

INTERVIEW

Louisville Metro Parks & Recreation

**And their experience using PowerDMS
for their re-accreditation visit.**

About Louisville Metro Parks and Recreation

CAPRA accredited Louisville Metro Parks and Recreation is connecting people to places and opportunities that support and grow a sustainable community.

Interview with:



Seve Ghose
Director



Mary Ann Westenhofer
Executive Administrator



Serve 1.2 million
people



122 parks



390 FTE budgeted
positions



14 AmeriCorps
staff members

Describe a visit prior to CAPRA's electronic requirement.

Seve Ghose

I can go way back to 2007. When you went to the site as a visitor, you had about a dozen file boxes with hard-copy paper. At one site, we counted 11,600 pages of information three visitors had to read within four days. During the visit you spent your day running back and forth, because at that time visitors didn't review your documentation prior to their arrival.

Mary Ann Westenhofer

The first two audits that we went through, I can remember documents with lots of little sticky notes on them that said, "look here," because you'd have a 100-page document, and you'd have only one paragraph of it highlighted. You didn't want them to have to spend all their time looking through it, so you'd have to go through and manually mark them.

"I've been associated with accreditation for 10 years now and it's the best tool I've seen that is a productive and worthwhile investment on both ends of the accreditation process."

Seve Ghose

DIRECTOR, LOUISVILLE METRO PARKS & RECREATION

Describe your electronic CAPRA re-accreditation visit with PowerDMS.

Seve Ghose

With PowerDMS the review was done in two and a half days and we received our approval for a visit. That made me breathe a lot easier. Because as soon as we submitted it, we basically got the email on the third day saying, "We approve the visit."

Mary Ann Westenhofer

Our visit was completely different than before. It only lasted two days and we weren't running around at all. One of our visitors had reviewed all of our documentation before she arrived. PowerDMS lets you highlight the paragraph(s) you want the reviewer/visitor to see so they focus on only reading the portions of your documentation that pertains to the standard.

What was your overall experience using PowerDMS?



Mary Ann Westenhofer

I just loved it! I had file cabinets full of paper, and I was wondering how I was going to put all that on a hard drive and send it to someone. **I was able to easily upload things into PowerDMS. I could copy them wherever I wanted, make corrections, and move them around. It was very easy to manipulate the documents in this software.** If somebody my age can use it and take off with it, then you know it's easy to use!

"I love that PowerDMS displays the standard along with A, B, and C, of what you have to do. It leaves less opportunity to miss things because you can visually see everything you need to do to meet the standard."

Mary Ann Westenhofer

EXECUTIVE ADMINISTRATOR, LOUISVILLE METRO PARKS & RECREATION

Benefits of PowerDMS



Makes CAPRA accreditation easy to manage



Simplifies the management of all agency content



Is accessible on any laptop or mobile device



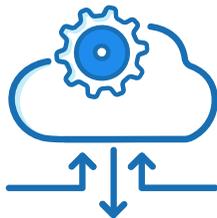
Reduces visit time, saving thousands in travel costs

What's the value of having a system like PowerDMS prior to your next visit?

Mary Ann Westenhofer



Now that your visit is complete, how do you plan on expanding your use of PowerDMS?



Mary Ann Westenhofer

First we want to roll out policies and procedures electronically through PowerDMS. We are also looking at pushing out our performance improvement projects on PowerDMS because we can collaborate electronically and assign different owners to each document.

"I'd ask [my peers], 'Why aren't you doing it this way? Why are you wasting time and effort putting things on paper or on a flash drive? If the flash drive got lost tomorrow, what happens then?'"

Seve Ghose

DIRECTOR, LOUISVILLE METRO PARKS & RECREATION

To learn more about how **PowerDMS** can make your CAPRA accreditation easy to manage, visit:

powerdms.com/capra-accreditation

Or contact us at:

sales@powerdms.com

PowerDMS is hosted in multi-geographic, U.S.-based data centers powered by Amazon Web Services GovCloud (US)

