911 receives a call from a small business owner who believes a woman is shoplifting from his store.

APD Officer Johnson is dispatched to the business. He engages with the woman, and learns her name is Jessica.

Officer Johnson realizes that Jessica has shoplifted food because she is hungry. While he has probable cause to arrest, he knows her needs would be better met by connection to services.

Officer Johnson calls PAD on a dedicated line reserved for law enforcement. The PAD Referral Coordinator asks Officer Johnson a few brief questions.

A PAD Referral Coordinator dispatches a two-person PAD Harm Reduction team, who travel to the scene to engage Officer Johnson and Jessica.

Both Officer Johnson and Jessica consent to the diversion, and are asked to sign a consent form.

The Harm Reduction team completes an intake assessment with Jessica and learn she was recently released from jail and is having trouble finding employment. She's currently staying on a friend’s couch.

Jessica is assigned a PAD Care Navigator and transported to her home. She is given a cell phone and a bag of groceries.

Jessica's Care Navigator reaches out to her within 48 hours and begins the process of providing ongoing case management, including connection to services, such as transportation, food assistance, legal navigation, and medical care.

Over the next 3 months, Jessica is provided housing with a partner agency, MARTA cards, and food. Her Care Navigator attends court with her repeatedly over the year, and the public defender successfully advocates for a dismissal of all charges.