

1:26

Danielle Price:

Good Afternoon! We are excited that you are all joining us for today's live chat regarding the new 2014 CAPRA Standards. During this chat, we will be answering your questions about the new standards. We will begin promptly at 2:00pm.

1:47

Danielle Price:

With me today are two of the CAPRA Commissioners, Dirk Richwine and John Henderson.

Dirk Richwine recently retired from the City of Henderson where he worked for the last 15 years including nine years as Assistant Director. During this time Henderson won the National Gold Medal Award and was CAPRA Accredited 2001 and was reaccredited in 2006 and 2011. Dirk led Henderson's CAPRA efforts. He also spent time working with the Police Department on their CALEA accreditation. Dirk has been active in the NRPA CAPRA program for several years serving as a visitor, lead visitor and currently on the CAPRA Board. Dirk is a Certified Parks and Recreation Executive. He has a Bachelor's degrees in Recreation from Arizona State University and a Master's in Public Administration from Golden Gate University.

John Henderson, is a Certified Park and Recreation Executive with over 24 years of experience in parks and recreation, including twelve years with the Chicago Park District and twelve with The Maryland-National Capital Park and Planning Commission where he currently serves as Research and Evaluation Manager in the Department of Parks and Recreation. John holds a Juris Doctor degree from The John Marshall Law School, Bachelors in Community Planning from the University of Cincinnati and a Certificate in Public Performance Measurement from Rutgers University. John has represented NRPA on the CAPRA Board since 2011.

1:55

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.

1:56

Comment From Guest

Do we need to have signed documents for safety checks, building inspections etc. or will electronic copies suffice?

Dirk Richwine:

It would be a good idea to have scanned copies of signatures or completed forms verifying use

1:56

Comment From Guest

7.4 Disposal of Lands Procedures –What should we do if current laws prevent us from the selling of any properties?

Dirk Richwine:

If the current laws prevent you from selling park land then that is your standard and that will comply. You will just need to reference the law in your EOC (Evidence of Compliance).

1:57

Comment From Laura Wetherald

Is it possible to make a copy of the live chat to use for later info sharing

Danielle Price:

Hi Laura, Yes, we will be posting a transcript of the live chat on the CAPRA website once the chat has concluded so it can be viewed later.

1:57

Comment From Guest

Since we work with mostly electronic files will we still need to have signed daily work documents?

Dirk Richwine:

Yes, scanned copies of signed documents such as sign in sheets will be needed.

1:58

Comment From Guest

Are the major changes (from the previous standards) mainly found in the new standards?

Dirk Richwine:

I would say that most changes are clarification of previous standards and a few standards were added on a few items. The comparison document on the NRPA website is a good guide.

1:59

Comment From Cory Styron

Will Visitors be able to review and comment on the electronic files prior to site visit to request clarification or further EOC?

Dirk Richwine:

Yes, that will be a good idea. If there are any questions on items such as Policy Manuals, it would be good to ask that as early as possible.

1:59

Do you work for an accredited agency or an agency pursuing accreditation?

Yes

(90%)

No

(10%)

1:59

Comment From Guest

4.2 Staff Qualifications. Due to our staff always changing, do we need resumes for everyone or can we pick 5 to 6 key positions and include their resumes, which would then satisfy the standard?

John Henderson:

You do not need to provide resumes for all staff. Provide a sample for key position. The visitors can request additional if necessary.

2:01

Comment From Guest

For the new standards, will we need to state how the Agency is meeting them in the next annual report?

Danielle Price:

Per the Commission Executive Committee: once an agency is accredited or re-accredited under the new standards, that is the point where their annual reports switch over to the new set of standards.

2:01

Comment From Pam Ragland

referencing staff training for evaluation of programs, facilities and services - how often must the training occur? once, annual, etc.

Dirk Richwine:

New standard 1.2 will determine how often you will need to update your training.

John Henderson:

You should be able to show that you have a training program tailored to the needs of your agency. The frequency of training will likely vary by type.

2:02

Comment From Pam Ragland

Will the annual report occur from the date of the actual accreditation given (October) or January 2019?

Danielle Price:

The Annual Report is based on calendar year. Each agency submits an annual report each year (typically in January - due date is no later than March 1st). All agencies submit a report even if they are under a current accreditation review.

2:03

Comment From Guest

9.1.1. Risk Management Plan - After researching other risk management plans and procedures, training is a very important part. Currently our training is in development. If you have a part of a standard that is in development, do you state that somewhere and will that statement meet the standard?

Dirk Richwine:

When you have your visit you will need to comply with the standard. If you are updating an existing standard, the existing information will serve as your EOC. The update should be noted in the self-assessment

2:03

Danielle Price:

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2:04

Comment From Cory Styron

How quickly should an agency seeking re-accreditation be up to speed with the new standards?

Dirk Richwine:

They should be using the new standards during their next visit cycle.

