



Responding to Changes in Data-Related Business Needs in Local Government

PMI San Diego
2023 Annual Conference

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County of San Diego



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Meet the speakers



Haruna Feldman, PhD, MPH
County Chief Data Officer
Office of Evaluation, Performance, and
Analytics



David J Smith
County Chief Information Officer
County Technology Office



ABOUT SAN DIEGO COUNTY



4,526

Square Miles



18

Incorporated Cities



\$8.17 Billion

Budget



3,315,404

Population



\$82,426

Area Median
Income



\$987,225

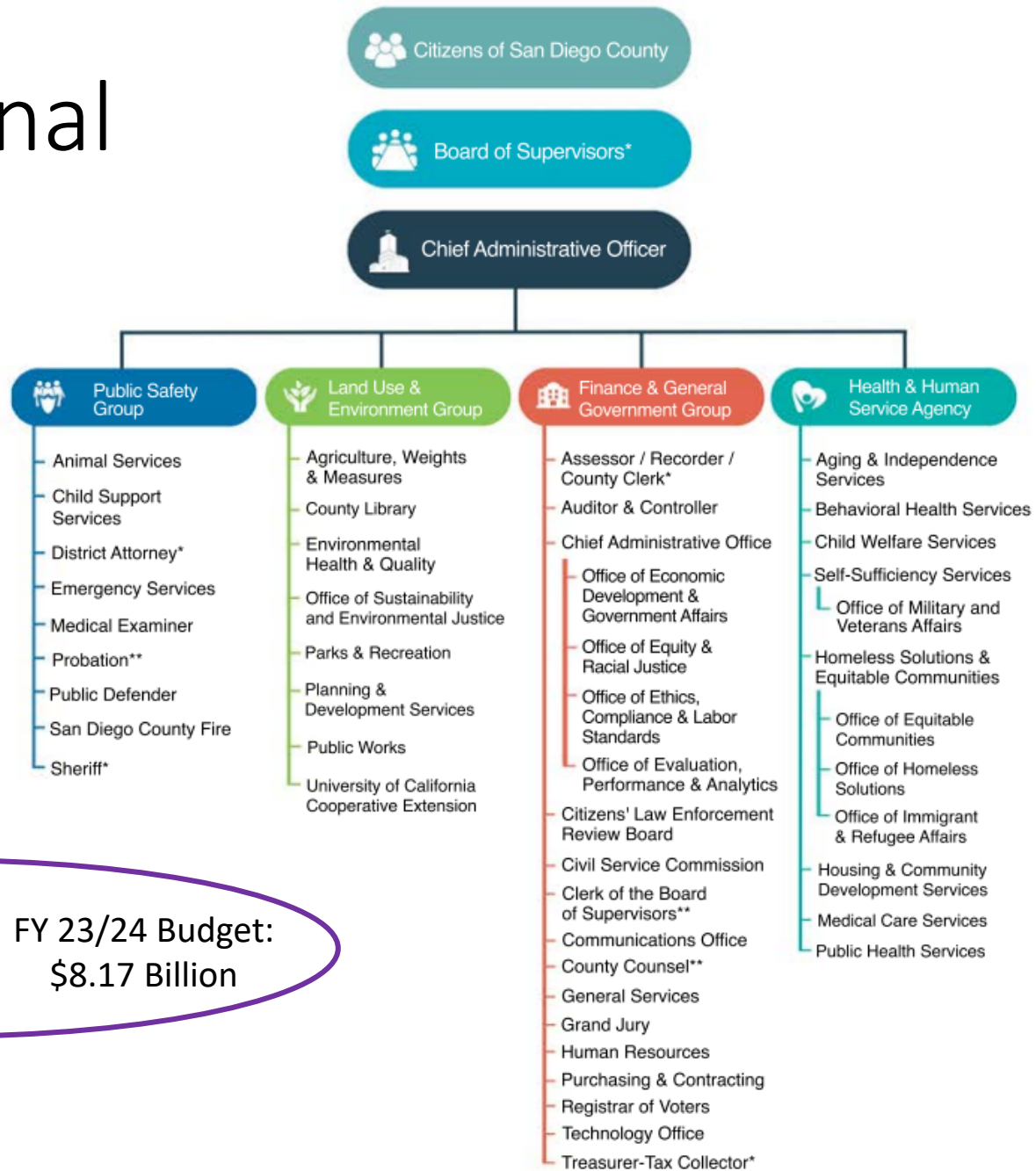
Single Family
Median Home Price



<https://www.sandiegocounty.gov/content/sdc/annualreport/en/home.html>

<https://www.sandiegocounty.gov/content/sdc/openbudget/en/home.html>

Organizational Chart



FY 18/19 Budget: \$6.27 Billion → FY 23/24 Budget: \$8.17 Billion



*Elected Officials
 **Reports to the Board of Supervisors

County General Management System



2007



2022



Data-Related Board Policies

May 2021

Launching a Comprehensive Approach to Evidence-Based Policymaking and Establishing an Office of Evaluation, Performance, and Analytics

