10/18/2004

System Build 17.5
Job Aid

Changes to
Progress Notes,
Injury List Detail and
Safety Assessment

CONNECTIONS Training Project
SUNY Training Strategies Group

This material was produced under a contractual agreement with:
CONNECTIONS Training Project
Training Strategies Group
Office of the Provost and Vice Chancellor of Academic Affairs
State University of New York

CONNECTIONS - System Build 17.5 Job Aid
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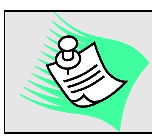
- In the Public Folders:
  All Public Folders > Statewide > CONNECTIONS > Build 17.5
- On the CONNECTIONS Intranet site:
  DFA Intranet Site > OCFS Home page > CONNECTIONS >Desk and Job Aids

The CONNECTIONS Intranet site also contains information about CONNECTIONS training.



Any visible identifying data in this Job Aid is simulated.

Introduction

This Job Aid provides information about the changes to Progress Notes, Injury List Detail and Safety Assessment functions in CONNECTIONS that are being introduced with Build 17.5.

Specifically, this Job Aid contains information about:

- revisions to the functionality of the *Progress Notes* window;
- modification to the *Injury List Detail* window; and
- changes to CPRS tabs when accessed from a Safety Assessment Approval Task To-Do.

Progress Notes

For Build 17.5, changes have been made to the **Progress Notes** tab as well as the *Progress Notes Detail* window. All LDSS workers who record or review the Investigation stage Progress Notes must review the “Appendix A: Progress Notes Guidelines” on page 12 to learn about what should be included in a contact or progress note.

An important confidentiality impact should be noted: The name or other information identifying the reporter and/or the source of a report of suspected child abuse or maltreatment, as well as the agency, institution, organization and/or program with which such persons are associated, **must *only* be recorded or documented in Investigation stage Progress Notes**, and any such note must be identified by recording the “reporter/source” as Other Participant.

This information should **not** be included elsewhere in the record (that is, it should **not** be included in other narrative areas of the Investigation stage, such as Safety Assessment, Risk Assessment, Investigation Actions, Investigation Conclusion; nor any Initial, Comprehensive, Reassessment or Plan Amendment UCR; nor any Progress Notes not maintained by the Child Protective Service).

The Progress Notes Tab

Prior to Build 17.5, when the **Progress Notes** tab was selected, the *Progress Notes Detail* window displayed. Now, when the **Progress Notes** tab is selected, a list of “Draft” and “Final” Progress Notes for a stage displays, along with various search fields. Workers do not need to navigate further from the **Progress Notes** tab to view the “Draft” and “Final” Progress Notes for a stage.

Since this modification allows a worker to view all progress note entries, the Progress Notes are listed in descending order from the most recent entry. As a result the worker can then create a new note or view or modify an existing note.

Accessing Progress Notes to Create a Note

There are three primary ways to access Progress Notes to create a new note:

CPRS Task

1. From the *Task List* for an Investigation stage, select the **Child Protective Record Summary** task and click on the **Detail…** button.
2. Click on the **Progress Notes** tab.
   *The **Progress Notes** tab displays, containing discrete data search fields and a list of existing Progress Notes that have been recorded for the stage.*
3. Click on the **New Note** button.
   The Progress Notes Detail window displays.

Task To-Do

1. From the *Case To-Do List* or *Staff To-Do List*, select the Progress Notes Task To-Do and click on the **Navigate…** button.
   *The **Progress Notes** tab displays.*
2. Click on the **New Note** button.
   The Progress Notes Detail window displays.

***Case Summary* Window**

1. From the *Case Summary* window, click on the **Options** menu and select the **Enter Progress Notes** command.
   *The **Progress Notes** tab displays.*
2. Click on the **New Note** button.
   The Progress Notes Detail window displays.

Accessing Progress Notes to Modify a Note

There are three primary ways to access Progress Notes to modify a note:

CPRS Task

1. From the *Task List* for an Investigation stage, select the **Child Protective Record Summary** task and click on the **Detail…** button.
2. Click on the **Progress Notes** tab.
3. Select a “Draft” note from the **Progress Notes** tab.
4. Click on the **Edit Note** button.
   The Progress Notes Detail window displays.

