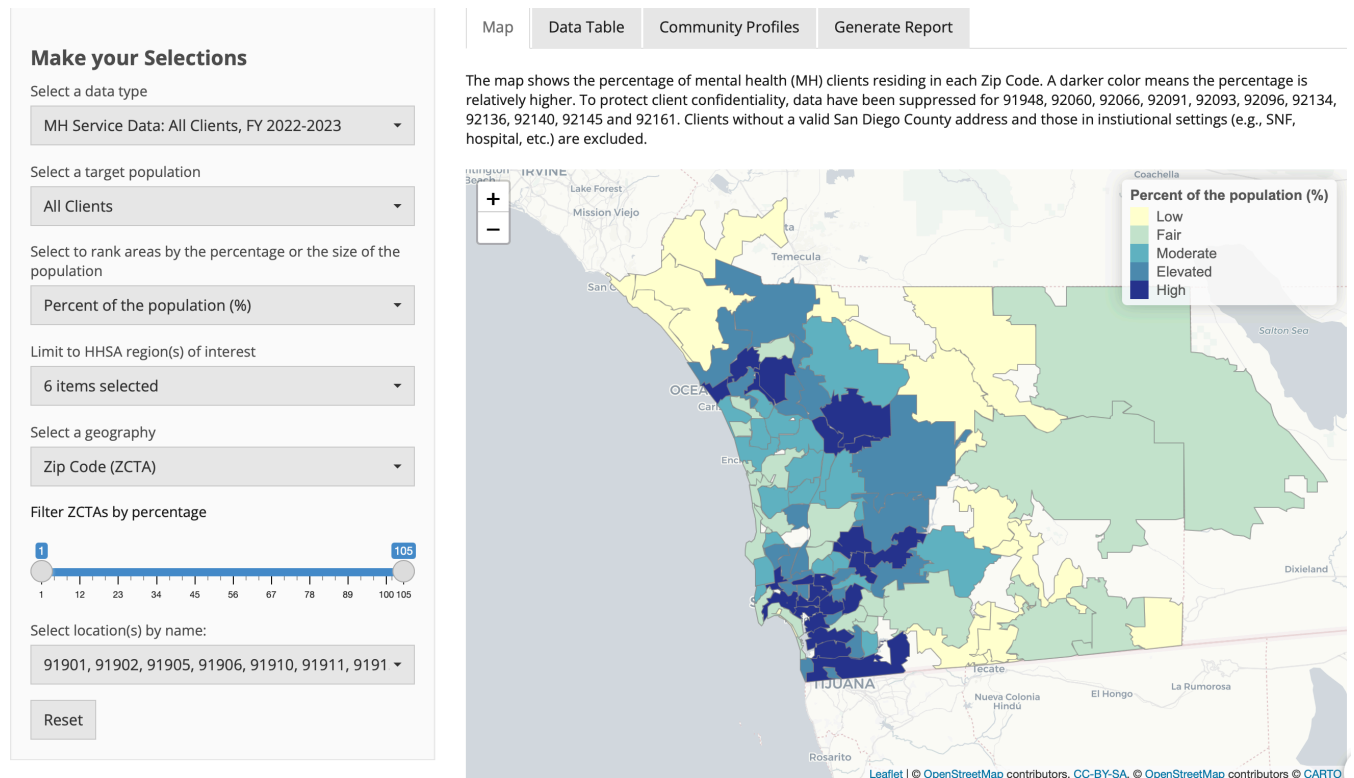


User Manual

County of San Diego Behavioral Health Services

April 1, 2024

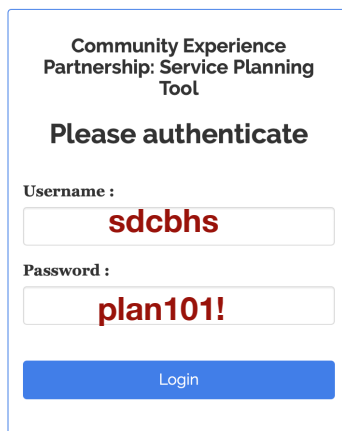


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I. About

The Community Experience Partnership (CEP) Service Planning Tool (SPT) is a custom application designed by UC San Diego in collaboration with the County of San Diego Behavioral Health Services (SDCBHS). The SPT aims to ensure a data-driven approach to service provision based in cultural/regional considerations and focused on communities at greatest risk for unmet behavioral health needs. The application uses data to help planners at BHS identify areas in San Diego County where target populations are likely to be highly concentrated. Once areas are identified, users may explore community profiles and download custom reports to summarize the social, economic, and demographic profiles of the selected regions.