February 2023

Supporting Care Coordination for Justice-Involved Individuals: Report on Potential Opportunities and Challenges Impacting Data Sharing

May 2022

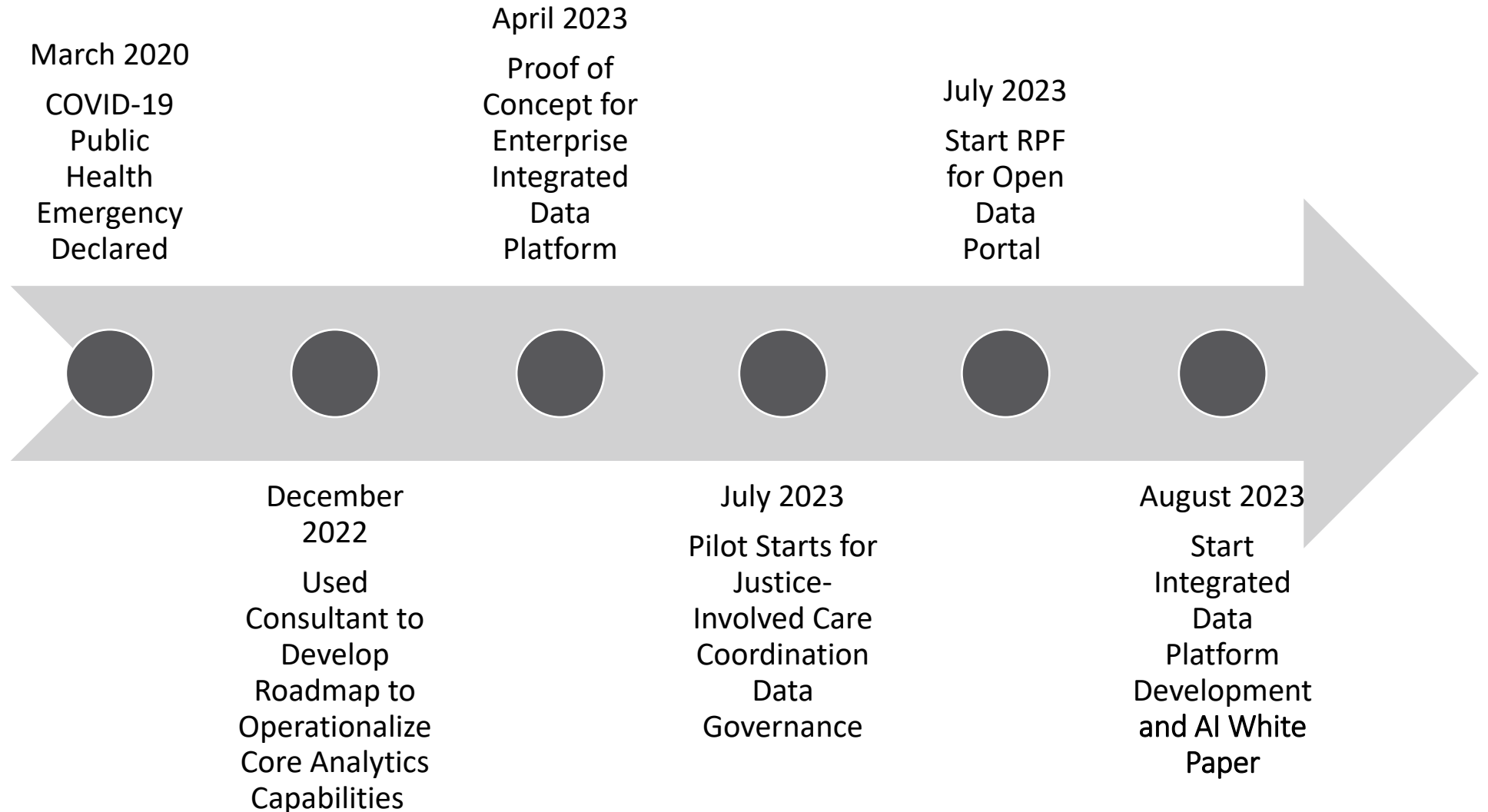
Supporting Care Coordination for Justice-Involved Individuals Through Funding and Integrated Data Infrastructure

