Growing Together:

Cultivating partnerships to improve access to affordable, nutritious and safe foods to individuals with low income

Live viewing and discussion: Monday, July 20, 2020, 12:40-2:00 pm (EST) #SNEB2020: What Food Future?



Panelists

Trinity Allison Blake Connolly Christine Hradek Sarah Rautio Natalie Sehi

Learning Objectives

- Learning Objective 1: Describe how six Midwestern states are partnering to leverage resources for policy, systems, and environmental changes to promote healthy food access and availability for people with low income.
- Learning Objective 2: Identify common evaluation measures that are of value to cross-disciplinary programs and community organizations.
- Learning Objective 3: Utilize shared tools to adapt, implement and evaluate community donation garden projects to improve access to affordable, nutritious and safe foods.

Food Insecurity

The state of being without reliable access to a sufficient quantity of affordable, nutritious food through socially acceptable ways.

Food Insecurity by State

- Illinois 10% (pre-COVID)
- Indiana 12% (pre-COVID)
- Iowa 12% (pre-COVID)
- Michigan 14% (pre-COVID)
- Nebraska 12% (pre-COVID)



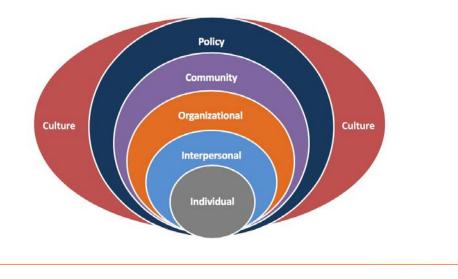
SNAP-Ed Funding

SNAP-Ed is a national program aimed at making healthy choices easier for Americans with low income.

Direct Education + Policy, System and Environmental Interventions= Sustained Change

Visit with state agencies and regional offices.

Socio-Ecological Model (SEM)



Master Gardeners

- Volunteers
- Significant training in horticulture practices
- Serve communities through beautification projects and education



Leap of Faith

Could two large programs with different administrative requirements, priorities, audiences and leadership jointly tackle the problem of food insecurity and healthy food access.



The answer is YES!

Together, we can make fresh fruits and vegetables more accessible for families experiencing poverty.

We can use the assets of SNAP-Ed and Master Gardeners to create a new initiative that makes a big difference in communities.

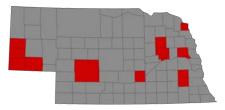


Asset-focused Approach

SNAP-Ed	Master Gardener
 Funding Connections to food banks and pantries Nutrition education and resources 	 Volunteers Connections among growers Gardening knowledge



Growing Together Nebraska: Community Donation Garden Project



Teamwork:

- Connecting local Extension staff, active Master Gardeners and local community organizations. **Purpose:**
 - Increasing food security and promoting healthy food access for those families and individuals who are food insecure (youth, adults, and older adults).
- Connect with partner organizations to increase Extension's reach to low-income Nebraskans. **Goals:**
 - Assist in establishing successful gardens at program sites.
 - Facilitate the integration of gardening and nutrition education curriculum.
 - Support individuals and families in learning to utilize produce grown in the garden to make healthy meals.
 - Connect professionals and families to research-based information and resources available through Nebraska Extension.
 - Provide volunteer opportunities for Master Gardeners.









WEINING THE LEAST NEW YORK

Michigan Fresh

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One Example: Nutritional Info and Recipes connected to donated food.

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IOWA STATE UNIVERSITY Extension and Outreach

BROCCOLI



NUTRITION BENEFITS

- Potassium: may help to maintain a healthy blood pressure
- Vitamin C: helps heal cuts and helps the immune system
- Folate: may lower your risk of heart disease



STORING

- Broccoli should be stored unwashed in loose unsealed bags in the refrigerator.
- Refrigerate broccoli and use within 3-5 days.

CLEANING

 Rinse broccoli under cool running water before eating.

Produce Basics



- Cut the crowns away from the large stems of the broccoli. Break the crown up into bite-sized florets.
- Add broccoli to warm pasta dishes, pasta salads, and stir-fries for added crunch and color.
- · Eat raw broccoli with a low-fat dressing or dip.
- Use a vegetable peeler and peel off the outer skin of the stem. Chop the stem up and add to soups and casseroles.