2:04

Comment From Kelli Jaycox

How soon in advance do reviewers want the Self-Assessment prior to the visit

Danielle Price:

The Self-Assessment is due at least 10 weeks prior to the scheduled visit under the new 2014 Standards.

2:05 Are you a CAPRA Visitor?

Yes

(49%)

No

(47%)

Plan on applying to become one

(4%)

2:05 **Comment From Sandra Whitmore**

Chapter 10 has been revised (thank heaven). Can you talk a bit about this chapter.

John Henderson:

We want to emphasize the continuing importance of data collection and measurement. To do so, we first transferred data standards from other categories, primarily 2.0 and 6.0. We then added new standards regarding LOS and Performance Measurement. We also decided to support the national PRORAGIS database.

2:06 **Comment From Pam Ragland**

Concerning reaccreditation - do we need to keep all documentation for the whole 5 years? or have a representation at the time of the report for the reaccreditation?

Dirk Richwine:

New standard 1.2 should provide you a reference on what information you should keep. You will need to provide verification in the EOC that you are using the documents that you say you have.

2:06 **Comment From Guest**

on the annual report, what exactly is meant by "under review"? Is that re-accreditation or new accreditation?

Danielle Price:

Previously, agencies who were scheduled to have a visit during the upcoming calendar year were exempt from completing an Annual Report during the year of their review. However, the requirement now is that all agencies are required to complete an Annual Report each year, regardless of when they are being reviewed.

2:07

Comment From Guest

How many pieces of evidence are required to satisfy standard has been met?

Danielle Price:

It varies based on the standard. It is important to read the standard and the suggested evidence of compliance to understand what the Commission is looking for each standard.

2:07

Comment From Guest

If we have a standard that is currently in development, but it indicates the requirement of evidence of a last review, will just the initial roll-out/creation suffice?

Dirk Richwine:

The current, adopted EOC will need to demonstrate compliance.

2:08

Comment From Andre Pichly

Will the report template for the 2014 Standards include a spell check function?

Danielle Price:

Hi Andre,

Yes, the new template has been changed so the spell check feature is now functioning on all computers.

2:08

Comment From Guest

Will all re-accreditation visits start using the new method of review prior to the visit and a shortened on-site visit or is it still the agency's choice?

Danielle Price:

This is a new option that the Commission approved last year. Agencies must meet certain criteria in order to qualify for that option. The specific details are in the CAPRA Handbook.

2:09

Comment From Guest

Danielle...Rowlett is going through accreditation now. We will sit at the board in October at Congress. Do we need to submit an annual report in January?

Danielle Price:

Yes, each accredited agency must submit an Annual Report each year. The link to the online form will be sent out in January and it is due back no later than March 1st.

2:10

Comment From Guest

When site visitors visit and are given all the documents from the agency, if something is missing will the agency be given the opportunity to gather the missing documentation during the visit?

Dirk Richwine:

Generally that is how it works. Visitors usually ask for items during the visit

2:10

Comment From Guest

Is the handbook and templates up-to-date online

Danielle Price:

Yes, both the handbook and the report template are updated and on the CAPRA website.

2:12

Comment From Guest

A few standards (3.4.3, etc.) have very specific components that are required. If the agency doesn't have one of the components listed but has the vast majority, does that mean the entire standard is deemed non-compliant?

Dirk Richwine:

Those components are not required. They are part of the suggested EOC.

2:12

Comment From Guest

What is the preference for submitting exhibits electronically? (CD/flashdrive/email)

Danielle Price:

There is no specific format required - the important piece is that we get the information in an electronic format. So CD, flashdrive, email, DropBox, Google Drive, etc. are all acceptable as long as they function for the reviewers and visitation team.

2:12

Comment From Amy Flaherty

Is there a quick way to link to a specific paragraph in an existing document?

Dirk Richwine:

Yes The last few self-assessments I have read all have links to specific documents of EOC.

2:13

Comment From Guest

Can the documentation be provided to Visitors in electronic format? Or does it all need to be in hard copies?

Danielle Price:

For the new 2014 Standards, all of the evidence of compliance is required to be submitted in an electronic format. Hard copies are no longer required or permitted for submission to the Commission.

2:14

Comment From Audra Robbins

Will there be any online training sessions offered in the near future on the new standards that we can take to satisfy that requirement?

Danielle Price:

We are in the process now of working with the Commission to record some webinar trainings that will be posted in our Online Learning Center. One is being recorded next week that is specific to visitors. We are also working on online trainings for agencies as well.

2:14

Comment From Michelle Zimmer

Since some of the standards require new information, we wouldn't have 5 years of compliance, how will this be handled/viewed with the reviewers?

Dirk Richwine:

I don't think there is any place in the self-assessment that requires five years of compliance.

