



POLICING  
ALTERNATIVES  
& DIVERSION  
INITIATIVE

# MONTHLY REPORT

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April 2023

*A NEW APPROACH  
TO COMMUNITY SAFETY  
& WELLNESS*





PAD promotes a new approach to community safety and wellness by reducing police involvement in issues related to quality-of-life concerns and by increasing the accessibility of supportive services. We engage in creative problem-solving to respond to community concerns, and addressing people's human needs with dignity, patience and care. PAD provides an alternative to criminal justice involvement through two core strategies:

**1. Community Response Services:** We partner with the City of Atlanta's 311 non-emergency services line to accept community referrals for issues of concern related to mental health, substance use or extreme poverty.

**2. Diversion Services:** We accept pre-arrest diversion referrals from law enforcement to provide an immediate alternative to arrest for individuals experiencing substance addiction, mental health concerns, or extreme poverty. We also accept post-booking diversions from the Fulton County Jail and Atlanta City Detention Center.

Our Care Navigation Team provides housing support, case management, and legal navigation for individuals who have been diverted by law enforcement or have an open and eligible criminal case in the City of Atlanta or Fulton County. We provide case management assistance to our participants for as long as they need assistance. We aim to build relationships to support our participants in achieving their goals for more stable and healthy lives.

**THE TOP LINE:** April 2023

18

**Diversions**

101

**Community  
Response  
Requests  
Through ATL311**

16

**New  
Participants  
Enrolled**

229

**Businesses  
Engaged Through  
Outreach**

**"I've heard from so many folks what great experiences they have had calling PAD. I really appreciate the work y'all do. I think it's amazing to see the way your teams approach people - empathetic, active listening, and compassionate... versus a confrontational approach to people in their darkest moments. It's wonderful to know that the city is supportive of an initiative like PAD."**

*- Jennifer Dotson*

## Diversions

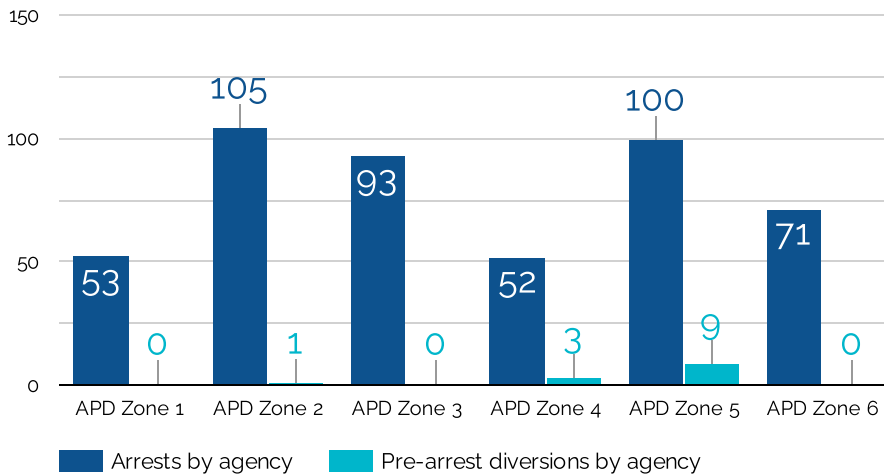
# 18 COMPLETED DIVERSIONS

- 11 Total pre-arrest diversions, excluding re-referrals
- 5 Total post-booking diversions
- 2 Total re-referrals
- + 2 CHANGE IN DIVERSIONS FROM PRIOR MONTH
- 26 CHANGE IN DIVERSIONS FROM PRIOR YEAR

PAD accepts pre-arrest diversions from Atlanta Police Department, MARTA police officers, and Georgia Tech police officers who have probable cause to arrest an individual and identify that there is a need related to substance use, mental health, or extreme poverty. We also accept post-booking diversions from the Fulton County Jail and Atlanta City Detention Center.

The Law Enforcement Assisted Diversion initiative, or LEAD, is a collaboration between PAD and the Atlanta Police Department, MARTA Police Department, City of Atlanta Public Defender's Office, City of Atlanta Solicitor's Office, Fulton County Public Defender's Office, Fulton County Solicitor General's Office, and Fulton County District Attorney's Office.