Steaming

Place 3/4 to 1 inch of water in a saucepan and bring to a boil. Add the broccoli to the pan and cover; reduce heat to medium and let cook for 5-6 minutes. The broccoli is done when you can pierce the stem with a fork. Remove from heat and place in a serving dish.

Roasting

Preheat oven to 400°F. Mix broccoli florets with 1 tablespoon olive oil and your favorite seasonings. Spread broccoli into a single layer on a baking sheet. Roast in the oven, about 18 minutes, or until broccoli is tender and lightly browned.





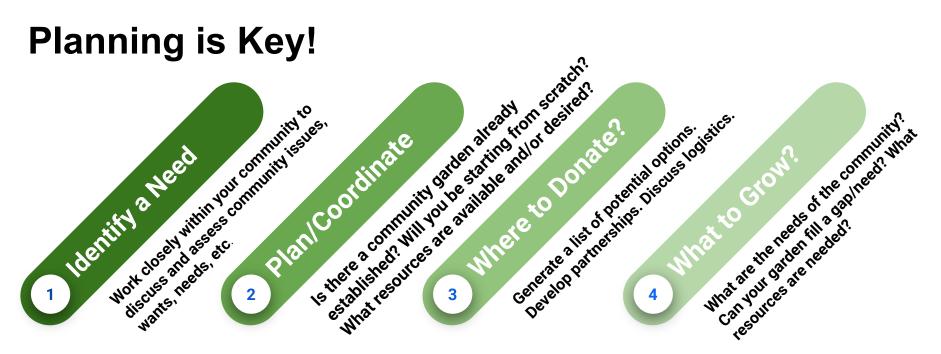


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"There are no secrets to success. It is the result of preparation, hard work, and learning from failure." -Colin Powell



Great Resource: https://www.extension.iastate.edu/ffed/community-donation-gardening-toolkit/



Nebraska's 2020 GTN Timeline

December 2019 Request for Application released January/February 2020 Informational GTN webinars Extension Professionals & Master Gardeners reach out to potential partners

Meet with partners and draft application

February 14, 2020 Applications are due March 2, 2020 Notification of award Spring/Summer 2020 Watch training webinars, purchase budget items, plant, grow, and harvest

September/October 2020 Evaluation and end of season reports

GTN funds must be spent by September 30th, 2020.

Logistics

- Early and clear communication is important.
- Applications submitted electronically.
- Providing an example of a completed proposal is helpful.
- Determine limitations.
 - Maximum grant amount
 - Allowable expenses
 - # of applications per county
 - Team requirements (who is involved, etc)
 - Eligibility from year to year
- End goal is sustainability.



Grow Strategy





Connect Strategy

Grow-A-Row Antelope County EXTENSION June 3 at 1:42 PM · 🕄

Interested in donating produce to the Antelope County Food Pantry? During the month of June, please call the Antelope County Extension Office at (402) 887-5414 or e... See More





Eligible Applicants

Eligible applicants must include at least one of each of the following:

- Nebraska Extension county office staff
- Active Master Gardener volunteer(s)
- At least one representative from a recipient agency (for example, staff representing local food bank, food pantry, or free meal service)



Critical Questions

- What is easy to grow in your state?
- How do you engage volunteers?
- What can last on a food pantry shelf?
- What equipment/resources does the pantry have?
- How often does the pantry distribute food?
- What do pantry clients want to see?
- What is culturally appropriate for clients?
- What can pantry clients use?
- What do pantry clients know how to use?



Implementing Growing Together

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Community Partnerships Nutrition Education PSE Interventions

Community Partnerships

Public Housing Community Centers Grocery Stores Community Colleges Parks & Rec Pantries Churches Schools Health Clinics Private Sector



EXTENSION

EXTENSION

EAT.MOVE.SAVE

EAT.MOVE.SAVE

COOL OFF

EGGIE

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Tasty way to its

RECIPES

University of Sline

Purple Basil

Extension M. Vernan Enjag!

Educational Resources

Revised June 2019

And talk installanting

N EXTENSION

Summer Squash

Sammer squash are unpetables with thick tinds that can be eaters and are normally green or pellow, depending on their variety. They can be cylindrical or more round shaped. Eachini and yellow summer spassh are the most common types of spash that are prown in the summer months.



