

1:46

Danielle Price:

Welcome to the CAPRA Live Chat. The Chat will begin promptly at 2:00 p.m.

1:58

Danielle Price:

Your chat questions will not appear in the chat feed automatically. Between the three of us we will work on providing a response to each question. Once the response has been created both the question and the response will be posted for everyone to see. This ensures a smooth and coherent chat. If for some reason we do not get to all of your questions during the live chat today, we will be sure to send you an individual emailed response.

Please begin chatting your questions now.

[Edit](#) [Delete Entry](#)

1:59

Danielle Price:

Joining us on the chat today are three of the CAPRA Commissioners - Jim Garges, CAPRA Chair; Judy Weiss, CAPRA Second Vice Chair, and Dirk Richwine, CAPRA Commissioner.

2:01

Danielle Price:

We wanted to host this chat today to allow visitors and potential visitors to ask questions of the Commissioners about being a visitor and the visitation process.

2:02

Danielle Price:

The Commission has provided some helpful information for visitors about the new 2014 Standards:

Thank you for your interest in the CAPRA program by being able to be a CAPRA visitor. As a visitor, you are the “eyes and ears” of the Board by being able to go to an agency and actually verify the compliance with the standard. This a tremendous benefit to both the CARPA Board and the agency.

Each visit depends on the success of the Visitation Team and their ability to understand, explain and resolve any issues in the field associated with the visit, the standards and the evidence of compliance. Understanding the importance of this mission, the 2014 update to the CAPRA standards incorporated revisions that attempted to clarify comments that visitors shared with the Board. The comments came from a survey that was completed prior to the work of updating of the standards. Other standards were revised or created to reflect the changes in the parks and recreation environment

The final number of recommended standards increased from 144 to 151. Fundamental standards increased from 36 to 40.

2:03

Comment From Marta Moorman

Hi everybody - I'm joining the Commission in October, and thought I'd "sit in the back of the room" and listen to the conversations to see what sort of issues come up! I hope to meet you all in October.

Danielle Price:

Hi Marta, Glad you could join us!

2:05

Comment From David Sacco/Westlake, Ohio

.....with the New Standards starting this Fall 2014, and the NRPA Conference being around the corner, some of us may not be able to attend and be updated.....Question is, can we still apply for Visitor status for upcoming Agency Accreditations being held in 2015? I'm not sure how would be the best way to be updated, if unable to attend Conference, and last refresher was in 2009? Note: I had been part of Visitation Teams on Agency Visits in 2014.

Danielle Price:

Your requirement for training may be met by attending the CAPRA training webinar since you have already completed an in person training.

2:06

Comment From Randty Davis

Share with us what is the committee looking for in section VI WHEN THEY VISIT AN AGENCY?

Danielle Price:

Randy, what section VI are you referring to? Handbook or standards?

2:06

Comment From Gary

More of an NRPA question I guess. Do we have any idea when the Management of Park and Recreation Agencies Book that is referenced in all the standards will be available? My understanding is that it is on backorder.

Danielle Price:

Hi Gary, I am checking with our staff in the office to find out the status. I know you can purchase the ebook from the publisher directly, but not sure when we will have it back in stock in our bookstore.

2:07

Comment From Mary Henderson

HI: Re: standard 1.2 Is the standard met only if ALL items are listed in the Periodic Table? In other words, if the agency does not have some of these items, they would not meet this standard.

dirk:

The agency should have a document of how they review and update all the documents identified in the standards. They should be doing this anyway because it is already in the current standards. It is just in many different places.

2:07

Comment From Cindi

Are there any different expectations of visitors with the new standards?

Jim Garges:

Hi Cindi-no different expectations, but knowing the changes and being able to review the commentary from agencies to see that they match will always be important.

2:07

Comment From Cindi

I ordered my book from Sagamore and it was delivered within a week from order.

2:07

Comment From Brenda Martin

I have a question but it does not pertain to being a visitor but about the new 2014 standards and the EOC documents? Is this permissible?

Danielle Price:

Sure.

2:07

Comment From Gina Rivera

Are all visitors required to be trained via the online Webinar on the new 2014 standards? Also, will any new training be offered?

Judy Weiss:

Gina - there are several training opportunities for visitors - webinars and sessions at Congress. We recently held a chat on the new standards. Look for more of that at the CAPRA website.

