



Coast to Canopy

It's all about your journey!

FRPA • 2018

Welcome to the
2018 FRPA Conference!



PARKS & RECREATION

 City of Fort Lauderdale

Overview of CAPRA Accreditation

The Commission for Accreditation of Park and Recreation Agencies (CAPRA) accreditation is a quality assurance improvement process demonstrating an agency's commitment to its employees, volunteers, patrons and community.

CAPRA standards for national accreditation provide an authoritative assessment tool for park and recreation agencies.

Through compliance with the standards of excellence, CAPRA accreditation assures policy makers, department staff, the general public and tax payers that an accredited park and recreation agency has been independently evaluated against established benchmarks as delivering a high level of quality.

Benefits For The Agency



Benefits For The Agency

- Internal self-assessment process
- Documentation of actual practices
- Verbal policy upgraded to written policy
- Establish new procedures
- New plans created and/or updated
- Manuals produced
- Enhances agency efficiency
- Improves quality service
- Advances the profession

CAPRA Accreditation Process

Accreditation is based on an agency's compliance with 151 standards for national accreditation.

To achieve accreditation, an agency must comply with all 37 fundamental standards, and at least 90 percent of the remaining 114 standards (103) and at least 95 percent of the remaining 114 standards (108) for re-accreditation.

10 Major Categories

1. **Agency Authority, Role and Responsibility**
2. **Planning**
3. **Organization and Administration**
4. **Human Resources**
5. **Financial Management**
6. **Programs and Services Management**
7. **Facilities and Land Use Management**
8. **Public Safety, Law Enforcement and Security**
9. **Risk Management**
10. **Evaluation, Assessment and Research**

CAPRA accreditation is a five-year cycle that includes three phases:

- 1. Development of the agency self-assessment report**
- 2. On-site visitation**
- 3. CAPRA Commission's review and decision**

This is accomplished in 8 easy steps!

We're Practically There!



We're Practically There!

- ✓ 1. Review standards
- ✓ 2. Achieve buy-in at all levels
- ✓ 3. Submit initial application
- ✓ 4. Organize team
- 5. Complete self-assessment
- 6. Host visitation team
- 7. Attend accreditation hearing
- 8. Receive recognition

Accreditation Process

Before the Visit:

- Agency prepares self-assessment manual (self evaluation and documentation of compliance with standards)
- Agency submits self-assessment manual with formal application and fee – at least 8 weeks prior to visit
- CAPRA coordinates the on-site visitation schedule and logistics with agency

Accreditation Process

Before the Visit:

- Visitation team chair will be in contact with agency
- Standard size team is usually three visitors (two for expedited)
- Schedule will be mutually agreed upon
- Agency is responsible for all team visit expenses (food, travel, lodging)

Accreditation Process

During the Visit:

- Agency hosts visitation including any facility tours and meet & greets
- Team visits agency over a 2-3 day period
- Exit discussion of findings
- Team reports findings to CAPRA

Role of Visitors

The Visitation Team does not award accreditation and the visitors are not there to act as consultants.

- **Represent Accreditation Commission on a fact finding mission**
- **Promote accreditation process**
- **Verify agency documentation**
- **Ascertain whether an agency is in compliance with standards**
- **Identify agency strengths and concerns**
- **Report findings to CAPRA Commission**

Before leaving, visitors will hold a final meeting with key staff to give an overview at end of visit.

Accreditation Process

After the Visit:



Accreditation Process

After the Visit:

- CAPRA sends report to agency for response prior to hearing
- Agency may be required to submit a response to CAPRA regarding the report for clarification of findings - must be done within 30 days - only for fundamentals or below 90%
- CAPRA reviews and acts on the report during NRPA Congress
- If granted accreditation, agency must submit report and fees annually

Note

- *Organize, organize, organize materials*
- Put best foot forward for visitors
- Provide space for the review of documents and secure computer access
- Have key staff available to answer questions
- Include a tour of facilities as part of the visit (if time allows)
- Schedule meet and greet early in visit – no “wine & dine”

