



Social Impact Safety Team

Operating Hours: Monday through Friday, 9:30 a.m. – 5:30 p.m.

The ADID Social Impact and Safety Team (ASIST) is a mobile response unit intended to build capacity in the homeless services system on a short-term basis while community providers and their outreach teams work to resume uninterrupted service delivery to our downtown street homeless citizens.

ASIST serves in the 220 blocks of the Atlanta Downtown Improvement District in response to **non-criminal, non-emergency** quality of life, business nuisance, public disturbance, substance use, or mental health concerns in Downtown Atlanta with Social Workers trained in de-escalation and crisis management with a network of connections to human services and support providers, as well as treatment and care opportunities.

Often, homelessness is not the only thing going on in a person's life. Homelessness is many times connected to mental illness or an issue related to substance abuse.

Behaviors of a person experiencing a crisis can be unpredictable and can change drastically without warning. Our role is to attempt to de-escalate the situation using our skills, training, and experience to identify non-acute basic human needs and therapeutic treatment options.

If you believe the situation you have identified could benefit from an ASIST response:

From **August 31st – December 31, 2020**, between the hours of **9:30 a.m. - 5:30 p.m. (Monday – Friday)**, please call the Ambassador Dispatch line at **(404) 215-9600** or to speak directly to an ASIST member with any questions or concerns, call **(470) 580-8288**.

You will be asked to communicate:

1. Your name, location, and call back number;
2. Descriptive nature of all persons involved and urgency of the issue;
3. Is this a first-time call, or a call about a repetitive issue or interaction;
- 4. If a crime has been committed, you will be asked to hang up and contact 911;**
5. Expect a follow up call once the intervention has wrapped.

Outside of the operating hours listed above, please leave a message and your call will be logged in and followed up on the next business day.

You may also report a concern by email to thughes@atlantadowntown.com.

Additional helpful resources are located on the back of this sheet.

Tammy Hughes, Social Impact Director • 84 Walton Street NW, Suite 500 • Atlanta, Georgia 30303 • Phone 404-522-5010



Social Impact Safety Team

For homelessness concerns or complaints involving non-emergency criminal activity, please contact:

Atlanta Police Dept - Zone 5

Quality of Life Officer Wallace

Cell (678) 346-6889

Office: (404) 546-5829

jwallace@atlantaga.gov

APD Hope Team for encampments within the City of Atlanta

Direct Supervisor Sgt. Buchanan

(470)446-8272

Georgia State University Police

Joseph Spillane

Chief of Police

(404) 502-4492

jspillane@gsu.edu

Denise White

Director of Diversion Services, Atlanta/Fulton County Pre-Arrest Diversion

O: 404-458-5787 | Cell: 770-906-2333

Email: denise@prearrestdiversion.org

www.atlantapad.org

236 Forsyth St SW, Suite 200, Atlanta, GA 30303

Additionally, please inform your elected City of Atlanta officials and City representatives of your challenges:

City of Atlanta 311 Customer Service Center

Monday through Friday, 7 a.m. to 7 p.m.

Contact by dialing 3-1-1 or 404-546-0311 from outside of the Atlanta city limits.

Online access is available 24/7/365 at www.atl311.com. Also available by email at atl311@atlantaga.gov

or by fax at 404-221-9518. Submit your request and a representative will contact you within 2 business days.

Council Member Amir Farokhi

Serves downtown Atlanta

Office: 404-330-6038

Email: arfarokhi@atlantaga.gov

Neyaunte V. Stallings | Homeless Services Coordinator

Mayor's Office of Constituent Services

Office: [404-546-3073](tel:404-546-3073) | Cell: [470-553-1236](tel:470-553-1236)

Email: NVStallings@atlantaga.gov