



**REIGNITE
YOUR
POTENTIAL**

FRPA | 2021

**WELCOME TO THE 2021
FRPA CONFERENCE!
AUGUST 30 - SEPTEMBER 2**

LEARNING OBJECTIVES

1. Review the standards for Chapter 10 of the Agency Accreditation process.
2. Understand thoroughly the suggested evidence of compliance for CAPRA accreditation
3. Identify your agency's potential weaknesses in this CAPRA standard.
4. Review resources available to assist you in achieving compliance, or in implementing best practices in your agency.

10.1– Systematic Evaluation Processes

Standard: The agency shall have systematic processes for evaluating programs, facilities and services and operational efficiency and effectiveness.

Suggested Evidence of Compliance: Describe what is evaluated and the methods and frequency of evaluation of programs facilities and services. Evaluation is the process of determining the effectiveness of current practice and procedures.

10.1.1– Responsibility for Evaluation

Standard: The agency shall assign specific responsibility for managing elements of the evaluation program, including planning, training, evaluation, and analysis.

Suggested Evidence of Compliance: Provide job descriptions for the person(s) (staff or consultants) responsible for supporting and monitoring evaluation processes, including planning, training, evaluation, and analysis. If consultant services are used, provide the current contracts or service agreements. The documentation should also include the resumes of persons providing the service, including experience and training.

10.1.2– Staff Training on how to Evaluate Programs, Services, and Facilities

Standard: The agency shall provide training on how to evaluate programs, services and facilities for personnel involved in managing facilities and delivering programs and services.

Suggested Evidence of Compliance: Provide examples of recent evaluation trainings completed by the agency, including curriculum content, training dates and participant lists. Examples of training subjects could include but are not limited to qualitative and quantitative measurement, identification of applicable evaluation tools, data analysis and use of findings

10.2 – Outcomes Assessment

Standard: The agency shall use evaluation results to assess the outcomes of park and recreation programs, services, and facilities and assess the operational effectiveness of the organization. Outcomes show the relationship between resource inputs and the resulting impacts and benefits of the outputs. Outcomes are measurable changes in behaviors, attitudes, knowledge, conditions or skills.

Suggested Evidence of Compliance: Provide examples of how evaluation results are used to determine levels of performance and effectiveness in the organization and how evaluation is used to determine if specific programs, services or facilities are achieving planned or projected results

10.3 – Performance Measurement

Standard: The agency shall have a procedure for tracking and monitoring data trends and measuring performance against targets linked to achievement of goals and objectives.

Suggested Evidence of Compliance: Provide performance targets and measurement in use by the agency. Describe the process and frequency of performance measurement and cite examples for how the results have been used by the agency to affect decisions. The measures may include data gathered from the following qualitative and quantitative sources:

- a. Recreation and demographic trends;
- b. Needs assessment;
- c. Community inventory;
- d. Surveys;
- e. Program and service statistics;
- f. Inspections;
- g. Customer feedback;
- h. Program evaluation;
- i. Risk management reports; and
- j. Budget and financial reports

10.3.1 – Level of Service Standards

Standard: The agency shall have level of service (LOS) standards for provision of land, facilities and services within the jurisdiction. LOS standards are a type of performance measure associated with equitable provision service, such as the number of facilities per 1,000 residents in a service area or facilities available within a designated travel distance or travel time, e.g. percent of population that have a park within a 10-minute walk. LOS standard can also address other dimensions of equitable access, such as connectivity, maintenance and affordability, e.g. percent of parkland connected to the trail network.

Suggested Evidence of Compliance: Provide the LOS standards and describe how LOS standards are used to establish facility and service priorities

10.4 – Needs Assessment

Standard: The agency shall periodically conduct an assessment of assets and needs to identify existing and projected gaps in service and determine land, facility and service priorities. Need assessments are used to help determine priorities for developing services with the agency. Needs assessments can use a variety of methods to obtain input from the community, including focus groups, advisory boards, forums, and surveys.

Suggested Evidence of Compliance: Provide the current needs assessment, describe the procedural steps in conducting the assessment, describe the frequency of updates, and describe the use of the assessment in agency planning.

10.5 – Program and Service Statistics

Standard: The agency shall collect and analyze statistics on its programs and services for evaluation and future program and service development.

Suggested Evidence of Compliance: Provide examples of statistics collected, describe the frequency of updates, and describe how the agency makes use of the information.

10.5.1 – Recreation and Leisure Trends Analysis

Standard: The agency shall assess periodically societal and local recreation and leisure trends and determine how those trends impact existing and projected user populations.

Suggested Evidence of Compliance: Provide trends analysis, describe frequency of updates, and describe linkage to agency goals and objectives.

10.5.2 – Community Inventory

Standard: The agency shall compile a complete and current inventory of parkland and recreation facilities, programs and services in the service area, including those offered by schools and other alternative public, private, non-profit providers.

Suggested Evidence of Compliance: Provide a complete and current inventory of parkland, programs and services available in the community, describe the frequency of updates, and describe how the agency makes use of this information.

Potential Weakness: compiling is straightforward, documentation of updates and the use of the information is potential pitfall.

Resources: accredited agencies



10.5.3 – NRPA Park Metrics

Standard: The agency shall create a profile in the national NRPA Park Metrics database that includes completion of an Agency Performance Survey.

Suggested Evidence of Compliance: Provide a copy of the Agency Performance Survey.

Potential Weakness: minimal, perhaps involvement in NRPA membership

Resources: NRPA has a staff in charge of this program, work with coordinator if you have any issues.

10.6 – Research Investigation

Standard: The agency shall conduct at least one experimental exploration or research investigation each year related to park and recreation operations where performance data are collected before and after the test to determine effectiveness.

Suggested Evidence of Compliance: Provide a report on a current or recent experimental or demonstration research project designed to improve a product or to test a new process or procedure, including methods used and research findings; provide brief descriptions of other research investigations undertaken over the past five (5) years.

Potential Weakness – lack of formal projects. This can be remedied by using smaller projects or partnering with others.

Resources: neighboring universities, social agencies, foundations



AMY BLACKMAN, CPRP
BLACKMANAMY@BELLSOUTH.NET



FRED COUCEYRO, CPRP
CITY OF CORAL GABLES
FCOUCEYRO@CORALGABLES.COM



**REIGNITE
YOUR
POTENTIAL**

FRPA | 2021

FRPA
FLORIDA RECREATION
& PARK ASSOCIATION

FOR MORE INFORMATION ABOUT THE FLORIDA RECREATION AND
PARK ASSOCIATION VISIT FRPA.ORG