

Welcome to the 2023 FRPA Conference!



August 28 - 31, 2023 | Orlando, FL

A CHANGE IN CULTURE:

FULLY INTEGRATING CAPRA ACCREDITATION





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**PARKS &
RECREATION**



PATRICIA ROBERTS, CPRP
DEPUTY DIRECTOR,
PORT ST. LUCIE PARKS & RECREATION



KELLY BOATWRIGHT, CPRP
PARKS ADMINISTRATOR - PROJECTS,
PORT ST. LUCIE PARKS & RECREATION



CJ KEESTER, CPRP, CPSI
RECREATION MANAGER,
PORT ST. LUCIE PARKS & RECREATION





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WELCOME TO THE CAPRA ACCREDITATION JOURNEY



STARTING POINT

YOU'LL NEED TO ANSWER THESE QUESTIONS



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**WHAT'S OUR
GOAL?**



**WHO IS ON
OUR TEAM?**





STARTING POINT WHY IT'S IMPORTANT

The CAPRA Accreditation journey is one of the most stretching, rewarding and humbling experiences your Department will face.

Fully integrating CAPRA into your culture will ensure that the journey never ends.



STARTING POINT



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Like PSLPRD, you may find you have a highly skilled staff that is committed to doing “whatever it takes”. This will take your Department and team far...

...Fully integrating CAPRA Accreditation will take them further!



STARTING POINT



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- Learn the strengths of your team and assign accordingly (PSLPRD's team is 28 strong, with representatives from every work unit)



- Set an ambitious goal which requires a *team* approach



- Plan to invest time, effort and resources to ensure success





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CAPRA INTEGRATION: A FOUR-POINT APPROACH





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A FOUR-POINT APPROACH

PSLPRD determined that a four-point approach ensures full, perpetual integration of CAPRA into the Department's overall culture:

- **Section Action Plans**
- **Section Annual Reports**
- **Section Narrative Summaries**
- **The *CAPRA Co-Lab***





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6.1 RECREATION PROGRAMMING PLAN ACTION PLAN

JAY LISS, CPRP, RECREATION ADMINISTRATOR

EOC 1 Recreation Programming Plan; EOC 2 Staff Meeting Agenda and Notes

TASK	WHO IS INVOLVED?	DUE DATE	STATUS
EOC 1 requires an annual update. In June 2022, review the Recreation Programming Plan (RPP) for any revisions and updates, then circulate the RPP to the Recreation Supervisory Team for review and edits. Finalize the RPP for Sherman's signature. Save every annual review email documenting the process. In December 2025, draft the Narrative for the final self-assessment report.	Jay	6/30/22; 6/30/23; 6/30/24; 6/30/25; 12/30/25	
Place the final version of the RPP on a Recreation Supervisor meeting agenda and document the discussion and save the agenda, sign-in sheet and meeting notes each year as EOC 2.	Jay	6/30/22; 6/30/23; 6/30/24; 6/30/25; 12/30/25	

SECTION ACTION PLANS

To ensure that CAPRA updates are completely regularly, and on-time, PSLPRD created Section Action Plans.

Each Section is assigned an Action Plan, which clearly defines tasks required for ongoing EOC compliance, the team involved, due dates, and current status.

These Section Action Plans provide a critical tool for your staff to keep CAPRA “on their radar” in between accreditation/re-accreditation cycles.





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Standard #	Standard Title	Action Taken	Pending Action Notes
	Planning		
2.1	Overall Planning Function within Agency	No action needed at this time	
2.2	Involvement in Local Planning	Annual update	Update annually with committees attended. Capture any joint activities.
2.3	Planning with Regional, State, and Federal Agencies	Annual update	Update with any any/all MOU and/or grants for the previous calendar year.
2.3.1	Community Comprehensive Plan with Park and Recreation Component	No action needed at this time	
2.4	Park & Recreation System Master Plan	Once budget is approved, show where 10 yr Master Plan is being addressed in the budget.	Needs assessment update every 5 yrs (2024)
2.5	Strategic Plan	Annual update	Provide CM approved Department strategic plan
2.6	Feasibility Studies	Annual Update	Provide all new studies completed (Waterpark Feasibility & NGF Studies)
2.7	Site Plans	Does not require annual review	Collect all new site plans
2.8	Historical and Cultural Resource Management Plan	Annual update	Annually, collect updates on historical homes.
2.9	Community Involvement	Annual review	Annually, collect surveys, public engagement meeting minutes, flyers, etc. (O.L. Peacock)
2.10	ADA Transition Plan	Continue to work with Legal to see the plan through to implementation	Pattie has been working diligently with the Legal Department and outside resources to put together and implement this final

SECTION ANNUAL REPORT

To ensure these CAPRA updates are reviewed, PSLPRD created Section Annual Reports.