HOW DO I MAKE A GOOD SELECTION?

For all varieties of summer squash, choose squash that are glossy, small to medium sized, and heavy for their size. Choose space that is fem and free of blemishes and damage.

WHAT IS THE PROPER STORAGE?

Store unwashed summer upash in a plastic bag in the refrigerator or in the produce drawer of the refrigerator for up to five days. Rinse produce under cold running water and trim both ends before using.

WHY SHOULD I EAT THIS?

Summer squash is a good source of Vitamin BK, which helps maintain skin health and red blood cells. Summer squash is a great source of Vitamin C, which helps heal cuts and wounds. The rinds are rich in bets cantene, which helps eve health.

HOW COULD I USE THIS?

-Add to sale - fat muchies sticks with depor-Try adding raw zurchini to a salad



 Spiralize auctioni and use in place - Add cooked smooth to an one-let · Add chopped spush to soups or ibnet.

DED YOU KNOW!

Zurchini can be nateri raw cr

speaked.









Start Simple

Fresh Produce

Levelly Gars

PSE Change Strategies

for Watch COPE Grow





Fresh Spring Finds

Please choose just a few

So others can enjoy some too!





FREE

GRATIS BILAASH

.....







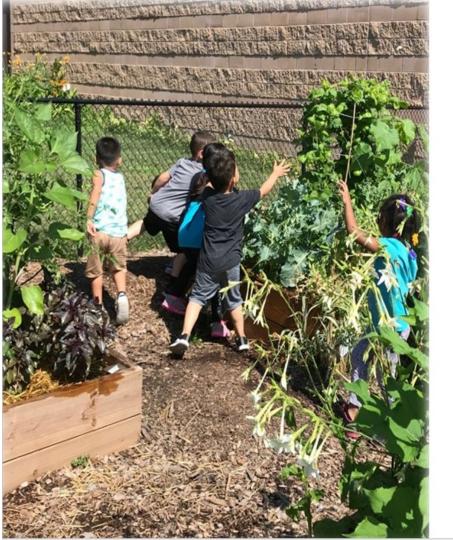


"I love the change, this is a blessing. I am crying". - Guest

"I really like the change and I like to select the foods I want for my family, this is a great thing".- Guest

"I'm thankful for the opportunity to give back, you are doing something amazing, love being a part of it" . - Manager at Sherwin Williams

"This is the best thing we did! I absolutely LOVE the change!!!"-Director of Community Care Center



Reporting & Evaluation

METRICS TOOLS NATIONAL FRAMEWORK IMPACT REPORTING

Reporting & Evaluation

Increasing Food Access

Pounds of produce donated* Types of produce donated Number of locations receiving produce* Number of participants receiving produce*

Increasing Food Utilization

Pantry environment changes Produce uptake and waste Nutrition education contacts Participant success stories

Increasing Community Capacity

Number of volunteers and contributed hours* Community partners* Dollars leveraged* Master Garden education contacts Community partnership & capacity questionnaire Community food insecurity awareness

* Denotes shared multi-state metric





ILLINOIS Extension college of agricultural, consumer & environmental sciences

Objective 3: Provide Various Forms of Fruits and/or Vegetables

Mark off each type as you see them, below:

or Vegetables with s230 mg Sodium and s2 g Sat. fat)

3.2. Canned (Any type, no rust and minimal dents)

3.4. Frozen (Any type, no frostbite)

3.8. Juice (100% fruit or vegetable juice)

Write total number of boxes marked.

3.3. Canned (Fruit in lite syrup or juice or ≤12 g Sugar,

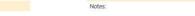
3.6. Dried (any type, no mold and packaging intact)

□ 3.5. Frozen (±12 g Sugar, ±230 mg Sodium, & ±2 g Sat. fat)

□ 3.7. Dried (≤12 g Sugar, ≤230 mg Sodium, & ≤2 g Sat. fat)

Objective 1: Increase Client Choice for Nutritious Options Strategies:

- 1.1. Clients may choose which types of F2E they would like to take*
- 1.2. Pantry hosts a "shopping style" distribution (set up like a grocery store)
- 1.3. Clients are able to come to the pantry for food more than once per month*
- 14. Food pantry offers items from each of the five food groups (fruits, vegetables, grains, protein, dairy)
- □ 1.5. Encourages nutritious donations (e.g. by distributing a list of suggested items or asks donors not to provide certain foods)*
- 1.6. Food pantry is listed on AmpleHarvest.org website (if not, seeks donations from local gardeners/farmers or community gardens)*
- 1.7. Has established nutrition policy used for purchasing food for clients*
- 1.8. A policy is in place for proper food safety*
- Write total number of boxes marked.
- Notes:
- Objective 2: Market & "Nudge" Healthful Products Strategies:
- 2.1. Recipes featuring F2E are available to clients*
- 2.2. Offers food samples to clients*
- 2.3. MyPlate or other healthy eating materials that promote F2E are visible (e.g. posters, filers, window stickers, etc)
- 2.4. Displays/hangs supporting materials for F2E (e.g. shelf talkers/shelf tags, nutrition information, etc.)
- 2.5. Includes at least one F2E item in a bundle to display items together as a meal (e.g. beans and rice)
- 2.6. F2E are stocked to appear abundant
- 2.7. Majority of F2E are displayed/angled to be viewed easily from the eye-level of an average client
- 2.8. At least one F2E item is within eyesight upon entering the pantry during distribution
- Write total number of boxes marked.
- Notes:



3.1. Fresh

	Objective 4: Provide Various Types of Fruits and/or Vegetables Mark off each color type as you see them, below:
4.1.	Red
- 0	Check if more than 2 types of Red
4.2.	Yellow/Orange
□ ←	Check if more than 2 types of Yellow/Orange
4.3.	White or Tan/Brown
	Check if more than 2 types of White or Tan/Brown
4.4.	Green
□	Check if more than 2 types of Green
4.5.	Blue/Purple
□	Check if more than 2 types of Blue/Purple
	Write total number of boxes marked.
Notes:	

Reporting & Evaluation

Data Collection

Monthly Surveys End of Year Surveys

Pantry Assessment

Nutrition Environment Food Pantry Assessment Tool (NEFPAT)

Reporting Systems

PEARS

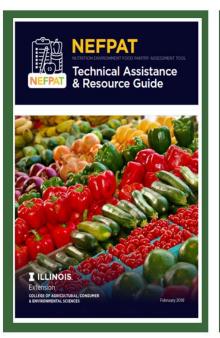
Qualtrics

Google Sheets

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Object Mark e

NEFPAT







Objective 1: Increase Client Choice for Nutritious Options

STRATEGY 1.1: Clients may choose which types of F2E they would like to take

Client choice is the preferred parity model and allows guests to select, their food instead of receiving a prepacked bag or box of groceries.⁴⁴ Guests pick the toods they need to feed their families and manage any potential health conditions like diabetes, high blood pressure or food altergies.

Client choice helps pantries reduce food waste and, most importantly, preserve the dignity of guests by creating an environment of choice. Additional pantry benefits include:

- easy identification of guest needs
 reduced overhead and food wate
 saved pantry delars on ordering and storage space
 increased opportunities to nudge guests to select healthy items
- enriched volunteer experience via increased guest interaction
 Client Choice Models

Several types of client choice models allow for flexibility in meeting parity needs. The model a parity chooses depends on the space, equipment and volunteers available. Mixing models based on product quantity, space and volunteers is encouraged!

NEFPAT | NUTRITION ENVIRONMENT FOOD PANTRY ASSESSMENT TOOL

Action Steps

Strategize ways to consistently provide all five food groups yearround, including:

- Connect to new local resources for donations
 Assist with personalization of healthy donation list
 Look for new products to offer
- Offer grant writing assistance (if grants are available) for
- refrigeration, freezer or storage needs.

STRATEGY 1.5:

Encourages nutritious donations (i.e. by distributing a list of suggested items or asks donors not to provide certain foods)

Individuals with extreme food insecurity are more likely to be overweight and experience significant health problems.¹⁰ Food pantries play an important role in their guests' and community's health by encouraging donors to donate produce and other healthy foods.

Pantries can request specific healthy items by hosting healthy and/or fresh food drives. Pantries can also create and use social modia pages to educate donors, community members and guests on the importance of healthy pantry initiatives and nutritious food options.