### Diversions and diversion-eligible arrests by police zone/agency



### RESPONSE STATISTICS

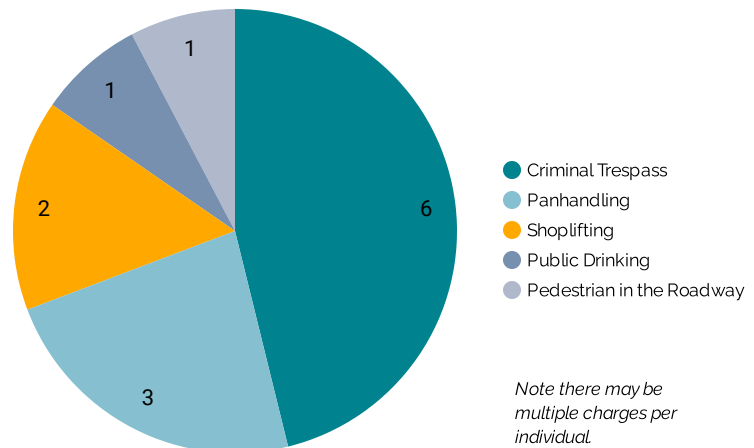
Average response time to diversions was

**27** minutes

### TYPICAL TIME OF DIVERSION\*

APD Zone 2	12pm-2pm
APD Zone 4	10am-12pm
APD Zone 5	12pm-2pm

### CHARGES AT THE TIME OF DIVERSION



\*50% or more of diversions happened during this time. If no diversions occurred, the zone will not be listed.

Note there may be multiple charges per individual.



# Community Response Services

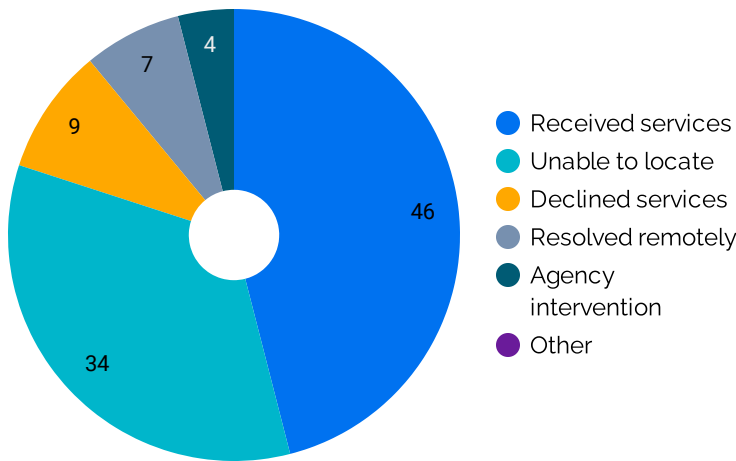
## 101 RESPONSE REQUESTS

1	# of 911 call transfers to 311
-22	Change in total 311 requests from prior month
+ 15	Change in total 311 requests from same month, prior year

*Excludes ineligible and duplicate calls.*

Community members in Atlanta can call 311 regarding issues of community concern related to behavioral health or poverty. In October 2022, 911 also began transferring calls concerning public indecency to 311. Our team responds to these concerns and offers individuals immediate resources and warm referrals to other service providers.

### Response Outcomes - 311



*Note: "Declined Services" may include individuals who are already working with other service providers or would prefer to be re-engaged at another time*

### 311 RESPONSE STATISTICS

67 referrals ( 66.3% of all calls) were designated as requiring an immediate response.

78% of these calls ( 52 ) received an in-person response within 30 minutes.

21 minutes was the average response time to calls designated as requiring an immediate response

25 requests were designated as outreach requests. 96% of these calls ( 24 ) received a response within 48 hours.

7 requests were provided with resources by PAD staff over the phone.

