



POLICING  
ALTERNATIVES  
& DIVERSION  
INITIATIVE

# MONTHLY REPORT

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September 2025

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*A NEW APPROACH  
TO COMMUNITY SAFETY  
& WELLNESS*





PAD partners with City of Atlanta, Fulton County, and community-based partners to improve community safety and wellness. We address the needs of people experiencing concerns related to substance use, mental health and extreme poverty; reduce police engagement and incarceration of people experiencing these concerns; and increase connections to supportive services, housing, and other resources.

PAD Community Response services are available throughout the City of Atlanta Monday - Friday, 7am - 12am by calling 311.

PAD provides care navigation to individuals diverted by law enforcement. Pre-arrest diversion is available 24hrs/day, 365 days/year through the new Center for Diversion & Services, and by request to PAD.

Information on our services, staff, recent media, and programmatic and financial reports can be found on our website at [www.atlantapad.org](http://www.atlantapad.org).

THE TOP LINE: September 2025

5

Police  
Diversions

171

Community  
Response  
Requests  
through ATL311

43

New Participants  
Enrolled in Care  
Navigation

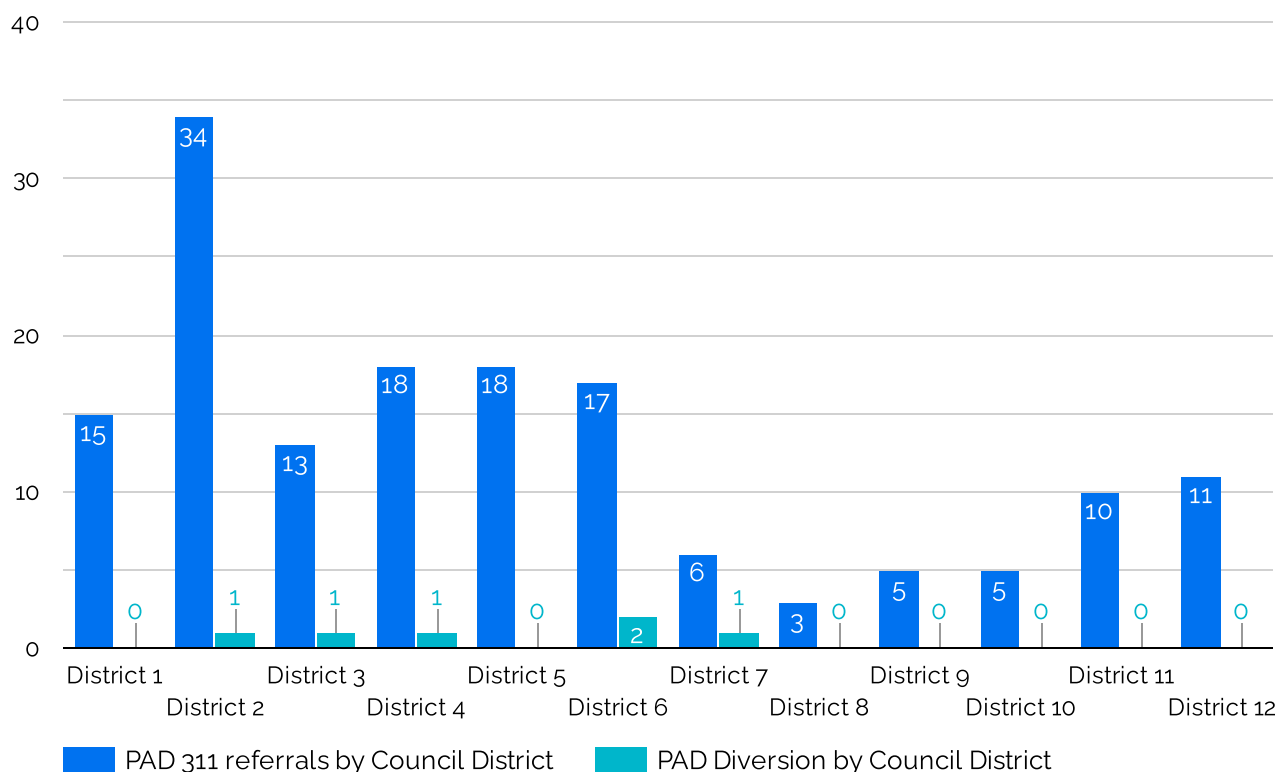
20

Community  
Events  
Attended

" I met PAD after being diverted in 2021 because I was chronically homeless. I was connected to a Care Navigator, who was able to help me get hot meals, mobile showers, clothing, and I was eventually able to receive social security benefits. My Care Navigators provided me with support every step of the way. Today, I have permanent housing, and I feel safe and secure in my new home."