March 2023

Equitable Data Access & Community Empowerment



Examples of Data-Related Departmental Efforts



COVID-19

- Shift from office to telework
- Previously unimaginable surge of data
 - Decision makers needed accurate data quickly to inform policies
 - County publicly share data on various platforms
- Lessons learned
 - County department data are siloed
 - Analyzing large amounts of data in servers took too long
 - Duplicated efforts for publicly sharing data at press conferences, websites, and reports
 - Some community groups wanted more information (for example, detailed race/ethnicity data) that medical data systems were not consistently capable of collecting



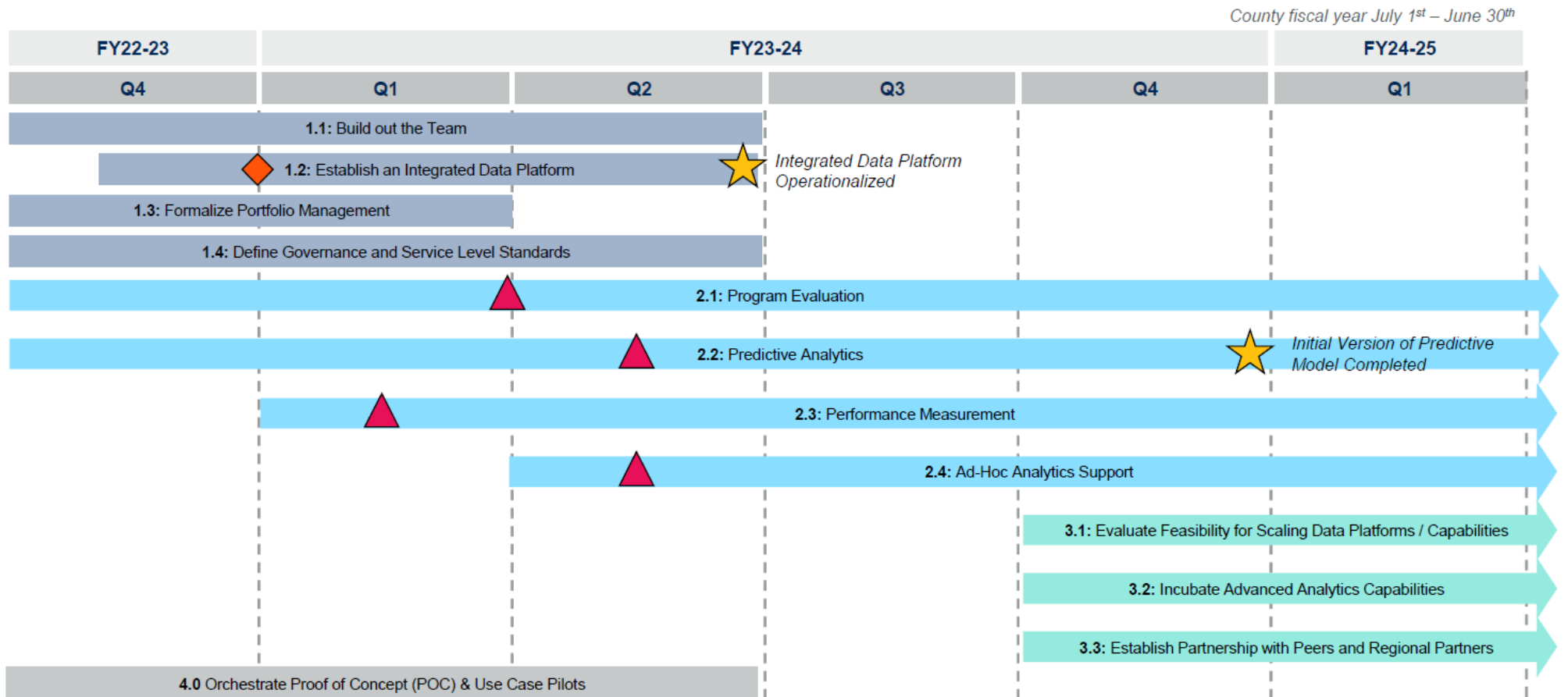
Open Data Portal

- Expand the utility, usability, and user experience of the County Data Portal
 - Receive feedback from community groups
 - Develop Open Data Portal user experience questionnaire
- Improve information sharing between groups, coalitions, and departments
 - Questionnaire for internal and external stakeholders
 - Review existing procedures
 - Develop outreach strategy accordingly
- Balance institutional vision against user need/experience



