



POLICING  
ALTERNATIVES  
& DIVERSION  
INITIATIVE

# MONTHLY REPORT

---

February 2024

---

*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 February 2024

41

Diversions

141

Community  
Response  
Requests  
Through ATL311

37

New  
Participants  
Enrolled

316

Businesses  
Engaged Through  
Outreach



When Joe first connected with PAD, he was experiencing homelessness, struggling with substance use, and seeking stability and support. With PAD's guidance, Joe sought resources from a local crisis center and pursued substance use treatment from Nspire. PAD supported Joe's goals by helping him secure housing through the Georgia Housing Voucher Program, and recently, we celebrated Joe's latest achievement - the purchase of his own car!

## Diversions

**41 COMPLETED DIVERSIONS**

19 Successful pre-arrest diversions

22 Post-booking diversions

**10** CHANGE IN COMPLETED DIVERSIONS FROM PRIOR MONTH, ALL SOURCES

**24** CHANGE IN COMPLETED DIVERSIONS FROM PRIOR YEAR, ALL SOURCES

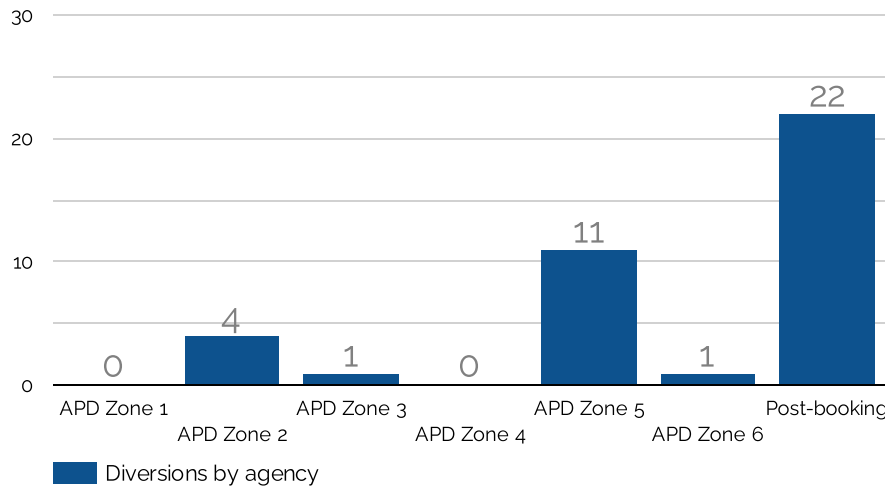
PAD accepts pre-arrest diversions from Atlanta Police Department, MARTA, Georgia State, and Georgia Tech police officers who have probable cause to arrest an individual and identify that there is a need related to substance use, mental health, or extreme poverty. We also accept post-booking diversions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

**22 COMPLETED DIVERSIONS, POST-BOOKING**

19 Successful pre-accusation diversions

3 Successful post-accusation diversions

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



### RESPONSE STATISTICS

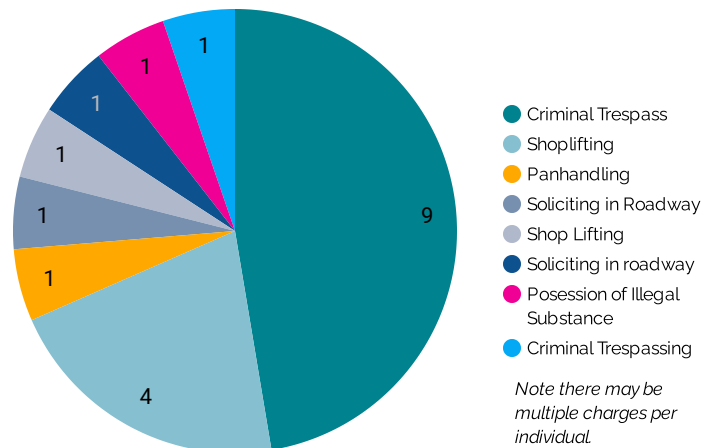
Average response time to diversions was

**24** minutes

### TYPICAL TIME OF DIVERSION\*

APD Zone 2	11AM - 01PM
APD Zone 3	10AM - 12PM
APD Zone 5	12PM - 02PM
APD Zone 6	01PM - 03PM