### Demographics of Engaged Individuals

#### By Race and Ethnicity:

39	Black, not Latinx
1	Latinx
11	Not specified
7	White, not Latinx

#### By Gender:

36	Cis men
12	Cis women
9	Not specified
1	Trans women

#### By age:

18 - 24	2
41 - 60	6
61+	4
Not specified	38



# Community Response Services *continued*



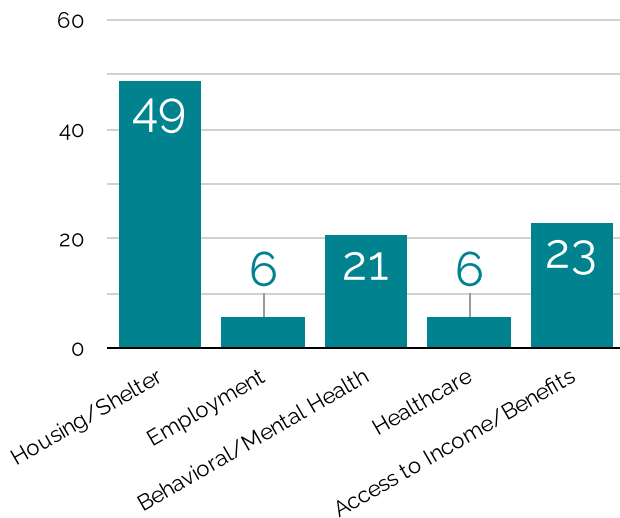
## 53 SUCCESSFUL ENGAGEMENTS

- 25 CHANGE IN SUCCESSFUL ENGAGEMENTS FROM PRIOR MONTH
- + 11 CHANGE IN SUCCESSFUL ENGAGEMENTS FROM PRIOR YEAR
- 5 ENROLLED 311 LEAD PARTICIPANT(S)

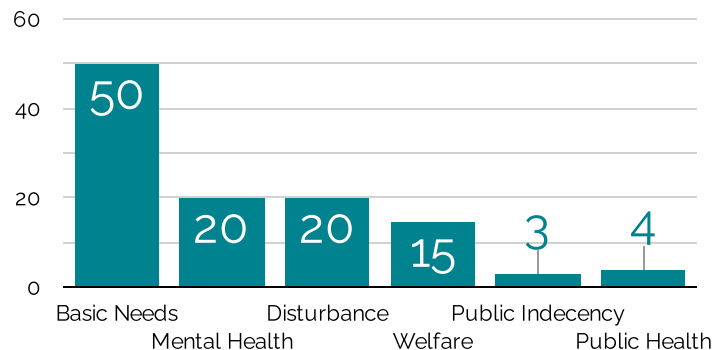
"Happy to see what you're doing trying to help people in these situations, because no one chooses to be in these positions, No one wants to be in such a vulnerable place. I know this is relatively new, and hopefully it lasts for a long time and continues to grow."

- Community member who made referral to PAD through ATL311

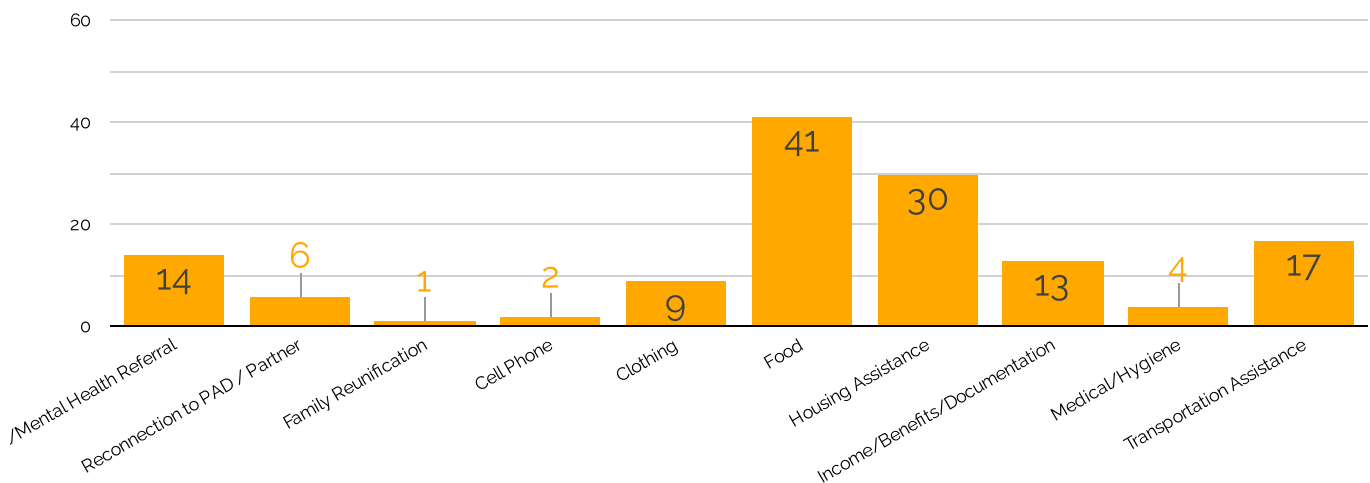
### Identified Needs Among Successful Engagements



