COUNTY USER GUIDE

STEP UP PERFORMANCE MANAGEMENT SYSTEM

Oklahoma State Department of Health

www.ok.gov

Oklahoma’s Official Website
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Introduction: The Step UP Performance Management System application was designed to give the Oklahoma State Department of Health, direct report services, service areas, and county health departments a defined system to:

- Promote thoughtful planning and decision making toward programmatic and organizational goals and objectives
- Enhance the development of innovative activities and strategies for meeting those objectives,
- Assure periodic measurement of quantifiable performance measures important to achieving the selected goals and objectives.

This chapter provides new users with step-by-step information on how to set up a new Step UP account.

Step 1: Your Step UP Administrator will need to establish you as a system user before you can begin. Once this has been done, you will be notified through e-mail that you are confirmed. The notification will also contain your temporary password, which should be changed once you set up your profile.

Step 2: To access the Step UP Performance Management System Application, navigate to https://www.ok.gov/health/stepup.

The Step UP Performance Management System application login page will appear.

Step 3: There is a one time registration process. If you have already completed the registration process, enter your Login and Password and select the ‘Sign On’ button.
Step 4: If you are a first time user, click on the ‘First Time User?’ link. This will open the First Time User setup page.

Step 5: Enter your email address and select the ‘Next’ button. This will open the Account Set-up page.

Tip: The red asterisk (*) indicates the required fields. Enter all of the required fields and select the ‘Next’ button.

Tip: Email is used throughout the application to notify the user of status changes.
Step 6: Enter all of the required fields and select the 'Submit' button. This will open the Thank you page.

An email notification will be sent to the email address that you entered with a URL link and an activation code. **Make a note of the activation code.**

Open the email and select the URL link. This will give you a new window where you can enter the activation code provided. After entering the activation code, select the 'Submit' button. This completes the one-time registration process and you are now ready to login with your login and password.
Introduction: This chapter describes the County Health Department Overview and Public Health System Alignment Template.

Tip: A complete submission of the strategic plan includes the County Health Department Overview and Public Health System Alignment template as well as the Strategic Plan and Performance Measure template (described further in Chapter 3). These are due by July 31st of each year.

Step 1: From the County Health Department Main Menu, click on the County Health Department Overview and Public Health System Alignment template link to open the County Health Department Overview and Public Health System Alignment template page.
**Step 2:** Once you have the template page open, you will use the pull-down menu to make your county selection. Next, select the ‘Add/Load Overviews’ button.

**Tip:** If you are looking for a template from a specific fiscal year, type that year in the box called ‘Fiscal year.’ If this field is left blank, the system will load all of the previous years’ templates.

After adding or loading overviews, you will have to make the choice whether to ‘Add New Template’ or ‘Copy Selected Template.’

**Tip:** ‘Add New Template’ is only used when creating a template for the very first time. For each year following, you will use ‘Copy Selected Template.’

**Step 3a:** If you have never created a template before, your screen will look like this. You will want to add a new template. This selection automatically brings up a blank template for you to enter your information.
Step 3b: If you have previously created a template and simply need to review and update it for the current year, your screen will look like this. If several years worth of templates are shown in the table, use the column called ‘Status’ to identify the most recent approved version.

Select the latest approved template and click the button called ‘Copy Selected Template.’ After doing that, you will find that a new template has been added to your table as shown below (notice the fiscal year has not yet been entered and the status shows pending submission).

From this point you will select that new template and click ‘Edit’ to begin your entry updates.

