Instructions for Creating a Sample for a Child Protective Investigations (CPI) Quality Assurance Review
Overview

CPI Quality Assurance (QA) reviews are to be completed in each circuit at least twice a year. The sample will be taken from two (2) months of closed reports. The sample size for each semi-annual review will be one half ($\frac{1}{2}$) of the number of reports that would give you a statistical 90% confidence level and a 10% confidence interval (90/10 sample). The typical sample size for the half year review will be 30-35 reports per circuit.

The Florida Safe Families Network (FSFN) report you will use is a district report. Depending on the circuit, you will need to sort and filter to get the counties you need. You may also need to sort and combine different district reports.
Instructions

Timeline –
1. The sample list will be generated and sent to the circuit 30 days prior to the review beginning.
2. The sample comes from reports closed during a two (2) calendar month period prior to the date the list is generated.
Example:
   Review date = July 1st
   Sample generated date = June 1st
   Months sampled = reports closed in April and May
Pull the FSFN Reports

In FSFN, go to Utilities, then Reporting.
Pull the FSFN Reports, cont.

Click on Public Folders / Child Investigation / Management (at this point you can bookmark this page for future use).

BusinessObjects InfoView collects and presents business intelligence information and provides:

- Complete viewing and interaction for query & analysis, reporting, and performance management
- Integrated collaboration with threaded discussions, intuitive navigation, and support for 3rd party documents
- Advanced scheduling and distribution capabilities making it easier to share information with others
Pull the FSFN Reports, cont.

Search for the Child Investigations and Special Conditions Status Report District (a daily report). Do not use the monthly one. Next, select HISTORY.
Pull the FSFN Reports, cont.

Choose the last successful daily run for the month that recently ended. This will give you 2 months of closed reports (Example: If is currently July, choose the last successful run for June 30th. This will give you reports closed in May and June).

Use these pages to look for your correct successful daily run for the month that recently ended.
Pull the FSFN Reports, cont.

Choose the district report you desire by clicking on the report link and save the file to your computer/server.

For a September Review that begins before September 9, choose July 31 report so you'll be able to pull the June and July reports. ALWAYS look for the last day of the month.
Pull the FSFN Reports, cont.

Open the report in Excel.
Pull the FSFN Reports, cont.

If you have access to a FSFN statewide view, the Excel reports are always listed in the order below:

- District 2
- District 10
- District 11
- District 13
- District 14
- District 15
- District 1
- District 3 (little tricky to find)
- District 4 (if you find D3, most likely D4 is the next report)
- District 7
- District 8
- District 9
- District 23
- District 12 (base from my experience this is always the last)
- Statewide (not always present or could be the first report on page one)

This report contains two pages. Districts 3 & 4 are on the first page and District 12 is on page 2.

This button sorts the report at the bottom. If the arrow is up, first report is Statewide. District 3 should be the 9th report instead of the 8th report.
Pull the FSFN Reports, cont.

Open the report in Excel.

Click CLOSE.
Click download file.

NOTE: In some cases, after you click download file, it will take you back to the management screen. If this happens, you will have to start again (refer to slides 5 to 11) OR create a bookmark to take you back to management page/actual report page.
Click Open.
Your Excel screen will look like this. To check if you pulled the correct sample, go to the column labeled Final Approval for Closure. Turn on your AutoFilter (click Column A1 Row 2, then Data/Filter/AutoFilter). The dates on the drop down (Final Approval for Closure column - BA) should be the last two months of closed cases prior to your date of review. If your review start date is September, the drop down should show June and July.
Pull the FSFN Reports, cont.

Once the report is opened in Excel, perform Sort and Delete. Show only the reports (rows) that meet the criteria. Delete all other reports (rows):

a. Investigation/Special Condition Referral Status is “Closed” (open or re-opened cases are to be deleted)

b. Investigation Sub-type is “In-Home” (all other sub types should be deleted)

c. County(ies) – only the county(ies) you are reviewing within the circuit.