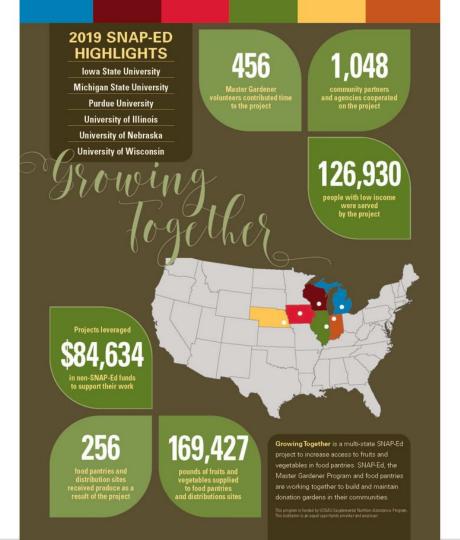
National Framework

- ST5: Need and Readiness
- ST6: Champions
- ST7: Organizational Partnerships
- MT5: Nutrition Supports
- LT5: Nutrition Supports Implementation
- LT9: Leveraged Resources
- LT12: Food Systems

SNAP-ED EVALUATION FRAMEWORK Nutrition, Physical Activity, and Obesity Prevention Indicators

READINESS & CAPACITY CHANGES **EFFECTIVENESS & MAINTENANCE** SHORT TERM (ST) MEDIUM TERM (MT) LONG TERM (LT) GOALS AND INTENTIONS BEHAVIORAL MAINTENANCE OF INDIVIDUAL BEHAVIORAL CHANGES CHANGES ST1: Healthy Eating MT1: Healthy Eating LT1: Healthy Eating ST2: Food Resource Management MT2: Food Resource Management LT2: Food Resource Management ST3: Physical Activity and Reduced Sedentary Behavior MT3: Physical Activity and LT3: Physical Activity and Reduced **Reduced Sedentary Behavior** Sedentary Behavior ST4: Food Safety **POPULATION RESULTS (R)** MT4: Food Safety LT4: Food Safety TRENDS AND REDUCTION ORGANIZATIONAL ORGANIZATIONAL ORGANIZATIONAL IN DISPARITIES ADOPTION AND IMPLEMENTATION AND MOTIVATORS ENVIRONMENTAL PROMOTION EFFECTIVENESS **R1: Overall Diet Quality** ST5: Need and Readiness EAT, LIVE, MT5: Nutrition Supports LT5: Nutrition Supports Implementation **R2:** Fruits & Vegetables SETTINGS ST6: Champions WORK, LEARN. MT6: Physical Activity and LT6: Physical Activity Supports Implementation SHOP, AND R3: Whole Grains ST7: Partnerships PLAY **Reduced Sedentary Behavior** LT7: Program Recognition R4: Dairy Supports LT8: Media Coverage **R5:** Beverages LT9: Leveraged Resources **R6: Food Security** LT10: Planned Sustainability **R7: Physical Activity and Reduced Sedentary Behavior** LT11: Unexpected Benefits **R8: Breastfeeding** MULTI-SECTOR MULTI-SECTOR MULTI-SECTOR IMPACTS **R9: Healthy Weight** SECTORS OF CAPACITY CHANGES **R10: Family Meals** LT12: Food Systems ST8: Multi-Sector Partnerships MT7: Government Policies R11: Quality of Life LT13: Government Investments INFLUENCE and Planning MT8: Agriculture LT14: Agriculture Sales and Incentives MT9: Education Policies LT15: Educational Attainment MT10: Community Design and LT16: Shared Use Streets and Crime Safety Reduction MT11: Health Care LT17: Health Care Cost Savings **Clinical-Community Linkages** LT18: Commercial Marketing of Healthy MT12: Social Marketing Foods and Beverages MT13: Media Practices LT19: Community-Wide Recognition Programs

CHANGES IN SOCIETAL NORMS AND VALUES



Shared Impact Reporting

MICHIGAN STATE | Extension

Improving Health & Nutrition

Supplemental Nutrition Assistance Program Education (SNAP-Ed)