Task To-Do

1. From the *Case To-Do List* or *Staff To-Do List*, select the Progress Notes Task To-Do and click on the **Navigate…** button.
   *The **Progress Notes** tab displays*.
2. Select a “Draft” note from the **Progress Notes** tab.
3. Click on the **Edit Note** button.
   The Progress Notes Detail window displays.

***Case Summary* Window**

1. From the *Case Summary* window, click on the **Options** menu and select the **Enter Progress Notes** command.
   *The **Progress Notes** tab displays.*
2. Select a “Draft” note from the **Progress Notes** tab.
3. Click on the **Edit Note** button.
   The Progress Notes Detail window displays.

Accessing Progress Notes to View Notes

There are four primary ways to access Progress Notes to view notes for open stages.

CPRS Event

1. From the *Event List*, select a CPRS event and click on the **Detail…** button.
   The CPRS displays in view-only mode.
2. Click on the **Progress Notes** tab.
3. Select a note from the **Progress Notes** tab.
4. Click on the **View Note** button.

CPRS Task

1. From the *Task List* for an Investigation stage, select the **Child Protective Record Summary** task and click on the **Detail…** button.
2. Click on the **Progress Notes** tab.
3. Select a note from the **Progress Notes** tab.
4. Click on the **View Note** button.

Task To-Do

1. From the *Case To-Do List* or *Staff To-Do List*, select the Progress Notes Task To-Do and click on the **Navigate…** button.
   *The **Progress Notes** tab displays*.
2. Select a note from the **Progress Notes** tab.
3. Click on the **View Note** button.

***Case Summary* Window**

1. From the *Case Summary* window, click on the **Options** menu and select the **Enter Progress Notes** command.
   *The **Progress Notes** tab displays.*
2. Select a note from the **Progress Notes** tab.
3. Click on the **View Note** button.

The Progress Notes Detail Window

Several fields on the *Progress Notes Detail* window have changed with Build 17.5. These changes are designed to make working with Progress Notes easier.

Type of Contact

Prior to Build 17.5, when a worker selected “Casework Contact” from the **Type of Contact** field and “Face to Face” from the **Method** field, the following message displayed:

> *“You must select at least one participant or other participant for the type of contact.”*

With the implementation of Build 17.5, when a worker selects a contact from the **Type of Contact** field, the **FP** column in the **Family Participant/Focus** grid highlights in yellow to indicate that a participant must be selected. This change provides the worker with the opportunity to select a participant prior to saving the recorded information. A message no longer displays.

A listing of the types of contacts and available fields to be recorded in Progress Notes can be found in “Appendix B: Progress Notes Data Fields Edit Matrix” on page 15.

Family Participant/Focus

With Build 17.5, two enhancements have been made to the Family Participant/Focus grid. The first change is to the vertical scroll bar. The second change is the addition of the **All** button.

Vertical Scrolling

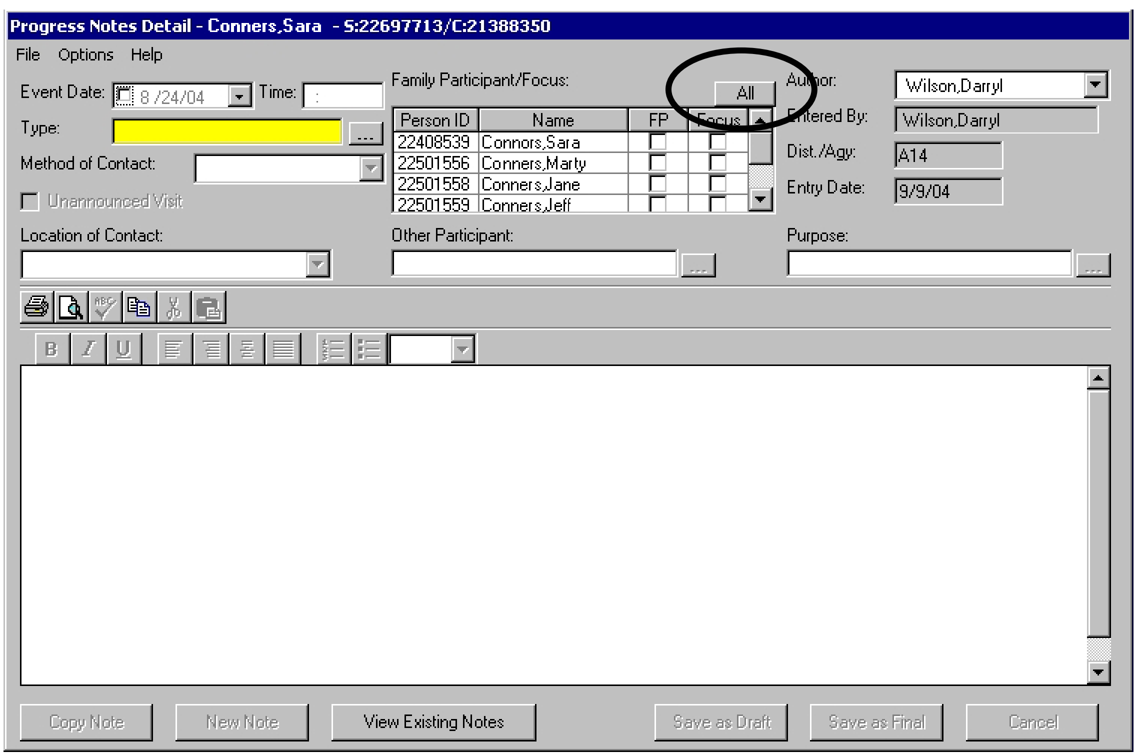
Before Build 17.5, workers would need to continuously scroll down to the bottom of the **Family Participant/Focus** grid to view and select people at the bottom of the list. If a person at the bottom of the list was selected, the scroll bar would move back to the top of the list.

