



# HCMG Community Garden Support

## THE ONBOARDING PROCESS



# COMMUNITY GARDENS

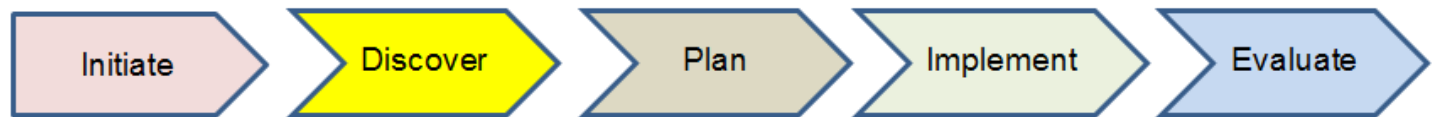
A community garden is a single piece of land gardened **collectively** by a group of people.

Community gardens provide **fresh** produce and plants as well as satisfying labor, **neighborhood** improvement, sense of **community** and connection to the **environment**. They are usually **publicly functioning** in terms of ownership, access, and management.



# HCMG Onboarding Road Map

The onboarding process is a comprehensive client engagement strategy to help us discover how we can align the needs of the client with our mission.



<b>Objectives</b>	Identify stakeholders and determine project scope	<ul style="list-style-type: none"> <li>Analyze stakeholder requirements.</li> <li>Project benefits and costs are accurately determined.</li> <li>Training needs and other requirements are defined.</li> </ul>	Design and develop program materials, infrastructure, and schedule	Deliver program and train participants	Review and repost project and program effectiveness
<b>Activities</b>	<ul style="list-style-type: none"> <li>Process intake</li> <li>Identify key contact and project stakeholders</li> <li>Present Menu of Services</li> <li>Determine project feasibility</li> <li>Identify decisions customers need to make</li> <li>Communicate next steps</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Gather client requirements</li> <li>Provide client with product or service details</li> <li>Determine other activities required</li> <li>Capacity analysis</li> </ul>	<ul style="list-style-type: none"> <li>Establish success metrics</li> <li>Volunteer recruiting plan</li> <li></li> <li></li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Execute plan</li> <li>Gather initial feedback on client satisfaction and experience</li> <li>Make appropriate changes based on feedback</li> <li>Identify anything else client needs</li> </ul>	<ul style="list-style-type: none"> <li>Measure success and make appropriate changes</li> <li>Engage client in service planning</li> <li></li> <li></li> <li></li> </ul>
<b>Deliverables</b>	<ul style="list-style-type: none"> <li>Intake form</li> <li>Business Case</li> <li>Project Definition</li> <li>High Level Timeline</li> <li></li> <li></li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Training Needs Analysis</li> <li>High Level Design</li> <li>Project Milestones</li> <li></li> <li></li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Project Plan</li> <li>Program materials / resources (list)</li> <li>Evaluation instruments (list)</li> <li>Training Plan for volunteers</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Completed attendance forms</li> <li>Completed participant feedback forms</li> <li>Completed program assessments</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Program Evaluation Report</li> <li>Project Evaluation Report</li> <li></li> <li></li> <li></li> </ul>

- **Initial Request** – identify stakeholders, determine project feasibility and fit, identify project lead and recruit volunteers
- **Discovery** – identify learning objectives, complete a thorough needs analysis
- **Planning** – develop implementation plan, design necessary processes
- **Implementation** – make sure the engagement achieves the desired goals
- **Evaluation** – review project and program effectiveness and determine needed changes for the next go around