Section Reports are presented monthly (Jan. through Oct.) to Department leadership by a Section team.

In June, Sections 1-5 present their Annual Report to the entire CAPRA team. In December, Sections 6-10 present their Annual Report to the entire CAPRA team.



SECTION ANNUAL REPORTS



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7.5	Maintenance and Operations Management Standards	<p>EOC 1: Annual review for SOP.</p> <p>EOC 2: Update to SVT EOC 2. Annual review for SOP.</p> <p>EOC 3: Update to SVT EOC 3. Annual review for SOP.</p> <p>EOC 4: Update to SVT EOC 4. Annual review for SOP.</p> <p>EOC 5: Staff will Update to SVT EOC 5 (Combine with EOC 8). Annual review for SOP.</p> <p>EOC 6: Annual review for SOP.</p> <p>EOC 7: provide updated MFEC Maintenance Contract updated. Annual review for SOP.</p> <p>EOC 8: Provide updated Saints Contracts (ACRO and Manpower contract). Combine with EOC 5.</p> <p>EOC 9: Annual review for SOP. Added Temp Staffing Contracts.</p>	<p>EOC 1: Before November 2022 (and annually thereafter), review EOC for any revisions and obtain approval from the Director with signature and new revision date for reaccreditation. New copy will be made available for Parks staff at work sites.</p> <p>Add new contracted cleaning services to appendix. Include scope of services for contracted cleaning at parks and/or facilities.</p> <p>EOC 2: Before November 2022 (and annually thereafter), review EOC for any revisions and obtain approval from the Director with signature and new revision date for reaccreditation. New copy will be made available for</p>
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SECTION ANNUAL REPORTS



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7.5.1	Facility Legal Requirements	<p>EOC 1: *Working to replace with PUMA reports</p> <p>EOC 2: No annual update required</p> <p>EOC 3: No annual update required</p> <p>EOC 4: No annual update required</p> <p>EOC 5: No annual update required</p> <p>EOC 6: No annual update required</p> <p>EOC 7: No annual update required</p> <p>EOC 8: No annual update required</p>	<p>EOC 1: Before September 2022, replace Matrix with report from PUMA inspection app (which tracks when inspections are due).</p> <p>EOC 2 through EOC 13: Staff will update with new EOC's for new locations, review EOC for any revisions, provide newer</p>
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SECTION ANNUAL REPORT

This process is continued annually, until the Department's next re-accreditation comes due.

These Section Annual Reports provide a critical tool to ensure that your Section teams are moving forward in their reviews, and that Department leadership is always updated with the latest information per Section.





CAPRA RE-ACCREDITATION NARRATIVE

SECTION 3: ORGANIZATION & ADMINISTRATION

SECTION LEAD: Jaclynn Gazdacko

SECTION TEAM: Kelly Tiger
Sandy McKeithen

YEAR 1 RE-ACCREDITATION NARRATIVE – FY 2022 UPDATES

During the Section 3 Annual Report presentation before PSLPRD Leadership, the following updates were addressed:

Reviewed standards and applied appropriate review timelines. Updates applied to sections: 3.1, 3.2; 3.2.1; 3.3; 3.4; 3.4.1; 3.4.3.2; 3.5. Further review will be required for standards 3.4.1, 3.4.3 and 3.4.3.1 given changes to Communications standards, procedures and assignments, as previous EOC is no longer accurate to current operations.

YEAR 2 RE-ACCREDITATION NARRATIVE - FY 2023 UPDATES

During the Section 3 Annual Report presentation before PSLPRD Leadership, the following updates were addressed:

Insert a narrative here of no more than 4 sentences.



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SECTION NARRATIVE SUMMARIES

At the suggestion of a CAPRA Commissioner, the Department designed Section Narrative Summaries.

These Section Narrative Summaries provide an abbreviated report as to all actions performed in each Section, and refer to detailed information provided by the Annual Reports.





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THE CAPRA CO-LAB

However, continuous improvement doesn't just include ensuring that CAPRA standards are constantly reviewed. Instead, the Department must commit itself to *exceed* CAPRA expectations, by learning industry best practices and innovative opportunities, and employing them in the Department.

The *CAPRA Co-Lab* provides the environment for this critical education and growth!





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THE CAPRA CO-LAB

CAPRA *Co-Lab* is a two-year, professional staff development plan, based upon the standards of each CAPRA Section.

State and national Park and Recreation professionals are secured to provide each training, subject to their respective skill set.