### 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

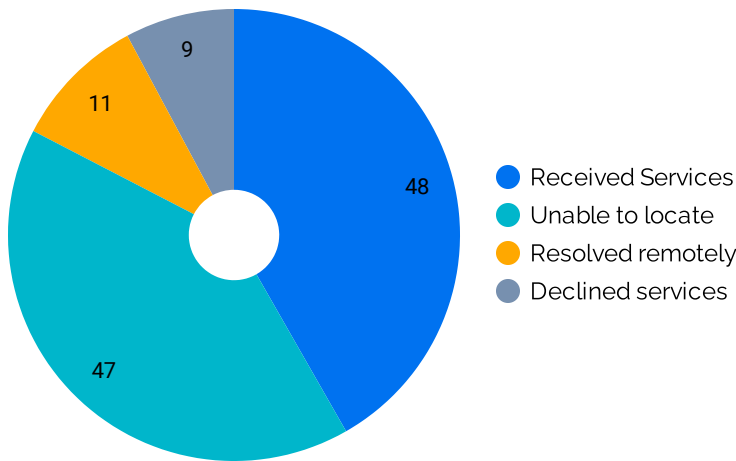
## 141 RESPONSE REQUESTS

26	# of 911 call transfers to 311
-46	Change in total 311 requests from prior month
70	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. PAD also receives calls for public indecency and panhandling that have been deflected out of 911 and transferred 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 E911 calls transferred to PAD.*

### 311 RESPONSE STATISTICS

104 referrals (73.8% of all calls) were designated as requiring an immediate response.

83% of these calls (86 ) received an in-person response within 30 minutes.

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

24 requests were designated as outreach requests. 100% of these calls (24 ) received a response within 48 hours.

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

### Demographics of Engaged Individuals

#### By Race and Ethnicity:

56	Black, not Latinx
2	Not specified
1	Two or more races
18	White, not Latinx

#### By Gender:

46	Cis men
22	Cis women
1	Non-binary
17	Not specified
1	Trans women

#### By age:

18 - 24	7
25 - 40	14
41 - 60	10
61+	3
Not specified	53



# Community Response Services *continued*

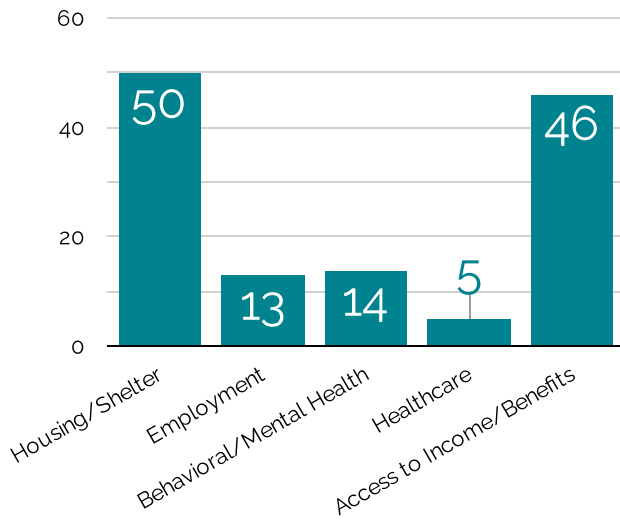
## 59 SUCCESSFUL ENGAGEMENTS

- 19 CHANGE IN SUCCESSFUL ENGAGEMENTS FROM PRIOR MONTH
- 27 CHANGE IN SUCCESSFUL ENGAGEMENTS FROM PRIOR YEAR
- 21 ENROLLED 311 LEAD PARTICIPANT(S)

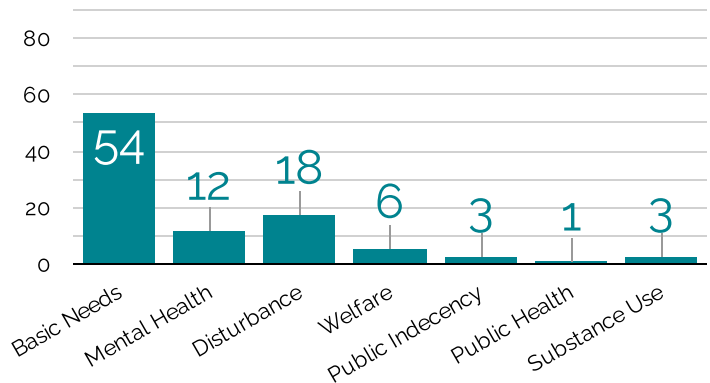
*"I was impressed by how fast PAD arrived after I placed the call to 311. The individual had dementia and they were so gentle with him and got him the resources he needed. I've lived in Atlanta all my life and I've never seen a program that comes to you and gives you the resources onsite."*