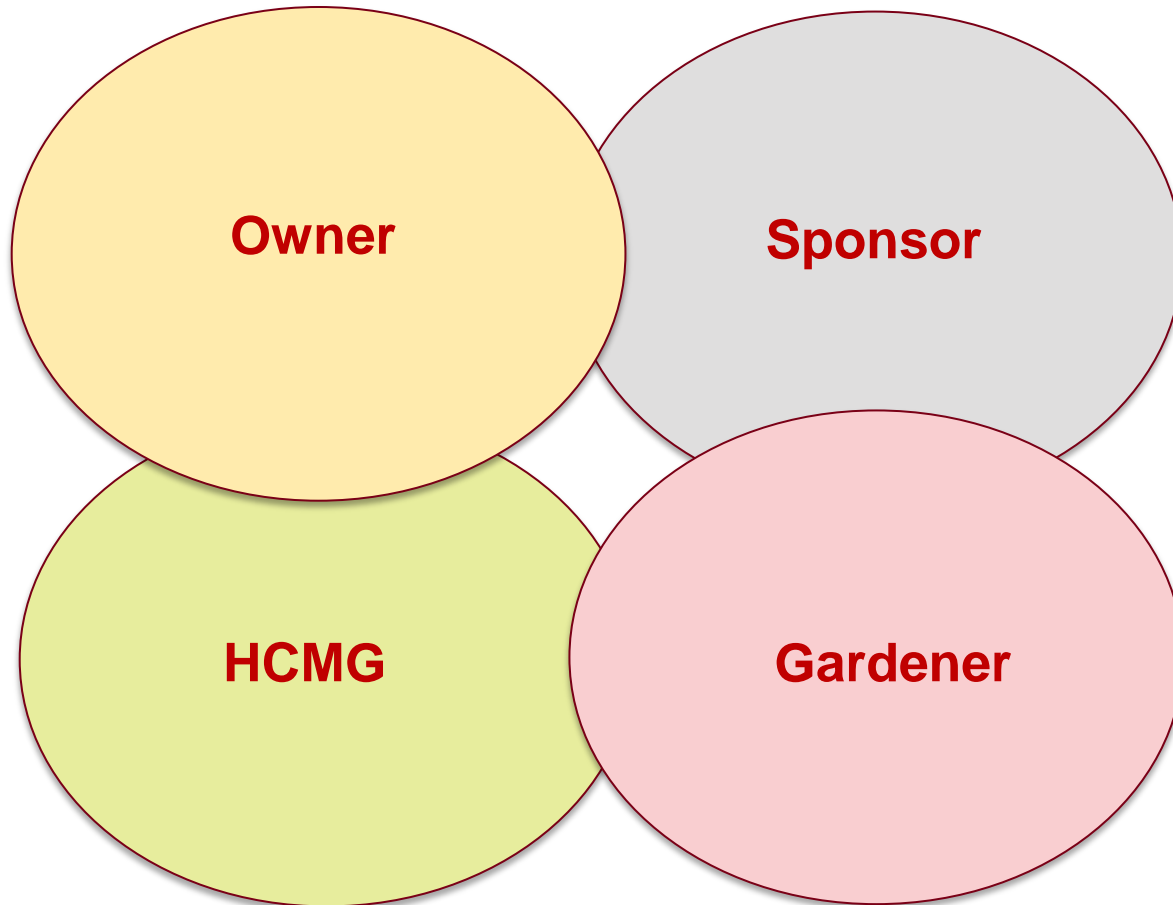
# MENU OF SERVICES

- Community Garden Mentor
- Giving Garden Support
- In-The-Garden Support

Services	Mentor (mini svc)	Giving Garden (medium svc)	In-The-Garden (full svc)
Garden Kick-Off Meeting	--	✓	✓
Get neighbors involved	--	--	Optional
Form a gardening group	--	--	Optional
Define roles and responsibilities	✓	✓	✓
Find land for the garden	--	--	Optional
Find a water source	--	--	Optional
Contact the land owner	--	--	--
Sign lease	--	--	--
Get soil tested	Optional	✓	✓
Obtain liability insurance	--	--	--
Help plan garden	Optional	✓	✓
Help develop a budget	--	--	--
Source materials and funding	--	--	--
Site clean-up	--	Optional	Optional
Build the garden infrastructure	--	--	Optional
Help set-up water system	--	--	Optional
Teach VGB course	Optional	Optional	Optional
Help plant	Optional	✓	✓
Help mulch	--	Optional	✓
Teach weeding and maintaining	✓	✓	✓
Celebrate!	--	✓	✓
Troubleshooting as the garden develops	✓	✓	✓
Managing gardener dropout	--	--	--
Remove trash	--	--	Optional
Weeding	--	✓	Optional
Help with harvesting	--	✓	✓
Food handling and safety	Optional	✓	✓
Assist with food distribution	--	✓	✓
Planting cover crop	--	Optional	Optional
Garden break down	--	--	Optional
Winterizing the garden	--	--	Optional
Garden Evaluation	--	Optional	Optional
Expected commitment (in hours)			
Check-in expectation	monthly	monthly	weekly

- What are the additional attributes of a community garden that need attention?
- What type of additional services should we provide?
- Are there any other levels of service you can think of?
- How much time if required for each level of service?