These trainings cover five Sections per year, with a new curricula and cadre of presenters every two years. **This ensures multiple trainings, per Section, between the Department's re-Accreditation cycles.**





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‘22 CAPRA CO-LAB CURRICULA

Topics for this year's PSLPRD CAPRA Co-Lab include:

- ***How to Forge Agency Relationships with Complementary Organizations*** (Section 1, Fundamental Standard 1.7) Presented by Michael Kalvort, Recreational Services Director, Boca Raton, FL
- ***How to Ensure Your 10-Year Master Plan is Alive and Thriving*** (Section 2, Fundamental Standard 2.4) Presented by Carlos Perez, Perez Planning & Design, LLC
- ***How to Keep Your Marketing Plan Relevant*** (Section 3, Non-Fundamental Standard 3.4.3) Presented by Joshua Green, Cosumnes Community Services District, CA





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‘22 CAPRA CO-LAB CURRICULA

Topics for this year's PSLPRD CAPRA Co-Lab include:

- ***How to Develop Leadership Succession Procedures*** (Section 4, Non-Fundamental Standard 4.4.1) Presented by Juan Armas, Miami-Dade County
- ***How to Cast a Larger Net to Engage Private, Corporate and Non-Profit Support in Our Community*** (Section 5, Non-Fundamental Standard 5.1.4) Presented by Chris Nunes, The Woodlands, TX





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‘23 CAPRA CO-LAB CURRICULA

Topics for this year's PSLPRD CAPRA Co-Lab include:

- ***How to Strengthen Outreach to Diverse and Underserved Populations*** (Section 6, Fundamental Standard 6.3.1) Presented by Joshua Greene, Cosumnes Community Services District, CA
- ***Ensure Recycling/Zero Waste Plans are Relevant*** (Section 7, Standard 7.9.1) Jennifer Tisthammer, Director, Deering Estate & Chief of Conservation, Miami-Dade Parks, Recreation and Open Spaces (PROS)
- ***Need for Review of General Security Plans*** (Section 8, Fundamental Standard 8.5) Presented by Carolina Vesster, Assistant Director, Community Recreation Department, Coral Gables, FL





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‘23 CAPRA CO-LAB CURRICULA

Topics for this year's PSLPRD CAPRA Co-Lab include:

- ***HoReview, Update & Analyze Accident/Incident Report Procedures*** (Section 9, Non-Fundamental Standard 9.1.2)
Presented by Shawn P. DeRosa, J.D., Owner, DeRosa Aquatic Consulting, Walpole, MA
- ***Identify, Analyze & Incorporate Recreation/Leisure Trends***
(Section 10, Non-Fundamental Standard 10.5.1) *Presented by Art Thatcher, Berry Dunn*





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THE CAPRA CO-LAB

Of course, CAPRA *Co-Lab* provides multiple benefits through its section-based training approach.

Industry professionals lead staff through development in their respective Sections, to ensure innovative thinking as they move forward.

However, the benefits don't stop there. The approach also ensures that Section Teams can learn critical lessons in each of the CAPRA Sections. **This is key to ensuring that CAPRA is *thoroughly* integrated throughout an Accredited Agency.**





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THE OUTCOME



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THE OUTCOME



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PSLPRD staff came together, exceeded expectations, and came out of their first CAPRA Accreditation with a new, determined spirit.

Let's hear from some of these team members...





BILLY HENSON, CPRP, CPSI

SECTION 8 LEAD

“The four-point approach [helps in] maintaining various records and ensuring the proper Section Lead is supplied with documents to support their re-accreditation efforts.”

“We are not settling with the ‘this is how we have always done it’ mentality. We are looking at procedures that already work and are finding ways to improve them more.”



TIM ROTH, CPRP, SHRM-CP

SECTION 2 LEAD

“The Section Report provides a snapshot of the Section status at the end of each year. [This] gives me a better understanding of where we stand with each section.”

“I have learned more about the other Sections and, subsequently, more about our Department and the industry in general.”





LAVONN WARREN

PREVIOUS SECTION 3 LEAD

“The *CAPRA Co-Lab* in particular is helpful due to the guest speakers from other organizations who provide valuable insight into what accreditation means and how it can benefit our community.”

“[This] has been extremely beneficial as an educational tool for someone who is newly learning the Accreditation/re-accreditation process.”





CALVIN KING, JR.

SECTION 7

“As a new member to the CAPRA Team, being able to see a quick summary of what each section has been working on this past year was very helpful. Getting to hear everyone’s narratives at the Annual Report presentations really highlights the ‘we’re all in this together’ mentality.”

“CAPRA promotes the cross-department communication that we need in order to succeed as a whole”



THE OUTCOME



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**By utilizing this four-point approach, we have fully integrated
CAPRA Accreditation into our Agency's culture!**





Thank You!

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Florida Recreation and
Park Association
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