

# Georgia's Data System

## What's Going Well

- Effective “air traffic control” system.
- Good data integrity and analytics
- Transparency for 988 data

## Areas of Improvement

- Ability to track community tenure post-crisis
- Ensure system is efficient to decrease impact on crisis staff

## Key Metrics To Measure Success

- Call Center
  - Average Speed to Answer
  - Abandonment
- Mobile Crisis
  - Dispatches
  - Average Response Time
- Crisis Beds
  - Utilization
  - Bed Capacity
  - Length of Stay

## What Would Help Us Improve Our Data Processes?

- Workforce to enhance evolution of our crisis platforms