For Build 17.5, the vertical scroll bar for the **Family Participant/Focus** grid has been designed to stay where the worker positions it.

All Button

Before Build 17.5, workers would need to select each participant individually when filling out the **Family Participant/Focus** grid.

For Build 17.5, a new button (**All**) has been added to the **Family Participant/Focus** grid. This button enables workers to select all individuals listed in the family for the contact. Workers will find the addition of the **All** button a time-saver when a recorded note applies to all people in the stage. For example, a worker records a note regarding a home visit to discuss the Service Plan that pertains to all family members. If one or more people did not participate, those people can be deselected; in this case, workers only want to record information for the people involved in that contact.



Event Date

In order to maintain a comprehensive listing of progress notes, a worker may want to record the date on which the events occurred. For example, this could prove beneficial in a court hearing regarding a petition to Terminate Parental Rights to prove that a worker discussed concerns and plans with the parents. With Build 17.5, workers can now record a date in the **Event Date** field if the Progress Note type is “Summary.” The **Event Date** field is now enabled. Recording an Event Date is optional; prior to Build 17.5, this field was disabled.

A listing of the types of contacts and available fields to be recorded in Progress Notes can be found in “Appendix B: Progress Notes Data Fields Edit Matrix” on page 15.

Step-by-Step:
Creating a Progress Note

1. From a blank *Progress Notes Detail* window, record the data in the required and optional fields. (For methods of accessing the *Progress Notes Detail* window, see page 3.)