There are three tabs to the Overview. The first tab is the County Demographic Information tab. Here, you will enter contact information along with details about your county such as: population, age distribution, race/ethnicity, and the types of programs or services provided from your county health department.
Overview and Public Health System Alignment

Section 1: County Demographic Information

<table>
<thead>
<tr>
<th>Age Distribution</th>
<th>Datayear 2008</th>
<th>Datayear 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Under 18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>% Age 18-64</td>
<td></td>
<td></td>
</tr>
<tr>
<td>% Age 65-84</td>
<td></td>
<td></td>
</tr>
<tr>
<td>% Age 85+</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Race/Ethnicity

| % White          |              |              |
| % Black          |              |              |
| % American Indian and Alaska Native | | |
| % Asian          |              |              |
| % Native Hawaiian and other Pacific Islander | | |
| % Hispanic       |              |              |
| % Other          |              |              |

Programs and Services Provided

<table>
<thead>
<tr>
<th>Category</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immunization</td>
<td>Family Planning</td>
</tr>
<tr>
<td>STD</td>
<td>TB</td>
</tr>
<tr>
<td>Early Intervention</td>
<td>Children First</td>
</tr>
<tr>
<td>Outreach</td>
<td>WIC</td>
</tr>
<tr>
<td>Child Health</td>
<td>Chronic Disease</td>
</tr>
<tr>
<td>Maternity</td>
<td>Depression</td>
</tr>
<tr>
<td>Dental</td>
<td>General Oral Health</td>
</tr>
<tr>
<td>Oral Health</td>
<td>Communicable Disease</td>
</tr>
<tr>
<td>Adolescent Health</td>
<td>Adult Services</td>
</tr>
<tr>
<td>Consumer Protection</td>
<td>Tobacco Use Prevention</td>
</tr>
<tr>
<td>Physical Activity Programs</td>
<td>Nutrition Programs (Other Than WIC)</td>
</tr>
<tr>
<td>Vital Records</td>
<td>Other</td>
</tr>
</tbody>
</table>

Instructions: The following sections relate to the information included in the Step UP Performance Management Handbook. Detailed information related to these areas is included in the full document and through hypertext or pop-up screens. This template should be completed/updated annually. For the first four County Demographic Information requests, use the American FactFinder web site as the data source. Click here to go to the American FactFinder census web site.

Additional instructions for American FactFinder census information web site usage: After clicking on above link to go to American FactFinder web site, enter County name and state. Then take your fact sheet page where you will find the information to answer population, poverty level, and race/ethnicity requests below. Once in County fact sheet, you will also need to click on “Demographics” on left hand bar, and then “Age and Sex” to find age distribution information for your County.
Step 4: If all required fields are entered and you are ready to continue to the next section, select the ‘Save and Continue’ button. This will verify you have completed all required information on the current page. Next you will be ready to open the Oklahoma Framework section.

Tip: The asterisk (*) indicates the required fields.

Tip: For additional information on any of the fields, select the (?) icon next to the area you need help with. This will be available throughout the entire application.

Step 5: In the Oklahoma Framework section, you will address how your county health department aligns to the OSDH vision, mission, and values; the OSDH focus areas; and the OSDH strategic map. Select ‘Save and Continue’ when you are finished.
The last tab in the County Health Department Overview and Public Health System Alignment template is the Overview tab. See below.
The Overview tab on the County Health Department Overview and Public Health Alignment template is intended to capture a fairly significant amount of information including: customer satisfaction, community assessment, community health improvement plan, quality improvement trainings, emergency preparedness, funding, and level of effort. Notice that several questions ask you to upload evidentiary documentation based on your response.

**Tip:** To upload a document, select ‘Browse.’ Locate and select the file you wish to upload. Next, select the option to ‘Attach Document.’ You should see your document appear in a table immediately below the browse field.

**Tip:** You may upload multiple supporting documents, but they must be uploaded individually—one at a time. You are encouraged to select ‘Save’ often to assure that none of your work is lost.
Step 6:

- **Customer satisfaction:** If a customer satisfaction process is utilized, please name the type of assessment used. List the date when it is typically performed and describe the overall results in the narrative box, as well as the frequency that it is administered.

- **Constituent input:** Do you involve community partners in your planning efforts? If yes, please describe which planning efforts and how they are involved.

- **Community assessment:** Do you assess your community? If so, select ‘Yes’ and list the date when this process usually occurs. Also, please upload your final assessment results and any supporting documentation such as surveillance instrument examples, letters to community businesses, newspaper notices, etc.