Tips

When preparing documentation:

- Agencies should indicate clearly where to find evidence of compliance - not just referring to a document
- Include copies of documentation as verification compliance – don't just say this is the way we do it
- Include narrative statement as well as evidence of compliance
- An electronic version of the self-assessment manual must be submitted as well as hard copy
- All indicated plans must include dates of development, revision, and adoption/approval

Tips

- Look at new software available for purchase
- Know well in advance what concerns are and work on them prior to self-assessment – don't wing it!
- Agency should identify what stage they are in when referencing manuals, plans and policies - critical when the standard asks for the date of last review
- Implementation of policies is key
- Assessment manuals should be a “one-stop source” for information

Tips

- Let other departments know about the visit to show coordination (e.g. Police, Fire, Risk, HR)
- Market the accreditation process as you go to ensure department staff is aware
- Celebrate the process
- Celebrate the achievement

Marketing the Benefits



Marketing the Benefits

Educate the Public

- Signage in facilities
- CAPRA accredited agency on business cards
- Logos on staff shirts
- Logo decals on vehicles
- Website

Resources

- **CAPRA Accreditation Standards**
- **CAPRA Accreditation Handbook**
- **NRPA Forum**
- **Other accredited agencies**

Re-accreditation

CAPRA accredits for a 5-year period. Agency must complete entire process every 5 years.

Re-accreditation follows the same process

- **All fundamental standards are examined**
- **Standards that were not met during initial accreditation are reviewed closely for compliance**
- **Concerns raised in annual reports will be raised**

New Standards



1.2 - Periodic Timetable for Review of Documents

Standard: All documents designated for periodic review shall be reviewed on a **regular basis** according to an established agency review schedule. For example, if the agency has determined that a document should be reviewed annually, the agency shall provide evidence that the document is reviewed annually and include a copy of the most recent annual review. Several standards in the accreditation process require that adopted plans, policies and procedures be reviewed and updated at various intervals. In those cases, the agency shall provide evidence that the document was reviewed and updates pursuant to the period specified in the standard.

New Standard: To meet this standard, the agency must specify its internal schedule to review the documentation required to meet each of the 28 listed standards. To meet each standard the agency must show that it is following its review schedule. This standard requires the agency to commit to performing reviews according to a timetable that it **selects for itself.**

1.2.1 - Document Approval Authority

Standard: All documents designated for approval by the appropriate approving authority shall be approved or adopted in a manner consistent with the agency process and procedure for adoption of policies, rules, regulations, and operational procedures, **except that the agency budget and park and recreation system master plan must be adopted or approved by the entity responsible for policy-making.**

Standards with an adoption or approval requirement are:

1.5 Vision

2.3.1 Community Comprehensive Plan with Park and Recreation Component

2.4 Park and Recreation System Master Plan

2.5 Strategic Plan

2.10 ADA Transition Plan

3.4 Public Information Policy and Procedure

4.4.1 Leadership Succession Procedure

5.4 Annual or Biennial Budget

8.1 Codes, Laws, and Ordinances

9.1 Risk Management Policy

9.1.1 Risk Management Plan and Procedures

1.2.1 - Document Approval Authority

Suggested Evidence of Compliance: Provide documentation that the agency budget and park and recreation system master plan have been duly adopted or approved by the entity responsible for policy-making and that other documents designated for approval by the appropriate approving authority have been approved in a manner consistent with the agency process and procedure for approval of policies, rules, regulations, and operational procedures.

New Standard: Adopts “approving authority” as the generic term for the appropriate entity that approves policies, procedures, rules, and regulations, including key documents.

1.5 – Vision★



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Standard: The agency shall provide an adopted Vision Statement that is aspirational, far reaching, and states where the agency is going. It should be available to the approving authority, staff, and participants.

Suggested Evidence of Compliance: Provide evidence of adopted Vision statement that is available to the approving authority, staff, and participants.

Existing Standards



1.0 - Agency Authority, Role, and Responsibility

NOTE: Standards marked with a star (★) are fundamental standards, and are required of all agencies seeking accreditation.

