



POLICING  
ALTERNATIVES  
& DIVERSION  
INITIATIVE

# MONTHLY REPORT

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October 2023

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*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 October 2023

35

Diversions

161

Community  
Response  
Requests  
Through ATL311

38

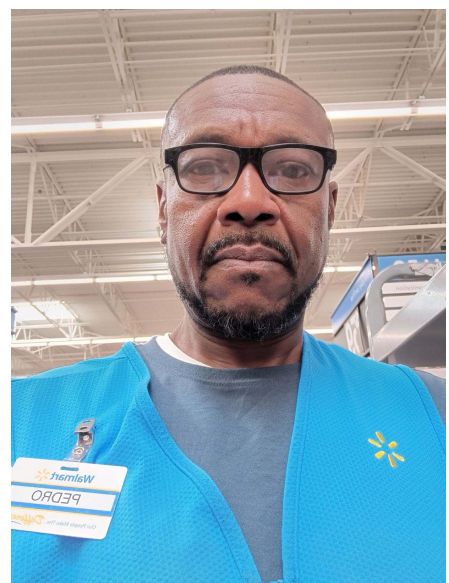
New  
Participants  
Enrolled

267

Businesses  
Engaged Through  
Outreach

**"Within a span of four months, PAD has been instrumental in obtaining all of my important documentation, i.e. photo I.D., birth certificate, and social security card. Mind you all from another state! Upon our initial meeting [my care navigator] instructed me that this was a partnership... which she has went above and beyond for me. She has and will always be an instrumental part of my future progress, thank you and the PAD organization infinitely."**

*- Pedro Reid, PAD Participant*



## Diversions

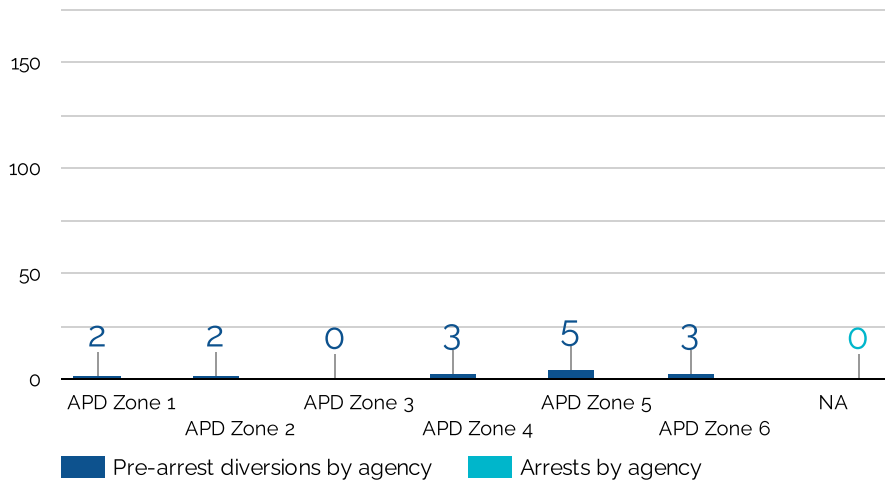
# 35 COMPLETED DIVERSIONS

- 18 Total post-booking diversions
- 14 Total pre-arrest diversions, excluding re-referrals
- 3 Total re-referrals
- 5 CHANGE IN DIVERSIONS FROM PRIOR MONTH
- 9 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

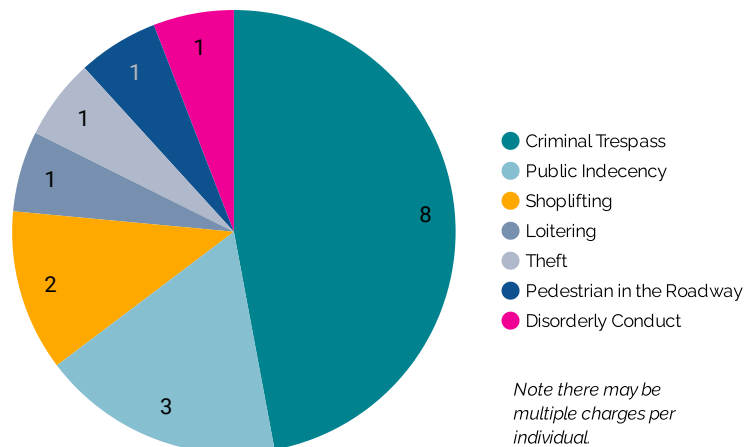
# 18 minutes

### TYPICAL TIME OF DIVERSION\*

APD Zone 1	02PM - 04PM
APD Zone 2	12PM - 02PM
APD Zone 4	11AM - 01PM
APD Zone 5	10AM - 12PM
APD Zone 6	10AM - 12PM
GT PD	09AM - 11AM