Keeping in mind the first two header rows, determine the number of rows (reports) on the FSFN report. This is your SAMPLE POPULATION. Save the file.

Whatever you do, please do not alter the format of the columns you downloaded from FSFN. Save them as your master file. This is the file that you will use to upload your cases to the portal. At this point you can create a working file that you can email to the reviewers (you can add or delete columns as needed to this file.)
<table>
<thead>
<tr>
<th>Case Name</th>
<th>Case Number</th>
<th>Case Type</th>
<th>Case Status</th>
<th>Intake Name</th>
<th>Intake Number</th>
<th>Intake Type</th>
<th>Intake Subtype</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Investigation</td>
<td>opened</td>
<td></td>
<td></td>
<td>Child intake</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Out-of-Home - Court Ordered</td>
<td>opened</td>
<td></td>
<td></td>
<td>Child intake</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Out-of-Home - Court Ordered</td>
<td>opened</td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Investigation</td>
<td>opened</td>
<td></td>
<td></td>
<td>Child intake</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>In-Home - Voluntary</td>
<td>opened</td>
<td></td>
<td></td>
<td>Child intake</td>
<td></td>
</tr>
</tbody>
</table>

Highlight all opened and reopened cases and delete.
Pull the FSFN Reports

Delete institutional reports. You only need in-home cases.
After deleting the unnecessary rows, you should be able to determine your SAMPLE POPULATION. When counting the Sample Population please remember there are two header rows. Do not include these two header rows in your count.
**Sort and delete ALL open and reopened cases.**

**NOTE:** After you delete the institutional reports, open and reopened cases, create a copy of the **EXISTING** worksheet in a **NEW** tab and in the **NEW** tab delete everything **BUT NO JURISDICTION** and **DUPLICATE** reports. These are the reports for the Duplicates/No Jurisdiction Review.
Determine the Sample Size

2. Enter the number you determined to be the sample population from slide 19 in the Population Size field.
3. Click the radial buttons for 90% confidence level and 10% confidence interval and submit.
4. The calculator will determine your sample size.
5. Determine one half (½) of this number (rounding up). The review sample size for each half year review will usually be 30-35 reports.
6. Print out or otherwise note the random numbers generated by the Sample Size Calculator.
Sample Size Calculator

Before using the sample size calculator, you need to know three terms.

Confidence Level
The confidence level tells you how sure you can be that your sample findings represent the whole population. It is expressed as a percentage. The 95% confidence level means you can be 95% certain; the 99% confidence level means you can be 99% certain. For example, if you are examining a randomized sample of a provider's client files and have selected a 95% confidence level, you can say that you are 95% confident that the files that you have examined represent what is contained in the total population of that provider's client files.

Because you cannot be 100% sure that you are correct when you are sampling, you need an estimate of how accurate your conclusion is. That's where the confidence interval comes in.

Confidence Interval
To evaluate the probability of error in your review, you need a confidence interval. You may be familiar with it as the plus-or-minus figure usually reported in newspaper or television opinion poll results. For example, if you select a confidence interval of 5% and 75% percent of your sample client records are error-free, you can have confidence that 70% to 80% of the entire provider's client records are error-free. That is 75%±5%.

When you put the confidence level and the confidence interval together, you can say that you are 95% sure that 70% to 80% of the provider's client records are error-free.

Population Size
Population size can vary depending on how you define a "population." For example, a population can be "the number of clients served" or "the number of cases treated." In these cases, the population size can be either "the total number of client files" or "the total number of case files."
Enter your population size here, and then click submit.

Determine the Confidence Level and Confidence Interval you are required to use.

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INSTRUCTIONS
Select the confidence level and confidence interval that you consider appropriate for the subject of your review. Take into account your need for accuracy. You need more confidence when conducting brain surgery, for example, than you do with a customer satisfaction poll.

Under "Population Size," enter the number of records that comprises the population you are examining.