*M. Mills- 311 caller, Zone 4*

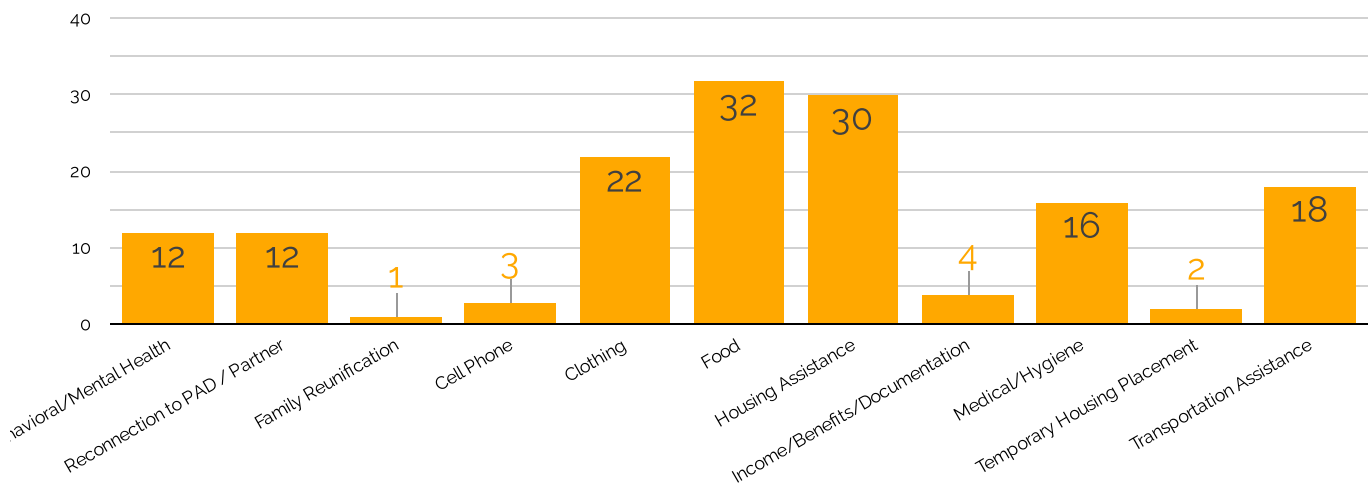
### Identified Needs Among Successful Engagements



### Top 311 Caller Concerns Among Successful Engagements



### SERVICES PROVIDED DURING COMMUNITY RESPONSE ENGAGEMENT





# Care Navigation

## 37 NEW PARTICIPANTS

12 CHANGE IN PARTICIPANT ENROLLMENTS FROM LAST MONTH

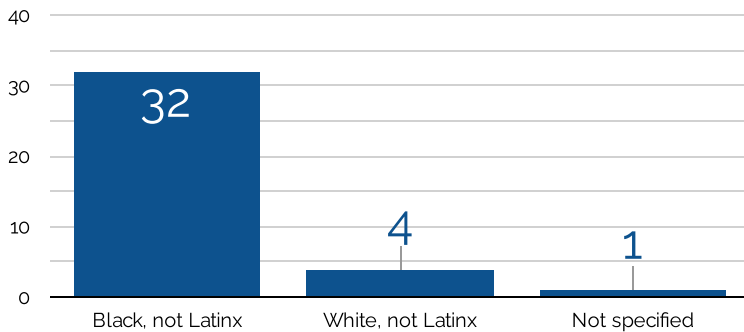
PAD provides direct services to individuals that are focused on reducing the activities that lead to police contact and address quality of life concerns in a way that honors the dignity and self-determination of the referred individual. Our direct services include:

- **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.