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

### CHARGES AT THE TIME OF DIVERSION



Note there may be multiple charges per individual



# Community Response Services

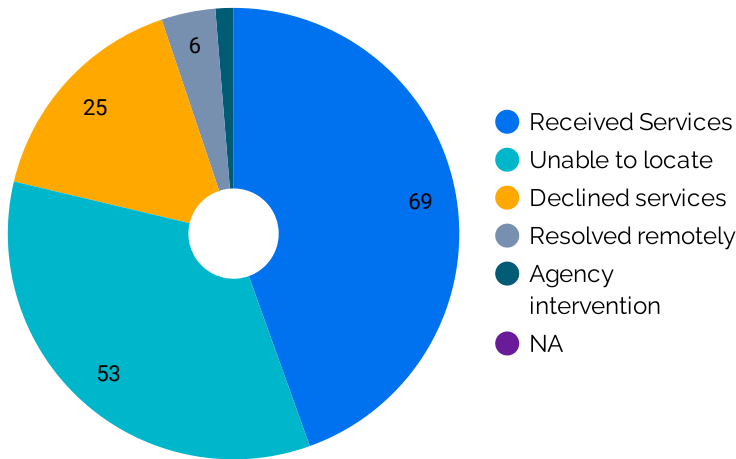
## 161 RESPONSE REQUESTS

6	# of 911 call transfers to 311
21	Change in total 311 requests from prior month
34	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. Totals include 6 911 calls transferred to PAD.*

### 311 RESPONSE STATISTICS

134 referrals (83.2% of all calls) were designated as requiring an immediate response.

90% of these calls (120) received an in-person response within 30 minutes.

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

20 requests were designated as outreach requests. 100% of these calls (20) received a response within 48 hours.

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

### Demographics of Engaged Individuals

#### By Race and Ethnicity:

53	Black, not Latinx
3	Latinx
5	Not specified
22	White, not Latinx

#### By Gender:

41	Cis men
22	Cis women
17	Not specified
3	Trans men
1	Trans women

#### By age:

18 - 24	1
25 - 40	13
41 - 60	13
61+	7
Not specified	51



# Community Response Services *continued*

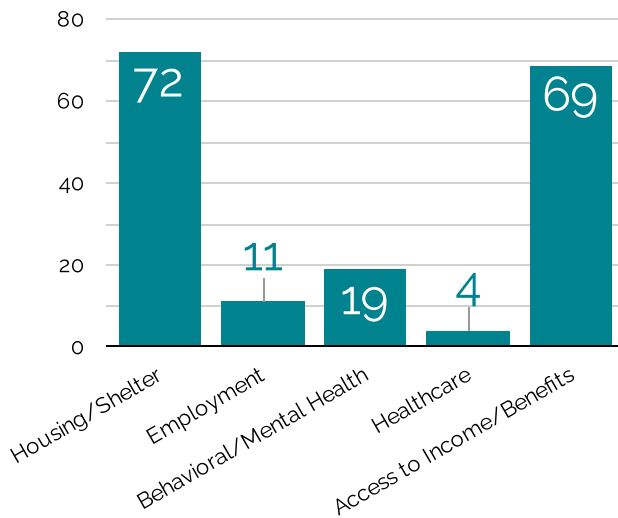
## 75 SUCCESSFUL ENGAGEMENTS

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

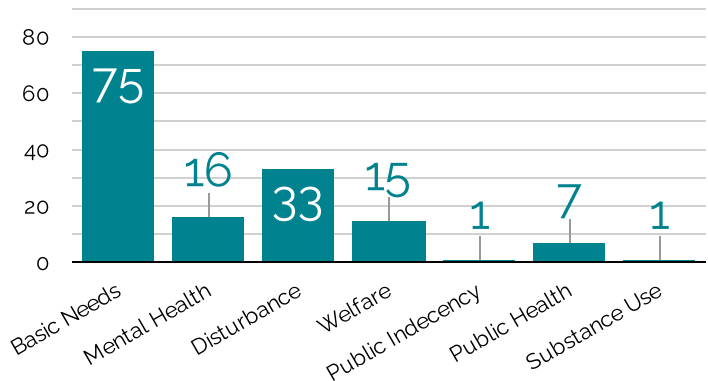
"First and foremost, it's so valuable to have an alternative. This was a person who had a need and I didn't want to call 911 because it's not an emergency... What I wanted to know was how can we help you get connected to resources. It's great to have a service to call... it's great that it's integrated into 311 so I was able to get in touch easily. The team was there within 30 minutes, and that timing was incredible. The seamlessness was great for everyone. The team spoke to him with dignity and care. This approach to providing service/care to community members who need help is invaluable."

