



Quarterly Briefing

Atlanta City Council
Public Safety & Legal
Administration Committee
May 22, 2023

Police response is still the default

Police
response

People who need a home

People who need a toilet

People who need mental healthcare

People who need food or water

People who are using drugs or alcohol

People who are being disruptive

People who are blocking the sidewalk

Yet data supports a different approach

Non-crisis
civilian
response

"Police spend an inordinate amount of time responding to 911 calls for service, even though most of these calls are unrelated to crimes in progress. Many are for quality-of-life issues like noise, blocked driveways, or public intoxication. Others are for problems like drug abuse, homelessness, or mental health crises that would be better resolved with community-based treatment or other resources—not a criminal justice response." - [The 911 Call Processing System: A Review of the Literature as it Relates to Policing](#)

Crisis
civilian
response

Police
response

Co-Response



Non-crisis civilian response in Atlanta

PAD 311 Community Response

- Data-informed: developed using 911 call for service data, APD arrest data, and public surveys
- Collaboratively-designed: planning included local government, service organizations, and directly impacted residents
- Community-based: a service of the *Policing Alternatives & Diversion Initiative*, an independent non-profit guided by a Board of Directors and a Community Leadership Team

PAD's model is nationally-recognized

PAD 311 Community Response has been featured in the following national forums and federal planning efforts:

- Substance Abuse and Mental Health Administration
- Bureau of Justice Assistance
- Department of Justice National Law Enforcement Knowledge Lab
- The Council of State Governments
- The American Society of Criminologists
- The Alternative Mobile Services Association
- The Global Law Enforcement and Mental Health Conference
- 988 National Forecasting Convening, hosted by BJA & SAMHSA
- The University of Chicago Health Lab's Transform 911 Initiative
- The Future of Justice Reform and Public Safety forum hosted by The Atlantic, in partnership with The MacArthur Foundation
- Safe and Just Communities Summit hosted by John Jay College of Criminal Justice, The Urban League, and Vera Institute of Justice

The Future of Alternative First Response: Building Sustainable and Scalable Programs

The Future of Alternative First
Response: Building Sustainable
and Scalable Programs

June 1-2, 2023
Washington, D.C.

A national convening
bringing together practitioners,
community members, researchers,
experts and other stakeholders
*to learn, share information, problem-
solve, and innovate.*

THIS EVENT IS BY INVITATION ONLY

**CENTER for INNOVATIONS
in COMMUNITY SAFETY**
GEORGETOWN LAW



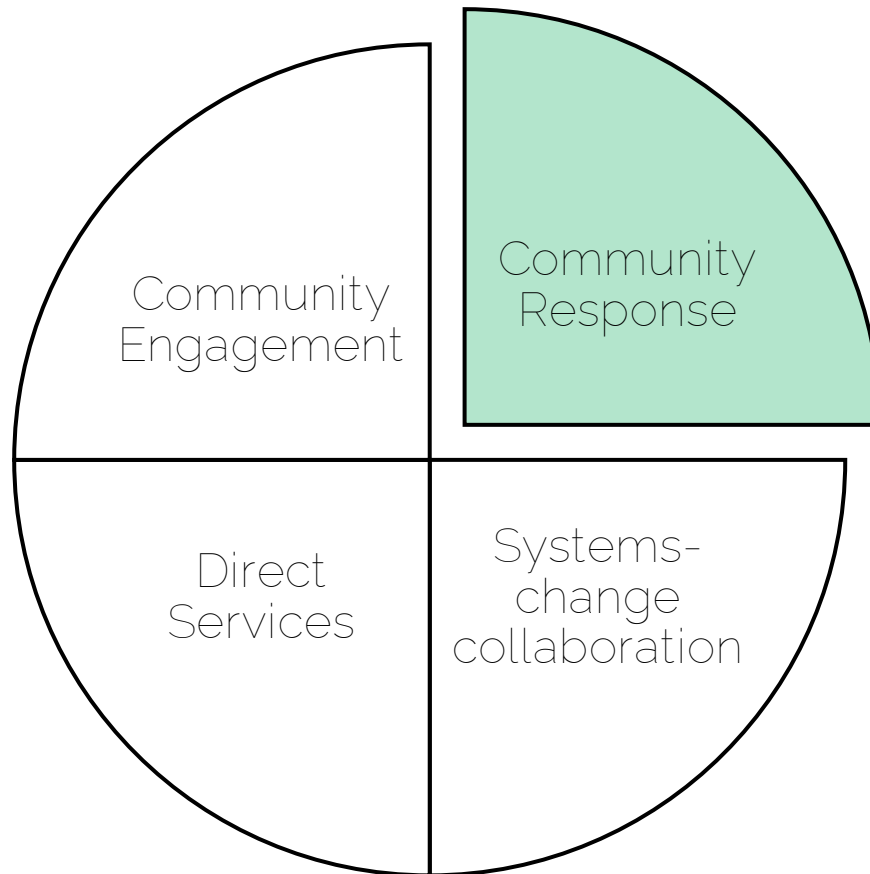
**Policing
Project**
NYU School of Law

In partnership with:

- Albuquerque Community Safety
- Atlanta Policing Alternatives & Diversion
- Dayton Mediation Response Unit
- Denver Public Safety
- City of San Francisco
- City of Tucson

PAD Initiative's mission

PAD takes a comprehensive approach to reduce arrest and incarceration and increase the accessibility of supportive services



Systems-change collaboration

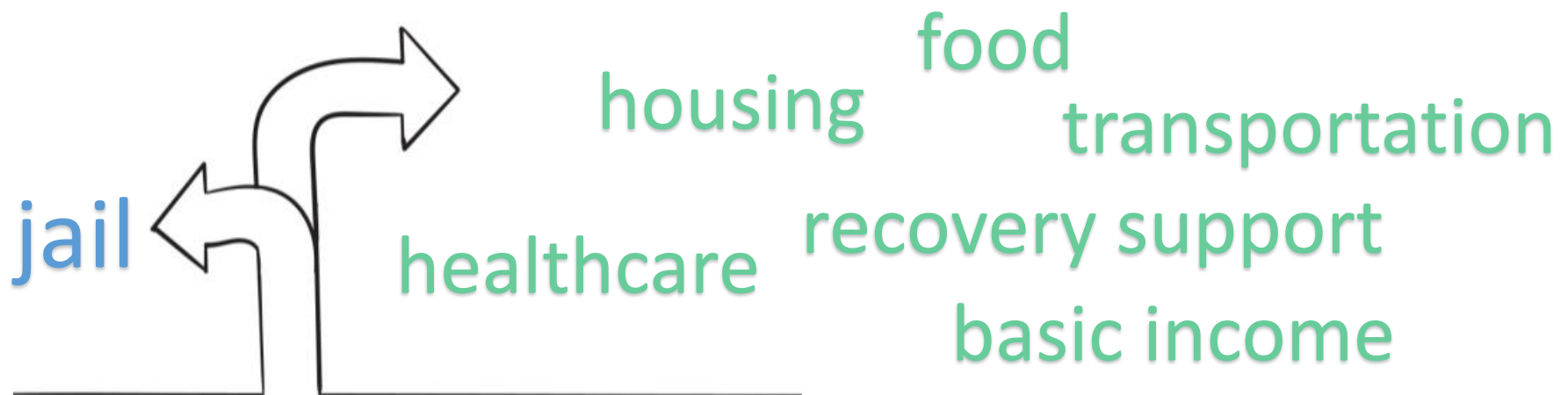
- PAD developed and successfully advocated for multi-year agreements between our agency, City of Atlanta, Fulton County, and the Offices of the Fulton County District Attorney and Solicitor General to authorize pre-arrest diversion
- PAD led the Diversion Center planning and community engagement efforts for the Fulton County Justice and Mental Health Taskforce, and now serves on the Core Planning Team for the Center for Diversion & Services
- PAD facilitated community engagement, partner development, and protocol design for creation of the ATL311 Supportive Services Delivery Team, with Atlanta becoming the first city in the country to dispatch civilian response through 311

Increase accessibility of supportive services

PAD developed a \$4 Million multi-agency partnership with Georgia Dept. of Behavioral Health (DBHDD) to expand access to the Georgia Housing Voucher for people who are experiencing homelessness, criminalization, and severe mental health concerns

PAD partnered with Fulton DBHDD and community-based housing providers to attract over \$600,000 in federal grant dollars to provide care navigation and recovery housing to people with substance use disorders

PAD raised over \$5 Million in non-city funding over the last 5 years to provide housing, food, transportation, care navigation and other direct services to vulnerable Atlantans



Community Engagement

453

Businesses engaged
this quarter



30

Community events
attended this
quarter



Common challenges facing civilian response

How PAD is finding solutions

Lack of housing and safe places to take care of basic needs

- Provides rides or MARTA cards for transportation to shelters, community providers, & family members
- Provides housing navigation, hotel stays, & recovery housing for people with criminal justice system barriers
- Conducted 4 years of planning & community engagement for the 24/7 Center for Diversion & Services