- **Community health improvement plan:** Do you have a community health improvement plan? If so, select ‘Yes’ and enter the most recent date of the plan. Next, please upload a copy of your most recent plan along with any supporting documentation.

- **Quality improvement tools:** Do you utilize quality improvement tools and processes? If so, select ‘Yes’ and upload any supporting documentation.

- **Emergency preparedness:** Does your county health department participate in the Homeland Security Exercise and Evaluation Program (HSEEP)? If so, select ‘Yes’ and list the most recent date completed.

- **Funding sources:** Check all of the boxes on the left that indicate sources of funding received by your county health department. On the right, list the percentage that this funding source has on your overall budget.

- **Estimated total funding:** List an estimate of your total county health department budget.

- **Level of effort:** List the number of full time CHD employees (FTE) at the county as well as the number of paid contractors.

- **Comments:** As an option, you have been provided a place to add any specific comments relating to your County Health Department Overview and Public Health Alignment template. This is not required.

**Step 7:** Once you have completed the entries for the above questions, select the ‘Save’ button. If there are no other modifications needed and you are ready to submit, select the ‘Submit’ button. The form is then verified and will be submitted for review. You should see a results banner at the top of the page verifying that your submission was successful. The status field will also indicate ‘Pending Approval by Senior Leader.’

*Tip:* You are able to view and edit this template until it is approved. Once approved, you will only have access to view it.
**Tip:** If you make changes to a template, the previous version will be saved to the archives, and the current version is what the Deputy will receive for review and approval.

**Tip:** You may view archived templates by selecting the ‘Archived Versions’ button, which will open the Archived Versions page.

**Tip:** The page is sorted by the Last Modified Date. You may select the ‘View & Print’ button to view or print any archived versions.
Introduction: This chapter describes the Strategic Plan and Performance Measure Template, which is used to document goals, objectives, and performance measures. In order to submit this template, you must have the minimum required elements, which include:

- Two (2) goals
- Two (2) objectives under each goal
- At least one (1) performance measure under each objective

Pre-populated Items:

A particularly important facet to the county strategic planning process is that half of this minimal obligation is automatically being provided for you! A series of pre-populated items that count towards your submission requirements have already been placed in the Strategic Plan and Performance Measure Template. These pre-populated items include:

- One (1) goal
- Three (3) objectives
- At least two (2) performance measures under each objective

After completing the above pre-populated items for your county, you will only need to incorporate at a minimum, one (1) goal, two (2) objectives, and at least one (1) performance measure under each objective to complete your county health department Strategic Plan and Performance Measure Template.

The pre-populated goal, objectives, and measures were put into all county health department strategic plans for the purpose of tying together and aligning the county health department goals, objectives, and measures to the Oklahoma Health Improvement Plan and the OSDH strategic map/plan.

All of the pre-populated items must be addressed each year unless your particular county health department does not provide the services described, or have adequate data for a particular measure at the time that your strategic plan is drafted. In those cases only, you will have the option to select that measure as ‘Not Applicable.’ In the future, as the status changes, your Step UP administrator can reset this function so that you may begin collecting and reporting data on the applicable measure.
**Step 1:** From the Main Menu, select the Strategic Plan and Performance Measure Template link. The next few steps are identical to those described in the Overview and Alignment Template.

**Step 2:** Once you have the template page open, you will use the pull-down menu to make your county selection. Next, select the ‘Add/Load Strategic Plan’ button.

**Tip:** If you are looking for a template from a specific fiscal year, type that year in the box called ‘Fiscal year.’ If this field is left blank, the system will load all of the previous years’ templates.

After adding or loading your strategic plans, you will have to make the choice whether to ‘Add New Template’ or ‘Copy Selected Template.’

**Tip:** ‘Add New Template’ is only used when creating a template for the very first time. For each year following, you will use ‘Copy Selected Template.’

**Step 3a:** If you have never created a template before, you will want to add a new template. This selection automatically brings up a blank template for you to enter your information.

