



## COMMISSION FOR ACCREDITATION OF PARK AND RECREATION AGENCIES

**To:** Accredited agencies, applicant agencies, and accreditation visitors

**From:** James Garges, CAPRA Chair

**Subject:** Spring 2013 CAPRA Update

**Date:** April 11, 2013

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Thank you for your continued support of CAPRA and the accreditation process. As evidenced by the growing list of agencies seeking accreditation, our profession recognizes the value of accreditation. In times of budget cuts and downsizing, accreditation is still important for many agencies to pursue for the first time and for others to maintain. It demonstrates that an agency is well managed, proactive, reviews its management practices against the standards of practice developed by park and recreation professionals, and is providing cost-effective and comprehensive services.

The Commission met on March 26, 2013 and voted to implement the following changes to go into effect immediately. These changes have been reflected in the [CAPRA Accreditation Handbook](#).

### **VISITATION MONTHS**

Agencies can now select a two-week timeframe for their visit to occur either between January – March or May – July. Visits can occur in the month of April at the discretion of the Commission

### **VISITATION TEAM TRAVEL**

This is just a reminder that visitors **MUST NOT** make any travel arrangements until the Commission Reviewers have provided their official notification that the Self-Assessment has been reviewed and approved and visit has been approved to be scheduled.

### **MAINTAINING ACCREDITATION**

The following language in the handbook regarding agency compliance with annual report submissions and fee submissions has been added/updated:

1. Submitting an annual report and fee each year, all agencies regardless of accreditation cycle are invoiced in January. Agencies are notified at least thirty (30) days prior to the due date of the annual report and fee.
  - a. If an agency is non-compliant with submitting the annual report by the March 1<sup>st</sup> deadline, the following steps will be taken:

- i. The Accreditation Manager will send an email to the agency director and agency contact within one month from the annual report due date to follow up on the status of the submission of the report.
    - ii. If the annual report has still not been submitted, the Accreditation Manager will call the agency director and/or agency contact within one month of the email to follow up on the status of the submission of the report.
    - iii. If the annual report has still not been submitted, a letter will be sent to the agency director with a copy to the agency contact within one month of the phone call to follow up on the status of the submission of the report.
    - iv. If the annual report has still not been submitted, the agency will be assessed a fee of 10% of their annual fee within one month of the letter.
    - v. If the annual report has still not been submitted, the agency will be placed on the Commission's fall meeting agenda for discussion of possible revocation of the agency's accreditation status due to non-compliance with the annual report submission requirement.
  - b. If an agency is non-compliant with submitting the annual or hearing fee within 30 days of receipt of the invoice, the following steps will be taken:
    - i. The Accreditation Manager will send an email to the agency director and agency contact within one month from the fee due date to follow up on the status of the submission of the payment.
    - ii. If the fee has still not been paid, the Accreditation Manager will call the agency director and/or agency contact within one month of the email to follow up on the status of the submission of the payment.
    - iii. If the fee has still not been paid, a letter will be sent to the agency director with a copy to the agency contact within one month of the phone call to follow up on the status of the submission of the payment.
    - iv. If the fee has still not been paid, the agency will be assessed a fee of 10% of their annual fee within one month of the letter.
    - v. If the fee has still not been paid, the agency will be placed on the Commission's fall meeting agenda for discussion of possible revocation of the agency's accreditation status due to non-compliance with the annual fee payment requirement.
2. Upon receipt of all of the annual reports, the Commission will commence reviewing the annual reports to identify any compliance issues that they determine need to be addressed prior to the agencies next scheduled visit.

- a. If any compliance issues are identified and are deemed necessary for the agency to address prior to their next scheduled visit, the assigned Commissioner will contact the Accreditation Manager with a description of the areas of concern.
- b. The Accreditation Manager will add the description of the areas of concern to the Commission's next meeting agenda for discussion with the full Commission.
- c. The full Commission will determine the next steps at their next meeting and the Accreditation Manager will notify the agency director and the agency contact on those next steps. The Commission will assign a Commissioner who will be the agency's point of contact throughout this process.

### **SUBMITTING THE SELF-ASSESSMENT REPORT**

The language regarding submitting the Self-Assessment report has been further clarified:

The agency is responsible for sending a complete copy of the self-assessment report to the two Commission Reviewers and the Accreditation Manager at least eight (8) weeks prior to the scheduled visit dates. The Commission Reviewers will review the applicant agency's self-assessment. The Commission Reviewers will create a detailed list, by each standard, with the issues identified with the standard that the visit chair needs to address on-site or that the agency may need to address prior to the visit being approved by the Commission. Site visits will not take place until the self-assessment has received approval from the Commission Reviewers.

Visitation team member travel arrangements will not be scheduled until the self-assessment report has been approved by the Commission Reviewers. Failure to meet the deadline for submission or providing an incomplete report may result in delay or cancellation of the visit.

If the self-assessment is approved, the Accreditation Manager will notify the agency and visit team of the approval. At that time, the agency is responsible for sending a complete copy of the self-assessment to each member of the visit team.

If it is the recommendation of the Commission Reviewers to postpone the visit either because it is incomplete or lacking documentation or evidence, they will notify the Accreditation Manager with the decision and include the detailed list of issues. The Accreditation Manager will notify the agency and visit team that the visit has not been approved and will inform them to expect to hear from the Commission Reviewers and the Commission Mentor regarding the next steps. The Commission Reviewers and the Commission Mentor will contact the agency and indicate the necessary revisions and outline the next steps. The agency will have a designated time period, identified by the Accreditation Manager and the Commission Reviewers, in which to work with the Commission Reviewers and the Commission Mentor to edit and resubmit their self-assessment. Upon receipt of the revised self-assessment the Commission Reviewers will again review the report and start the process over again.

Unless otherwise directed, the agency will send either a digital copy or bound paper copy of the self-assessment to the visitation team members and Commission Reviewers. Please only send a digital copy to the Accreditation Manager at [CAPRA@nrpa.org](mailto:CAPRA@nrpa.org). Agencies should have at least one extra copy of the self-assessment report on hand when preparing for the visit, hearing, continuing accreditation cycles, and for use by future visitors.

The Accreditation Manager will provide the Commissioner Reviewers and Visitation Chair with copies of the agency's previous self-assessment report(s) and annual reports (if available).

### **KNOWLEDGE CENTER ON NRPA CONNECT**

Showcase your agency's accreditation standards documents by logging in and posting them to the Knowledge Center within [NRPA Connect](#). The Knowledge Center will quickly become a valuable resource for agencies looking for examples of the accreditation process, and we are asking for the assistance of the currently accredited agencies to populate this great resource with their materials. If you have documents you wish to share, follow these steps to post them:

1. Log in to [NRPA Connect](#)
2. Click on [Knowledge Center](#)
3. Click on the "Accreditation" folder
4. Click on the "CAPRA" folder
5. Click on the appropriate standard folder
6. Click on the "Add Document or Photo" link
7. Locate your document, name it, and provide a brief description
8. Click on "Upload File" at the bottom of the page

### **UPCOMING TRAININGS**

The list of upcoming CAPRA trainings can be found online at:

<http://www.nrpa.org/Professional-Development/Accreditation/CAPRA/CAPRA-Trainings/>

### **NEXT MEETING**

The next meeting will take place in the summer 2013.

Please contact [CAPRA@nrpa.org](mailto:CAPRA@nrpa.org) with any questions regarding these changes. Thank you for your support.