Lack of recovery resources

- Partners with the Georgia Mental Health Consumer Network to promote peer-led recovery support & consent-based care
- Partners with state & national organizations to reduce stigma associated with mental health & substance use

Lack of community awareness

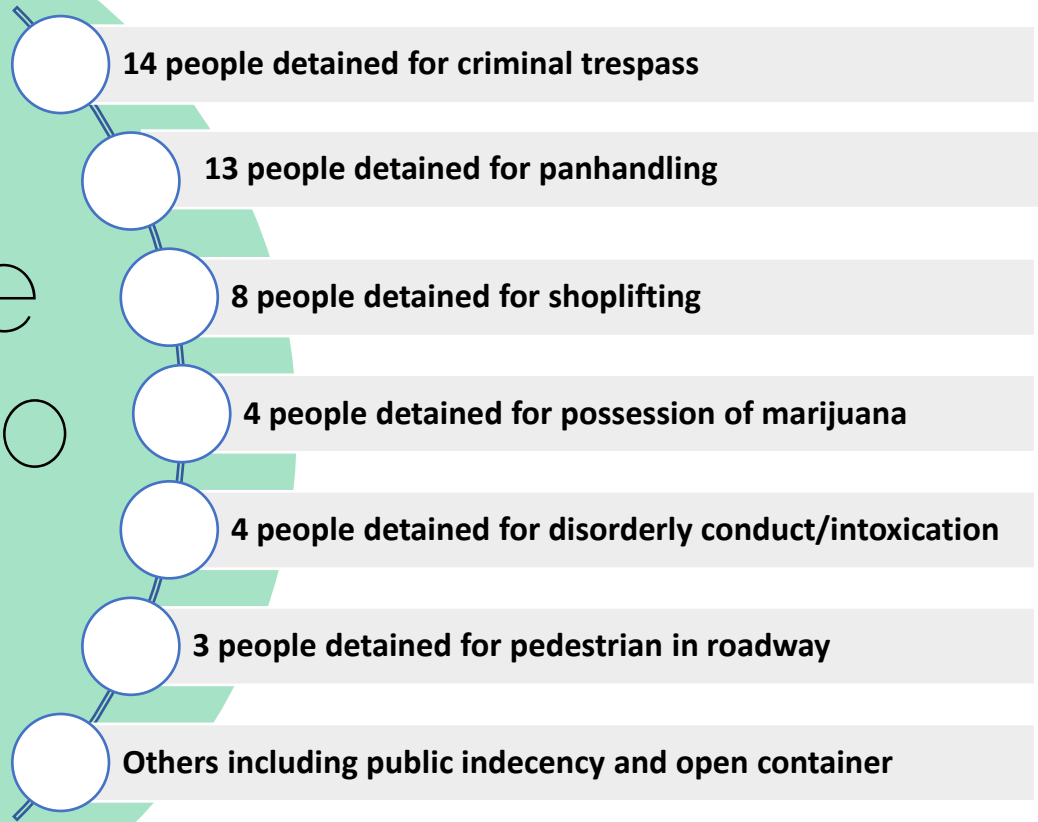
- Conducts door-to-door business engagement, street outreach, and public education.
- Partnered with Department of Customer Service to promote PAD 311 Community Response in city water bill
- Launched partnership with Eg11 in 2022 to transfer calls out of 911 to 311 for PAD.
- Provides follow-up calls to every person who provides contact information through a community referral

Jan - March Arrests vs. Diversions

Zone 5 434 eligible arrests during PAD hours 23 diversions Highest 911 call volume	Zone 6 315 eligible arrests during PAD hours 1 diversion #3 for 911 calls	Zone 2 241 eligible arrests during PAD hours 6 diversions #2 for 911 calls	Zone 1 205 eligible arrests during PAD hours No diversions Lowest volume 911 calls
	Zone 3 262 eligible arrests during PAD hours 2 diversions #4 for 911 calls		Zone 4 197 eligible arrests during PAD hours 12 diversions #5 for 911 calls