### Top 311 Caller Concerns Among Successful Engagements



### SERVICES PROVIDED DURING COMMUNITY RESPONSE ENGAGEMENT





# Care Navigation

## 16 NEW PARTICIPANTS

0 CHANGE IN PARTICIPANT ENROLLMENTS FROM LAST MONTH

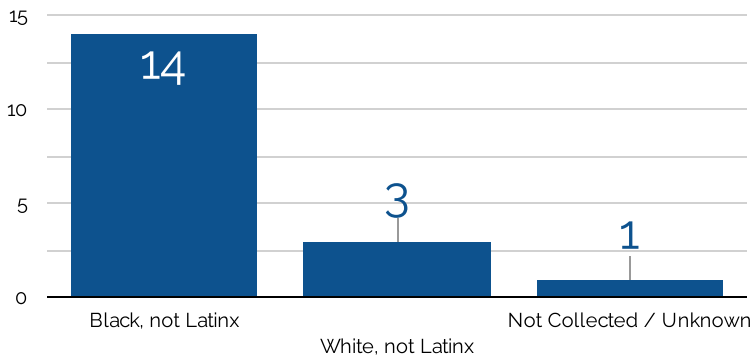
### Newly Enrolled Participants by Referral Source

LEAD Diversion	13
Partner Agency Referral	5

PAD provides direct services to individuals that are focused on reducing the activities that lead to police contact and address quality of life concerns in a way that honors the dignity and self-determination of the referred individual. Our direct services include:

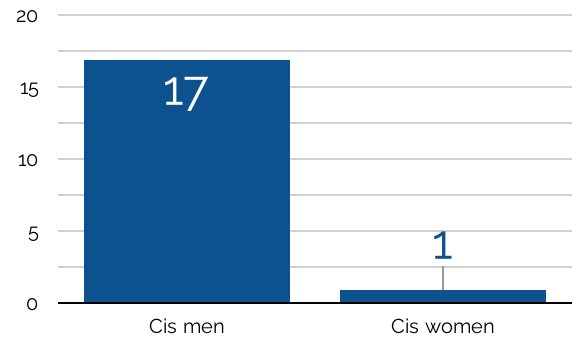
- **Immediate Shelter & Basic Needs:** People are offered emergency shelter, transportation and food assistance.
- **Linkage to Care:** People are supported with care navigation, and connected to service providers for identification documents, recovery support, employment, and other services.