2:14

Comment From Laura Wetherald

Our Agency has a Comp Plan for Planning and Open Space Management that now has been changed to be updated every 7 years. We also follow a County driven General Plan that is for over 10 years. But our Recreation Plan focuses on how we plan our Recreation system within the agency and is updated every year.

John Henderson:

The 2014 standards require you have a jurisdiction plan with a park and recreation component such as your General Plan and a park and recreation system plan, similar to your plan for open space planning and management. The recreation plan can be a complement to meeting the system plan standard. The dates for review need to be stated as part of new standard 1.2 Periodic Timetable for Review of Documents. You tell us your schedule for reviewing and updating documents and show evidence that the schedule is being implemented. Whether the frequency of updates is adequate could become a subject for discussion, but in general, if you have presented a schedule and are adhering to it, you should be good.

2:14

Comment From Guest

Background checks (Standard 4.1.5) are private info and usually not released. How should we provide evidence without compromising privacy?

Dirk Richwine:

A statement from either the police or background agency showing that you are completing background checks

2:15

Comment From Guest

Where in the handbook does it address CAPRA Annual Reports once your agency is accredited?

Danielle Price:

It is throughout the handbook, but specific information can be found in the MAINTENANCE OF ACCREDITATION section starting on page 10.

2:15

Comment From Guest

This Albera Gaum-Rickard from Delray Beach, FL If you acquire additional divisions (in your department) in July of 2014 and reaccreditation is scheduled for 2015 are you required to include the new divisions within your standards.

Dirk Richwine:

yes if they impact the standards

2:16

Comment From Guest

1.2 –Periodic Timetable for Review - To confirm periodic review indicates the agency can determine the review schedule, there is no mandated timeframe? 1.2.1- Document Approval Authority - To confirm it is permissible to have various approving authorities i.e. City Commission, Parks Director, Risk Manager, etc.. 1.5 Vision & 2.5 Strategic Plan – Is it acceptable for the agency to adopt/follow the City/County Plan?

Dirk Richwine:

yes

2:16

Comment From Pam Ragland

What information is required in the annual report?

Danielle Price:

It is a very quick and simple report. We ask for updated contact information to ensure our records are up to date. We ask if your agency plans on pursuing accreditation as scheduled. We ask if you are still in minimum compliance with the standards, and if not why. And then we ask for you to report on the status of the standards that you missed on your last review.

2:16

Comment From Michelle Zimmer

When a standard states "periodic review"...that is at the Department's discretion to determine correct? And then stay on track with it.

Dirk Richwine:

yes

2:16

Comment From Gina Rivera

Some of the documentation requirements contained in Sec 2.4 i.e. Master Plan, are duplicated in Sec 10 e.g., Needs Assessments, Community Inventory, and LOS standards. Should that documentation be provided with the documentation for both sections?

Dirk Richwine:

yes

2:17

Comment From Linda Probert

For 2.10 ADA Transition Plan; 7.2.1 –ADA Existing Facility and Site Audit; 8.6.2 Emergency Risk Plan; and 9.3 ADA Compliance & Face to Face- Are there are sample plans you can share? Suggestions in addition to the Management of PR Agencies Book?

Dirk Richwine:

We will be looking to add reference information on those new standards into the NRPA Knowledge Center.

2:17

Comment From Heidi Lapin, Palm Bay, FL

How do you become a CAPRA visitor

Danielle Price:

You can find the details online (<http://www.nrpa.org/Profess...>) as well as in the handbook. There are visitor requirements and once you meet those requirements you submit your application and resume to CAPRA@nrpa.org and we will notify you if you are approved.

2:18

Comment From Guest

1.2 sets timetables for the reviews of various things. Is it acceptable to say that certain requirements are reviewed "as needed." There are many things that the City Manager's Office controls that we as the Park Dept cannot influence.

Dirk Richwine:

You will need to be more specific than as needed. There should be a time frame that should adopt to review items.

2:19

Comment From Cindi Wight

Will agencies still have hard copies on file for the visiting team to review on-site or will everything be electronic?

Danielle Price:

The only requirement at this time is for electronic copies of the materials. Hard copies are no longer required.

2:19

Comment From Guest

So, when we submit the Self-Assessment, we need to send the hard copies in as well? I thought we just sent in the assessment, and the EOC was onsite?

Dirk Richwine:

No hard copies all items should be electronic.

2:20

Comment From Laura Wetherald

There seems to be confusion between the Recreation Program Plan and the Comprehensive Plan and the General Plans for an agency. Do you have a simple way to share the differences?

John Henderson:

The focus of the recreation program program plan is programs and services -- quality, benefits, types, coverage, cost recovery, etc. The recreation system plan and the jurisdiction comprehensive plan focus on overall levels of service and how parks and recreation services complement the other land use and community facilities and services in the jurisdiction.

2:20

Comment From Linda Probert

1. When is the application due if the agency visitation dates will occur between May and July?
2. Upon the Agencies completion of the survey when we the agency be notified of the visitation date?