Roadmap for Core Analytics Capabilities

Roadmap recommendations are sequenced to establish foundational capabilities while piloting high-priority use cases



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◆ Proof of Concept Testing

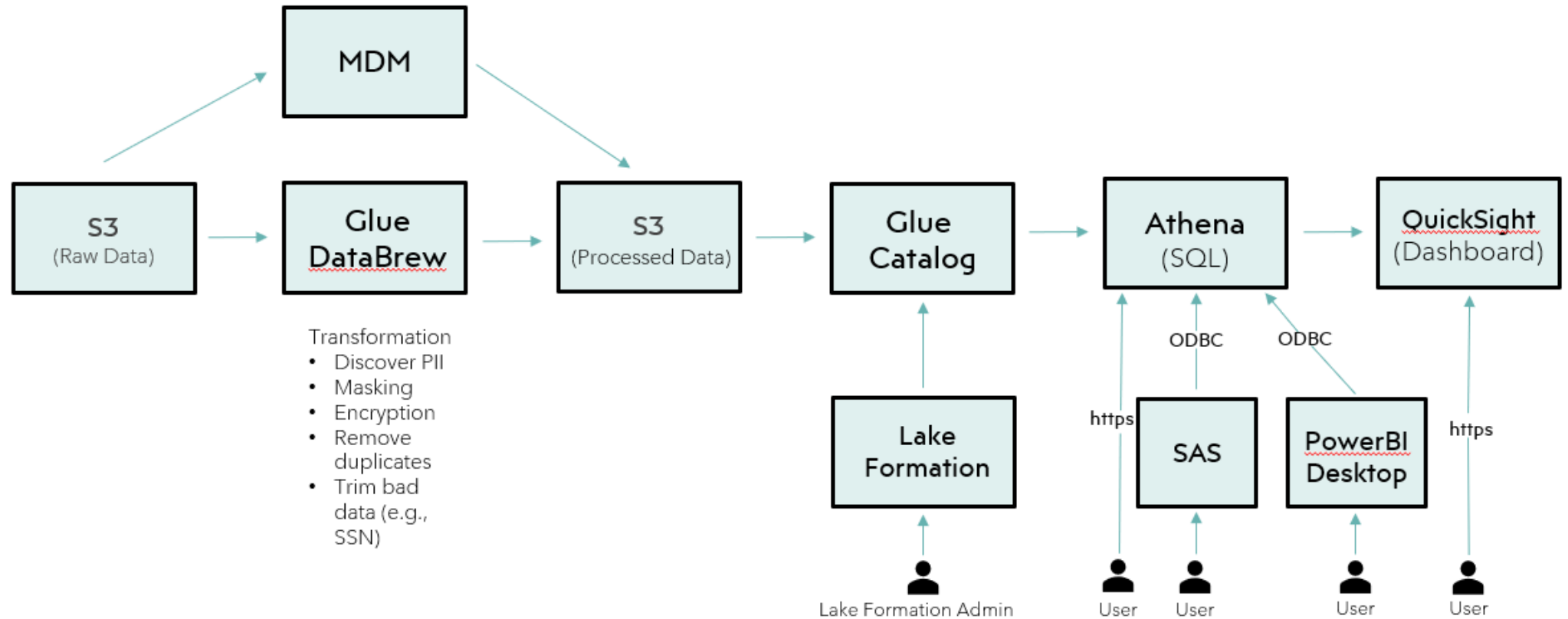
★ Board of Supervisors (BOS) Milestone

▲ Use Case Pilot

Gartner



Enterprise Integrated Data Platform



Data Governance Pilot

- Data historically siloed by departments and service providers
- Goal: to build out a robust data governance structure for all future data sharing initiatives
- Six-month data governance pilot for internal data sharing of justice-involved individuals for care coordination
- Staff from multiple departments are involved
 - Compliance/Privacy
 - Technology
 - Operations



Current Data Challenges – Examples

- Justice Informed Care
 - Criminal justice data subject to federal, State and local laws, rules and regulations
 - Involves various elected and appointed officials
 - Various sources of data
- Behavioral Health Services
 - County serves as a health insurer for Medi-Cal recipients
 - Constant need for real-time and accurate data
 - Need to coordinate with data relating to housing crisis



Next Steps

- Expand Integrated Data Platform to serve multiple enterprise-wide functions
- Continue efforts to make County data more accessible and useful to the community
- Guide departments on how to use Artificial Intelligence ethically



QUESTIONS?



THANK
YOU