### Participant enrollment by age, race/ethnicity

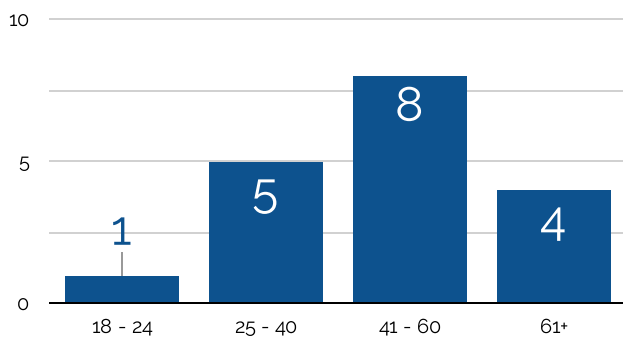


\*People who are Latinx may be of any race. API = American Pacific Islander

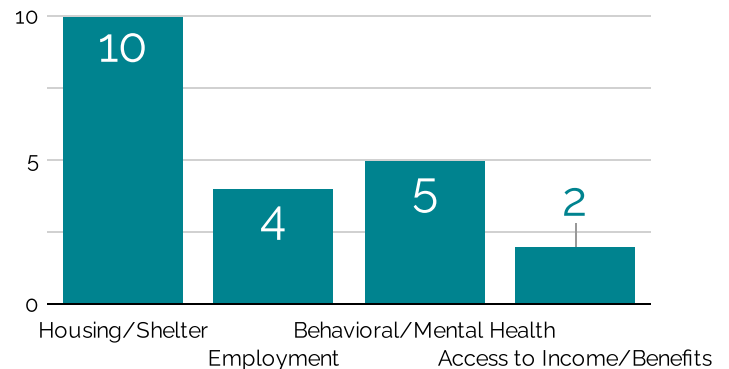
### Participant enrollment by gender



### Participant enrollment by age



### Identified needs among newly-enrolled participants

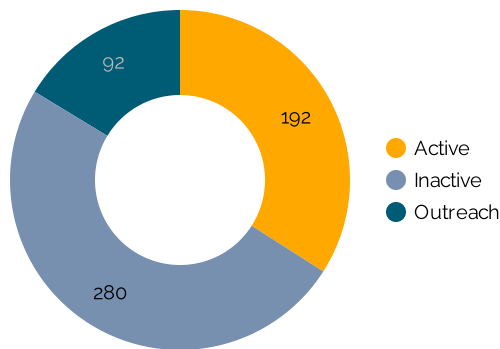


## Care Navigation *continued*

**80** PARTICIPANTS  
ENROLLED  
YEAR TO DATE

Our participants have reconnected with family members, started working, secured name changes and disability benefits, and resolved longstanding legal issues that had prevented them from moving forward.

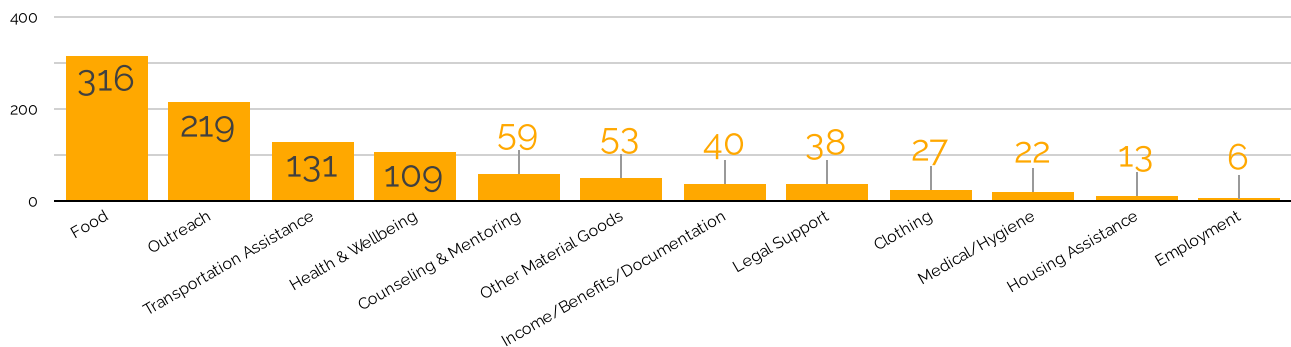
### PARTICIPANT STATUS



### HOUSING SUPPORT

Provided Emergency Housing	9
Placed in Shelter	5
Placed in Recovery Housing	2
Placed in Permanent Supportive Housing	2
Placed in Bridge Housing	1

### SERVICES PROVIDED - ALL PARTICIPANTS



### PARTICIPANT ARRESTS IN THE 6 MONTHS BEFORE AND AFTER APD DIVERSION

PAD provided legal system navigation to 26 participants this month in order to reduce legal barriers, resolve cases, and advocate for reduced jail sentences.

Of the 434 active participants for which we have data on the 6 months prior to and after their first diversion:

- 385 were not arrested by APD in the 6 months prior to their first diversion
- 49 were arrested in the 6 months prior to their first diversion, 15 with all charges eligible for diversion

Of these 434 participants, in the 6 months after their most recent diversion:

- 395 were not arrested by APD in the 6 months following their most recent diversion
- 39 were arrested in the 6 months following diversion, 14 with all charges eligible for diversion

Of PAD's currently active participants, 4 were arrested by APD in April 2023.