-Paige Sullivan, Community Member, District 4

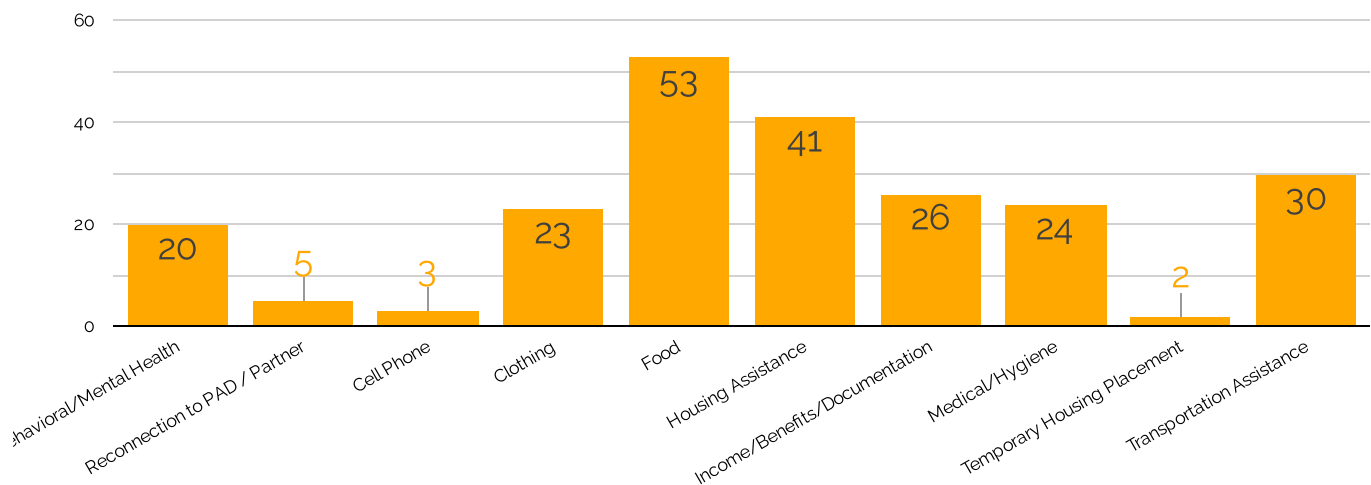
### Identified Needs Among Successful Engagements



### Top 311 Caller Concerns Among Successful Engagements



### SERVICES PROVIDED DURING COMMUNITY RESPONSE ENGAGEMENT





# Care Navigation

## 38 NEW PARTICIPANTS

6 CHANGE IN PARTICIPANT ENROLLMENTS FROM LAST MONTH

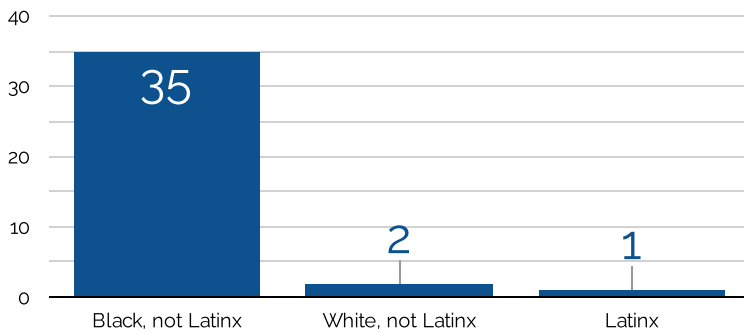
PAD provides direct services to individuals that are focused on reducing the activities that lead to police contact and address quality of life concerns in a way that honors the dignity and self-determination of the referred individual. Our direct services include:

- **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.