Growing Together in Michigan

2 503 pound of fresh

17 food

ardieners downweidt

Partners

Volunteer

\$7,465

dollars



A significant number of adults and children in Michigan suffer from food insecurity, often due to poor access to fresh vegetables and fruit. For many years, MSU Extension Master Gardener (EMG) volunteers have had a passion for growing and donating fresh produce, but they have not always been well connected with donation sites and the multitude of MSU Extension (MSUE) programs that teach nutrition to food donation clients and service sites

MSU EXTENSION ACTION

In order to reduce food insecurity as a team, MSU EMGs and SNAP-Ed Community Nutrition Instructors (CNIs) joined forces with Iowa. Illinois, Indiana, Nebraska and Wisconsin to participate in a multi-state "Growing Together" program. In 2019, the program was piloted in Michigan using a one-time MSUE grant that funded garden supplies for food gardens in areas of Michigan with high food insecurity. Nine garden grants were awarded (seven redeemed) in Northeast Lower Michigan, Detroit, the Upper Peninsula, and at two Northwest Lower Michigan tribal gardens. MSU EMGs grew and donated food, developed relationships with donation sites, improved food safety, and connected with MSUE CNIs to deliver nutritional messages and cooking demonstrations. More intensive SNAP-Ed programs, such as nutrition education series and Policy, Systems and Environmental (PSE) change programs, are planned for 2020.

THE IMPACT

 Fifteen MSU EMGs and 10 SNAP-Ed staff, in cooperation with 11 community partners, 105 additional volunteers, and \$7,465 in leveraged funds, grew and donated 2,503 pounds of produce to 14 food donation sites · Three gardens were open 24/7 as "self-serve" donation sites.

1 Nutrition and Physical Activity

Growing Together Nebraska Impact Report

Increasing access of fruits and vegetables

EXTENSION

Growing Together Nebraska (GTN) is a

donation garden project that increases food

security and promotes healthy food access for

families and individuals who are food inserure.

This team engages active Extension Master

manage donation gardens to improve access

Nebraska's efforts feed into a Growing Together

multi-state (lowa, Indiana, Illinois, Michigan and

Statewide Impact:

13 Gardens across 11 Counties

to affordable, nutritious and safe foods.

Wisconsin) SNAP-Ed project.



FRESH PRODUCE

For the fourth consecutive year, Nebraska Extension's Supplemental Nutrition Assistance Program-Education (SNAP-Ed) awarded funding to communities across the state through its Growing Together Nebraska program. Over \$27,000 was designated to 10 county sites across the state to provide fresh, locally grown produce to those in need in Nebraska during the 2019 growing season. Across 10 county sites, including 13 gardens, a total of 35,408 pounds of produce was donated to local partners, with an estimated value of \$50,688.45.

35,408 pounds = 106,225 servings of fruits & vegetables



241

State Impact Reporting



better serve families

Access to healthier foods leads to healthier eating





AP-Ed helped 122 food partries make changes to youts and operations to make healthier choices more accessible for Illinois families.

Partners receive funding to Community donates over 25,000 pounds of produce

With the help of SNAP-Ed, Eastern Illinois Foodbank received \$37,500 to create and implement healthy food pantry operations and build a model for other their purchases to the Partners in Produce pantries in their 13 county network. ogram initiated by SNAP-Ed. The donated

SNAP-Ed helped Belleville Old Town Farmers produce was distributed to families at 22 Market accept SNAP benefits for the first food nantries and one summer feeding time, which included obtaining grant funds to buy a card reader and a donation from HSHS St. Elizabeth Hospital to purchase 500 A total of 25,285 pounds of produce was donated and distributed in 2019.



Partnership continues to provide education, fresh fruits and vegetables

SNAP-Ed works: Transforming communities, making healthy choices easier for Illinois families

2019, the gardens produced 4,922 pounds of fresh produce that was donated to 14 pantries.

bealthy snack and vending machine policies, and

e produce from SNAP-Ed. SNAP-Ed worked county with partness to improve parity layout and operations to make sure families chose the fresh produce. Clients were excited to see new, fresh produce options to share with their families.