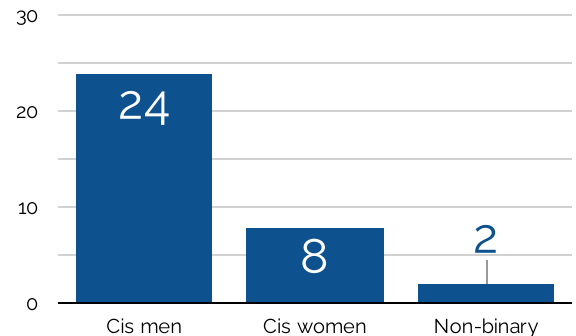
### Newly Enrolled Participants by Referral Source

LEAD Diversion	17
Partner Agency Referral	15
311 Referral	4

### Participant enrollment by age, race/ethnicity

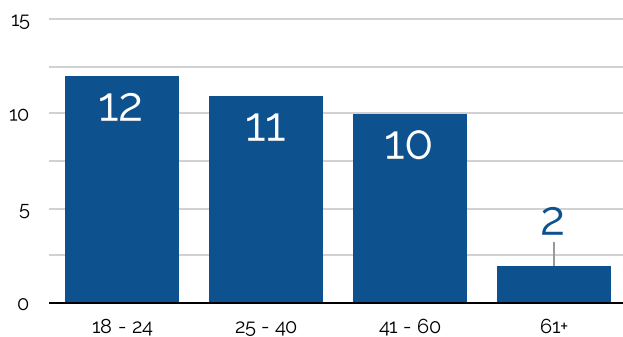


### Participant enrollment by gender

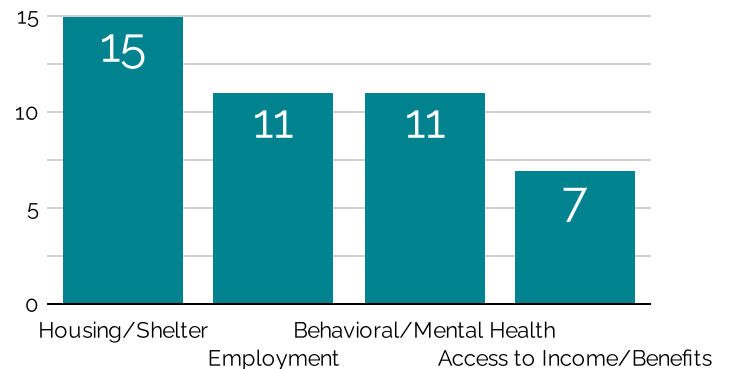


\*People who are Latinx may be of any race. API = American Pacific Islander

### Participant enrollment by age



### Identified needs among newly-enrolled participants





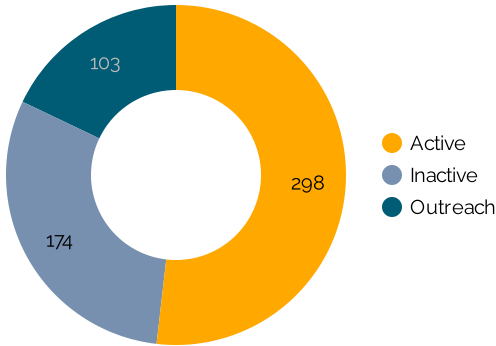
# Care Navigation *continued*

# 62

## 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.

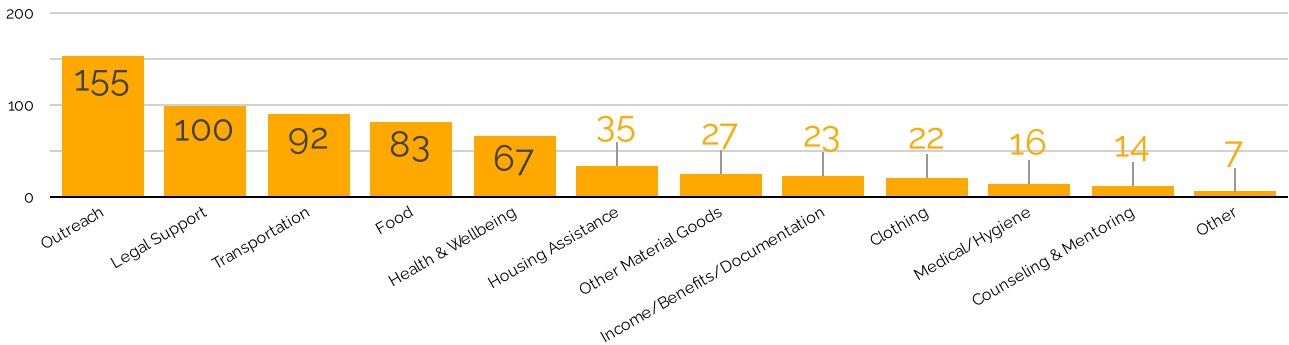
### PARTICIPANT STATUS



### HOUSING SUPPORT

Provided Emergency Housing	8
Placed in Shelter	7
Placed in Recovery Housing	1
Placed in Bridge Housing	1
Placed in Permanent Supportive Housing	1
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 46 participants this month in order to reduce legal barriers, resolve cases, and advocate for reduced jail sentences.