Danielle Price:

Hi Linda,

Agencies can submit their preliminary application at any time. Once submitted, the application is good for two years. If your agency plans on having a visit next year it is strongly recommended that you submit your application ASAP as we have already started working with the agencies regarding their visit dates for 2015.

2:20

Comment From Linda Probert

8.4 – Public Information on Laws, Ordinances, Rules, Regulations & Policies - Is an Agreement/Contract with an outside Law Enforcement Agency acceptable for the policy directive? Law Enforcement can be the educator on laws, rules and regulations as opposed to city staff?

Dirk Richwine:

Yes you will just need to explain it in the self-assessment

2:21

Comment From Harvey Feldman

Stress the importance of highlighting where just a small section of a large document is required to meet the standard.

Danielle Price:

Hi Harvey, Great feedback for agencies!

2:21

Comment From Jay Tryon

In reviewing standard 2.4 and the needs assessment is there a guideline of how recent the assessment should have taken place?

Dirk Richwine:

It is difficult to answer that question using this forum. I can contact you later to talk about it.

2:22

Comment From Kelli Jaycox

In providing the EOC documentation, is it best to provide links to the agencies website or a link to a document on a flash drive?

Danielle Price:

Hi Kelli,

Either is fine as long as the Commission Reviewers, CAPRA Staff, and the visitation team members can all easily access the materials. We have had some agencies use a website, some use CDs, some use thumb drives, etc.

2:22

Comment From Michelle Zimmer

Are there any examples/written policy to share for compliance for 9.3?

Dirk Richwine:

I will look for some and post them to the knowledge center.

2:23

Comment From Guest

Has there been or will there be perhaps a webinar to go over the changes? It is difficult to keep up with the information in this format. Especially since I don't have a general overview of the changes. This is Luci Correa from Houston Parks and Recreation Department.

Dirk Richwine:

There is a side by side comparison document on the NRPA website

2:23

Comment From Guest

What is the general success rate of agencies obtaining accreditation on a first visit?

Danielle Price:

Based on my experience, it is very close to 100%.

2:24

Comment From Michelle Zimmer

Regarding 10.5.1, how much data or is just the profile required?

Dirk Richwine:

I would suggest data in your trends analysis with some narrative.

2:24

Comment From Guest

We have missed what the acronym "EOC" is referencing - please explain.

Danielle Price:

EOC = Evidence of Compliance

2:26

Comment From Susie Hergenrader

To clarify...2.3.1 is verifying that a Comprehensive Plan with a park and or recreation component is in place. Then 2.4 addresses that park and/or recreation component (often referred to as Park and Recreation Master Plan). Is that correct?

Dirk Richwine:

Not always. Usually the Parks and Recreation Master Plan is more detail than the Comprehensive Plan but the two should be related.

2:26

Comment From Guest

If you are sending all of the EOC in with your self-assessment, what are the visitors looking for on-site? Shouldn't they already know/see all of the information they need?

Danielle Price:

The visitation team will still be doing some document review on-site. The focus will shift to meeting with and interviewing staff, visiting facilities and parks, and obtaining clarification on any standards they had issues/concerns with during their pre-visit review.

2:26

Comment From Stella

Would this chat be available online to go back for review and refer to answers to some of these questions later. If so, when and how long?

Danielle Price:

Yes, we will post the transcript of this chat on the CAPRA website for anyone to reference at a later time.

2:26

Comment From Guest

What is the difference between 10.1.2 and 10.2? It seems similar.

John Henderson:

10.1.2 is about showing that you are training your staff on how to perform program and service evaluation.

10.2 Is about using the results of evaluation to show the benefits/ results/ outcomes/ impacts of your work.

2:26

Comment From Kelli Jaycox

In reference to questions about an agency, is it preferred to provide overarching agency policies if they exist or policies specific to only the parks and recreation department?

Dirk Richwine:

If was are referring to the Policy Manual than it would be specific to parks and recreation

2:27

Comment From Michelle Zimmer

1.2.1 Document Approval Authority - it's permissible to have various approving authorities as they are different per policy? (I.e. City Commission, City Manager, P&R Director, Risk Manager, etc.)

Dirk Richwine:

yes

2:27

Comment From Guest

The comparison document is excellent. It is also helpful when you post examples in the Knowledge Center. Thanks!

2:28

Comment From Linda Probert

4.3 – Job Analyses for Job Descriptions - Need clarification - Are job descriptions acceptable without a job analysis?

Dirk Richwine:

There should be some sort of process that your agency uses to evaluation job positions.

2:28

Comment From Guest

Does 10.1 require any EOC or is it just a description of the overall evaluation process the dept employs?

Dirk Richwine:

Yes this is more geared toward the process

2:29

Comment From Guest

We are scheduled to have a visit in early 2015 according to the 2009 Standards. IF we are unsuccessful, do we correct the findings, or would we have to be re-evaluated using the 2014 standards?