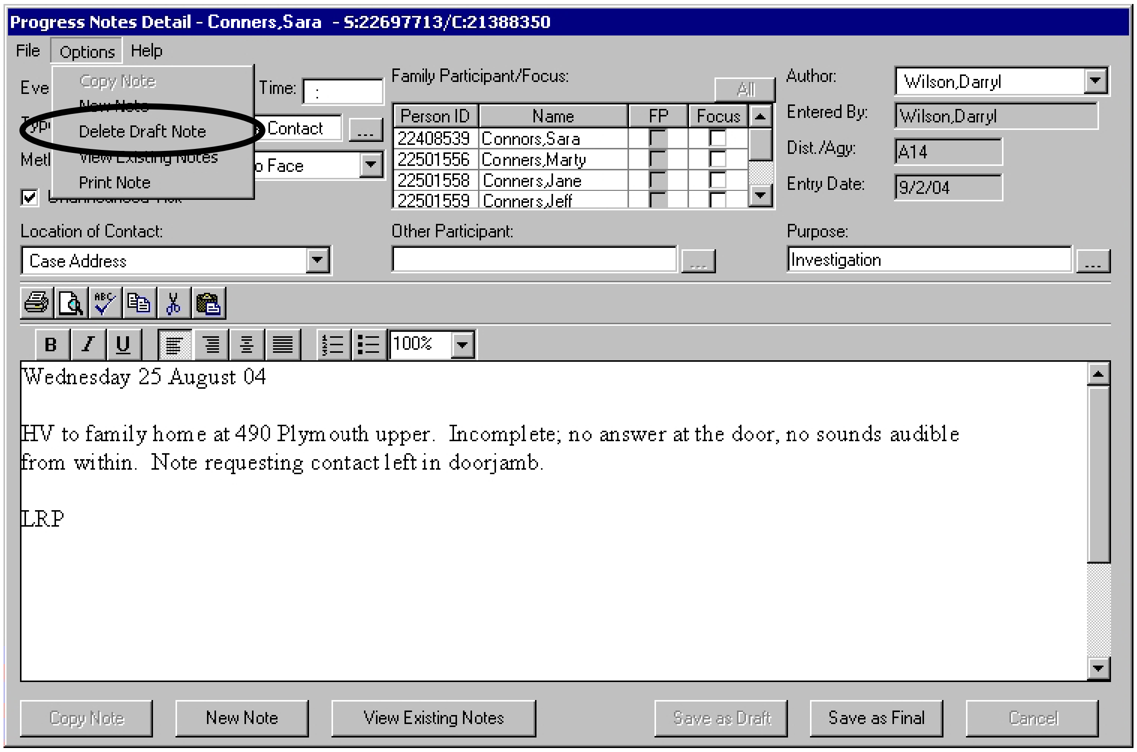
2. Record comments in the **Narrative** field.

3. Click on the **Save as Draft** button.
   The note saves in “Draft” status for 15 calendar days. The ***Progress Notes*** *tab displays.*
   —OR—
   Click on the **Save as Final** button.
   The note freezes immediately. The ***Progress Notes*** *tab displays.*

Deleting Draft Progress Notes

The situation may arise when a worker decides it would be more efficient to delete an erroneous note, rather than try to modify it. Provided the note is in “Draft” status, it can be deleted. Workers with the ability to *modify* notes can delete recorded notes. The worker must be either the Author or Entered By person of the “Draft” note to be able to modify the note. Only one note may be deleted at a time. Deleted notes are completely removed from CONNECTIONS and cannot be recovered (i.e., there is no historical record of deleted notes).

With this Build, the function to delete a “Draft” progress note has been moved to the *Progress Notes Detail* window. Workers will no longer be able to delete Progress Notes from the **Progress Notes** tab.



Step-by-Step: Deleting a Draft Progress Note

1 From the **Progress Notes** tab, select a note in “Draft” status.

2 Click on the **Edit Note** button.
The *Progress Notes Detail window displays*.

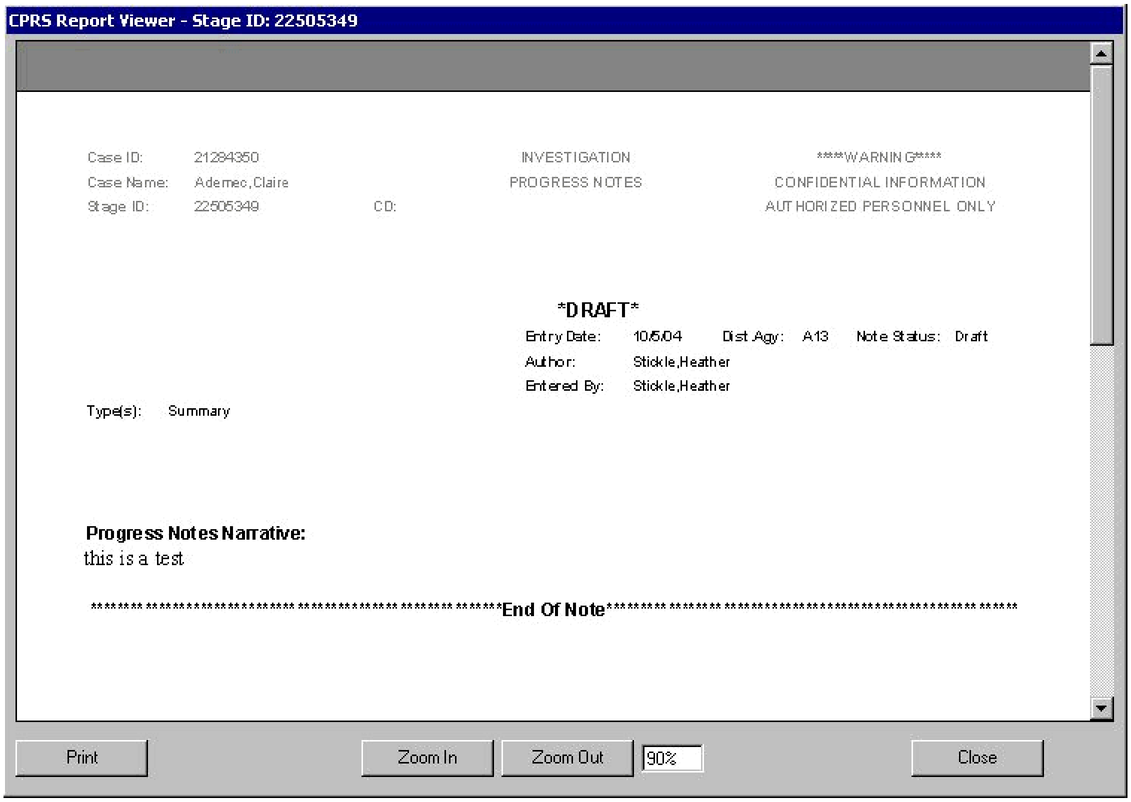
3 Click on the **Options** menu and select **Delete Draft Note**.
The following message displays: “Are you sure you want to delete this note?”