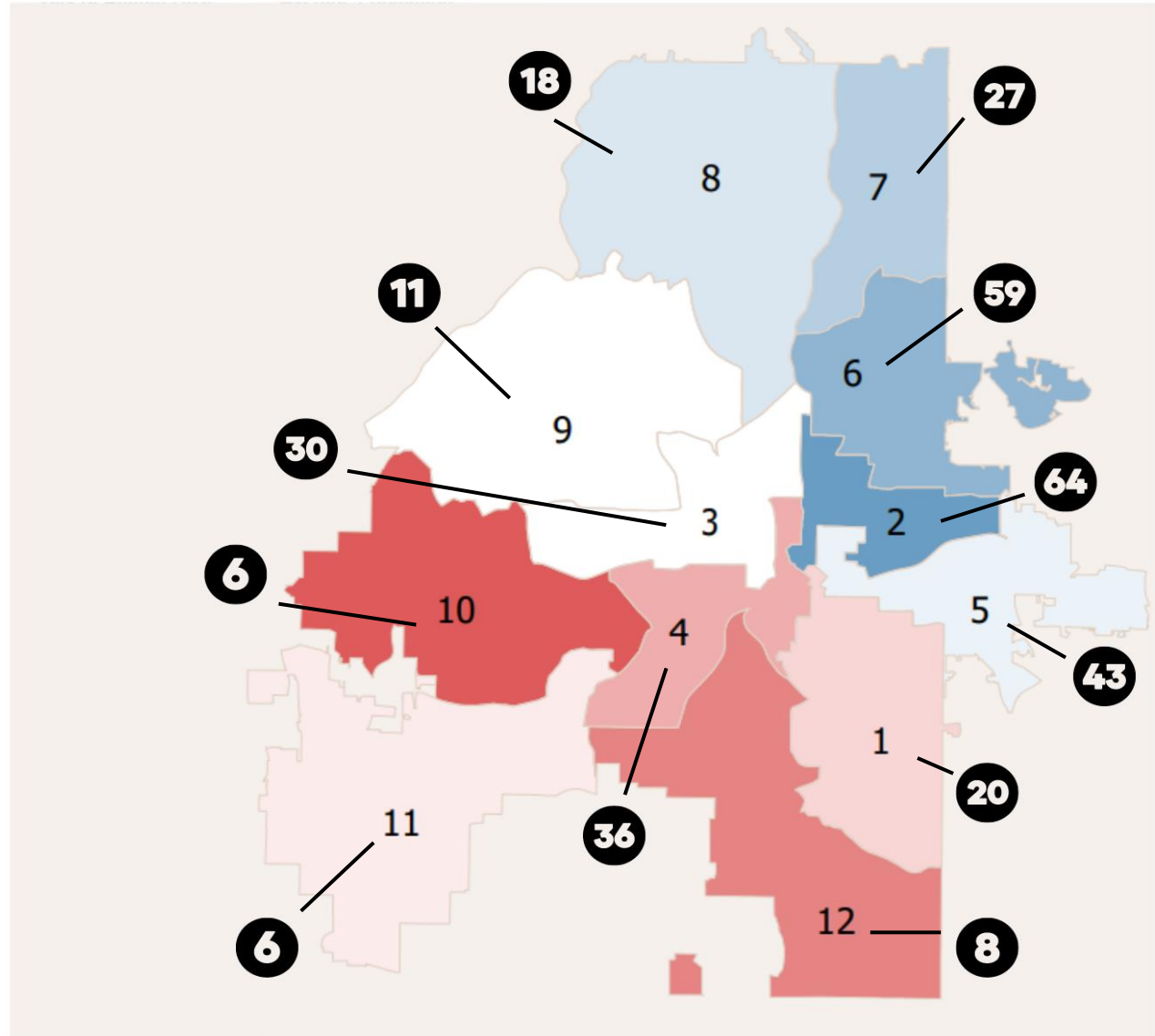
Jan – March Diversions to PAD

48 people
diverted to
PAD



Jan – March PAD Response by District

D1	311: 20	Div: 0
D2	311: 54	Div: 10
D3	311: 24	Div: 6
D4	311: 24	Div: 12
D5	311: 40	Div: 3
D6	311: 56	Div: 3
D7	311: 22	Div: 5
D8	311: 17	Div: 1
D9	311: 9	Div: 2
D10	311: 3	Div: 3
D11	311: 5	Div: 1
D12	311: 6	Div: 2