Danielle Price:

When you submit your Self-Assessment, it is reviewed by the two assigned Commission Reviewers who have to approve it before your visit can move forward with scheduling your visit. If they feel your visit needs to be postponed to later in 2015 due to the need for additional work, you can still use the 2009 Standards. However, if you are postponed to 2016 or are not approved for accreditation at your hearing in 2015, you will be required to meet the new 2014 Standards.

2:29

Comment From Guest

4.1.9 - A sample of completed performance evaluations is suggested EOC. For re-accreditation purposes - does this mean agencies need to provide several evaluations from each of the calendar years of the 5 year cycle?

John Henderson:

No -- this standard remains substantially the same as the current standard. For reaccreditation you would refresh your file with recent examples.

2:30

Comment From Guest

Standard 1.6 - is there a required EOC or can it just be a thorough description in the self-assessment?

Dirk Richwine:

There will be a required EOC in the form of a policy manual

2:30

Comment From Sandra Whitmore

Tech question - At last visit the three reviewers were using agency computers. We merged the document and sent it to National via one of the team's I-Pad. We did not send it from the agency as the report is to be confidential until reviewed by CAPRA. Does the handbook address the need for the visitors to bring i-pad or i-phone and have the ability to merge and send documents or were we overreacting and using the agency's computer to send final report would have been ok??

Danielle Price:

Per page 22 of the CAPRA Handbook:

OTHER PHYSICAL AND SUPPORT ARRANGEMENTS

Visit team members will require access to and use of some agency facilities. The team will need a workspace (that can be secured) to meet together, review materials, and work on the report. Supplemental materials that may be helpful to the team should be available in the workspace (e.g., the agency's relevant policy statements not included in the self-assessment). Each visitor should be provided a computer with internet access. Shared use of a telephone and a printer is also necessary.

In some cases, teams may require occasional clerical assistance. This might include help with answering routine questions, providing directions to agency locations and accessing relevant materials filed in the office. Identifying an individual to assist the team with these types of needs is helpful. The visit chair should ascertain whether any special accommodations are required of the visit team.

2:31

Comment From Gina Rivera

Are there examples of EOC documentation for 2.10 ADA Transition Plan?

Dirk Richwine:

We will try and find those and add them to the Knowledge Center.

2:31 Do you plan on attending the CAPRA trainings to be held at Congress this year in Charlotte, NC?

Yes

(43%)

No

(42%)

Maybe

(15%)

2:31 **Comment From Leah Hoffman**

If your department's focus is parks and natural resources with no recreational programming, are you eligible to be accredited?

Dirk Richwine:

Yes you will just need to adapt your Recreation Program Plan.

John Henderson:

In our experience, those agencies that believe they do no recreation programming, actually do programs, e.g. special events and provide self-directed program opportunities via trails and playing fields, etc.

2:32 **Comment From Guest**

How often do the standards change?

Danielle Price:

The Commission is committed to ensuring the standards are current and relevant to the profession, so the standards are reviewed every five years.

2:33

Comment From Guest

To apply for accreditation in 2015, when do you need to register and when do you need to send in your self-assessment?

Danielle Price:

If you have not already done so, it is strongly recommended that you submit your preliminary application ASAP, as we have already begun working with agencies on the dates of their visits for 2015. The Self-Assessment for the new standards is due at least 10 weeks prior to the scheduled visit.

2:33

Comment From Michelle Zimmer

8.6.2...Will examples be uploaded in the knowledge center? And is it acceptable for the Plan to be a component from the Agency's Emergency Plan?

Dirk Richwine:

Yes and it can be part of your Emergency Plan

2:33

Comment From Heidi Lapin

Someone asked about how recent the needs assessment needed to be- DIRK responded he would contact them off line. I would like this information as well please

Dirk Richwine:

just send me your contact information

2:34

Comment From Jay Tryon

Once someone has been approved as a visitor how is it determined what visitors get chosen to take part in an assessment?

Danielle Price:

We try to ensure that the visitation team make up is as follows: a qualified visit chair, a visitor who has been out on 1+ visits, and a brand new visitor. We try to get new visitors out on every visit.

2:34

Comment From Guest

5.3.4 - Independent Audit - Does the Independent Audit need to come from an outside agency or can it come from the Office of the City Auditor?

Dirk Richwine:

How does your agency conduct the auditing function?

2:34

Comment From Guest

Just a comment -- that reviewing and potentially changing the standards on a 5-year cycle gives the same re-accrediting agencies the changes of new standards every visit. It would be helpful to juggle that a little to be fair to agencies on the reaccreditation cycle.

2:34

Comment From Michelle Zimmer

I meant 10.5.3 Proragis...data or just profile?