Click the "Submit" button. The number of records in a sample that you must examine in order to be able to draw conclusions about the representativeness of those records will show up in the header of the calculated Random Numbers Table.

If you wish to recalculate, click on the "Reset" button.
You will need to repeat the process from the previous slide to get your sample size for each circuit.
Another Source for picking cases is www.Randomizer.org/form.htm. This will tell you which cases to pull in numerical order.
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After you click Randomize the screen below will appear and you can use this to create your sample list.

Research Randomizer Results

1 Set of 20 Unique Numbers Per Set
Range: From 1 to 160 -- Sorted from Least to Greatest

Job status: Finished

Set #1:

8, 16, 35, 52, 56, 60, 61, 83, 95, 97, 104, 120, 124, 131, 132, 141, 146, 151, 153, 159
Obtaining the Sample List

1. Stratify each circuit by unit.
2. Determine your Sample Population. After you delete the institutional, open and reopened cases from your Sample Population, determine your Population Size.
3. Enter your Population Size to the Sample Calculator. This will give you your Sample Size. Divide your Sample Size by two (2) and it will give you the Actual Sample Size.
4. Calculate the Unit Percentage of your Population Size (number of case per unit divided by Sample Population).
5. Multiply your Actual Sample Size by your Unit Percentage. This will give you the actual cases needed per unit (round up the numbers).
6. Randomly** select the Actual Sample and add 3-5 reports for your oversample.
7. Save this file for uploading into the Quality Assurance System.

** Method for randomly selecting reports:
Using the information in hand (# of Case per Unit, unit %, Actual Case/Unit for Review), randomly select your sample. Divide the # of Case per Unit by the Actual Case per Unit for Review (e.g. if the Actual Case per Unit for Review is 5 and the # of Case per Unit is 9, this will give you 1.8 (round it off & it will give you 2. Use this number to randomly select your sample by selecting every second case on your list by unit). DON’T forget to add 3-5 reports for your oversample.

REMEMBER: this random method of selecting sample is FOR EACH UNIT NOT the entire CIRCUIT.
Don’t forget to save your Sample Population.

To avoid creating a lot of documents for your samples, save your Sample Population in Excel, add a worksheet for your No Jurisdiction and Duplicate reports, add another worksheet for the actual sample list and another worksheet for your log (open the link below to see the sample file).

Creating CPI Sample\C8 Sample Population-training.xls

Make sure you forward your sample list to the circuits 30 days prior to your begin review date.

Whatever you do, please do not alter the format of the columns you downloaded from FSFN. Save them as your master file. This is the file that you will use to upload your cases to the portal. At this point you can create a working file that you can email to the reviewers (you can add or delete columns as needed to this file.)
DCF Portal

Log into the portal using your FSFN user name and password.
http://apps1.dcf.state.fl.us/WebSecurity/log in.aspx
DCF Portal, cont.

This is the main screen.

Click on DCF QA
This is the Review Sample screen where the QA Manager will input the relevant information about the review. NE Region naming convention – for Side-by-side review – CBC Name XX Qtr Review (e.g. - FIP 4th Qtr Review), for CPI Desc/Semi-annual – # D or S CPI Review Fiscal Year (e.g. - 1st Semi-annual CPI Review FY 08-09). Choose the period of the review. This will automatically populate the period start and end date. The effective date is the actual date of the review. When done, don’t forget to click the Save Review Sample button.
DCF Portal, cont.

Once you save your sample, you will be able to see the Upload Sample Case File List link. Download the template (.csv file) to your pc. Open your master file (the one with 60 columns) and copy & paste rows XX to XX to the template. Click Save As and save the file in a place where you can easily remember.

Click the browse button and look for the file you just saved. Click upload file.

The case samples will now appear on your screen. To assign cases, click the ASSIGN button.

Use this area to post any notes pertaining to the review.
DCF Portal, cont.

That’s it! You are now ready to start your review.
Questions?