2:08

Comment From Randty Davis

Standards: Program and Service Mmanagement

Danielle Price:

Hi Randy, Are you asking what the Commission is looking for from the agency or what the Commission is looking for from the visitors in regards to this section of the standards?

2:09

Comment From Guest

Question 1: 1.4 Is this standard met only if ALL items listed are included in a periodic table of review?

dirk:

yes they should be doing this now because the requirement it is in the standards in several different locations.

2:09

Comment From Nancy McShea

Hi I am sitting in to see what is new in CAPRA. We became accredited last year for the first time so just looking to see what new things are out there. thanks

Danielle Price:

Great, glad you could make it today!

2:10

Comment From Brenda Martin

Do all the EOC documents we list in our self-assessment have to be sent with the self-assessment or can we say they are on-site?

Jim Garges:

Brenda, you can certainly have them available on line and simply list the items. We are looking for a good sense that a standard is being met before sending out the visit team.

dirk:

They should all be included in the self assessment unless there is some sort of unique or difficult situation.

2:10

Comment From LuAnn Bryan

I am "listening in". As I served on three visits this past summer, my question is that can the form which the team completes be re-formatted to make it easier to enter our responses? I am looking forward to attending the training at the Congress in Charlotte.

Danielle Price:

Hi LuAnn, if you are referring to the visitation report, yes, it has been updated to make it easier for the 2014 standards. The issue with the other one has to do with people operating on various versions of Microsoft Word which can cause issues with some and not others. But it has been addressed.

2:12

Comment From Randty Davis

Commissioners

Danielle Price:

Hi Randy, Do you have a specific question about Section 6.0 that the Commissioners can assist you with?

2:12

Comment From Guest

Thank you for addressing the form issues.

2:12

Comment From LuAnn Bryan

In the new standards, are they definitions of what specific plans should include? Public involvement particularly in master plans

dirk:

There is a glossary of terms in the CAPRA Handbook

2:12

Comment From Guest

to follow up on training, I found a "visitor training" webinar online that I have reviewed, but I have not found a webinar specific to the 2014 standards. Can you provide a link.

Danielle Price:

It can be found in our online store at: <http://www.nrpa.org/Store/d...>

Danielle Price:

The training is free and can be accessed at any time.

2:16

Comment From Randty Davis

I HAVE HEARD OF THIS SECTION BEING ONE OF THE MOST CHALLENGING JUST WANTED TO GET A COMMENT FROM A COMMISSIONER OR TWO.

dirk:

If you have any questions about chapter 6, I will be happy to talk to about off line or you can contact your CAPRA Mentor.

2:16

Comment From Guest

Will the training for the 2014 standards, to be added in the online store, be available in time to include as required for completing our visitation schedule availability?

Danielle Price:

We are in the process of developing the recorded online training for the agencies. We offered a live chat for the agencies a few weeks ago (the transcript is on the CAPRA website) and there will be in-person training offered at Congress next month.

2:18

Comment From Guest

Thanks .. re:training

2:19

Comment From Nancy

Danielle do you know what day and time that in-person training will be held at Congress?

Danielle Price:

The half-day workshop is on Monday from 830-12. And there is a one hour training on Tuesday afternoon. You have to be registered for them to attend (helps us to keep track of attendance).

2:19

Comment From Guest

Are there are any specific dress code restrictions visitors should be aware of?

Judy Weiss:

You should refer to the culture of the agency. Ask them before you get there what is appropriate. In the hot southwest suits and ties may not be needed. Other agencies may be more formal. The point is that you should maintain that professionalism throughout the visit.

2:19

Comment From Nancy

thank you

2:20

Comment From Guest

Do the Commissioners have any recommendations about completing the visitation report? I have been on two visits and have noticed some variances with the length required for the commentary.

dirk:

clear concise responses to the Evidence of Compliance is best. It should include specific reference such a ordinance number, date and what authority approved the documents.

2:20 Are you a CAPRA visitor?

Yes

(61%)

No

(35%)

Planning on becoming a Visitor

(4%)

2:20 **Comment From Guest**

Which of these trainings (Congress)is required to be eligible to serve as a visitor.