Dirk Richwine:

profile

2:34

Comment From Cory Styron

Leah Toledo Metro Parks might be a good example to reach out regarding accreditation. They are similar type agency

2:35

Comment From Guest

3.2 Administrative Offices- are Photographs of Office Spaces and Office Equipment an acceptable means of providing documentation?

Dirk Richwine:

Yes but the visitation team will want to see them as part of the observable standards

John Henderson:

Yes, I think so -- especially if you supplement with a narrative explanation of what is shown. The visitors can also do onsite observation.

2:37

Comment From Guest

You indicated that an agency's annual report should reflect the existing ("old") standards until the reaccreditation date of the agency, BUT the agency is supposed to meet the new standards effective now. Can you explain further and explain how this will be reflected in the annual report and the site visit?

Dirk Richwine:

Your accreditation will be based the standards that you were approved with. You will need to demonstration compliance with those standards until you are approved with newer standards

2:37

Danielle Price:

The specific question on the Annual Report is: Please address how your agency is working towards compliance and/or how your agency is now in compliance with all of the standards missed at your last accreditation review. Please list each standard on a different line. If you need a list of your missed standards, please contact CAPRA@nrpa.org.

If your agency did not miss any standards at your last accreditation review, please type "n/a".

2:37

Comment From Nancy Desmond

regarding the needs assessment: please also inform nd@clevelandmetroparks.com thx

2:38

Comment From Guest

What do you mean by "observable standards"?

Danielle Price:

Per the introduction section of the CAPRA 2014 Standards:
Observable Standards

A tour of the agencies parks and/or facilities must be granted to view the system to verify compliance with standards. This is required as part of the visit.

2:39

Comment From Guest

6.4 and 6.4.1 seem very similar and both look for example of implementation. Any helpful hints for distinction?

Dirk Richwine:

6.4. is community education for leisure and 6.4.1 is about health and wellness specifically. They are different.

2:40

Comment From Guest

3.4.1 states a specific position in the Agency shall be designated to direct the Public Information and Community Relations Function... would this be the same as a Marketing Manager?

John Henderson:

Generally, smaller agencies combine marketing, public information and community relations functions under a single manager. It is still, essential, however, to show the distinct tasks, per the standards, are being performed.

Dirk Richwine:

yes, generally these designations fall with one person

2:40

Comment From Guest

Since Proragis is now required, will there be training sessions offered at NRPA on how to input your data and how to analyze the various reports?

Danielle Price:

Yes. NRPA has partnered with the Academy to offer PRORAGIS workshops across the country. Our current goal is to offer at least 20 workshops by the end of 2014. They are 4 hour workshops that are provided to help agencies input their information into the PRORAGIS system. Lunch is provided as well.

2:41

Comment From Guest

If 1.6 requires a policy manual as the EOC, what are you looking for in 1.6.1? I planned to include the policy manual/s in that standard

Dirk Richwine:

1.6 is how policy 1.6.1 is the actual policy manual

John Henderson:

The manual is the EOC for 1.6.1. The EOC for 1.6 is showing the delegation of authority for policy making, preparation of rules, procedures and regulations, i.e. showing how your agency is structured to perform these functions.

2:41

Comment From Gina Rivera

The new 2014 Standards, released in April 2014, will be implemented with visits in 2015.

Danielle Price:

Hi Gina,

Yes, they are being implemented in 2015. Agencies with visits in January-March will have the option of either using the 2009 or the 2014 Standards. Visits taking place May-July will be required to use the 2014 Standards.

2:42

Comment From Guest

It would be great if a PRORAGIS session was offered at state conferences.

Danielle Price:

That is another option we are working on as well.

2:42

Comment From Cory Styron

What are the greatest challenges facing an agency seeking accreditation for the first time? And those seeking re-accreditation?

Dirk Richwine:

The greatest challenge is understanding the process and expectations. That is why is it so important to work with agency and staff who have been through the process and are familiar with the process

2:43

Comment From Guest

Can you clarify on the preamble for the sections compared to commentaries for each standard?

Danielle Price:

The preamble to each chapter was added to help the agencies (and visitors) understand the intent of the standards within those chapters. The commentary for each standard were either incorporated into the standard language or eliminated to avoid confusion.

2:43

Comment From Guest

Is there any alternative to the Proragis standard? My City Manager does not want to participate in it.

Danielle Price:

Unfortunately, no, there is no alternative. However, it is not one of the fundamental standards.

2:43

Comment From Guest

5.3.4 - Response: Other than internal audits, the Office of the City Auditor also conducts thorough audits of all departments and functions city-wide; would those audits meet the EOC for this standard?

Dirk Richwine:

If that is what you agency does to comply with the audit function. Generally it is a statutory function.

2:44

Comment From Linda Probert

10.5.1 Recreation trends and Leisure Analysis - Can you post an example to the knowledge base?
Thanks

Dirk Richwine:

Sure we can try and find some to post.

2:44

Comment From Andre Pichly

Do you think that the use of Proragis will ever become a standard for agency accreditation?