4 Click on the **Yes** button to delete the note.
*The **Progress Notes** tab displays and the system refreshes with the deletion of the note.*
—OR—
Click on the **No** button to retain the note.

CPRS Report Viewer

Before Build 17.5, the scroll bar on the *Print Preview* window enabled workers to scroll up and down on only one page of the document. If workers wanted to navigate to another page in the document, they had to click on the **Previous** and **Next** buttons on the *Print Preview* window.

To streamline this process, Build 17.5 now displays the document in the *CPRS Report Viewer* window. This window displays the Stage ID in the title bar; the buttons display along the bottom of the window; and the default view of the document is 90% (which can be adjusted). Workers can use the vertical scroll bar on the right side of the *CPRS Report Viewer* window to navigate between pages.



Progress Notes Report

With Build 17.5, data fields not recorded on the *Progress Notes Detail* window will no longer display on the Progress Notes Report. Prior this build, all fields were included in the report, even if no information was available for some fields on the *Progress Notes Detail* window.

The Injury List Detail Window

Some allegations involve injuries to children. It is important to document each injury as clearly as possible. Outside documentation is commonly done with a camera and, if medical treatment is needed, with medical records. It is necessary to reference the external documentation in the CONNECTIONS case record, including associating these injuries with allegations from the Intake.

The following table lists all of the allegations and the CONNECTIONS code for each, including the ten allegations for which, prior to Build 17.5, workers were required to record injury information on the *Injury List/Detail* window.

Allegation	CONNECTIONS Code	Previously Required Injury Detail
Abandonment	ABAN	
Burns/Scalding	BURN	**X**
Child's Drug/Alcohol Misuse	CDRG	
Choking/Twisting/Shaking	CHTS	**X**
Educational Neglect	EDNG	
Emotional Neglect	EMOT	
Excessive Corporal Punishment	EXCP	**X**
DOA/Fatality	FATL	**X**
Fractures	FRAC	**X**
Inadequate Guardianship	INGD	
Inadequate Food, Clothing, Shelter	IFCS	
Internal Injuries	IINJ	**X**
Inappropriate Custodial Conduct	INCC	
Inappropriate Isolation/Restraint	ISOL	**X**
Laceration, Bruises, Welts	LABW	**X**
Lack of Medical Care	LMED	**X**
Lack of Supervision	LSUP	
Malnutrition/Failure to Thrive	MITT	
Parent's Drug/Alcohol Misuse	PDRG	
Poisoning/Noxious Substances	PONX	
Swelling, Dislocation, Sprain	SWDS	**X**
Sexual Abuse	SXAB	
Other	XOTH	

With Build 17.5, workers are no longer required to complete the *Injury List Detail* window; this window is now optional. A worker will record injuries only if they were present or contributed to the allegations. For example, an SCR report alleges Burns/Scalding and the source reports that the child had a burn on her arm; upon investigation, the worker observes a large burn on the child’s right arm. The worker will record details of the injury; however, if no injuries existed, the worker does not need to record information in each of the data fields (i.e., Injury Side, Injury Area, Injury Type and Injury Cause). Prior to this build, a worker would be required to select a data element in each field (e.g., none if no injury existed); a worker could not submit an Investigation Conclusion for approval without recording injury information. Although the system does not require completion of the *Injury List Detail* window, Local District policies and procedures may require workers to complete it.

