



POLICING
ALTERNATIVES
& DIVERSION
INITIATIVE

2021 REPORT



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SUMMARY

APD diverted a total of 266 people in 2021.

ATL311 directed a total of 940 calls to PAD in 2021 (847 unduplicated). In 2021, PAD provided a response to 847 calls and were able to successfully engage 399 individuals. 738 of the callers were referring someone else and 109 callers were requesting assistance for themselves.

PAD currently provides 215 active participants with case management services on a weekly basis. In 2021, PAD provided emergency housing to 541 individuals. In addition, PAD provided food, transportation, substance use treatments, mental healthcare, and other resources.

TRAINING & COMMUNITY ENGAGEMENT

In 2021, PAD trained 466 officers in 53 law enforcement trainings. Trained officers are as follows: 38 officers from Zone 1, 72 officers from Zone 2, 66 officers from Zone 3, 54 officers from Zone 4, 118 officers from Zone 5, 49 officers from Zone 6, 35 officers from APD's Police Academy, 9 MARTA officers, and 25 GA Tech Officers.

311 CALLER TESTIMONIAL

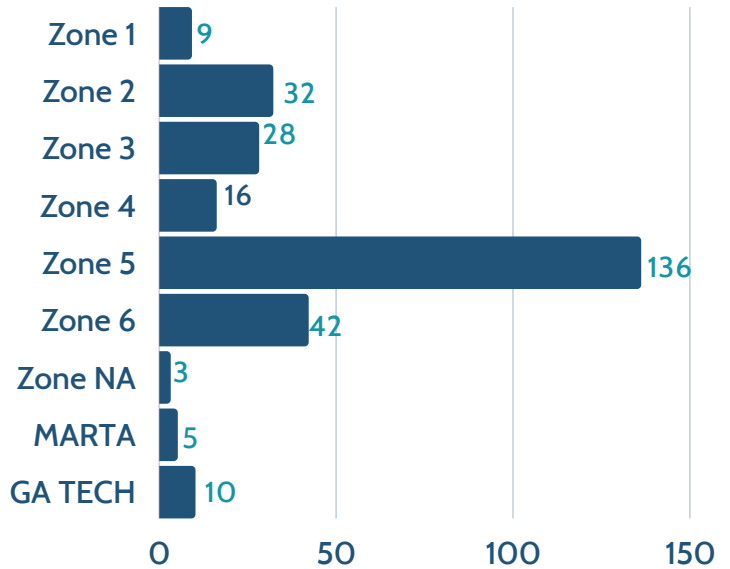
"I've lived in East Atlanta Village (policing zone 6) my entire life... One of the services I'm so thankful for is the ability to call 311 to reach PAD to make a referral for a neighbor in need. Just this week I was outside a busy shopping area and spoke with a woman who was recently homeless and had a young child with her who was sick...I called 311 and the person who answered was kind, calm, and extremely thorough in taking my referral. She knew the area I was describing and assured me that no matter what happened someone would call me back with an update. The next day I received a follow up call that a case worker had in fact made contact with the family."

LAW ENFORCEMENT ASSISTED DIVERSIONS

POLICE DIVERSIONS

- 266 diversions received from APD
- 25 were LEAD re-referrals (current PAD participants)
- 5 diversions received by MARTA PD
- 10 diversions received by GA Tech PD
- 1 was a LEAD re-referral (current PAD participant)