**Step 3b:** If you have previously created a template and simply need to review and update it for the current year, your screen will look like this. If several years worth of templates are shown in the table, use the column called ‘Status’ to identify the most recent approved version.
Select the latest approved template and click the button called ‘Copy Selected Template.’ After doing that, you will find that a new template has been added to your table as shown below (notice the fiscal year has not yet been entered and the status shows pending submission).

From this point you will select that new template and click ‘Edit’ to begin your entry updates.

**Tip:** Notice that you already have one pre-populated goal showing on this screen. You should add at least one additional goal with two (2) objectives and at least one (1) measure for each objective.
Step 4: To add a new goal, select the 'Add Goal' button, which will open the goal page; type directly in the gray box at the top. Please select one choice from each of the following drop-down lists: "Relationship to Strategic Map Goals" and "Relationship to Focus Areas" that your goal most directly aligns to. Once completed, select the 'Save' button.

Step 5: Next you are ready to enter your objectives that will fall under the newly created goal. Remember, you will need two of these per goal, and one measure per objective. After saving your work, you should see your newly created goal listed. Select the new goal and click 'Edit'. Select the option to 'Add objective.' A new screen will open up for you. Enter your objective in the gray text box, paying close attention to character limitations. When finished, select ‘Save.’
**Tip:** Saving your work often provides you with assurance that your entries will not be lost.

**Step 6a:** Once you save your newly created objective you are ready to create a performance measure. Click ‘Add Performance Measure’ and the screen below will become available so that you can continue adding additional information related to this new measure.
Step 6b: If you are completing the entries for a pre-populated item, your objectives and measures would look like this. Select which measure you wish to work with and click ‘Edit.’ The same page shown above will appear for you to complete the target data entries.

*Tip:* You can add additional measures to pre-populated objectives by clicking ‘Add Performance Measure.’

*Tip:* For pre-populated measures, the option ‘Set to Not Applicable to CHD’ means that your county health department does not provide the services described, or have adequate data for a particular measure at the time that your strategic plan is drafted. However in the future, as the status changes, the Step UP Administrator can reset this function for you so that you may begin collecting and reporting data on the applicable measure. Simply email the Step UP Helpdesk at Stepuphelpdesk@health.ok.gov

*Tip:* For pre-populated measures, the gray boxes for ‘Performance Measure’ and the ‘Formula & Definition’ fields will already be filled in. For newly created measures, only the ‘Performance Measure’ box will be completed automatically.
Step 6 (continued):

- To complete the ‘Formula & Definition’ section (if it is not already pre-populated), simply describe the formula that will be used to calculate your data. (Ex. Numerator: the number of children 0-6 years utilizing child passenger restraints in motor vehicles. Denominator: number of children 0-6 years old.) This section can also be used to spell out any acronyms or abbreviations used for clarity.

- Be sure to include your baseline and the year it was established. For example, “30(2010)” If no baseline data exists, simply put “0” or “Not available.”

- If other counties are included in this measure, locate the pull-down menu named ‘Counties,’ and select the respective additional county served. Be sure to click ‘Add’ in order for it to appear in the list. You may include as many counties as needed, but they should be added individually. You also have a ‘Remove’ option if you happen to make a mistake.

- The Benchmark field is available for you to note any sort of comparison data as you wish, such as to HP 2020, UHF average/best, etc. You may also put “N/A” if it is not applicable.

- Reporting frequency allows you to specify how often the data is reported.

- Performance Measure Reporter is the person responsible for reporting the data for the particular measure.

- Data Source specifies where your data will come from. This can be as formal as national or state surveillance systems or as informal as an internal tracking mechanism.

- Data time period: Although the Step UP system operates on a state fiscal year cycle, you have the ability to base your performance measure data on a calendar year cycle or a state fiscal year cycle, whichever more closely relates to the data collection period.

**Tip:** If you use the calendar year cycle, make sure that you are setting your target data using the calendar year that will have ended before July 1st. (Example: for the FY11 strategic plan, I need to set my target data as CY2010 so that in July, I can report data from a full calendar cycle--January through December).