- Kenny Lamb

## Referrals and Diversions by Council District



## Police Diversions

### 5 MOBILE DIVERSIONS

- 3 Successful officer diversions to PAD
- 7 Post-booking diversions
- 2 911 diversions to PAD

Law enforcement may request PAD mobile response to make a pre-arrest diversion in the field.

City of Atlanta 911 may also transfer calls for PAD response instead of dispatching an officer.

PAD also accepts post-booking diversions from the Fulton County Jail and Atlanta City Detention Center.

# Community Response Services

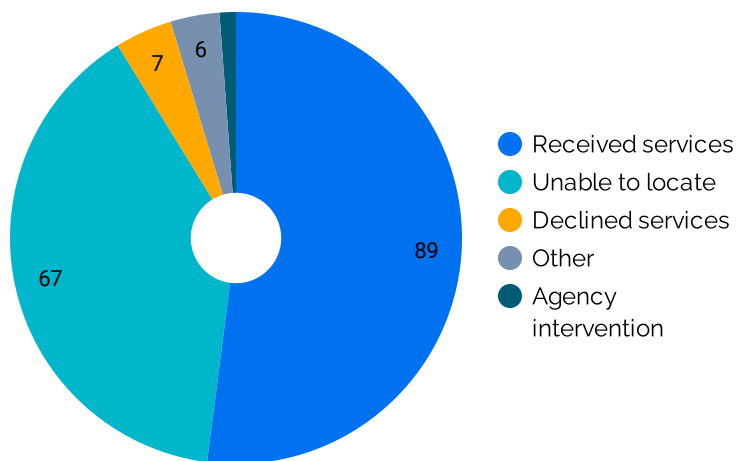
**171** RESPONSE REQUESTS

*Excludes ineligible and duplicate calls.*

PAD receives requests for community response services through calls made to the ATL311 Supportive Services team. Response services were available Monday - Friday, 7am - 12am.

Our team responds to these concerns within 30 minutes or less and offers individuals immediate resources, transportation, and warm referrals to community-based resources.

## Response Outcomes



*Note: "Declined Services" may include individuals who are already working with other service providers or would prefer to be re-engaged at another time.  
Totals include Eg11 calls transferred to PAD.*

## Average Response Time

**22** minutes average response time from dispatch to arrival

**25** minutes average length of engagement per call

## Demographics of Engaged Individuals

### By Race and Ethnicity:

|    |                   |
|----|-------------------|
| 70 | Black, not Latinx |
| 2  | Latinx            |
| 4  | Not specified     |
| 14 | White, not Latinx |

### By Gender:

|    |               |
|----|---------------|
| 37 | Cis men       |
| 22 | Cis women     |
| 56 | Not specified |
| 1  | Trans women   |

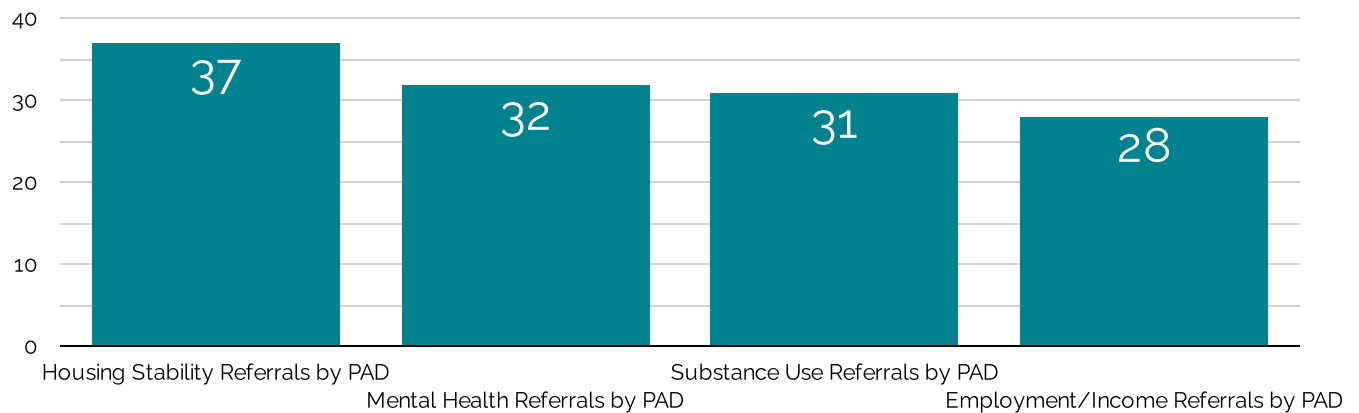
### By age:

|               |    |
|---------------|----|
| 18 - 24       | 3  |
| 25 - 40       | 12 |
| 41 - 60       | 13 |
| 61+           | 8  |
| Not specified | 80 |

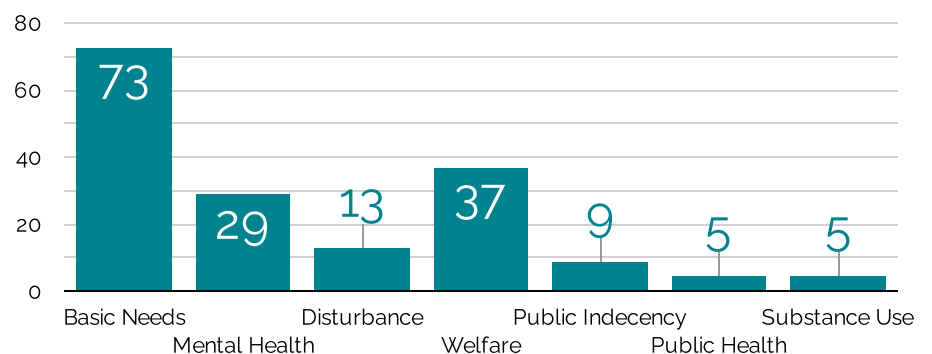


## Community Response Services *continued*

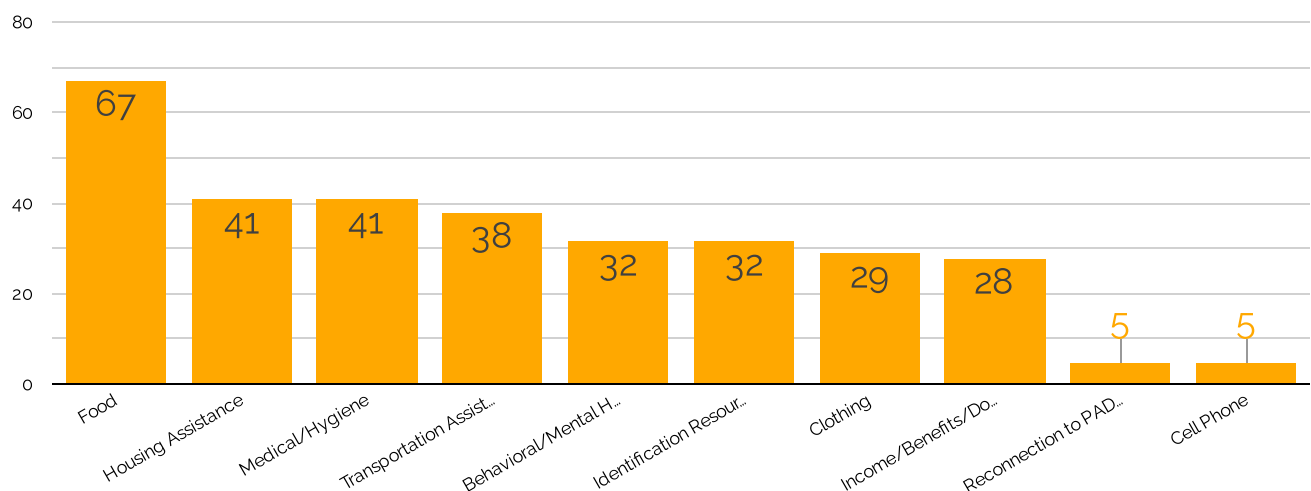
### Referrals made by PAD



### ATL311 Referrals to PAD



## SERVICES PROVIDED DURING COMMUNITY RESPONSE ENGAGEMENT





## Care Navigation

43 NEW PARTICIPANTS

PAD provides care navigation and direct support to individuals who are diverted from arrest or jail, or have open legal cases in Atlanta or Fulton County. Over 90% of the people we serve through care navigation are experiencing homelessness at the time of engagement.