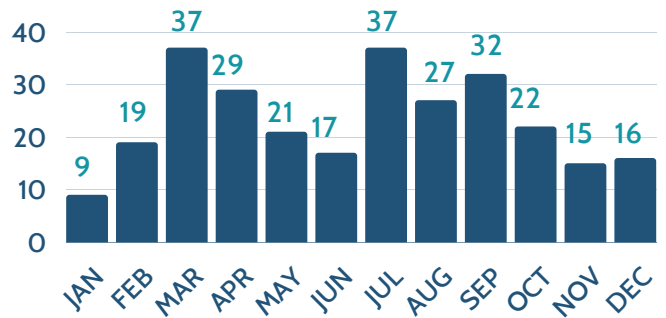
POLICE DIVERSIONS BY ZONE/AGENCY



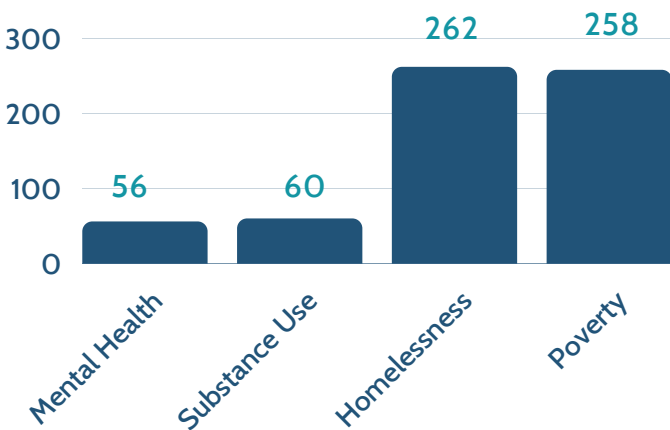
OTHER LEAD REFERRALS

- 5 Atlanta City Detention Center
- 6 Fulton County Jail
- 1 Mayor's Office of Constituent Services

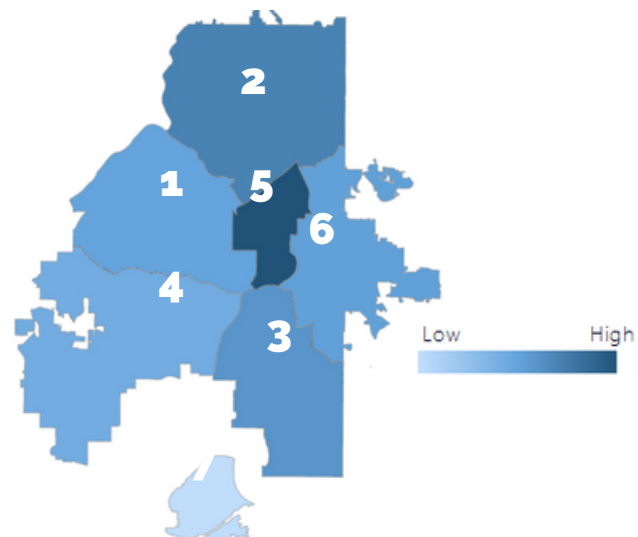
POLICE DIVERSIONS BY MONTH



CONCERNS AT TIME OF DIVERSION



ARREST CONCENTRATION BY ZONE



*Diversions often include multiple concerns

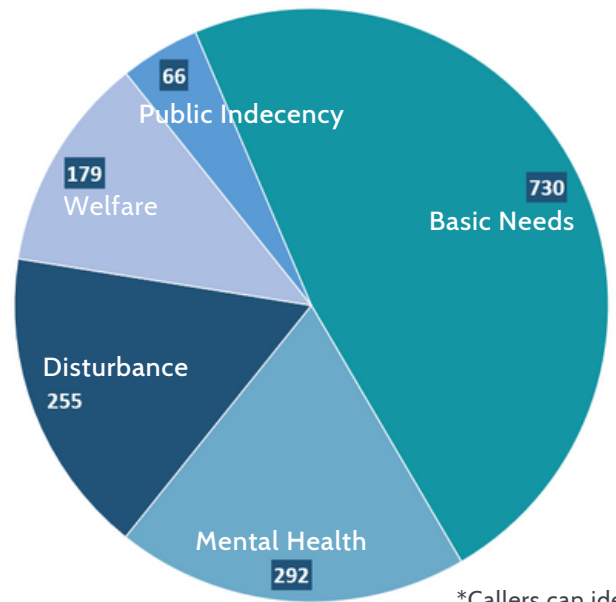
311 COMMUNITY REFERRALS

RESPONSE STATISTICS

Excluding duplicate calls, PAD received 847 referral requests through ATL311 (940 calls total). Of these, 738 were referring someone else, 109 calls were requesting assistance for themselves.