January 2023 - April 2023

## Diversions

**78 DIVERSIONS**

*Includes individuals who are referred more than once to PAD.*

Total re-referrals	13
Total pre-arrest diversions, excluding re-referrals	48
Total post-booking diversions	17

### RESPONSE STATISTICS

Average year to date response time to diversions was:

**22 minutes**

## Pre-Arrest Diversions by Zone and Agency

APD Zone 1	0
APD Zone 2	7
APD Zone 3	2
APD Zone 4	15
APD Zone 5	32
APD Zone 6	1
GT PD	2
MARTA	2

January 2023 - April 2023

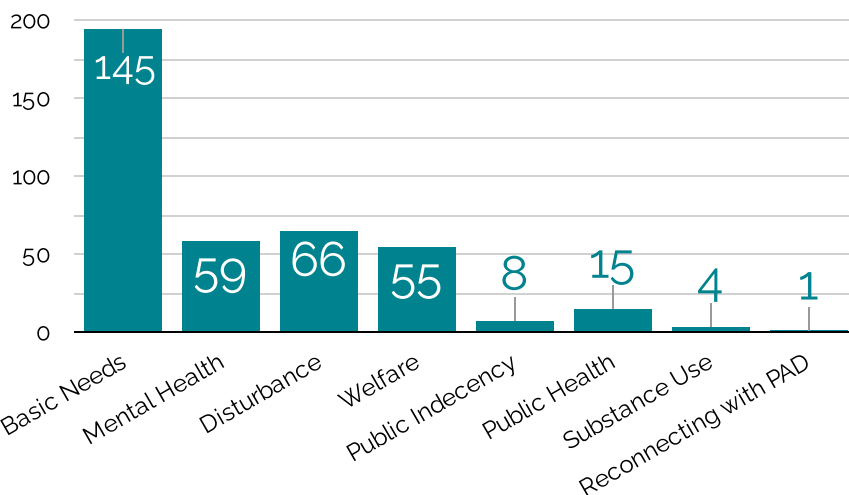
## Community Response Services

**381 RESPONSE REQUESTS**

*Excludes ineligible and duplicate calls.*

**205 SUCCESSFUL ENGAGEMENTS**

### Top 311 Caller Concerns Among Successful Engagements



## 311 RESPONSE STATISTICS

**269** referrals (70.6% of all calls) were designated as requiring an immediate response.

**78.8%** of these calls (212 ) received an in-person response within 30 minutes.

**21.7** minutes, average response time to calls designated as requiring an immediate response

**61** requests were designated as outreach requests 96.0% of these calls (59 ) received a response within 48 hours.

**33** requests were provided with resources by PAD staff over the phone.



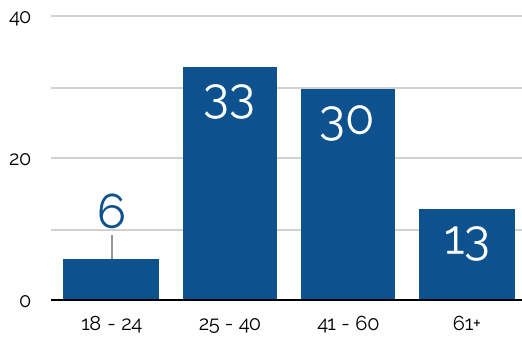
January 2023 - April 2023

## Care Navigation

**80** PARTICIPANTS ENROLLED  
YEAR TO DATE

**564** TOTAL PARTICIPANTS  
CURRENTLY ENROLLED

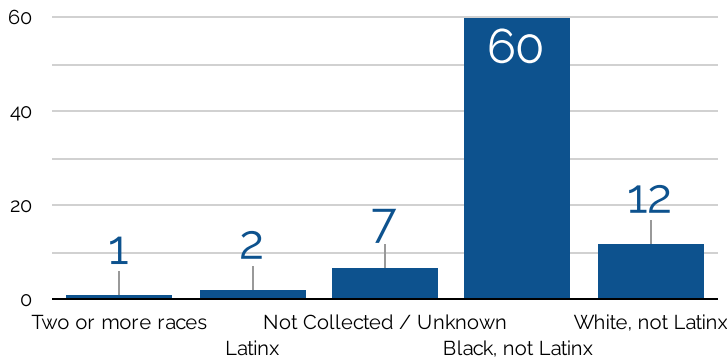
### Participant enrollment by age



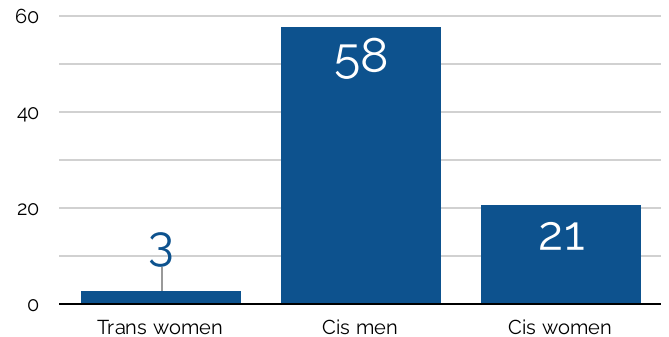