Delineation of jurisdiction and authority are the foundation upon which the park and recreation agency is organized. Policy and rule-making functions and the development of procedures to implement policy create the organizational framework. The mission establishes the organizational purpose, and goals and objectives establish the strategic direction. Organization values affect how the agency through its leadership and staff relate to other governing bodies, agencies, organizations and how it incorporates input from citizens and staff.

1.1 - Source of Authority ★

Standard: The source of agency authority or legal basis of operation and the extent of powers shall be identified in a legal document such as the state statute, local charter, city ordinance, or park district code.

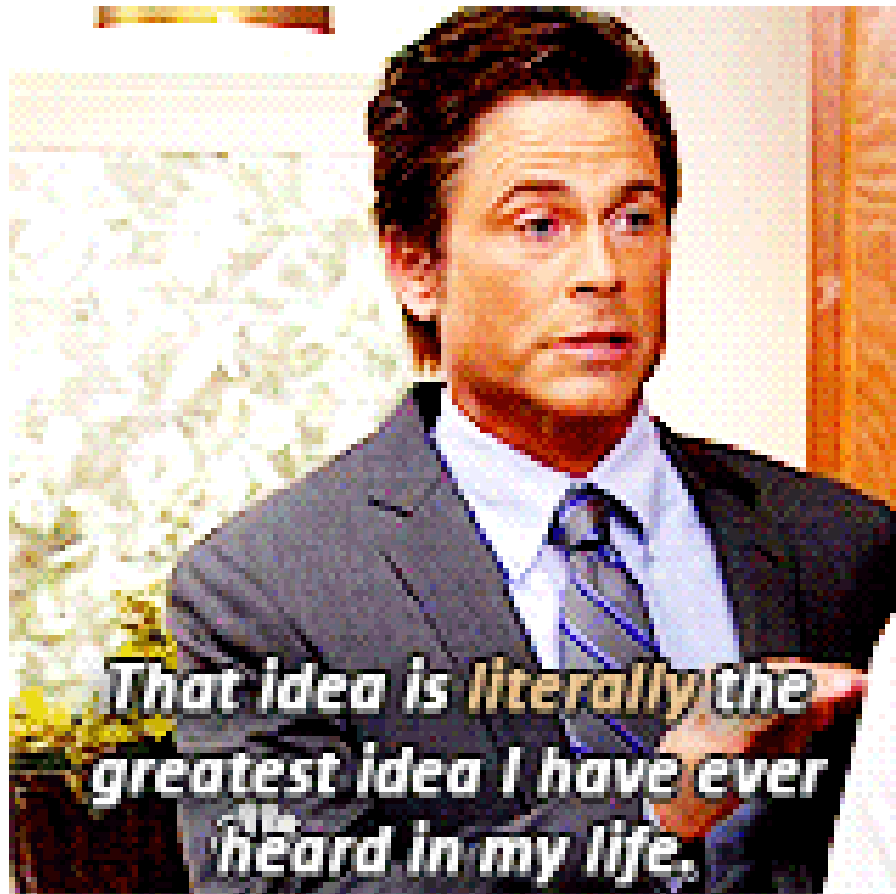
Suggested Evidence of Compliance: Provide legal citation and, if appropriate, date of resolution by local governing entity or legal authority (i.e., enabling act, support documentation, ordinance; if permissive state authority, provide charter).

1.1.2 - Citizen Advisory Boards/Committees

Standard: There shall be citizen boards/committees that are advisory to the agency and the approving authority that appoints them. Advisory boards engage the community and serve as advocates for the advancement of programs, facilities, and services.

Suggested Evidence of Compliance: Suggested Evidence of Compliance: Provide list of boards/committees with membership, authority, responsibilities and duties, terms of office, meeting minutes.

