Mark, a restaurant manager, sees an individual sleeping outside the door to the restaurant. He knows this is not a concern that requires police involvement, so he decides to make a Community Referral to PAD through ATL311.

After calling 311 and selecting Option 1, Mark is connected to an ATL311 Support Service agent, who asks a series of questions and confirms that Mark's concern is an appropriate referral for PAD.

The referral is electronically sent to the PAD Referral Coordination team.

A PAD Referral Coordinator dispatches a two-person PAD Harm Reduction team, who travel to the area to engage the referred individual.

The Harm Reduction team strikes up a conversation with the individual and learn his name is James. They identify what James' needs are and how they can best assist.

The team learns that James is unhoused and needs help accessing a shelter for the night.

That day, a PAD Referral Coordinator calls the partner agency to let them know that PAD engaged James and he will be stopping by for services and ongoing support.

A survey is sent to Mark asking for feedback on his experience with PAD 311 Community Referral Services.