The Safety Assessment

With Build 17.5, supervisors can navigate to *all* of the CPRS tabs in browse mode from an Approval Task To-Do for a Safety Assessment. Before Build 17.5, supervisors could only view the tabs associated with the Safety Assessment.

The following tabs display in view-only mode:

- Case Identification
- Household Composition
- Allegations
- Investigative Actions
- Investigative Findings
- Local Protocol
- Risk Assess Profile
- Progress Notes

Now, while a supervisor views information for a submitted Safety Assessment, s/he can obtain further information for the case (e.g., view associated allegations and progress notes).

Step-by-Step:
Navigating to the Safety Assessment

- Select the CPRS event from the *Event List* for the Investigation stage and click on the **Safety Assessment** tab in the CPRS.

—OR—

- If the supervisor or Unit Approver navigates from a system-generated Safety Assessment Approval Task To-Do on the *Staff To-Do List* or *Case To-Do List*, the *Child Protective Record Summary* window opens and the **Safety Assessment** tab is active.

—OR—

- If the supervisor navigates from the Investigation Conclusion approval Task To-Do on the *Staff To-Do List* or *Case To-Do List*, the *Child Protective Record Summary* window opens and the **Case Identification** tab is active. The supervisor then clicks on the **Safety Assessment** tab.

Updates to Online Help

Online Help will be updated to reflect enhancements made to the CONNECTIONS system in Build 17.5. These enhancements include changes to Progress Notes, Injury List Detail and Safety Assessment.

Appendix A: Progress Notes Guidelines

Progress notes record the caseworker's investigative, assessment and intervention activities in an objective and behaviorally descriptive way and should support the caseworker's conclusions about safety, risk, family functioning, and the credible evidence that exists or fails to exist to substantiate allegations of child abuse and maltreatment. Additional casework activity which supports decision making and service and permanency planning is to be documented in progress notes for cases open for services and for cases in which children have been placed in out of home care. Progress notes should be recorded contemporaneously with the event, interview, observation or activity to preserve the integrity of the information being recorded.

Use clear, descriptive, factual information. Impressions or opinions of workers may be included and labeled as such. Relevant information that supports the worker's opinions and impressions should be included, wherever possible. Also describe results of the contact, as appropriate, including any decisions made, actions planned, next steps or planned follow-up.

An important confidentiality impact should be noted: The name or other information identifying the reporter and/or the source of a report of suspected child abuse or maltreatment, as well as the agency, institution, organization, and/or program with which such persons are associated **must *only* be recorded or documented in Investigation stage Progress Notes** and any such notes must be identified by recording the "reporter/source" as Other Participant.

This information should **not** be included elsewhere in the record (that is, it should **not** be included in other narrative areas of the Investigation stage, such as Safety Assessment, Risk Assessment, Investigation Actions, Investigation Conclusion; nor any Initial, Comprehensive, Reassessment, or Plan Amendment UCR; nor any Progress Notes not maintained by the Child Protective Service.

Progress notes *must begin* on the case initiation date or upon receipt of a report of suspected abuse or maltreatment for child protective service cases, and *must* continue until the case is closed to all services.

Progress Notes, as the record of service provision, case events, activities and contacts, *must include, but are not limited to*:

(1) descriptions of contacts with children and parent(s) receiving services, including missed or cancelled appointments, and the reasons therefore;

(2) actions taken in the investigation of a reported case of child abuse or maltreatment, including emergency and/or controlling interventions taken, and descriptions of collateral contacts and other activities relating to the collecting of information needed to formulate an assessment, and/or assist with making a determination regarding the report of abuse or maltreatment; provided, however, the name or other information identifying the reporter and/or the source of a report of suspected child abuse or maltreatment, as well as the agency, institution, organization, and/or program with which such person (s) is associated, must only be recorded or documented in progress notes and such documentation must be recorded in the manner specified by OCFS;

