

# american **CAMP** association®

Notes from the ACA Standards Chair Calls (combined)  
March 28 and 29, 2016: From the “Chat Box”

## **Shared Successes**

- Southwest – Love the relationship building that having camps complete, and visitors review, the Annual Accreditation Report has provided. We are also seeing a strong interest in accreditation.
- Oregon Trail – We have a Standards Committee!! We have trained visitors and have a new instructor!!
- Northern Cal – Like the AAR, although we need more education for the reviewers.
- Chesapeake – With some unforeseen growth in Chesapeake, we are building a more intentional partnership with Virginias.
- Heart of the South has 8 new camp trying for accreditation in 2016! Probably a record.
- Southern Cal – We’ve seen a big jump in people asking to become visitors in SoCal/Hawaii.
- Wisconsin – We had 2 camps go through the AAR process for the first time (these camps were granted intentional extensions) and we have EXTRA visitors for this summer! Seven new AVs were trained in January for WI, NL and IL.
- Evergreen trained 10 Associate Visitors (including 3 from OT).

## **Discussion on “credit” for a visit given to Reviewers**

- Rhonda shared that the NSC had discussed this in January yet wanted to wait and see how many reviews people actually did. (1 or 5?)
- Most feel that a reviewer needs to complete more than 1 review to get “credit.”
- Some folks thought 4-6 reviews would equal a visit.
- There is a thought to track this totally separately, as we know we’ll have some reviewers who can’t/don’t want to conduct an on-site visit each year or aren’t very effective on-site visitors anymore but are good at doing reviews. We don’t want to lose them.
- We’re also thinking about it from a workflow management perspective. If you are tracking the number of reviews anyway, the threshold of what number equals a visit seems to complicate the tracking process.
- It also depends a lot on the particular reviews someone is assigned. Some people were able to go through a few very quickly because they had AARs that were very complete and didn't need follow-up, but other folks needed several rounds of back and forth to complete one.
- I think the AAR will continue to be a learning process for the camps as well. The more contact they receive from a reviewer, the more they may realize that their reports really do need to be complete and concise.

## **Note on the new Visitor Promotional Card**

These cards may be good to include in the visitor packets to hand out to the camps as we visit. Rhonda shared that they will be sent along with the visitor packets and some ideas for how to use them.

## **More on the Operational Change**

Rhonda shared that the discussion is taking place now regarding which areas will be in Phase 2 of the operational change. More information will be shared by June 1. COMMENT: Please consider putting all other areas in Phase 2.

We will be having conversations with the staff/volunteers in those areas that completed the AAR in 2016 to gain additional insight into what we can do better, changes we should include (having a response email to the camp when the camp completes/submits the report is on the list, as is additional training). Some of the additional training will be included in new AV training. We are also reviewing the comments from the reviewers to the camps (and any camps made) as we move forward.

Mary Ann from NY/NJ commented with regards to the AAR: "Went well. Learned much," sums it up well! I am glad that we are looking at creating a training for this.

Elizabeth from NE commented that one of the most frequent calls she received was a camp calling to verify that their report had been received. Having this confirmation be part of the report process would be great.

### **Training Questions**

In the Southwest, we could desperately use an Associate Visitor to Lead Visitor formal online training. When/how soon with this be available?

RESPONSE: The AV2V Training (Associate Visitor to Visitor Training) that was originally developed by ACA SE is very good. However, in its current form, it is quite labor-intensive. We are working on putting this in an easier-to-access format as the information is very good. We'll be glad to share the course materials for anyone who wishes to use the ideas and concepts. Please talk with the ACA staff who support your area.

What courses will be held at the ACA National conference in 2017?

RESPONSE: At this time, we're planning to offer both the Basic Standards Course and Standards Update Course. It has yet to be determined if we'll offer any Visitor Training.