Providing education across the community where families EAT, LEARN, LIVE, and PLAY

264 afterschool and summer programs	 SNAP-Ed assisted Beverly Manor Junior High in Washington to reduce lunchroom food waste with a new 'offer vs. serve' model. As
606 early childhood sites and preschools	a result, the amount of food wasted at meals decreased from 107.7 to 53 pounds. This new policy helps the school district save money and better serve their students.
731 elementary and secondary schools	PlayRx in Champaign County was expanded in 2019 with help from SNAP-Ed.
NAP-Ed worked closely with community partners, o make changes that promote and encourage walkher choices. Changes included lunchcom advorers, fam to school indistitutes, professional invelopment trainings for staff and volumeers,	This referral program pulls together multiple agencies for nursition education and physical activity programming for families. including SNAP-Ed. Previously, multiple groups provided duplicate programming. Agencies new work together to coordinate a variety

Client of the Park Avenue Food Pantry in Mt. Vernon, which receives donated produce from

of educational options to better meet the needs of area families.

Lessons Learned - Food Safety

- Food safety is critical and requires awareness-building as well as training.
- Focus on providing action-oriented guidance and provide recommendations for carrying out the guidance in a garden environment. Avoid examples that use farm imagery or language.
 - Example from lowa:

https://www.extension.iastate.edu/ffed/community-donation-gardening-toolkit/#:~:text=Community%20Donation %20Gardening%20Toolkit,insecurity%20in%20their%20local%20communities. Keep pets and wild animals away from plot.



A tall deer fence at Onawa demonstration garden helps to prevent animals including deer from entering the garden.



A fence built with chicken wire is effective at preventing rabbits, cats, and other small animals from entering the garden and compromising the produce.

Compost or discard bruised or damaged produce.





Handwashing Station Photos



GROWING TOGETHER: FOOD SAFETY IN DONATION GARDENS



Lessons Learned - COVID Adaptations

- Focus on staff and volunteer safety, allow any administrative flexibility that is possible.
- Be aware that volunteer base may include people at high risk and provide guidance that assumes such.
- Talk with pantry partners about adjustments to their service, hours and relevant precautions.



Lessons Learned - Garden Safety Plans

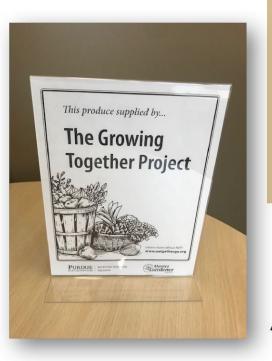
- Volunteering during this time is optional
- Communicate best practices to volunteers utilizing recommendations based on CDC guidelines face coverings, handwashing
- Oversee the use of shared tools and disinfect them before and after use OR ask volunteers to bring their own tools and not to share
- Limit number of volunteers working at the garden simultaneously to maintain a minimum social distance of 6 feet
- Postpone events/tours
- Ask anyone showing signs of illness to leave



Signage



Welcome To Our Donation Garden!



This garden is cared for by Purdue Extension Master Gardeners and community volunteers. The produce is donated to food pantries in our area. Thank you to the gardeners who are making healthy foods easier to access for our food insecure neighbors.





Extension

Did you know?

1 in 8 Hoosiers struggle with food insecurity
meaning they do not have access to sufficient food to make a healthy diet.

Purdue University is an Equal Access/Equal Opportunity institution. This material was funded by USDA's Supplemental Nutrition Assistance Program (SNAP)



Keys to Successful Collaboration

Partners are flexible and creative



The right people are at the table throughout planning and implementation



Impact first, credit second



High level leadership values collaboration



Strong communication throughout

- Consistent communication through the application, planning, and implementation process with Master Gardeners, SNAP-Ed, agencies receiving donations and other volunteers
- Agree to a plan of action through a team consensus
- Encourage group attendance and engagement through consistent days/times for working sessions
- Use multiple channels of communication email, phone calls, text groups, social media groups

Celebrate your successes!

- Bethany Community Gardens
- NUSA (Neighborhoods USA) 2020 National Neighborhood Association of the year, multi-neighborhood partnership Award Recipient
- Bethany Community Gardens was created in 2018 to Build Community through the Gardening Together mini-grant on the southside of Indianapolis. The Garden Council continues to engage neighbors and neighborhoods with gardening instruction, information sessions, community meals, friendship building and giving those in need quality, fresh produce.



Contact the presenters

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Share your questions and feedback live on July 20th at 11:40 Central Time