II. Access and Login



Community Experience
Partnership: Service Planning
Tool

Please authenticate

Username :

Password :

Login

To access the SPT, visit <http://cep.service.shinyapps.io/CEPService> and enter these credentials:

Username: **sdc bhs**

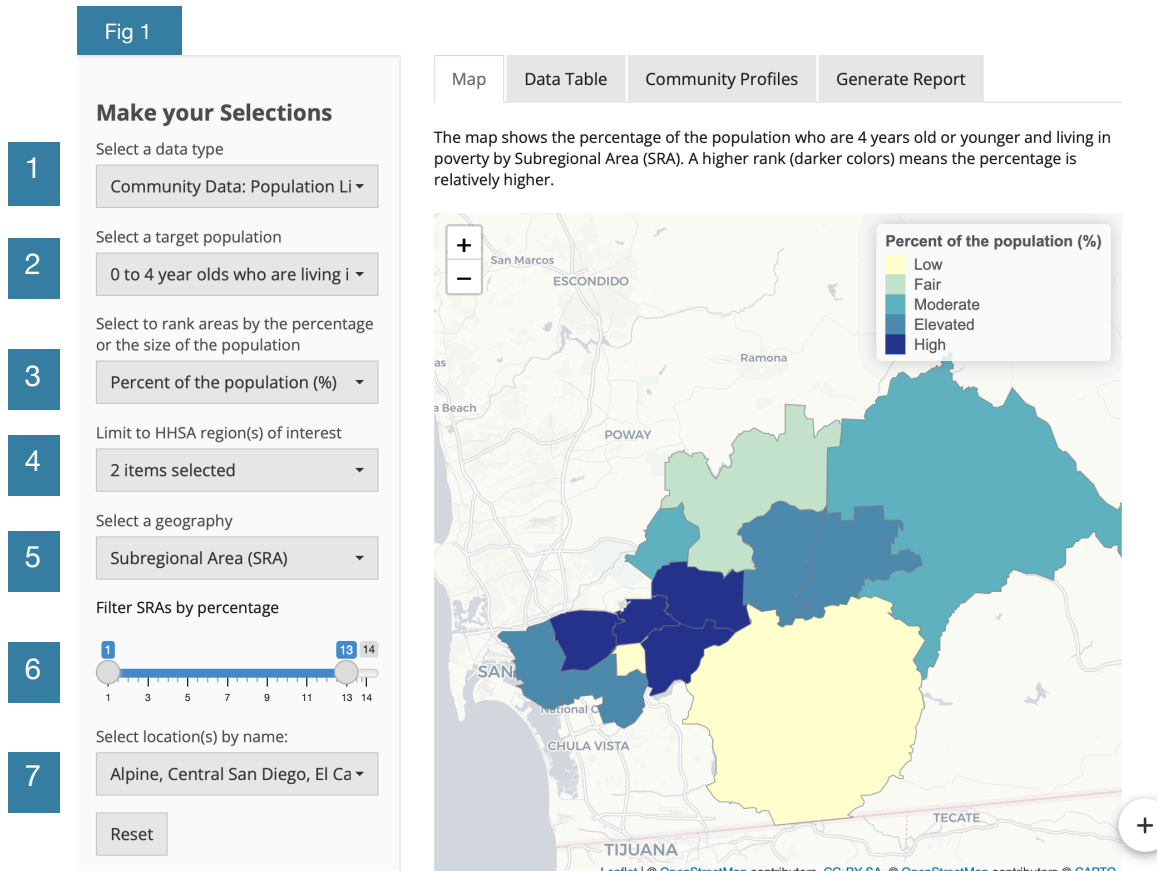
Password: **plan101!**

The SPT uses data either publicly available (e.g., from the US Census Bureau) or de-identified to protect privacy. While you may share findings, **please do not share the tool externally.**

III. Overview

By selecting a data type and adjusting filters, you can view data on target populations and geographic areas of interest (e.g., zip codes with the highest concentration of mental health clients). The four tabs along the top offer different ways to explore the data: view demographic data with a dynamic map or table, access community profiles, and generate custom reports for deeper insights.