Danielle Price:

Standard 10.5.3 in the new 2014 Standards is about PRORAGIS:

10.5.3 - PRORAGIS

Standard: The agency shall create an online profile and enter operating data into PRORAGIS, the national park and recreation database.

Suggested Evidence of Compliance: Provide a copy of the agency Custom Report from the PRORAGIS database

2:45

Comment From Gina Rivera

The NRPA site states The new 2014 Standards, released in April 2014, will be implemented with visits in 2015. Does this mean that both 2009 and 2014 EOC documentation will have to be provided with 2016 visits?

Danielle Price:

2016 visits will be required to show compliance with the 2014 Standards.

2:45

Comment From Guest

For the visit, is it preferred that we arrange a tour of the parks and facilities, or is this something the visitors will want to see in pieces?

Dirk Richwine:

Generally there are daily tours on a visit and you visit different areas of the agency.

2:45

Comment From Cindi Wight

For the person who asked about greatest challenges I would add that the advice to become a visitor if you are looking to get accredited is excellent. I am now looking at the process in a new way after visiting this summer.

2:46

Comment From Guest

Standard 4.1 Personnel Policies and Procedures Manual -- Our HR department for the County maintains and reviews this, our department has no say in how often it is reviewed. I am not sure that it is reviewed often. How do we navigate situations like this, where our Department has little control over some of these larger policy standards?

Dirk Richwine:

You will need to show in the EOC who approves and what their schedule (if any) is on their review

2:46

Comment From Kira Peters

How specific should the preambles of each section be? Especially if commentaries for the standards are being eliminated?

Danielle Price:

The agency is not required to provide a preamble to each chapter. The Commission has added the preamble to the Standards for agencies and visitors to use as a reference. You should take a look at the new Self-Assessment/Visitation Report template online: <http://www.nrpa.org/uploade...> to see what the requirements are for the agencies.

2:47

Comment From Tina Murto

Please send needs assessment information to us also: tmurto@broward.org Thanks...

Dirk Richwine:

Thanks

2:47

Comment From Guest

3.4.1 Follow up to response- In Howard County, we have a Public Information Office, which is a separate Department. Can we provide job descriptions from that agency and demonstrate our policies/procedures for how our staff interacts with them?

Dirk Richwine:

yes I have seen that work before

John Henderson:

Yes -- You will show how community relations functions for parks and recreation are handled through your county public information office.

2:48

Comment From Guest

What are some common mistakes agencies make during their first attempt at accreditation?

Dirk Richwine:

Not understanding the standard and not proving the expected EOC. That is why it is some important to talk with someone including your mentor about the process

Danielle Price:

In addition to what Dirk said, we have seen some agencies opt to not attend the offered trainings or use the additional resources available to them (such as the Commission Mentors, NRPA Connect, or the other accredited agencies in their state). Use any and all resources to help you through this process - they do help.

John Henderson:

I have worked primarily in large agencies. Our problem has been collecting too much information, i.e. "when in doubt, put it in the file." If you wait till the end, it takes too much time to sort through the material to find the best examples. The biggest mistake is providing too much in the self-assessment. The biggest headache for reviewers is getting EOC that is disorganized. Providing the essential EOC for each standard and highlighting the pages or paragraphs is critical. Otherwise, you are making life very difficult for your review team. I hope this helps.

2:48 Do you find this format of "training" helpful?

Yes
(79%)

No
(21%)

2:48 **Comment From Gina Rivera**
Thank you Danielle

Danielle Price:

You are welcome.

2:49 **Comment From Guest**

7.7.2 - The County is the official repository of land records. We have copies of many things, but if we need something official, we go to the county to get it. Does this meet the intent of the standard? The process works for us and has never been an issue and we see no reason to change what is currently working.

Dirk Richwine:

Yes many standards rely on other departments in an agency such as Human Resources, Finance and Law enforcement.

2:50

Comment From Guest

Can the EOC in the self-assessment report be referenced as a pdf or does it have to be inserted as a hyperlink?

Dirk Richwine:

yes or as an attachment

2:51

Danielle Price:

We will continue taking questions for about 10-15 more minutes.

2:52

Comment From Guest

When is the visitor training at Congress

Danielle Price:

There is a 4 hour workshop on the Monday of Congress. There is also a 1.25 hour training on Tuesday afternoon.

2:52

Comment From Kira Peters

When will this live chat be posted so we can print and review?

Brenda Beales:

This live chat will be posted early next week.

2:53

Comment From Guest

How would an agency go about getting a mentor?

Danielle Price:

All preliminary applicant agencies and prospect agencies (those agencies that have contacted us expressing interest in accreditation) are automatically assigned and introduced to their Commission Mentor.

2:53

Comment From Guest

Back to 1.2 - If the City Manager or other City department controls the standard and the review schedule (and it is not reviewed on a regular rotation), how do you advise we address this with regard to setting the review schedule?