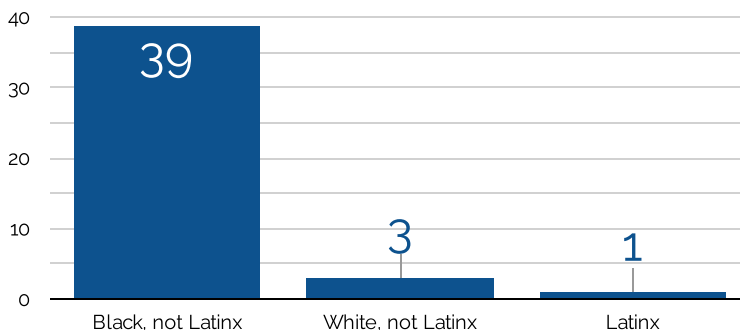
### Newly Enrolled Participants by Referral Source

|                         |    |
|-------------------------|----|
| Partner Agency Referral | 37 |
| Mobile Diversion        | 4  |
| 311 Referral            | 2  |

PAD Care Navigators are co-located at the Center for Diversion & Services and provide community-based case management to meet people where they are. The Center for Diversion and Services refers individuals diverted to the Center to PAD for long-term case management.

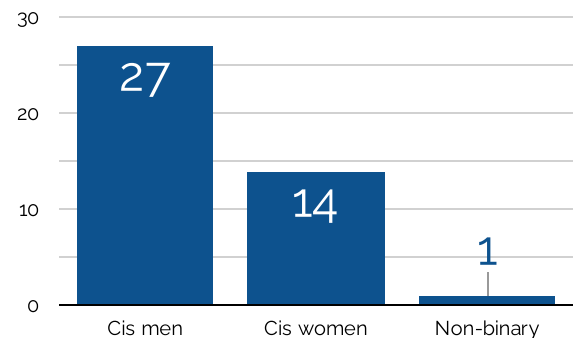
PAD provides these services with support from Fulton County, Georgia Department of Behavioral Health, and federal grants.

