



**Welcome to the 2022 FRPA Conference!**  
**August 29 - September 1, 2022 | Orlando, FL**

# **A CHANGE IN CULTURE:**

FULLY INTEGRATING CAPRA  
ACCREDITATION



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# **PATRICIA ROBERTS**

**DEPUTY DIRECTOR,  
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**SENIOR PROJECT MANAGER,  
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# **WELCOME TO THE CAPRA ACCREDITATION JOURNEY**



# STARTING POINT

YOU'LL NEED TO ANSWER THESE QUESTIONS



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**WHO IS ON  
OUR TEAM?**



**WHAT'S OUR  
GOAL?**



# 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 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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- 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 TRIANGULATED APPROACH**





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# A TRIANGULATED APPROACH

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

- **Section Action Plans**
- **Section Annual Reports**
- **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
	<b>Planning</b>		
2.1	Overall Planning Function within Agency	No action needed at this time	
2.2	<b>Involvement in Local Planning</b>	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	<b>Park &amp; Recreation System Master Plan</b>	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	<b>Strategic Plan</b>	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	<b>Community Involvement</b>	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 November, 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.





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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.**



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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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## 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





# 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, CPSI**

### **SECTION 8 LEAD**

“The triangulated 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, 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**

### **ACTING 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.”**



# THE OUTCOME



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**By utilizing this triangulated approach, we are confident that  
your Department will be best equipped to fully integrate  
CAPRA Accreditation into your Agency's culture!**





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**THANK YOU**