IV. Selection Filters



1. Select a data type

The SPT has four different types, or categories, of data: the Behavioral Health Equity Index (BHEI), Community Data for the Population Living in Poverty, Community Data for the Population Overall, and data for BHS clients receiving mental health services in FY 2022-23. Refer to Table 1 (below) to learn more about each data type.

2. Select a target population

Once you have selected a data type, you can focus on a population within that set of data. For instance, to find individuals living in poverty who *also* identify as Hispanic, select the data type “Community Data: Population Living in Poverty,” then, under “Select a population,” select “Identifying as Hispanic (of any race) and living in poverty.”

The SPT includes nearly 100 target populations spread across the four data types. To learn more about these populations, visit “Learning Resources and Data Notes” under “More Information.” The data table embedded on the page can be sorted and searched using key words.

3. Rank areas by the percentage or the size of the population

Explore either the percentage or the size of the target population residing in each geographic area. Percent data are appropriate for comparing areas in a relative way (e.g., 75% of Chula Vista residents identify as Hispanic compared to 14% of Poway residents); count data are appropriate for population size (e.g., most mental health clients reside in the Central HHSA Region).

4. Limit to HHSA region(s) of interest

BHS services often focus on a subset of the six HHSA regions. For instance, selecting “South” and “Central” will display data from only these areas.

TABLE 1. DATA TYPES INCLUDED IN THE SPT

Data Type	About
Behavioral Health Equity Index (BHEI)	The BHEI is a composite index that allows users to explore differences in the root causes (also known as social determinants) of behavioral health across neighborhoods in San Diego County. A higher BHEI rank means communities may not have access to the resources and services that promote behavioral health. This is a useful data type to identify priority areas for equity work and service enhancements. To learn more about the BHEI, visit “About the BHEI” under “More Information.”
Community Data: Population Overall	Community data are sourced from the American Community Survey (ACS) division of the U.S. Census Bureau (for the 5-year period 2018-2022) and describe the sociodemographic characteristics of San Diego County communities. Estimates are representative of the population across the entire 60-month data collection period.
Community Data: Population Living in Poverty (below 100% Federal Poverty Level)	Community data for the population living below 100% of the Federal Poverty Level (FPL) are also taken from the ACS. This sample aligns more closely with the population eligible for BHS services (i.e., the BHS target population).
Mental Health (MH) Service Data: All Clients, FY 2022-23	MH Service data (FY 2022-23) are sourced from Cerner Community Behavioral Health (CCBH). The data have been deduplicated to unique clients. To adhere to de-identification standards, data are suppressed if fewer than 11 clients reside in an area (producing maps with blank spots). Clients are also excluded if they could not be geocoded to a location in San Diego County or if they had an institutional address (e.g., acute psychiatric hospital, detention facility, residential treatment program). Please refer to the SPT Technical Report for more information about exclusion criteria and suppression rules.