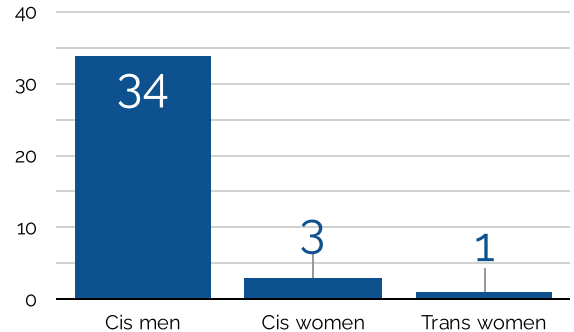
### Newly Enrolled Participants by Referral Source

Partner Agency Referral	18
LEAD Diversion	14
311 Referral	6

### Participant enrollment by age, race/ethnicity

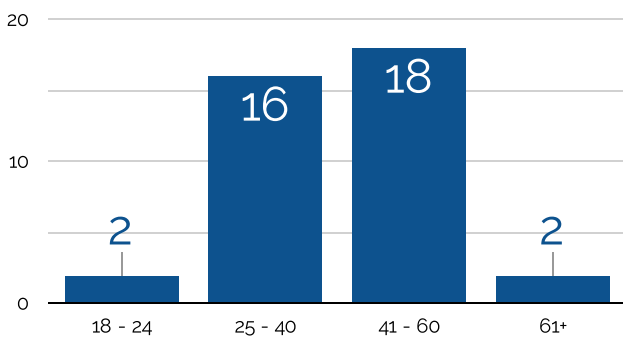


### Participant enrollment by gender

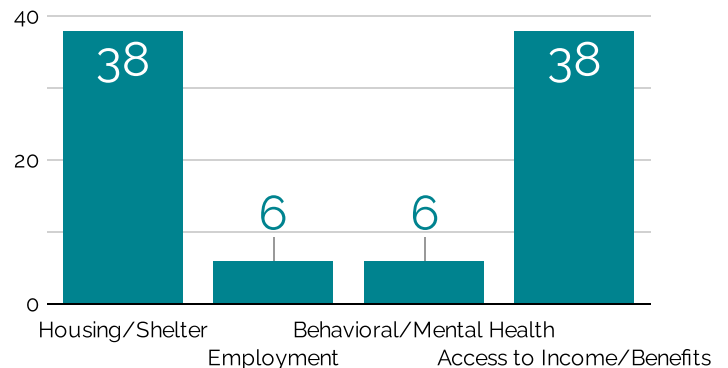


\*People who are Latinx may be of any race. API = American Pacific Islander

### Participant enrollment by age



### Identified needs among newly-enrolled participants



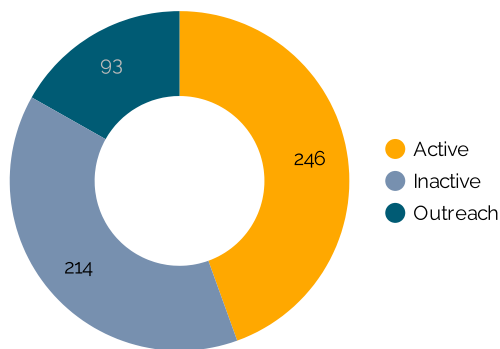


## Care Navigation *continued*

**219** 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.

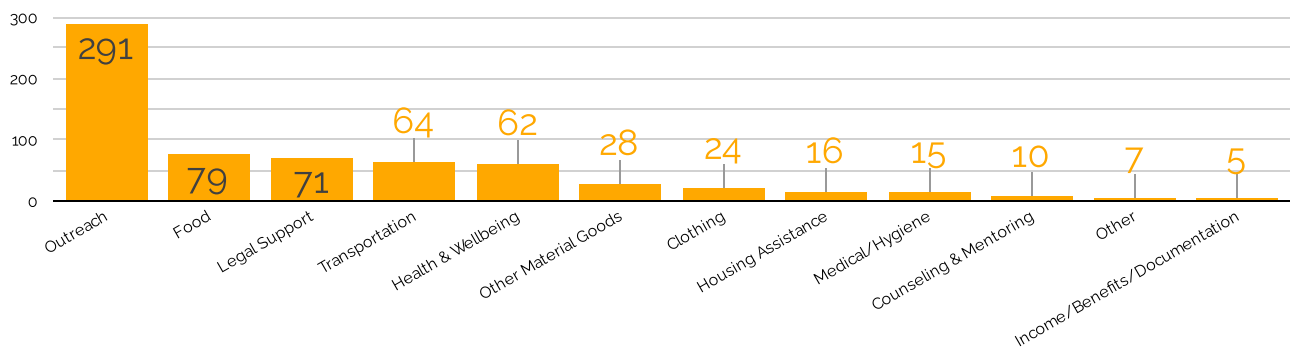
### PARTICIPANT STATUS



### HOUSING SUPPORT

Placed in Shelter	6
Placed in Permanent Supportive Housing	5
Places in Recovery Housing	4
Placed in Transitional Housing	1

### SERVICES PROVIDED - ALL PARTICIPANTS



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

PAD provided legal system navigation to 33 participants this month in order to reduce legal barriers, resolve cases, and advocate for reduced jail sentences.