Of the 693 active participants for which we have data on the 6 months prior to and after their first diversion:

- 611 were not arrested by APD in the 6 months prior to their first diversion
- 82 were arrested in the 6 months prior to their first diversion. 28 with all charges eligible for diversion

Of these 693 participants, in the 6 months after their most recent diversion:

- 641 were not arrested by APD in the 6 months following their most recent diversion
- 52 were arrested in the 6 months following diversion. 18 with all charges eligible for diversion

Of PAD's currently active participants, 0 were arrested by APD in February 2024.



January 2024 - February 2024

Diversions

Includes individuals who are referred more than once to PAD.

72 DIVERSIONS

Successful pre-arrest diversions	32
Post-booking diversions	40

Pre-Arrest Diversions by Zone and Agency

APD Zone 1	2
APD Zone 2	7
APD Zone 3	1
APD Zone 4	0
APD Zone 5	17
APD Zone 6	3
GT PD	0
MARTA	0
Post-booking	40

RESPONSE STATISTICS

Average year to date response time to diversions was:

23 minutes

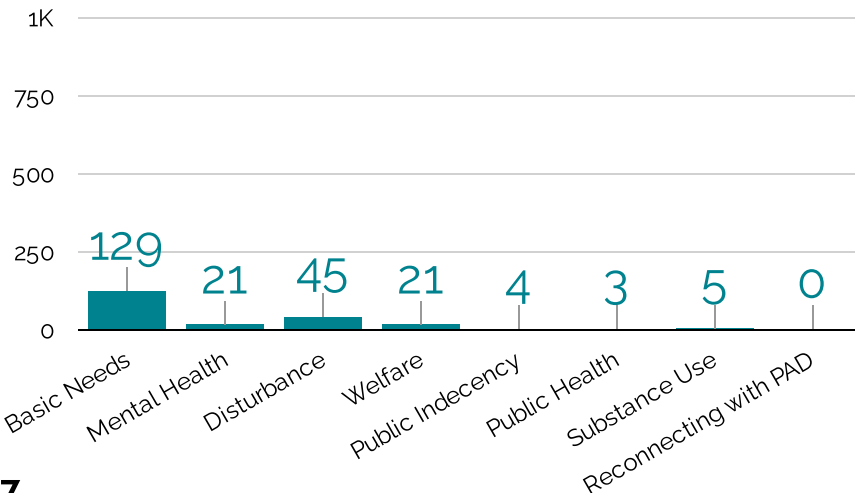
January 2024 - February 2024

Community Response Services

328 RESPONSE REQUESTS 137 SUCCESSFUL ENGAGEMENTS

Excludes ineligible and duplicate calls.

Top 311 Caller Concerns Among Successful Engagements



311 RESPONSE STATISTICS

254 referrals (77.4% of all calls) were designated as requiring an immediate response.

81% of these calls (207 ) received an in-person response within 30 minutes.

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

46 requests were designated as outreach requests. 100.0% of these calls (46 ) received a response within 48 hours.