(3) efforts made to engage the family members in the development of the service plan, their level or degree of participation in the process and the family and children's reactions to services;

(4) referrals and communications with other service providers involved in the case, and information received from specialized rehabilitative and supportive service providers concerning casework contact activities with a child and/or family receiving preventive and/or protective services;

(5) referrals and communications with the local probation department regarding a child in the case;

(6) descriptions of contacts with educational/vocational personnel on behalf of a child;

(7) court hearings or other legal activities;

(8) significant events such as births, marriages, and divorces; and

(9) documentation of caseworker / supervisor conferences, including a description of the nature of the discussions and any required follow-up activities.

(10) For children in foster care or an alternative placement setting progress notes must also include:

> (i) casework contacts with child's parent(s), guardian, and/or relatives, the child and the child's day-to-day caretaker(s) including casework contacts required in accordance with OCFS regulations;
>
> (ii) descriptions of activities related to medical and dental examinations required on a regularly scheduled basis, including the initial medical examination, and any significant results, diagnosis, referrals and prescribed medications arising from such medical and dental examinations in accordance with OCFS regulations;
>
> (iii) descriptions of parental and/or guardian visits with a child, and any missed visits and the reasons therefore;
>
> (iv) descriptions of visits with the child, including but not limited to visits with siblings and/or half-siblings not placed with the child, potential permanency resources and any other persons of significance to the child;
>
> (v) chronological documentation of diligent efforts, as required by OCFS regulations, by an authorized agency to assist, develop and encourage a meaningful relationship between the parent(s) and the child;
>
> (vi) efforts by parent(s) to provide an adequate home and provide parental care for the child, or when it is determined that permanency for a child cannot be achieved within the child's own family, discussions between the parent(s) and the authorized agency regarding the pursuit of adoption or another permanency planning goal for the child; and
>
> (vii) documentation that the parent(s) were advised of the possible consequences if a child remains in foster care for 15 of the most recent 22 months, and of discussions with parent(s) regarding the deleterious effects of foster care on the child and the child's need for permanency.

(11) For children in foster care with certified or approved foster parents:

> (i) documentation that foster parents have been informed of the visiting plan for the child's parent(s), guardian(s), siblings or half-siblings, or others for whom a visiting plan with the child exists;

(ii) documentation that the foster parents or prospective foster parents have been asked whether they will accept a sibling group, if appropriate;

(iii) documentation that the foster parents have been provided with information on the existence and location of all siblings or half-siblings of any child placed with them;

(iv) documentation that foster parents have been apprised of any special needs that the foster child has and the available supports and services to address the special needs; and

(v) documentation that the foster parents have been informed that diligent efforts will be made to facilitate regular biweekly visitation or communication between minor siblings or half-siblings who have been placed apart, unless such contact would be contrary to the health, safety or welfare of one or more of the children or unless the lack of geographic proximity precludes visitation.

(12) Progress notes need not include clinical notes, daily logs or other written material created by service providers who act in roles other than caseworker, child protective services monitor, case planner and case manager.

Notes need to include the following documentation when consolidating investigations:

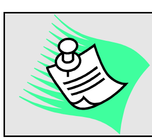
Prior to supervisory approval, document the following statement in the Investigation (INV) Conclusion for the investigation that is being "closed as duplicate": For information regarding the allegation(s) contained in this associated Intake report, please see the Investigation Summary Report for Investigation (INV) stage ID _____.

Prior to supervisory approval, document the following statement in the Investigation Conclusion for the investigation that information is being consolidated into: This Investigation Conclusion pertains to the allegation(s) contained in the associated Intake reports for Investigation (INV) stage ID _____ and Investigation (INV) stage ID _____.

