



Quarterly Briefing

Atlanta City Council
Public Safety & Legal
Administration Committee
November 13, 2023

The PAD Initiative

PAD fosters a new approach to community safety and wellness by providing an alternative to punishing people for what they do to survive.



First Quarter Highlights

- PAD opened our new community service center at 1700 Lakewood Avenue
- PAD launched a partnership with the Atlanta Community Food Bank which allows us to provide healthy food for everyone we serve as well as a public food pantry (Tuesdays 10am – 4pm)
- Began accepting 911 call transfers to 311 for panhandling
- New hires for the PAD Leadership Team, pictured below!



Cities United Site Visit

PAD welcomed over 70 attendees of the 2023 Cities United Convening, as one of five organizations chosen to represent Atlanta



July-Sept Diversions to PAD

65 people
diverted to
PAD

Top diverted charges were Criminal Trespass, Panhandling, Shoplifting, Disorderly Conduct, and Public Indecency

25 people (38%) were arrested but diverted by prosecutors post-booking because they were eligible for PAD

In the 3-month period, only 14 people out of 504 PAD participants were re-arrested by APD (2%)

July-Sept ATL311 Referrals to PAD

478 calls
dispatched
to PAD

104 people provided connection to housing resources

4 people reunited with family

81 people provided transportation assistance

160 people provided with food

72 people provided with clothing

54 people connected to mental health resources

July – Sept Community Engagement

619

businesses engaged

36

**community events
attended**

19

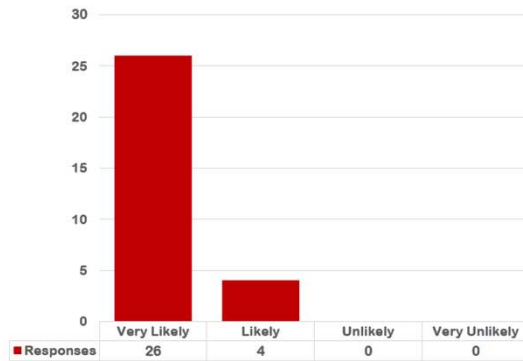
**minute average
response time**

"I just think that your organization is wonderful and dignified and respectful. Very professional... but also you guys came out and the team was just very authentic to our neighborhood. It was just amazing to see how you spoke with people and how you engaged them and how you helped them.

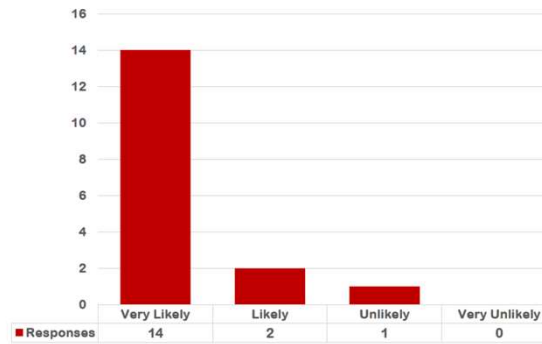
- 311 Caller

July – Sept ATL311 Customer Satisfaction Survey

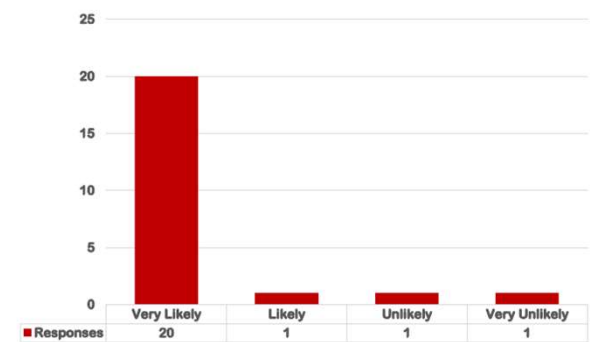
Question 3: How likely will you contact ATL311 in the future to submit a referral for PAD Community Response Services?



Question 3: How likely will you contact ATL311 in the future to submit a referral for PAD Community Response Services?



Question 3: How likely will you contact ATL311 in the future to submit a referral for PAD Community Response Services?



Comment

"I appreciated the follow up call after my initial call. Thank you!"

"It's a great idea, thx 4 ur service, be safe."

"Today I had to call PAD to support request support for an unhoused man who was living in a nearby park. Every single person I spoke with, from intake to the PAD resource team, was kind and monumentally helpful"

"This is a critical service and I appreciate the fast and kind support provided to the homeless gentleman in crisis."

"The representative brightened my afternoon by her positive and personable demeanor."

Comment

"Response was immediate and appropriate."

"Love this program."

"Call was great, responders were great. Wish I had known apd would be dispatched with the Grady mobile crisis unit. Please make PAD 24-7"

"I got a little runaround initially but I called back and was able to get in touch with a knowledgeable representative."

July – Sept Housing Successes

PAD provides housing navigation and direct assistance to secure safe shelter and ultimately housing. In the first quarter with PAD's support:

- **17 people moved into permanent supportive housing**
- 5 people moved into recovery support housing
- 69 people entered emergency shelter



"I would like to let the world know I really appreciate PAD. If it wasn't for PAD for sticking with me for almost than 3 years, I wouldn't be where I am at today. Today I have an apartment; today I am clean and sober and I am living... All I can say is good things about PAD. I love you all. I hope that you continue to do what you need to do for the people."

- G. Smitherman, PAD Participant

www.atlantapad.org