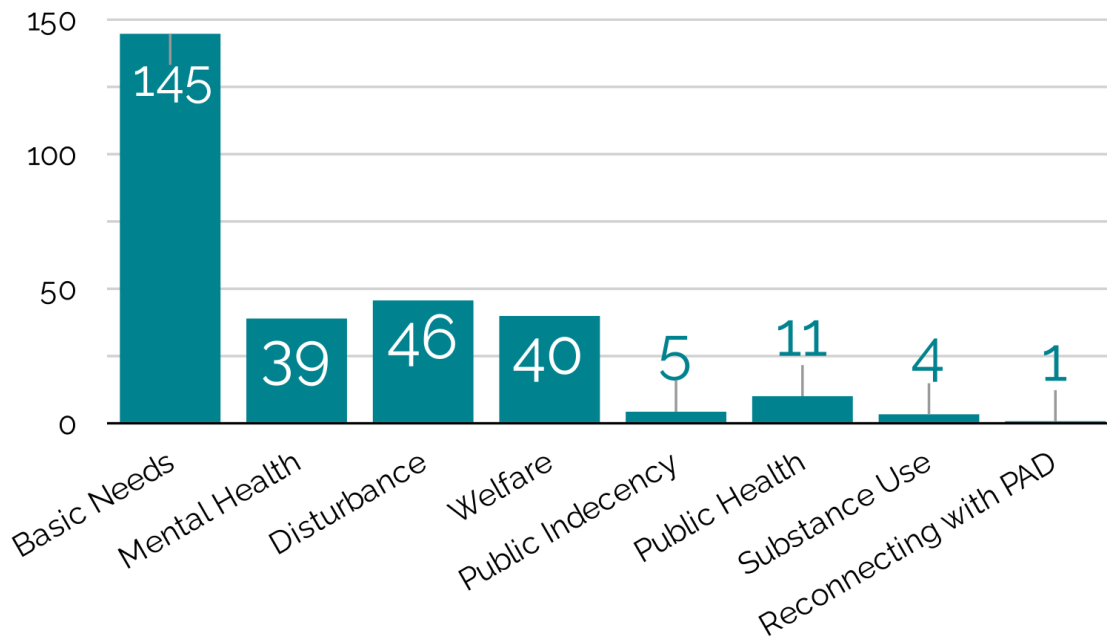


Jan – March PAD 311 Referrals

280 COMMUNITY REFERRALS THROUGH ATL311

Excludes duplicate and ineligible calls

Top 311 Caller Concerns Among Successful Engagements



202 referrals
(79% of all calls) were
designated as an
immediate response

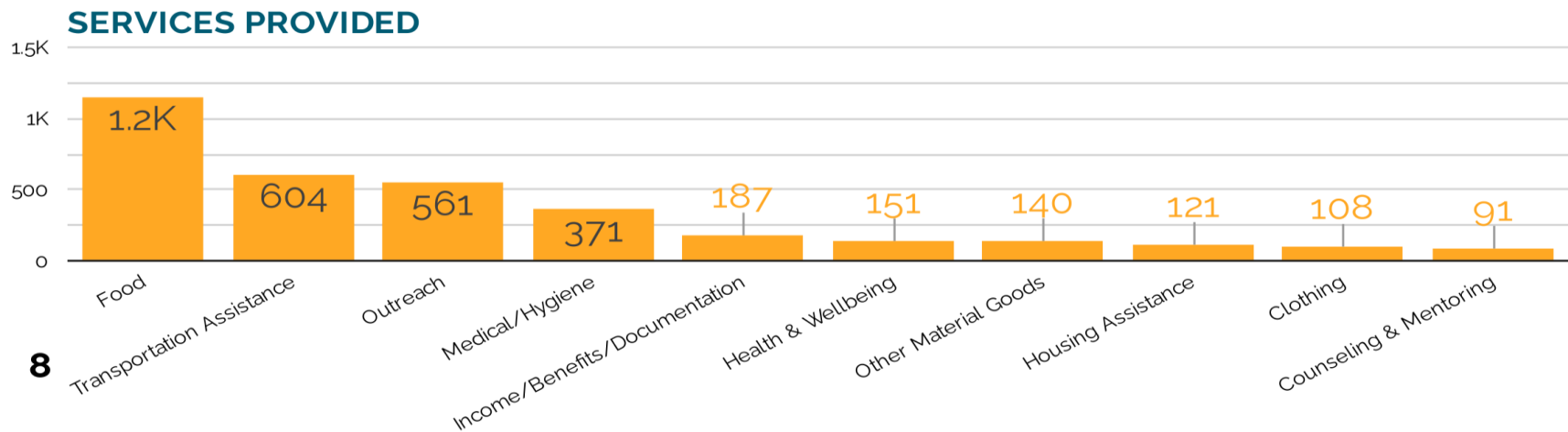


AVERAGE
RESPONSE TIME

Jan – March Direct Services

As of March 2023:

- 626 people currently enrolled in PAD care navigation
- 63 people enrolled this quarter
- PAD provides weekly case management to 417 people
- 92% of PAD's active participants were not arrested by APD in the six months following diversion
- 11 people were re-diverted by APD



Jan – March Housing



Robert Mitchel moved into his own apartment in late March. Diverted June 2022 for Criminal Trespass.

HOUSING SUPPORT

Provided Emergency Housing	43
Placed in Recovery Housing	24
Placed in Shelter	19
Placed in Permanent Supportive Housing	19
Placed in Bridge Housing	18

Thank you