5. Select a geography

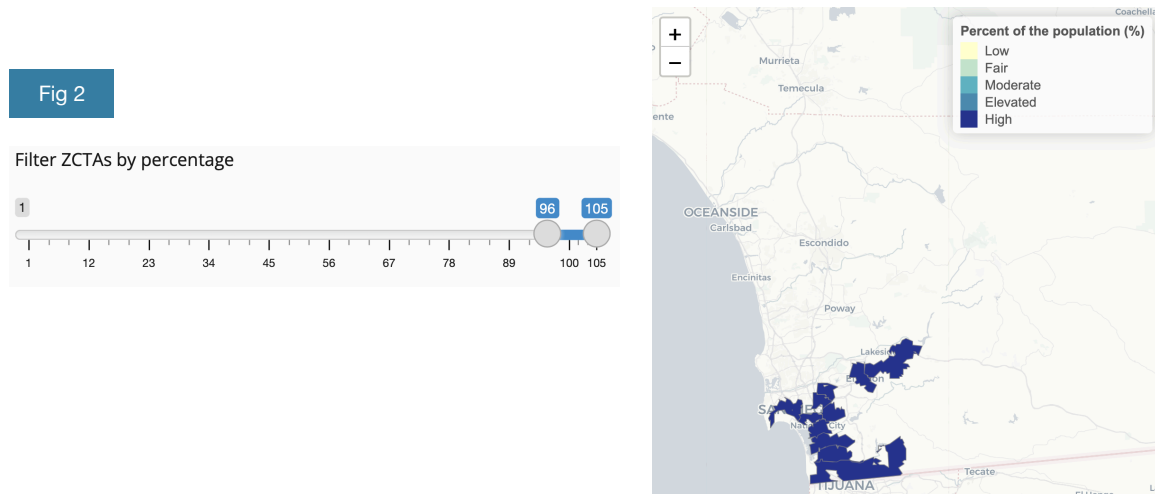
Explore data at different geographic units: HHSA Regions, Subregional Areas (SRAs), and zip codes (Zip Code Tabulation Areas or ZCTAs). Table 2 (below) describes each of these geographies.

TABLE 2. GEOGRAPHIES INCLUDED IN THE SPT

Geographies	About
Health and Human Services Agency (HHSA) Regions	The six HHSA regions were developed to organize and administer health services.
Subregional Areas (SRAs)	San Diego County comprises 41 Subregional Areas (SRAs) which represent cities or communities (e.g. Chula Vista, Escondido, etc.). SRAs are aggregated census tracts defined by San Diego Association of Governments (SANDAG) and nest into HHSA regions.
Zip Codes (ZCTAs)	San Diego County comprises more than 100 San Diego ZCTAs. The Census Bureau assigns ZCTAs using the most frequently occurring zip code in a small census area (ZCTAs and zip codes are often the same; however, an address can have a ZCTA different from its zip code). Additionally, the Census Bureau may not assign a ZCTA to zip codes with too few addresses (producing “holes” in the ZCTA maps).

6. Slider selections

Filter to areas with higher or lower concentrations of target populations. For instance, adjust the slider from 96 to 105 to filter to the 10 zip codes with the highest proportion of MH clients. This will filter the selections on the map and tables (Fig 2).



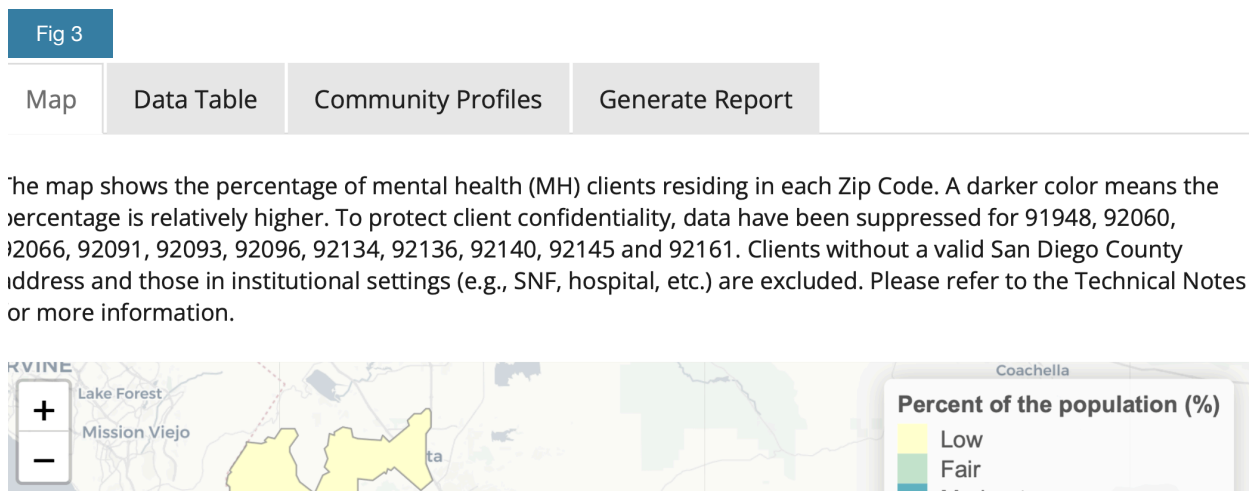
7. Select location(s) by name

Alternatively, filter to specific areas by geographic name or zip code. Click on the “Select Locations” dropdown and type or select names from the menu. The map and data table will update. You can also deselect areas by clicking on the map.