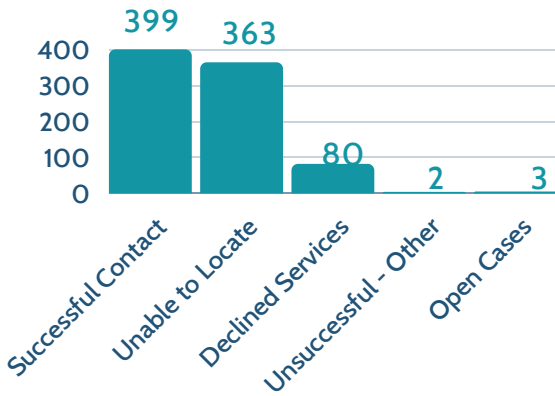
- 395 referral requests were designated as an immediate response
Average response time: **17 MINUTES**
- 295 requests were designated as outreach requests. 92.2% were responded to within 72 hours
- 149 requests were provided with resources by PAD staff over the phone
- 8 requests resulted in an enrollment cause of a Partner Agency Referral

TOP 311 CALLER CONCERNS

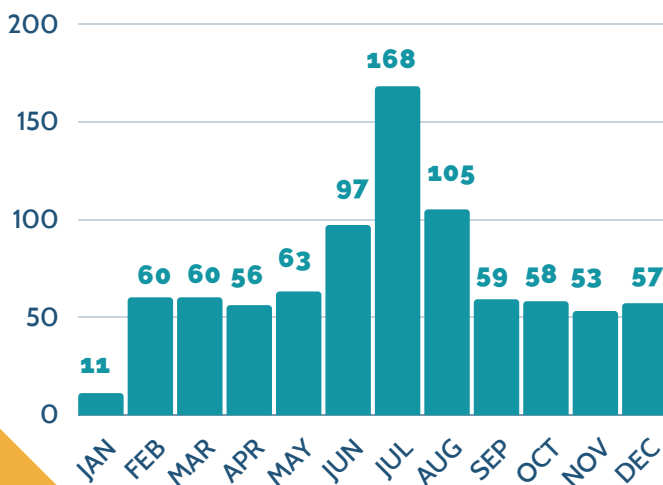


*Callers can identify multiple concerns

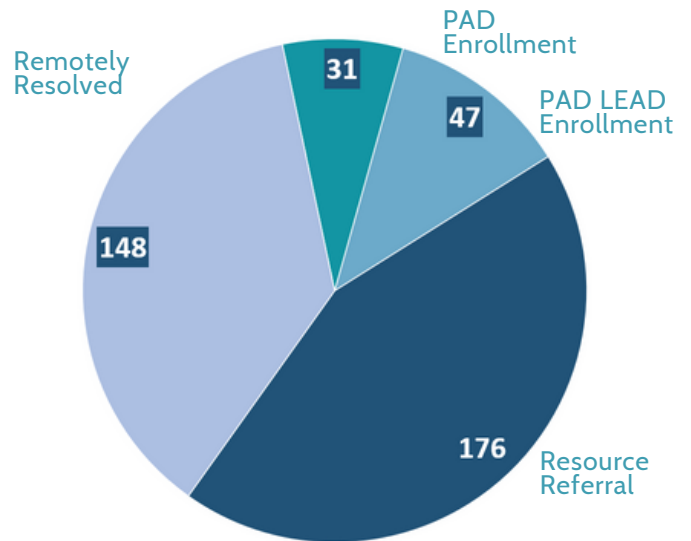
PAD RESPONSE OUTCOME



REFERRALS BY MONTH



PAD SERVICE ENGAGEMENT

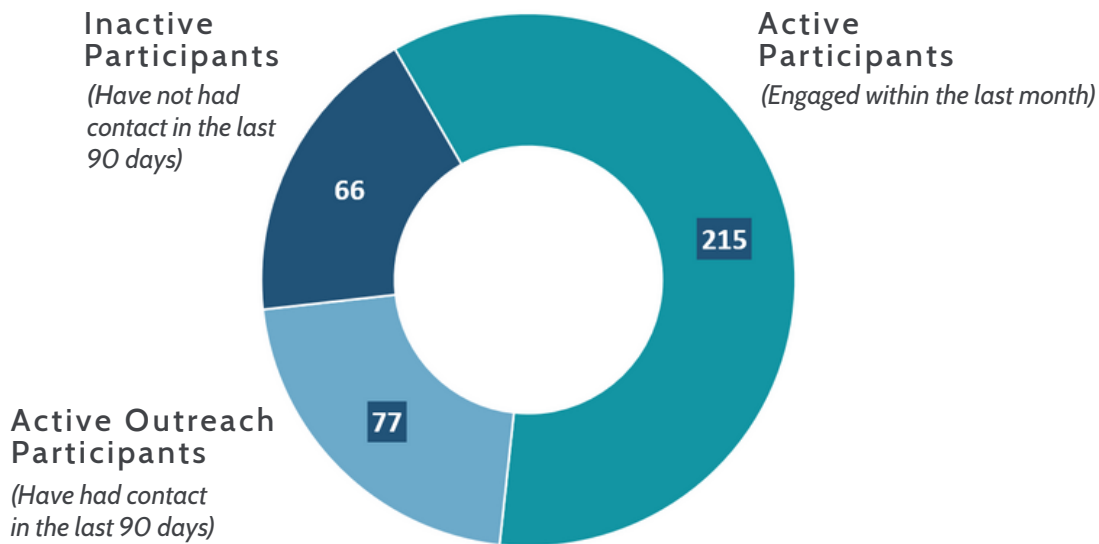


- Resource Referral = Immediate needs addressed and referred to other resources
- PAD Enrollment = Immediate needs addressed, enrolled in 30-day case management