Appendix B: Progress Notes Data Fields Edit Matrix

Type	Method	Unannounced	Purpose	Participant	Other Participant	Location	Focus	Event Date	Event Time	Author	Narrative
Attempted Casework Contact[6]	**Face to Face**	E	E	D	D	E	E	R	E[4]	R	R
	Mail	E	E	D	D	D	E	R	E	R	R
	Fax	E	E	D	D	D	E	R	E	R	R
	Phone	E	E	D	D	D	E	R	E[4]	R	R
	Email	E	E	D	D	D	E	R	E	R	R
	Other	E	E	E	E	E	E	R	E	R	R
Attempted Family Visitation	**Face to Face**	D	E	E	E	E	E	R	E[4]	R	R
Attempted Sibling Visitation	**Face to Face**	D	E	E	E	E	E	R	E	R	R
Case Conference	**Face to Face**	D	E	E	E	E	E	R	E	R	R
	Phone	D	E	E	E	D	E	R	E	R	R
	Other	D	E	E	E	E	E	R	E	R	R
Casework Contact[6]	**Face to Face**	E	E	R[1]	R[1]	R	E[3]	R	E[4]	R	R
	Mail	E	E	R	E	D	E[3]	R	E	R	R
	Fax	E	E	R	E	D	E[3]	R	E	R	R
	Phone	E	E	R	E	D	E[3]	R	E[4]	R	R
	Email	E	E	R	E	D	E[3]	R	E	R	R
	Other	E	E	R	E	E	E[3]	R	E	R	R
Collateral Contact	**Face to Face**	D	E	D	R	R	E	R	E	R	R
	Mail	D	E	D	R	D	E	R	E	R	R
	Fax	D	E	D	R	D	E	R	E	R	R
	Phone	D	E	D	R	D	E	R	E[4]	R	R
	Email	D	E	D	R	D	E	R	E	R	R
	Other	D	E	D	R	E	E	R	E	R	R
Court	**Face to Face**	D	E	E	E	E	E	R	E	R	R
	Mail	D	E	E	E	E	E	R	E	R	R
	Fax	D	E	E	E	E	E	R	E	R	R
	Phone	D	E	E	E	E	E	R	E	R	R
	Email	D	E	E	E	E	E	R	E	R	R
	Other	D	E	E	E	E	E	R	E	R	R
Family Visitation	**Face to Face**	D	E	R[2]	E[2]	R	E	R	E	R	E
Sibling Visitation	**Face to Face**	D	E	R[2]	E[2]	R	E	R	E	R	E
Summary[5]	D	D	D	D	D	D	E	E	D	R	R
Supervisor/ Managerial Review[5]	D	D	E	D	D	D	E	E	D	R	R

Key:
R = Required
E = Enabled
D = Disabled



If multiple Types are selected, an edit of "Enabled" for one selected Type overrides an edit of "Disabled" for another selected Type. "Required" overrides all other edits.

Exceptions to the Rule

The Edit Matrix table on the previous page provides the circumstances in which each field is required, enabled or disabled. There are exceptions to the rule; these are listed below. These exceptions are indicated by a footnote in the Edit Matrix table.

Exceptions to the Rule			
Footnote Number	**Type**	**Method**	**Required Field(s)**
1	Casework Contact	Face to Face	Either Participant or Other Participant
2	Family Visitation or Sibling Visitation	Face to Face (only possibility)	At least two Participants or one Participant and an Other Participant of Relative
3	Casework Contact	All possible choices	Focus (if Foster/Adoptive Parent or Congregate Care are selected in the **Other Participant** field)
4	Attempted Family Visitation	Face to Face (only possibility)	Event Time
	Casework Contact or Attempted Casework Contact	Face to Face or Phone	Event Time
	Collateral Contact	Phone	Event Time

[5] Summary and Supervisor/Managerial Review cannot be selected in addition to any other Types.
[6] Casework Contact cannot be selected in addition to Attempted Casework Contact.
Edit [4] is a higher-level edit, used primarily in New York City when the Primary worker in the stage is a member of a district that has requested additional requirements. For example, if a worker in New York City recorded a certain type of Progress Note with certain elements, a field that might not be required for an Albany County worker (assuming this is a county that is not subject to higher-level edits) will highlight in yellow and be required for the NYC caseworker.

The Primary worker's district edits and data values take precedence over the Secondary worker's district edits. Therefore, if the Primary worker is in a district that has the standard-level edits and data values, and the Secondary worker is in a district that has requested the higher-level edits and data values (ACS only), the Primary worker's standard-level edits and data values take precedence over the Secondary worker's district edits, regardless of which district has the higher-level edits and data values. If the Primary worker's district is in ACS, the higher-level edits and data values take precedence and the Secondary district will need to follow the higher-level edits. The higher-level edits will display however, the Secondary district may opt to select only the standard-level of values.