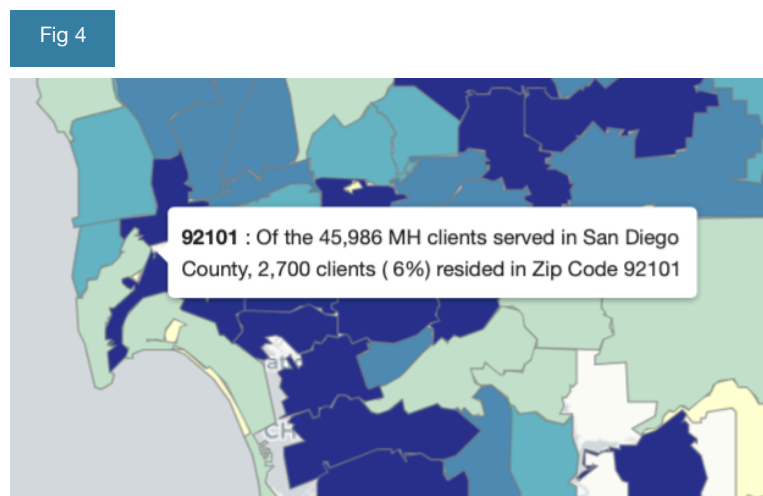
V. Tabs

1. Map

The “Map” tab shows selected areas displayed on a map and color coded from areas of highest percent or count to lowest. As users filter selections to specific areas of interest, the map adjusts accordingly. Details about the target population, geographies, and sample are summarized in the description at the top of the map (Fig 3). You can continue to adjust selections on the left to refine or update the map in real time.



Hover over the map for area names and descriptions (Fig 4).

