carry out previously conceived plans. EXAMPLE: Contacts involved in making arrangements for jobs or schooling in accordance with aftercare plans, recommending action to be taken by others as part of over-all plans, taking steps to resolve problems in accordance with preplanned solutions. (Note here: obtaining or giving information on a problem would of course be a "problem-oriented" contact.)

5. We appreciate your adding up totals as this gives us an additional check on the accuracy of our figures. It also gives you an opportunity to make sure that you have included all the required information and have allotted time for all contacts. (Time should be given in minutes rather than hours). Numbers of cases under "location and type", "initiated by", and "nature of contact" should in each case equal the total number of contacts as listed in the last space in the second column on the form.
6. Please be sure to fill in the last column and give a description of the nature of the contact. Such descriptions must naturally be brief but ought not to be vague. If a case is transferred or dropped, please record this information, the reasons, and the date. If a transfer has been made, indicate the name of the agency that is picking up the case. In case of recidivism, send copies of commitment orders.
7. If a client has been placed on aftercare, please be sure that this fact and the date of placement appear on the contact sheet.
8. Please indicate on the contact sheets when and how clients are released from aftercare.

9. Please record 'run' dates.
10. "Location & Type" - Check the location where the contact was made in the case of personal contacts, or received in the case of letters and phone calls.

We appreciate your cooperation in these matters because, as you are undoubtedly aware, an accurate evaluation of this project is possible only if the statistical information used to back up conclusions has some relation to actual practice.

APPENDIX E

February 13, 1975

Ms. Lauretti, Miller
Research Associate
High Risk Juvenile Parole Project
2237 Cascade Road, S. W.
Atlanta, Georgia 30311

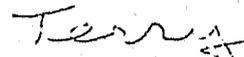
Dear Laurette:

Your proposed revisions to case contact and monthly summary sheets are acceptable with the exception we discussed yesterday. The exception is that you should indicate the location of the contact on the case contact record next to each description of contact.

The same location categories that appeared on the original case contact forms should continue to be used.

I appreciate your suggestions. Please continue to make recommendations which will contribute to a more useful and meaningful evaluation of the High Risk project.

Sincerely,



Terry Siler

TS/tc

cc: Michael H. Terry
Ron Rardin

Atlanta Regional Commission
The Equitable Building
Suite 420
Atlanta, Georgia 30303

TOTAL CASE STATUS
 YDC NY
 AFTERCARE 7 DETENTION 2 (1 on A/C)
 TOTAL 18

CASE CONTACT RECORD
 MONTHLY SUMMARY

SUMMARY FOR Burke/Yearby MONTH March, 1975

	TOTAL CONTACTS	MEANS OF CONTACT									TYPE		INITIATOR				PLACE		
		CONTACTS WITH CLIENTS	CONTACTS WITH OTHERS	IN PERSON WITH CLIENTS	IN PERSON WITH A/C CLIENT	IN PERSON WITH FAMILY	IN PERSON WITH OTHERS	ALL IN-PERSON CONTACTS	BY TELEPHONE	BY LETTER	CRISIS-RELATED CONTACTS	NON-CRISIS	CLIENT	FAMILY	WORKER	OTHER	IN YDC	IN FIELD	IN OFFICE
NUMBER OF CONTACTS	53	14	39	12	6	6	11	29	19	5	10	43	2	5	35	11	12	25	16
AVERAGE NUMBER PER CLIENT	2.9	.8	2.2	.7	.8*	.3	.3	1.6	1.1	.3	.6	2.4	.1	.3	1.9	.6	.7	1.4	.9
PERCENTAGE OF TOTAL	XXX	26.4%	73.6%	22.6%	37.5%*	11.3%	20.8%	54.7%	35.8%	9.4%	18.9%	81.1%	3.8%	9.4%	66%	20.8%	22.6%	47.2%	

APPENDIX F

	TIME IN CONTACT	TRAVEL TIME	IN PERSON WITH CLIENTS	IN PERSON WITH A/C CLIENTS	IN PERSON WITH FAMILY	IN PERSON WITH OTHERS	ALL IN-PERSON CONTACTS	CRISIS-RELATED CONTACTS	NON-CRISIS CONTACTS	NO CONTACT
TOTAL AMOUNT OF TIME	20.8 h	22.1 h	10.6 h	7.4 h	2.1 h	3.8 h	16.4 h	3.2 h	17.7 h	NUMBER OF CASES <u>6</u>
AVERAGE TIME PER CLIENT	1.2 h	1.2 h	35.3 m	55.6 m*	6.9 m	12.5 m	54.7 m	10.6 m	58.9 m	PERCENTAGE OF CASELOAD <u> </u>
PERCENTAGE OF CONTACT TIME	XXX	XXX	50.8%	50%*	10%	18%	78.8%	15.2%	84.8%	NUMBER OF AFTERCARE CASES <u>14</u>
PERCENTAGE OF CONTACT TRAVEL	48.5%	51.5%	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	PERCENTAGE OF ALL A/C CASES <u>50</u>
										NUMBER OF NON-RUN CASES <u>6</u>
										PERCENTAGE OF ALL NON-RUN CASES <u>33.3%</u>

*Based on total of 16 contacts 14.8 hrs. total contact time for 8 A/C clients.(includes one in detention).