- Data type allows you to select how you would like to report your data; percentages, numbers, or dollars.

- Maximum/Minimum: Do you want your data to increase? If so, select “Maximum.” To decrease, you want to select “Minimum.”

- The addition of trend data is not required, but can be added if it is available. Include the year, what your target data was, and what your actual data result was. Be sure to click ‘Add Target Data’ each time you complete a row of information so that it moves into the table below. After entry the first year, prior year data will automatically transfer as it is reported on during the Annual Review.

- Edit trend data is available to the user prior to the submission of a strategic plan. Post-submission changes need to be made by a Step UP Administrator.

- Target Data basically represents the results you hope to achieve for the present year and five years out into the future. There are always six entries in this field as a result.
Step 7: When you have completed all of the performance measure entries, select ‘Save and Continue.’ At this point you can either add another objective and performance measure or simply click ‘Save’ to take you back to the home page for submission of your strategic plan.

**TIP:** From the home page of your Strategic Plan and Performance Measure Template, you will notice a button called ‘Show Plan Status.’ Select this option to see an at-a-glance view of your strategic plan. Items that are incomplete will be shown in red, per below.
Introduction: The Annual Review Template has been designed to check the progress made on your goals, objectives, and measures over the course of the year. Since the Step UP system operates on a state fiscal year ending June 30th, the Annual Review is due each year by July 31st.

In order for this option to be available, both the Overview and Public Health System Alignment Template and the Strategic Plan and Performance Measure Template must be submitted and approved.

Tip: Remember, you are able to edit any of your templates until they are approved. Once approved, you can only view them. If edits are necessary, the Step UP Administrator will gladly assist you. Simply email the Step UP Helpdesk at Stepuphelpdesk@health.ok.gov

Tip: The Annual Review will automatically be populated with the goals, objectives, and performance measures from your strategic plan.

Step 1: From the Main Menu, select the Annual Review link to open the Annual Review page. Use the pull-down menu to select the county you wish to report on, and then click 'Load Annual Reviews.'
This screen below is what you will see after loading the Annual Review. You do not have to select any type of add function. The template will already be there for you as long as your strategic plan has been approved.

**Step 2:** From this point, select the county template and click ‘Edit.’ Your contact information will automatically be carried over from your strategic plan.

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**Tip:** Each performance measure will have to be reported on in order to submit the Annual Review. The red asterisk (*) indicates that something has been left incomplete and needs to be addressed.
**Step 3:** In order to report on a performance measure, click the ‘Report’ button, which will open the reporting page. At the top, you should see the goal, objective, and measure(s) that you will be reporting on.

**Step 4:** Answer the following items:

- Was an action plan created for this measure? If so, select yes.

- Complete the ‘Current Value’ field using the latest data results.

- Briefly describe any factors to success or barriers that you experienced over the year that may have impacted the results. Also include any lessons learned and steps for future improvement in this section.
**Tip:** The ‘Show Performance Measure Detail’ option allows you to see all of the entries made in the strategic plan on the measure you are working with. You also can view a line or a bar graph within this function. If you wish to save a copy of the graph, place your mouse over the image and right-click. Select ‘Save Picture As’ which will allow you to choose where you want to save the file. Click ‘Save’

To close, click the ‘Close Performance Measure Details’ button.

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**Performance Measure Details**

**Performance Measures:**
- Percent of Children First Nurses who complete 40 visits per month

**Formulas & Definitions:**
- Total number of visits per month made by C1 nurses (excluding lead nurse) / total number of visits per expected per month (FTE nurses * 40) - excludes lead nurse

Does this measure apply to our CHD?
- Yes  
- No

**Data Source:**
- CHD's report of visits per month. Denominator: FTE nurses * 40. Note: Excludes lead nurse

**Data Type:**
- Numbers  
- Percentages  
- Dollars

**Trend Data (Target and/or Actual Data for previous 10 years, i.e. 1999-2009, if available)**

<table>
<thead>
<tr>
<th>Year</th>
<th>Target Data</th>
<th>Actual Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006</td>
<td>11.00%</td>
<td>9.00%</td>
</tr>
</tbody>
</table>