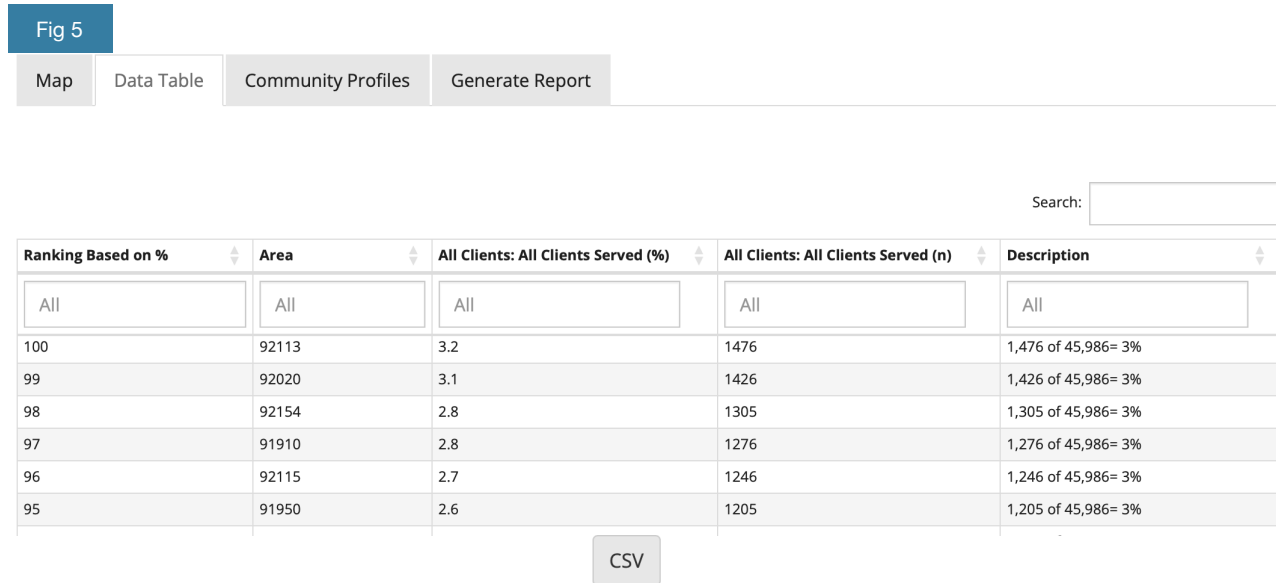


2. Data Table

The data table displays the same information as the map (ranking, percent, and size of the population), just in a different format. Data tables are rank ordered from highest to lowest by either percent or count. Additionally, custom descriptions provide the numerator, denominator, and percent for each area (n of N = %). Columns can be sorted and searched independently (Fig 5). As with the map, the table can be refined or updated in real time by adjusting the selections on the left.

Download the results

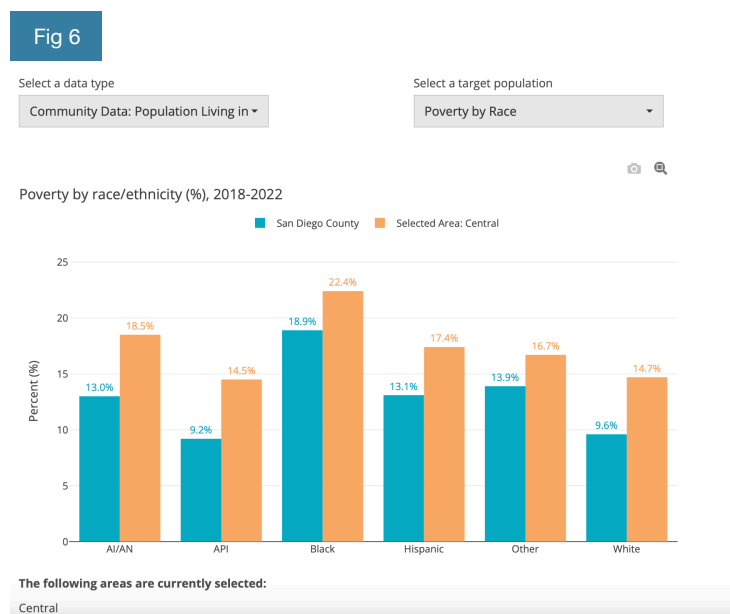
To download the data, click the “CSV” button at the bottom of the table (Fig 5).



3. Community Profiles

After narrowing in on specific area(s) of interest, click the “Community Profiles” tab to learn more about each area. Use the dropdown menu to select different data types and target populations. The bar chart compares selected areas to San Diego County, emphasizing differences among regions.

For instance, Fig 6 demonstrates that the Central HHSA has higher proportions of residents living in poverty across all racial and ethnic identities when compared to San Diego County as a whole. Again, selected areas can be modified by adjusting filters in the left panel.



4. Generate Reports

You can generate custom reports focused on the areas you have selected. Two reports are available for download:

Key Findings Report: The Key Findings Report is a brief summary report providing key statistics for the selected areas. If more than one area is selected, the data are aggregated across all selections. Selected areas are compared to San Diego County as a whole.

Detailed Report: The Detailed Report gives a comprehensive summary of outcomes for the selected areas (and comparison areas). Customize these reports by adjusting selections in the “Customize your Detailed Report” section. For instance, once you have made selections you can choose to a) aggregate data across selected regions, b) show data for regions separately, or c) compare selected regions to San Diego County as a whole. You can add additional comparisons for any HHSA, SRA, or ZCTA regions in the “Add additional comparator” section of the report.

In Fig 7, the user has opted to create a detailed report for the Central and East HHSA Regions. Additionally, they have selected to show data for each region separately and compare their selections to both San Diego County and the South HHSA Region.

Fig 7


Generate Reports

Your report will include data for the following area(s) of focus. You may modify your selections using the filters (left).

Central and East


Generate a Key Findings Report

The Key Findings Report is a brief summary report providing key statistics for the selected areas. If more than one area is selected, the data are aggregated across all selections. Selected areas are compared to San Diego County.

 Download Key Findings Report

Generate a Detailed Report

The Detailed Report is a comprehensive summary of outcomes for the selected areas and comparison areas. Use the options below to define aggregation rules and select one or more custom comparison area.