Of the 574 active participants for which we have data on the 6 months prior to and after their first diversion:

- 504 were not arrested by APD in the 6 months prior to their first diversion
- 70 were arrested in the 6 months prior to their first diversion. 25 with all charges eligible for diversion

Of these 574 participants, in the 6 months after their most recent diversion:

- 530 were not arrested by APD in the 6 months following their most recent diversion
- 44 were arrested in the 6 months following diversion. 16 with all charges eligible for diversion

Of PAD's currently active participants, 2 were arrested by APD in October 2023. None were eligible to have all of their charges diverted.

January 2023 - August 2023

## Diversions

**209 DIVERSIONS**

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

Total re-referrals	34
Total pre-arrest diversions, excluding re-referrals	109
Total post-booking diversions	66

### RESPONSE STATISTICS

Average year to date response time to diversions was:

**23** minutes

## Pre-Arrest Diversions by Zone and Agency

APD Zone 1	6
APD Zone 2	19
APD Zone 3	7
APD Zone 4	26
APD Zone 5	67
APD Zone 6	11
GT PD	4
MARTA	3

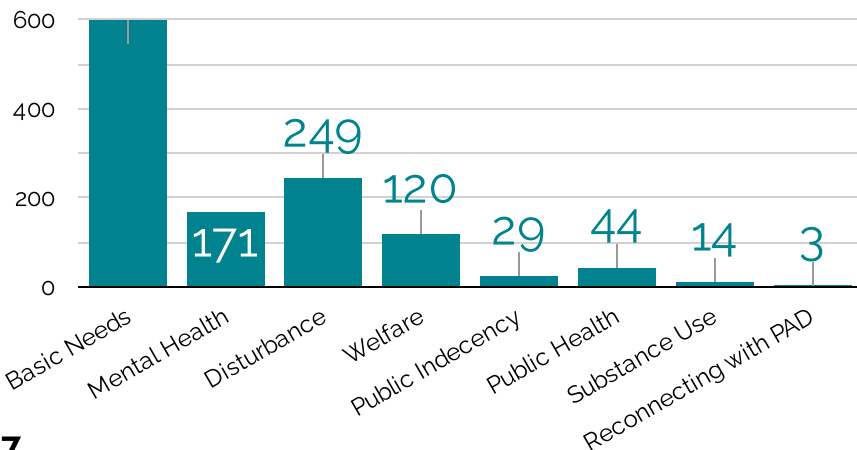
January 2023 - August 2023

## Community Response Services

**1,280 RESPONSE REQUESTS**   **621 SUCCESSFUL ENGAGEMENTS**

*Excludes ineligible and duplicate calls.*

### Top 311 Caller Concerns Among Successful Engagements



## 311 RESPONSE STATISTICS

**996** referrals (77.8% of all calls) were designated as requiring an immediate response.

**86%** of these calls (856) received an in-person response within 30 minutes.

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