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1.2 - Periodic Timetable for Review of Documents

Standards with a review requirement are:

1.4.1 Agency Goals and Objectives

1.6.1 Administrative Policies and Procedures

2.4 Park and Recreation System Master Plan

2.5 Strategic Plan

3.4.2 Community Relations Plan

3.4.3 Marketing Plan

3.6 Records Management Policy and Procedures

3.6.1 Records Disaster Mitigation and Recovery Plan and Procedures

4.1 Personnel Policies and Procedures Manual

4.1.2 Recruitment Process

4.1.8 Compensation Plan

4.3 Job Analyses for Job Descriptions

4.5 Workforce Health and Wellness Program

4.6.1 Employee Training and Development Program

5.1.1 Comprehensive Revenue Policy

1.2 - Periodic Timetable for Review of Documents

Standards with a review requirement are:

6.1 Recreation Programming Plan

6.2 Program Objectives

6.4 Community Education for Leisure Process

7.1 Parkland Acquisition Procedures

7.2 Area and Facilities Development Policies and Procedures

7.5 Maintenance and Operations Management Standards

7.5.1 Facility Legal Requirements

7.9.1 Recycling and/or Zero Waste Plan

8.5 General Security Plan

8.6.2 Emergency Risk Communications Plan and Procedures

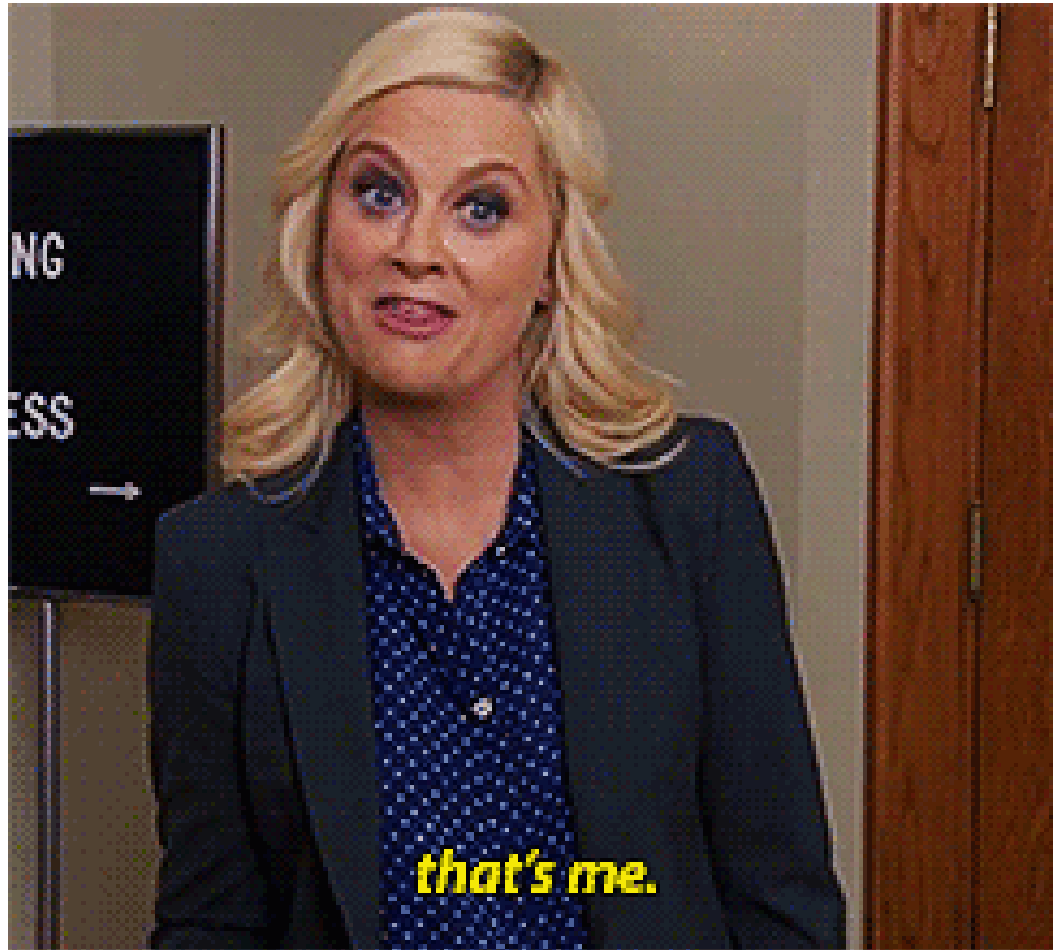
9.1.1 Risk Management Policy

10.4 Needs Assessment

10.5.1 Recreation and Leisure Trends Analysis

Suggested Evidence of Compliance: Provide the agency review schedule for the document, program, policy or procedure referenced in the enumerated standards.