 Download Detailed Report

Customize your Detailed Report

☐ Aggregate data across all selected regions

☒ Show data for each region separately

☒ Compare to San Diego County

Add additional comparators

Compare to one or more HHSA region

South

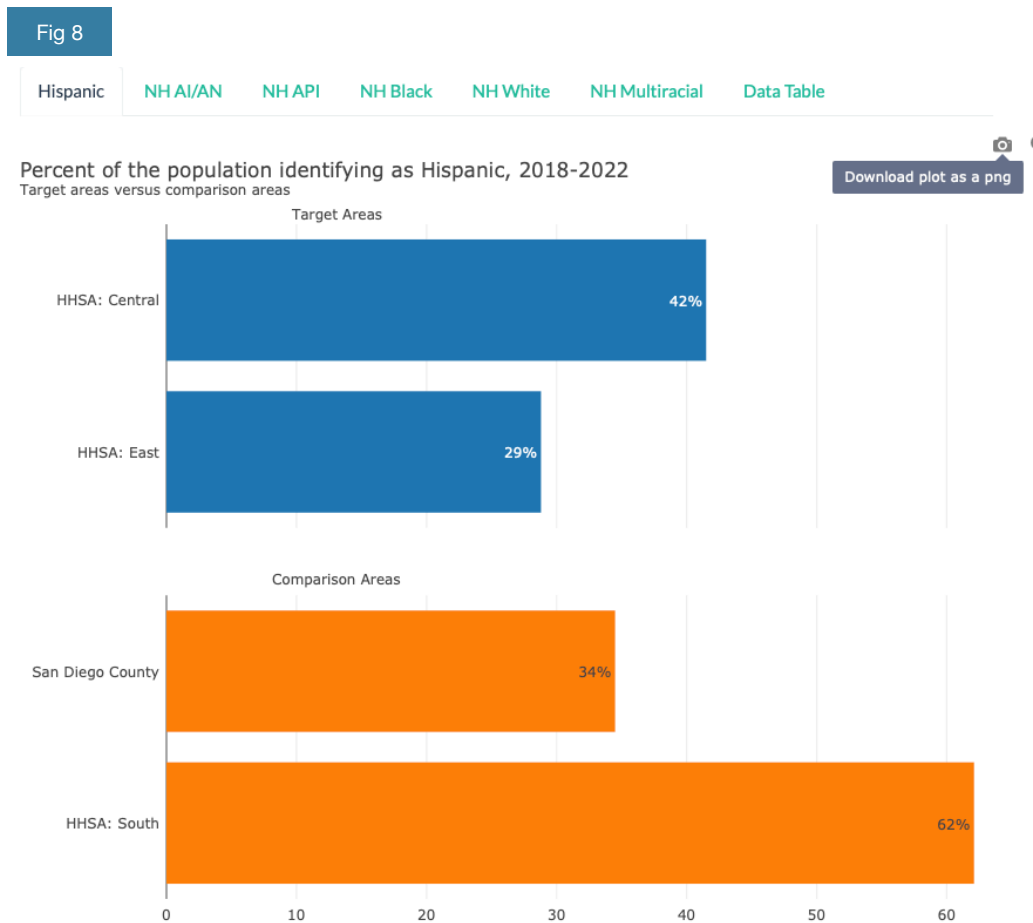
Compare to one or more SRA

Nothing selected

Compare to one or more zip code

Nothing selected

The detailed report that is generated contains data for numerous sociodemographic characteristics based on these selections. Fig 8 shows the percent of the population identifying as Hispanic in the Central and East HHSA regions compared to San Diego County and the South HHSA Region. All data tables and figures included in these reports can be downloaded.



VI. Find Out More

More information about the Service Planning Tool, the Community Experience Partnership, and the Behavioral Health Equity Index can be found under “More Information” in the navigation panel (Fig 9).



VII. Provide Feedback

We want to hear from you! As you explore the tool, please share feedback. Questions and/or suggestions can be submitted to the BHS Clinical Design Team at BHSClinicalDesign.HHSA@sdcounty.ca.gov.