**Target Data for this year (or the most current year) and the next five years.**

<table>
<thead>
<tr>
<th>Year</th>
<th>Target Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007</td>
<td>11.00%</td>
</tr>
<tr>
<td>2006</td>
<td>40.00%</td>
</tr>
<tr>
<td>2005</td>
<td>40.00%</td>
</tr>
<tr>
<td>2010</td>
<td>44.00%</td>
</tr>
<tr>
<td>2011</td>
<td>44.00%</td>
</tr>
</tbody>
</table>

**Action Plan**

- Was an Action Plan developed & used for the year completed?
  - Yes  
  - No

**Indicates Required Fields**

<table>
<thead>
<tr>
<th>Current （2006）</th>
<th>Previous （2005）</th>
<th>Score</th>
<th>Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.00% 60.00% 52.07%</td>
<td>% % 0%</td>
<td>Score</td>
<td>Target</td>
<td>Actual</td>
</tr>
</tbody>
</table>

- Briefly identify factors to success
- Briefly identify barriers to success

**Back**
Step 5: Select ‘Save and Continue’ in order to move on to the next measure. Repeat steps 2-4 until all measures have been addressed. Once that is complete, click ‘Submit’ to send it to your Deputy Commissioner for review and approval.

*Tip:* If you have completed an Annual Review in the past and wish to edit it, click the ‘Edit’ option to begin. Next click the blue ‘Report’ button to modify the data.

*Tip:* If you only wish to view your current Annual Review, select ‘View.’ To see an archived version, select ‘View Archived Version.’

*Tip:* The ‘Display Scorecard’ option provides you with a color-coded results chart, which allows you to compare trends across previous years. You will also see an arrow pointing in the direction of movement of your latest data entry.
Chapter 5

Introduction: This chapter addresses the Edit Profile section and how to make modifications in the event of a change in name, email address, or telephone number. Updating this section does not change your user name and password.

Step 1: From the County Health Department Main Menu, click on the Edit Profile link to open the profile page.

Step 2: Make any necessary changes and select the ‘Update’ button. This will update any changes and return you to the Main Menu.
Introduction: This chapter describes the Send/View Comments section, which allows you to communicate back and forth with your Deputy Commissioner by sending and viewing messages.

Step 1: From the Main Menu, select the ‘Send/View Comments’ link to open the Main Comments page. Here, you will see all previous communications sent and received.

Step 2: To add comments, select the ‘Add Comments’ button, which will open the Add Comments page.

Step 3: Enter a subject and your comments. When you are finished, select the ‘Send’ button in order to send the message to your Deputy Commissioner and return you to the main comments page.
Introduction: This chapter describes the Reports section, which allows you to view the different reports available on the Step UP application.

Step 1: From the Main Menu, select the Reports link, which opens the Reports Menu page.

The Trend & Target Report is an assessment tool that provides a snapshot look at your trend vs. actual data for all of the years reported. You will also see the color-coded scorecard featured on this report.
Step 1: Select the Trend & Target Report link to view. Below is a sample.

**Tip:** All of the reports are downloadable. The downloaded files will be converted to a CSV or ‘comma separated values’ file, which is a format that easily allows the transfer of large volumes of database information between programs without having to worry about special file types.

Step 2: To download the data, select the ‘Download’ button, which will open the File Download window.

Step 3: Select the ‘Save’ button to open the File Save window.

Step 4: Name your file and select the ‘Save’ button.

The Data Source Report captures your goals, objectives, measures, and the data sources listed in your strategic plan. See below for an example.
Step 1: From the Reports Menu page, select the Data Source Report link.

Step 2: To download the data into a CSV file, select the ‘Download’ button, which will open the File Download window.

Step 3: Select the ‘Save’ button to open the File Save window.

Step 4: Name your file and select the ‘Save’ button.

The Success Factors and Barriers Report can be used to check for trends in your factors to success or barriers to success.