### HOUSING SUPPORT

Provided Emergency Housing	52
Placed in Recovery Housing	26
Placed in Shelter	24
Placed in Permanent Supportive Housing	21
Placed in Bridge Housing	19

### Participant enrollment by race/ethnicity

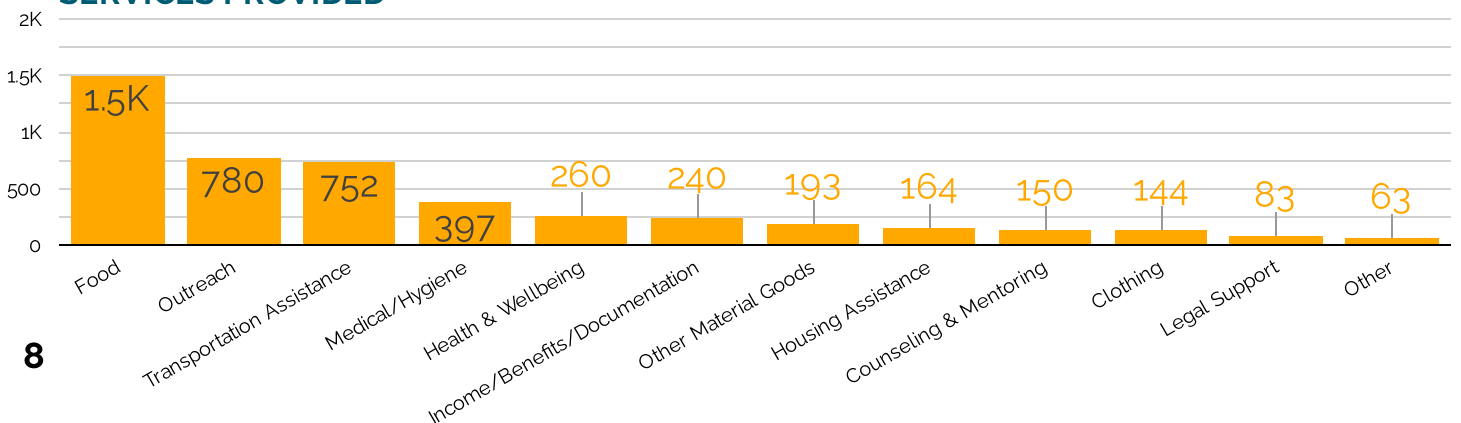


### Participant enrollment by gender



\*People who are Latinx may be of any race. API = American Pacific Islander

### SERVICES PROVIDED



# Community Engagement

Liz, Stacy, and Kayla, members of the PAD team, recently sprang into action in different incidents to save people's lives. As they were going about their work days, they encountered people showing signs that they were overdosing. Our team immediately stepped in to help, administering Narcan and performing CPR.



Later, Stacy told the team, "Well, I guess training really works!" But the truth is, in the moment it's less about training and more about the willingness to do what they could, to do a difficult and scary and overwhelming thing in the service of another human being, in the chaos of the situation you find yourself in. What a gift it is to have Liz, Stacy, and Kayla on our team.



*The Community Engagement team at a MARTA market at Five Points station.*

229	businesses engaged
13	community events attended
5	media appearances
0	public trainings



*Throughout April, the ATL311 Supportive Services team visited PAD to ride along with the Community Response Team to see what it looks like when our team responds to community referrals that the ATL311 team answers every day.*