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9.1.1 Risk Management Plan and Procedures

1.2.1 - Document Approval Authority

Suggested Evidence of Compliance: Provide documentation that the agency budget and park and recreation system master plan have been duly adopted or approved by the entity responsible for policy-making and that other documents designated for approval by the appropriate approving authority have been approved in a manner consistent with the agency process and procedure for approval of policies, rules, regulations, and operational procedures.

1.3 - Jurisdiction

Standard: The specific geographical boundaries of the agency's jurisdiction shall be set forth by geographical description and map.

Suggested Evidence of Compliance: Provide a map with geographical boundaries of jurisdiction and service areas, including location of facilities identified.

1.4 - Mission ★



1.4 - Mission ★

Standard: There shall be an established mission statement that defines the direction and purpose of the agency. The agency mission is the purpose or reason for the existence of the agency and establishes the long-term direction for the agency services and activities.

Suggested Evidence of Compliance: Provide the established mission statement.

1.4.1 - Agency Goals and Objectives ★

Standard: There shall be established, measurable goals and objectives for the agency and for each organizational component within the agency. Such goals and objectives shall be directed toward accomplishing the agency mission, be reviewed periodically, and distributed to all appropriate personnel.

Suggested Evidence of Compliance: Provide the measurable goals and objectives for each organizational component, with evidence of periodic review and distribution.

1.4.2 - Personnel Involvement

Standard: The agency shall have an established process for acquiring and considering input from personnel at various levels of the organization in the development of goals and objectives.

Suggested Evidence of Compliance: Provide examples of the methods utilized to obtain input from personnel at various levels of the organization (e.g., surveys, focus groups, etc.) and how the organization's goals and objectives are communicated to all personnel.

1.5 - Vision ★



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Standard: The agency shall provide an adopted Vision Statement that is aspirational, far reaching, and states where the agency is going. It should be available to the approving authority, staff, and participants.

Suggested Evidence of Compliance: Provide evidence of adopted Vision statement that is available to the approving authority, staff, and participants.

1.6 - Policies, Rules, Regulations, and Operational Procedures

Standard: There shall be delegation of responsibilities for the policy-making functions of the approving authority and the administrative functions of the chief administrator and staff.

Suggested Evidence of Compliance: Show delegation of responsibilities among approving authority, chief administrator, and staff regarding development and implementation of policies, rules, regulations, and operational procedures.

1.6.1 - Administrative Policies and Procedures ★

Standard: There shall be policies and procedures, encompassing administrative aspects of the organization that are kept up-to date, reviewed periodically, and made available to pertinent administrative and supervisory personnel.

Suggested Evidence of Compliance: Provide access to the agency policies and procedures, demonstrate how they are made available to personnel, and provide evidence of periodic review by the approving authority and administrators.

1.7 – Agency Relationships ★



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Standard: There shall be ongoing liaison roles with complementary organizations, such as nearby park and recreation agencies, social service organizations, and other governmental units and regulatory bodies.

Suggested Evidence of Compliance: Provide evidence of cooperative efforts, including a list of staff with liaison responsibility. This information may be evidenced through Memoranda of Agreement, Memoranda of Understanding, Cooperative Agreements, etc.

1.7.1 - Operational Coordination and Cooperation Agreements

Standard: There shall be established agreements with other agencies, organizations, or individuals that entail cooperative use and maintenance of facilities, programing, facility design, land development, finances, etc.

Suggested Evidence of Compliance: Provide examples of cooperative agreements.

Questions?





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