Dirk Richwine:

It needs to note that way in the self-assessment.

2:54

Comment From Guest

Are the preliminary applications found under Accreditation?

Danielle Price:

The application can be found on our website at: <http://www.nrpa.org/uploade...>

2:54

Would you like to see more of these live chats in the future?

Yes

(97%)

No

(3%)

2:55

Comment From Guest

What qualifies as a preliminary applicant?

Danielle Price:

An agency that has submitted their preliminary application.

2:55

Comment From Guest

Which standard is usually the toughest to comply with? I am finding Risk Management is difficult because we have all the parts, but it's a matter of putting it together.

Dirk Richwine:

From my self-assessment reviews, the Recreation Program Plan is the one I see the most variety on.

John Henderson:

We have tried very hard to clarify the intent of the standards. Failure to understand the standard and what is required for EOC has been the problem-- not difficulty. Community inventory (now 10.5.2) has been a problem, because a key element is understanding what other agencies, businesses and non-profits are providing. The standard on Training for Evaluation (now 10.1.2) is also often misunderstood.

2:56

Comment From Guest

It would be great to have live chats on each standard.

Dirk Richwine:

That's a great idea

2:57

Comment From Thurman Hardison

Thanks, in advance, for making today's chat available later.

2:58

Comment From Gina Rivera

Do the majority of applicants utilize a consultant to prepare the Master Plan or it is handled in-house ?

Dirk Richwine:

both ways can work

2:58

Comment From Guest

Is there a marketing plan or strategy in place to encourage more agencies to become accredited?

Danielle Price:

We do not have a specific marketing plan in place. We currently have over 50 preliminary applicant agencies and close to 60 prospect agencies in the process of accreditation. Today we have had close to 200 people view/participate in the chat. The program is growing at a rapid pace and seems to be through the work of the dedicated Commissioners and the accredited agencies working to encourage other agencies to apply.

2:58

Comment From Guest

DO YOU KNOW OF ANY GOOD REFERENCE POINTS TO RECREATION PROGRAM PLAN

Dirk Richwine:

The Knowledge Center is a good reference to check.

2:59

Comment From Guest

Thank you to all for the information today. Great job!

2:59

Comment From Cindi Wight

Any advice on "selling" the accreditation process to 20+ year employees who have retirement coming in 5 years?

Dirk Richwine:

There is a good video on the web site

2:59

Comment From Andre Pichly

Can current CAPRA visitors develop a secret handshake or something, just increase our coolness factor?

Danielle Price:

Sure, go for it Andre! :-)

3:00

Danielle Price:

We are finishing up on the last few questions. Before we close out for the day, are there any additional comments, concerns, questions?

3:01

Comment From Heidi Lapin

Thank you!

3:01

Comment From Pam Ragland

Thank you for your information. Maybe there could be webinars on each section individually rather than all standards.

Danielle Price:

We are working on that.

3:01

Comment From Greg Morris

Thank you for the information!

3:02

Comment From Gina Rivera

Thank you!

3:02 **Comment From Guest**
Can we get CEUs for this?

Danielle Price:

CEUs are not offered for the live chats. They will be offered for the recorded trainings that will soon be up in our online learning center.

3:02 **Comment From Chris Ashton**
Thank you all for the information and setting this up!

3:03 **Comment From Jim Bell**
Thanks

3:03 **Comment From Sydney Elliott**
Thank you for this live chat!

3:03 **Comment From Mark Halstead**
Thank you for the information and I support the idea of webinars on each section.

3:03 **Comment From Jay Tryon**
This was very helpful. Thanks for setting this up.

3:05

Danielle Price:

Okay, it looks like there are no additional questions at this time. We would like to thank all of you for your time and participation today. We will post a transcript of this chat to the CAPRA website in the next week or so. If you have any additional questions, please feel free to email CAPRA@nrpa.org.

Thank you!

3:05

Comment From Comilla

Thank you. This was great. Team RCRC!

3:05

Comment From Sandra Whitmore

I second the idea for addressing limited amount of standards for each chat. Good job though and great attendance.

3:06

Comment From Audra Robbins

Thanks and I would be very interested in chats that focused on each section!

3:06

Comment From Andre Pichly

I'll work on the secret handshake with Dirk, John and Sandra.

3:06

Comment From Laura Wetherald

Great info and interesting questions and specifics

3:08

Comment From Stella

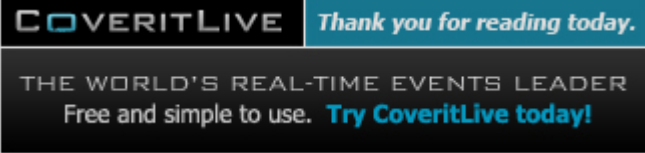
This was great, very informative. Thanks

3:08

Danielle Price:

This is the conclusion of today's live chat. Thank you!

3:10



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