**173** requests were designated as outreach requests. 100.0% of these calls (166) received a response within 48 hours.

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





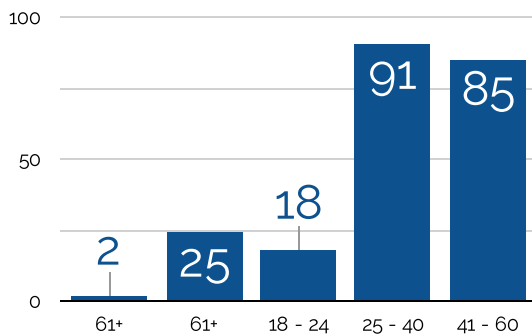
January 2023 - August 2023

## Care Navigation

**219** PARTICIPANTS ENROLLED  
YEAR TO DATE

**553** TOTAL PARTICIPANTS  
CURRENTLY ENROLLED

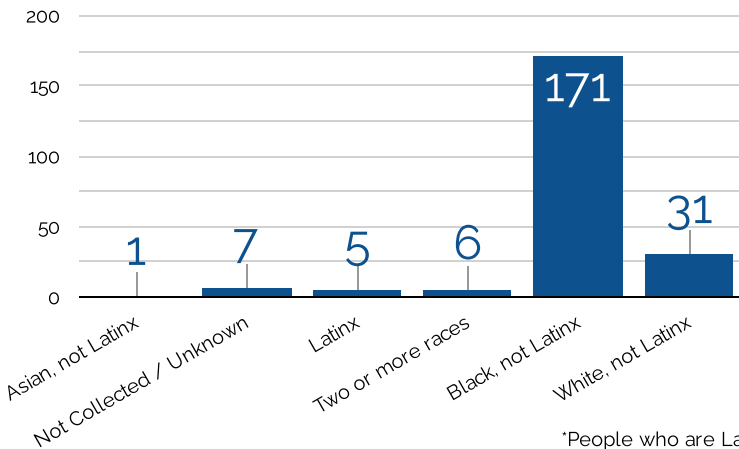
### Participant enrollment by age



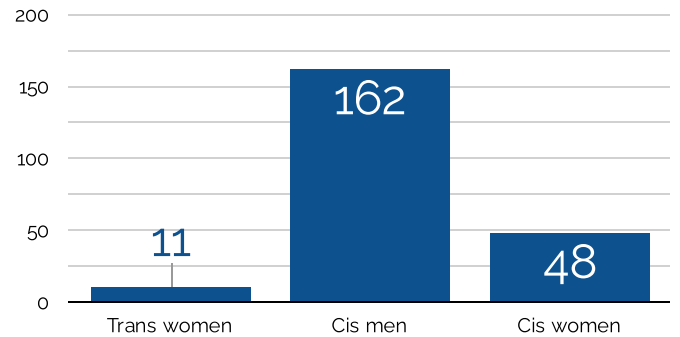
### HOUSING SUPPORT

Provided Emergency Housing	125
Placed in Shelter	74
Placed in Permanent Supportive Housing	66
Placed in Bridge Housing	40
Placed in Recovery Housing	33

### Participant enrollment by race/ethnicity

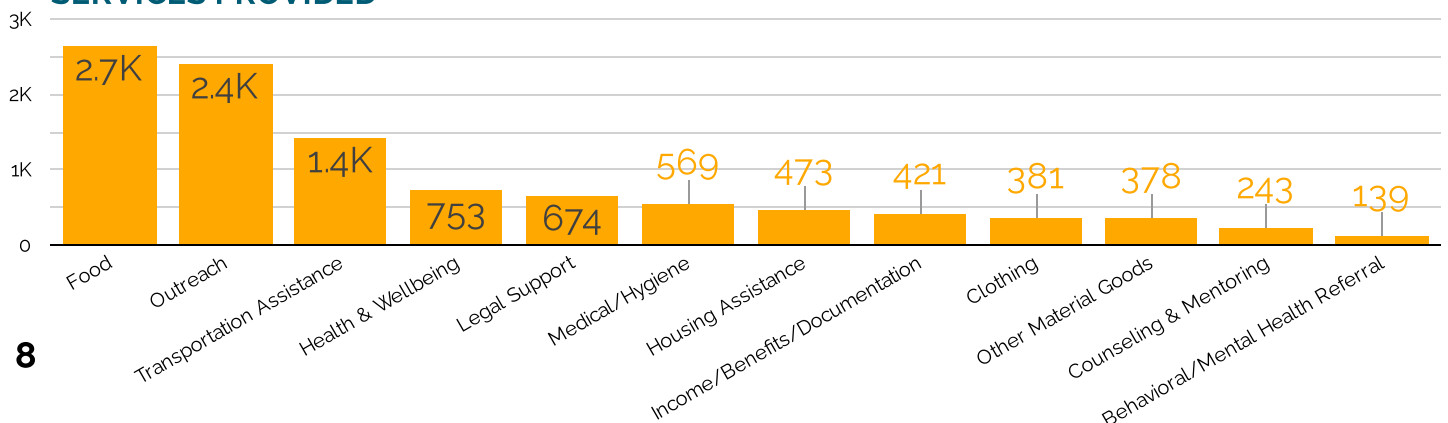


### Participant enrollment by gender



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

### SERVICES PROVIDED





## Community Engagement



The 10th Annual Cities United convening took place in Atlanta this year, drawing together over 450 network partners committed to fostering safer communities. PAD had the honor of being selected as a partner and was given the opportunity to host a convening site visit. Nearly 100 attendees from across the country gathered at PAD's services center to learn about our mission, approach, and impact through an interactive lens.



267 businesses engaged

19 community events attended

*Will Baskin, a CPS at PAD posing in front of our chalk art wall!*