Danielle Price:

The workshop is required if you have never been approved as a visitor before. The other training is a refresher for agencies and visitors.

2:22 **Comment From Brenda Martin**

One more question on EOC documents - should they be the most current samples or do we need to show a pattern from the past five years?

dirk:

Sometimes that is difficult to verify. Most importantly, it should be current. Sometimes the document was recently completed and approved but a trend or history would be valuable but not required.

2:22 **Comment From Karen Hesser**

Do you register for the Tuesday session as part of overall registration or separately?

Danielle Price:

You have to register for the Tuesday training in addition to your conference registration - there is no fee for the Tuesday training, but you still need to register in advance.

2:22

Comment From Guest

Having served on several visitation teams, I agree with Dirk.

2:23

Have you watched the Visitor Training Webinar online?

Yes

(27%)

No

(36%)

Plan to

(36%)

2:24

Comment From LuAnn Bryan

Thanks for offering this chat session. It is very beneficial.

2:24

Comment From Guest

Is there a current need for more Visit Chairs/Leads?

Danielle Price:

Always! CAPRA is a fast growing program, so we have a need for more qualified visit chairs every year.

2:25

Comment From Linda Smith

Back to 1.2. Seems like double jeopardy if an agency doesn't have EVERYTHING on the list in order to meet this standard. Since it is required elsewhere, they will already miss the other standard where it's required. So not having everything on the list feels like a double penalty...

dirk:

There was much discussion on how to make sure that the various documents that need to be current can be verified. It was felt that the best way to do this is to pull it into one location so that the visitor can easily recognize the how the approval process works with that specific agency and that all documents are current.

Previously, the standards were all over the board and there was no consistent way to resolve this issue except for combining it all into one standards.

2:25

Comment From Guest

When I tried to download the visitor training it said File or Directory not found.

Danielle Price:

Have you contacted our customer service team about the error? When I tested it on my computer it played directly in my web browser and I didn't have to download anything. You also have to log in to the Online Learning Center to Launch it.

2:26

Comment From John Boggs

When will the next visit Chair training occur?

Danielle Price:

We just recently recorded it and it can be found in our Online Learning Center: <http://www.nrpa.org/Store/d...> It is free.

2:28

Danielle Price:

As visitors, do you have any issues that you would like the Commissioners to address during the chat today? Items you would like to see improvements on, receive guidance about, etc.

2:29

Comment From Greg Walker

Do we register for the Tuesday CAPRA refresher training by emailing you or do we register on the NRPA website?

Danielle Price:

You have to register through the Congress registration site. If you have already registered for Congress you may need to contact the registration team to add the training on.

2:29

Comment From LuAnn Bryan

I truly hope to chair a visit this spring. I feel I am ready after serving on four visits. In my position with Recreation Resources Service at NCSU, I am able to assist any P&R Departments in NC with their accreditation process.

dirk:

There is actually a mentor process in place with CAPRA Board members that is currently in place. It might be a good idea to reach out the CAPRA Board members in your area.

2:29

Comment From LuAnn Bryan

Thanks Dirk,

2:30

Comment From Guest

Have you considered sharing the visitation team and agency reviews as a way to improve the process?

Jim Garges:

Are you suggesting we make the information available to anyone? The Board does look at all this information to help shape the training materials for visitors.

2:30

Danielle Price:

As a visitor, what do you feel works really well about the visitation process and what do you feel could use some improvement?

2:31

Comment From LuAnn Bryan

1. I like the self assessment with links to the data being provided before arriving on site.

Judy Weiss:

That is new with the 2014 standards and should help expedite the review.

2:32

Comment From LuAnn Bryan

The ability to have time to visit some of the facilities early in the visit.

2:32

Comment From Brenda Martin

I have signed up to attend the Agency Accreditation and CAPRA Visitor Training at the NRPA Congress in October. Will this be beneficial to me for our Agency re-accreditation coming in 2015? Is there another session I should sign up to attend?

dirk:

Absolutely. We have found that when agencies that have someone in their organization involved in the CAPRA visitor program , they do much better and have a great understanding of the CAPRA process.

2:33

Comment From Guest

There is a lot to review in a short amount of time, especially when the agencies want to showcase their facilities - which is also important.

dirk:

That is part of the reason that Observable Standards with a tour were incorporated into the standards

2:35

Comment From Guest

I am referring to the individual team member reviews that we complete (and that the agency completes) following the visit so that the individual visitor can view his/her reviews for the purpose of improving.

