



PAD 311 Community Referral Services are currently available **Monday - Friday, 7am – 7pm** in select areas of the city, with the goal of being citywide by summer 2021. To identify if PAD 311 Community Referral Services are available in your neighborhood, go to atlantapad.org/APDzone.

What kind of concerns are eligible for PAD 311 Community Referrals?

PAD responds to non-emergency quality of life concerns related to mental health, substance use or extreme poverty. This includes:

- **Disturbances** (such as someone yelling outside a business or blocking traffic)
- **Public indecency** (such as someone naked or bathing in a public place)
- **Welfare** (such as someone asking for food or help)
- **Mental health** (such as someone who appears disoriented, erratic, or is talking to themselves)
- **Substance use** (such as someone using drugs in public)
- **Basic needs** (such as someone in need of shelter and sleeping outside)
- **Public health** (such as someone getting food from a dumpster or using the bathroom in a public place)

How do I make a 311 referral to PAD?

To make a referral for non-emergency concerns, simply **dial 311** (or 404-546-0311 outside the city limits) and select **“Option 1”** to speak to a 311 Customer Service Agent.

PAD only accepts Community Referrals through the 311 phone line, not through the mobile app or 311 website.

How quickly will PAD respond to a 311 Community Referral?

Depending on the nature of the request, a PAD Harm Reduction team will respond to requests within 30 minutes; some requests, particularly those in frequently reported locations, may be designated as outreach requests and will be addressed by the team within 72 hours. PAD will consider the urgency of the situation, the location, and team availability to prioritize requests.

What does PAD’s Harm Reduction team do?

After a 311 Community Referral is made, a two-person PAD Harm Reduction team will travel to the area and attempt to engage the referred individual. If they consent, we conduct an initial intake interview and begin working with them to identify their immediate needs, including emergency shelter and food. For those who need more support, our Care Navigation team provides additional case management.

For individuals with open cases in the City of Atlanta or Fulton County, or with substantial legal barriers due to former convictions, PAD may offer enrollment into PAD LEAD, which will allow for legal navigation with criminal legal system partners and additional direct services including housing support.

Are PAD 311 Community Referral Services available 24/7?

No. ATL311 accepts Community Referrals to PAD during the hours of 7am to 7pm, Monday through Friday. Community Referrals to PAD can only be made during ATL311 live operator hours, and not through the website or mobile app.

Is PAD a Crisis Response Team?

No, PAD 311 Community Referral Services are not for medical or mental health emergencies. When necessary, our teams of trained social service professionals work closely with Georgia Crisis & Access Line (GCAL), Grady, and other mobile crisis resources. For mental health emergencies, individuals seeking assistance for themselves or a loved one may contact GCAL at 1-800-715-4225 to speak to a clinician who can assess the situation and may dispatch a mobile crisis response. For medical emergencies, please contact 911.

When are PAD 311 Community Referral Services going to expand into my neighborhood?

PAD 311 Community Referral Services are currently available in select areas of the city, with the goal of being citywide by summer 2021.

To identify if PAD 311 Community Referral Services are available in your neighborhood, go to atlantapad.org/APDzone. To stay up-to-date on when services will be available in your neighborhood, visit atlantapad.org and sign up for PAD's newsletter.

What if somebody declines services?

PAD Harm Reduction teams are not responsible for enforcing the law and will not detain or otherwise compel an individual to take specific actions. PAD Harm Reduction teams are persistent and creative but will never transport or engage with an individual who does not consent. Instead, PAD Harm Reduction teams will attempt to build rapport with each person and identify immediate needs and challenges in order to support them in reducing harm to themselves and others.

What is Harm Reduction?

PAD uses a harm reduction approach to supporting individuals in making positive changes in their lives. Harm reduction is an approach to behavior change that celebrates and builds on any positive step individuals make toward increasing the safety of themselves and those around them. When it comes to changing patterns of behavior, it is often more sustainable to make small changes over time rather than doing something "cold turkey" or being told what to do. PAD engages individuals in setting goals that they choose and works with them to achieve these goals.

Can I call 311 if I am concerned about a homeless encampment?

ATL311 accepts calls for concerns related to homeless encampments, which are directed to the Mayor's Office of Constituent Affairs. The City's Homeless Services Coordinator will work with Partners for Home and other service providers to address the concern. This strategy focuses on getting individuals connected to housing and thus may take several weeks or longer, as there is a commitment to ensuring every person is offered housing before closing an encampment.

Can Atlanta Police Department or MARTA police officers make PAD 311 Community Referrals?

ATL311 is not for law enforcement referrals. PAD accepts diversion referrals via a dedicated phone line for Atlanta Police Department and MARTA police officers. Law Enforcement Assisted Diversion (LEAD) referrals are available as an immediate alternative to jail when officers have probable cause to arrest.