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





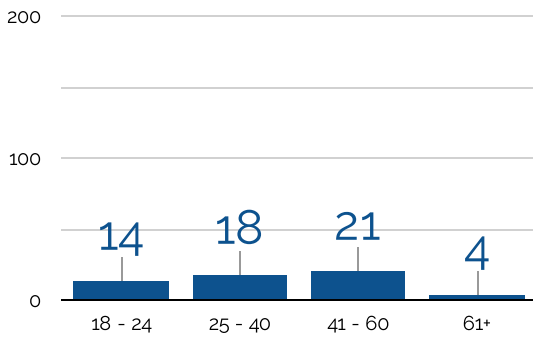
January 2024 - February 2024

# Care Navigation

62 PARTICIPANTS ENROLLED YEAR TO DATE

575 TOTAL PARTICIPANTS CURRENTLY ENROLLED

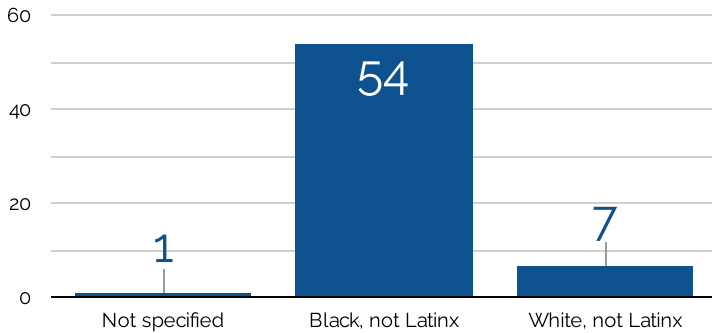
## Participant enrollment by age



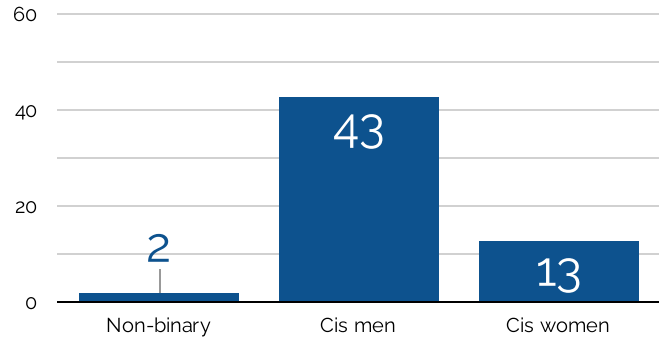
## HOUSING SUPPORT

Placed in Shelter	17
Provided Emergency Housing	14
Placed in Recovery Housing	9
Placed in Permanent Supportive Housing	6
Placed in Bridge Housing	1

## Participant enrollment by race/ethnicity

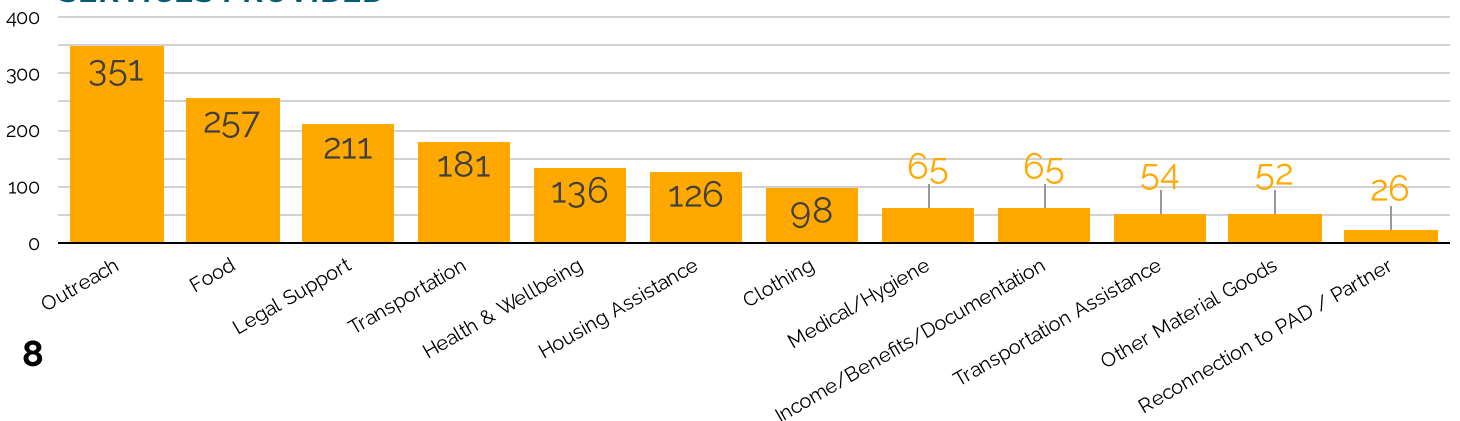


## Participant enrollment by gender



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

## SERVICES PROVIDED



---

## Community Engagement

316 businesses engaged

---

6 community events attended

---

1 stakeholder trainings provided

---



Community Engagement Specialists Samuelle and A'Shiah are pictured with Councilman Antonio Lewis of Atlanta's District 12. Team members tabled at a health resource block party hosted in partnership with Antonio Lewis and Flowing with Blessings inc. This event provided showers, hygiene kits, clean clothes, food, free haircuts, health check-ups, and more to community members.