Danielle Price:

Those evaluations are used by the Commission to help make improvements to the process and to address any issues with the visitors, if any arise. We keep them confidential to the Commission to ensure those completing the evaluation feel comfortable in providing honest feedback. If there is feedback provided specific to a visitor issue, a member of the CAPRA Executive Committee will contact that person and provide appropriate feedback for improvement.

2:35

Comment From John Boggs

I would be interested in knowing how the two day express visitations went. I have been on four visits and three of us used all three days to complete our visits.

Jim Garges:

Hey John-hope you are doing well. We have mixed results and it depends on how successful the agency has been posting the information and on the time spent by the visit team in advance. If both parts work the two day can be effective. The goal of the option is to try and keep the cost down for the agencies.

Danielle Price:

The agencies that used this process this year had successful visits and appreciated the shortened time frame. The visitation team also seemed to like having the extra time to review the EOC and report prior to arriving on site so that the on site visit could focus on interviews with the staff and visiting facilities.

2:37

Comment From Kathy Loomis

I agree with Dirk that it helps if you have someone on your staff doing reviews. I've only been on two reviews so far but it has really opened my eyes up to the entire process. It's been a great experience. I highly recommend becoming a reviewer.

2:39

Comment From David Sacco/Westlake, Ohio

Time for facility visitations should be 'built' within framework of Agency Visitor Accreditations. I have found out many times, Agencies feel they have not had enough area in process to 'share', showcase' and to just feel good of having their Agency be recognized by those 'Visitors' performing the Accreditation Process?

dirk:

There was much discussion on and it is now required that during a Visit that a tour of facilities and operations will take place to verify that that the Evidence of Compliance is actually being implemented in the fields.

2:39

Are you from an Accredited Agencies

Yes

(53%)

No

(42%)

Preliminary Applicant

(5%)

2:41

Comment From Guest

My experience is that it is most important that the standards are thoroughly reviewed and that there is communication with the agency to gather additional evidence as needed, with the facility tour(s) as secondary. The tours, and chats with staff, do provide the chance to observe that there is implementation, or follow through by the agency, i.e. they do what they say they do.

Judy Weiss:

The Commission sees the facility tours/observation as equally important - otherwise this process could potentially be done electronically. The Agencies want to show off, and the visitors need to verify what they see in the self-assessment.

2:42

Comment From John Boggs

I agree with the site visits. This helps get buy in from the staff, to see that this is not just a paper accreditation.

2:43

Comment From Kathy Loomis

I think the site visits are very important. I don't think you are able to get the entire picture of the agency without it.

2:46

Comment From Cindi

We went on our visit within an hour of arriving in the community. Are most tours done before you start reviewing standards on-site? It might have just been a rookie error on my end that I didn't plan before the visit to have a list of things to look for in the tours.

Jim Garges:

Hi Cindi- it can be done first or throughout the visit period. It can depend on the size of the agency as to what works best. As you do the review questions can come up that the site visit answers. The key is to do both and make sure the team has time to complete all the reviews. Big job!

2:46

Comment From Guest

Does the Commission have any report writing recommendations?

dirk:

Yes before your team begins writing the report make sure that you are consist with your syntax and specifically with the reference to the agency.

Refer to it the same way in the report.

Make sure you spell out acronyms at least once in the beginning.

2:46

Comment From Mary Henderson

In addition to the site visits, I think that it is important to meet with other dept. directors such as HR and Finance, etc. when possible since they have typically also spent time preparing the the self-assessment.

2:47

Comment From Brenda Martin

This will be our agency's third re-accreditation coming up and the site visits are important and I am excited about the changes made in the self-assessment and the electronic use of documents, etc.

2:48

Comment From Guest

For a first time visit chair, do you have any suggestions for helping to create a smooth visit with the visit team and the agency?

Judy Weiss:

Communication, communication, communication! Be in touch with your Commission lead reviewer, then your team, and have close coordination with the agency coordinator. The more logistics that are taken care of and confirmed before you arrive, the more time you will have to review documentation and tour. Once on site, communicate with the agency coordinator and if there are any issues call the commission lead asap.