- PAD LEAD Enrollment (for individuals with open cases in Atlanta/Fulton County) = Immediate needs addressed, enrolled in ongoing case management and navigation of legal barriers
- Remotely Resolved = Provided support and referred to other resources over the phone (usually for self-referrals)

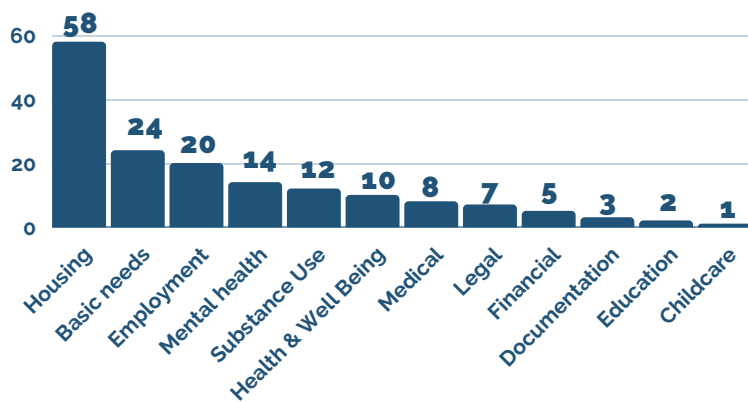
PAD PARTICIPANTS

PAD provides direct services, referrals and long-term care navigation services, including emergency housing, connections to healthcare and substance use treatment, and income/benefits through a partnership model.

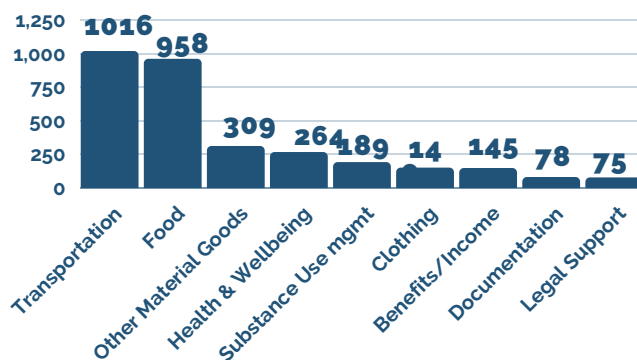
PAD PARTICIPANT STATUS AS OF 12/31/2021



PARTICIPANT GOALS ACHIEVED JANUARY TO DECEMBER



SERVICES PROVIDED JANUARY TO DECEMBER



HOUSING SERVICES

- PAD provided 541 people emergency or temporary shelter
- 7 participants found permanent supportive housing
- 7 participants were placed in Rapid Rehousing
- 40 individuals completed the VI-SPDAT assessment