### Participant enrollment by age, race/ethnicity

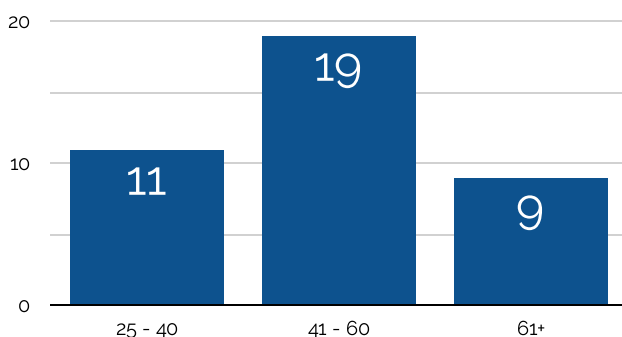


\*People who are Latinx may be of any race. API = American Pacific Islander

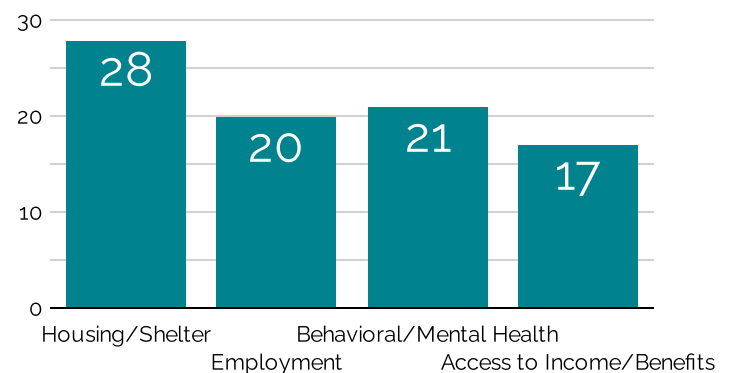
### Participant enrollment by gender



### Participant enrollment by age



### Identified needs among newly-enrolled participants



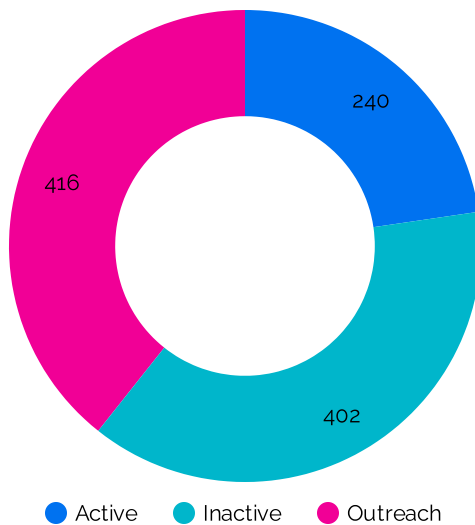


## Care Navigation *continued*

297 PARTICIPANTS  
ENROLLED  
YEAR TO DATE

PAD provides long-term case management and direct services to participants, including emergency shelter, transportation and food assistance. Care Navigators work with them on their goals, assist with documents, and connect them to community resources, healthcare, and housing.

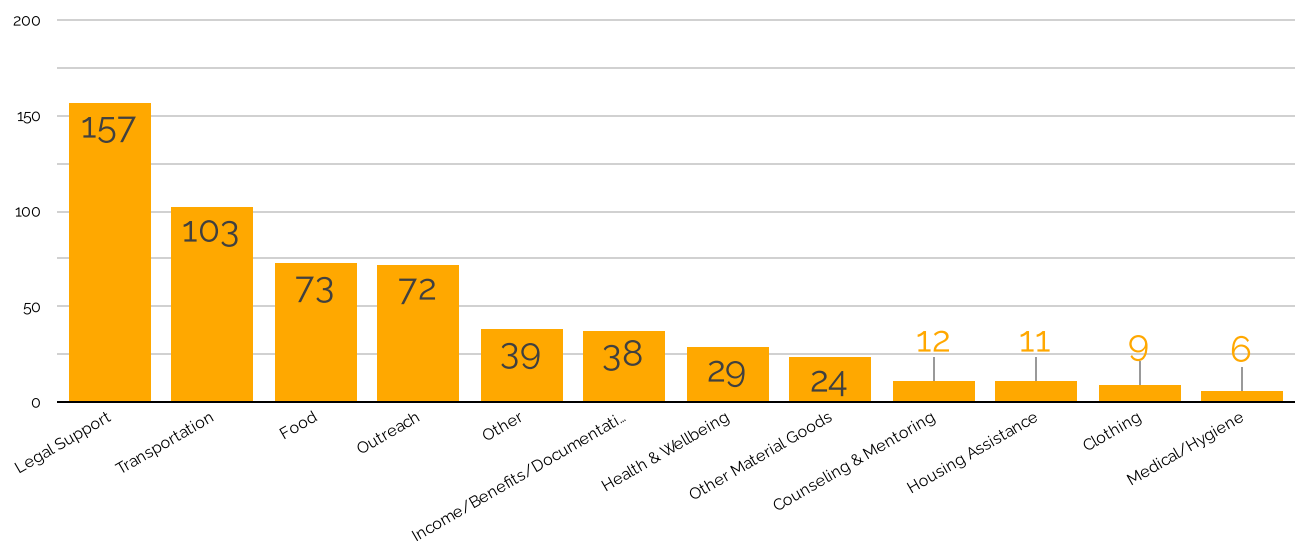
### PARTICIPANT STATUS



### HOUSING SUPPORT

|                                        |    |
|----------------------------------------|----|
| Placed in Shelter                      | 49 |
| Placed in Recovery Housing             | 31 |
| Provided Emergency Housing             | 14 |
| Placed in Permanent Supportive Housing | 2  |
| Placed in Temporary Housing            | 0  |

### SERVICES PROVIDED - ALL PARTICIPANTS



## Community Engagement

|     |                           |
|-----|---------------------------|
| 226 | Businesses Engaged        |
| 20  | Community Events Attended |
| 7   | Number of People Trained  |
| 2   | Media Appearances         |



In September, PAD focused its business outreach efforts in Zone 4 while continuing to show up at community events across Atlanta to share about our work and build relationships. Our team participated in events like Taste of Piedmont Heights and the Give Sanctuary Festival, connecting with residents, businesses, and partners. A highlight of the month was the Health and Wellness Celebration hosted by NPU-P's Health and Human Resources Committee in District 11, where community advocates like Ms. Jackie (pictured), Dr. Floyd (NPU-P chair), and Marieh have been championing PAD's mission and helping spread the word about our services.