2:48

Danielle Price:

We will be closing the chat at 3:00 p.m. Make sure you get your questions in.

2:50

Comment From David Sacco/Westlake, Ohio

I have found the Visitation Chair to be very beneficial as the 'point person' in relationship to Visitor concerns.

2:50

Danielle Price:

Someone asked earlier about the Management textbook on backorder - I received confirmation that it is still on backorder (in our bookstore anyway) and will be a few more weeks before we have back in our store.

2:51

Comment From David Sacco/Westlake, Ohio

Accreditation has been going on for some time now, what has the Commission planned to 'archive' and to foster continual growth for the Agency Application Process?

Jim Garges:

Hi Dave,

The Director's School has been very successful and the curriculum is based on the standards. NRPA has been a big help in spreading the word and the updates to the standards and materials is an ongoing process that will continue to keep the process valuable to the profession.

2:52

Comment From John Boggs

I want to personally and professionally THANK Danielle for her time and efforts put towards this process. Good luck in all you do.

Danielle Price:

:-) Thank you!

2:52

Comment From David Sacco/Westlake, Ohio

Great, have a good week Jim.

2:52

Comment From Guest

I agree. Thank you Danielle!

2:53

Comment From Mary Henderson

THANKS Danielle and best of luck always!!!!

Danielle Price:

Thank you! :-)

2:53

Comment From Karen Hesser

The only session I see on Tuesday is an overview of the accreditation for those just getting started. Is this session you're referring to?

Danielle Price:

There is a Pre-Congress Workshop on Monday that is a half-day workshop. There is also the one hour session on Tuesday.

2:54

Comment From David Sacco/Westlake, Ohio

Likewise Danielle,

Danielle Price:

Thank you!

2:54

Comment From Guest

These chats are very helpful. I am looking forward to the visitor training at Congress.

2:54

Comment From Gary

Yes, thanks for all your help Danielle!

Danielle Price:

Thank you :-)

2:54

Comment From Guest

I have not yet become a visitor, but am thinking about it. Is being a visitor beneficial to an agency going through accreditation for the first time?

dirk:

Absolutely, some of the best training you will receive will be participating in the CAPRA visitor program. It will also help your agency tremendously.

2:55

Comment From John Boggs

I agree with Dirk

2:55

Comment From Karen Hesser

Yep, saw the Monday. It conflicts with the off-site I'm registered for already. :(

Danielle Price:

You should be able to change your registration if you want. You would just have to contact the registration company to make the change. Have you been through the in-person workshop before?

2:57

Comment From Karen Hesser

Yes - attended several years ago....

Danielle Price:

Then you should be fine. The workshop is more important for first time visitors and for preliminary applicant agencies. There will be focus on the new standards, but the Commission is working on developing online recorded trainings for that, in addition to the one for visitors we currently have online. You may want to sit in on the on Tuesday that Judy, Dirk, and Seve are presenting - it is a quick overview/refresher.

2:58

Comment From Karen Hesser

Thanks Danielle - and again, best wishes!

Danielle Price:

Thank you!

3:00

Danielle Price:

For those who are approved visitors, the visitor availability form for the 2015 visits have been emailed out to all of you. If you have not received it, please email CAPRA@nrpa.org to let Brenda know so we can get you the link (by the way, Brenda Beales is logged in and online today for this chat, but I messed up the settings and she is logged in under my name - oops !)

3:01

Comment From Guest

Do you have any recommendations for agencies going through reaccreditation in terms of the new standards?

Judy Weiss:

Review the new standards, talk with your mentor, look for the new training opportunities (webinars, chats) on the new standards. The good news is that the overall process has not really changed, but it has been enhanced and improved.

3:03

Comment From Seve Ghose

Thank you visitors for the work you do and the great service you provide. We cannot have the evolving process we do without your constant feedback.

3:03

Judy Weiss:

Thank you all for participating today. This process is the best management tool I have seen in my long career. However, its success is based on the dedicated professionals who are involved with the process and understand its benefit to the profession. Thank you for all of your professionalism and dedication.

3:03

Danielle Price:

That is all the time we have for today. The transcript from this Live Chat will be posted to the CAPRA website early next week.

Thank you for your participation today.

3:04

Comment From Gary

thank you!