# BUILDING PARTNERSHIPS > ROLES



# Position Title: Community Garden Resource

## I. Purpose

Act as a resource for an assigned community garden, connecting community gardeners with University of Minnesota horticultural and other resources.

## II. Responsibilities

- A. Meet with community garden leaders (and/or members) to determine gardener educational needs.
- B. Based on defined needs, develop a comprehensive plan with garden leaders that includes the amount of contact needed and a schedule of meeting/educational session dates, times and topics.
- C. Provide education to community gardeners as requested and defined by gardeners and garden leaders.
- D. Inform Master Gardener Program Coordinator of any University of Minnesota horticultural resources needed by community garden and members that cannot be delivered by the Community Garden Resource.

## III. Qualifications

- A. Experience in adult education techniques helpful.
- B. Ability to evaluate community garden needs.
- C. Knowledge of community and vegetable gardening.
- D. Comfort working with individuals from diverse backgrounds and differing gardening knowledge, experience and methods.

## IV. Training/Supervision

Supervision will be provided by the Master Gardener Program Coordinator. On going training will be provided as needed.

## V. Benefits to the Community Garden Resource

- A. Experience in creating and delivering education to adults.
- B. Development of educational skills.
- C. Applied knowledge of University of Minnesota scientifically based horticultural practices.

## Facilitative Questions to ask yourself:

- What will I need to **vet for**, before we begin engaging, to know that the **partnership will be mutually beneficial**? How can I correctly and quickly recognize any personality issues as being warning signs?
- What will I see or understand about a person to know if it's worth the time to consider if **his/her needs fits with my skills and interests**?
- What sort of sign posts should I put up to **measure success along the route**, and enable me to make timely corrections or turn it over at the appropriate time?
- How will I know before I begin that a candidate is so creative and driven that working with them would be an asset whether or not it is obvious that we have a natural fit? And how will I know if a candidate would be so problematic to work with that even with a natural fit it wouldn't be a good idea?
- What will I need to see before sitting down with this new opportunity so I'll know if **we can communicate** in a way that will instill creativity and leadership in both of our organizations, and ensure continual success?
- What sort of failsafes should I put in place up front to track if we are getting off base?

SHARON DREW MORGEN'S *Blog*

# COMMUNITY GARDEN RESOURCES

- American Community Garden Association
- Gardening Matters
- Homegrown Minneapolis
- Minnesota Horticultural Society
- The Minnesota Project (Garden Gleaning)
- Permaculture Research Institute (PRI)





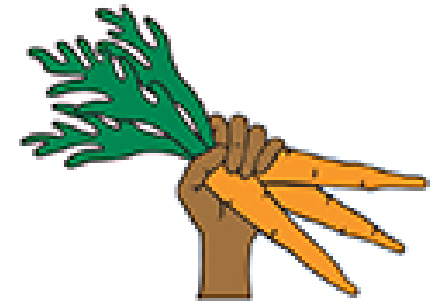
# ACGA (AMERICAN COMMUNITY GARDEN ASSOCIATION)

- <https://communitygarden.org/>
- Services
  - Liability insurance
  - Sample Evaluation Tools
  - Sample Documents
  - Garden How-To Manuals



# GARDENING MATTERS

- <http://www.gardeningmatters.org/>
- Services
  - [Garden Directory](#)
  - [Start-Up Guide](#)
  - Local Food [Resources Hubs](#)
  - Free [Compost](#)
  - [COMGAR](#) email distribution list
  - Matching gardeners with gardens



Gardening Matters

# HOMEGROWN MINNEAPOLIS

- <http://www.minneapolismn.gov/sustainability/homegrown/>
- **Services**
  - Networking and resources
  - Policy development
  - Advocacy
  - Multi-language support



# THE MINNESOTA PROJECT

- <http://gardengleaning.org/>
- Services
  - Food donation best practices
  - Garden Gleaning Toolkit
  - List of food shelves
  - Food Shelf Outreach Materials



# MINNESOTA STATE HORTICULTURAL SOCIETY

- <http://www.northerngardener.org/>
- Services
  - MN Green
  - Garden in a Box
  - Education



# PRI (PERMACULTURE RESEARCH INSTITUTE)

- <http://www.pricoldclimate.org/>
- Services
  - Information and resources
  - Permaculture solutions
  - Education
  - Starting a Community Garden class



# COMMUNITY GARDEN RESOURCES

Any other resources you can think of?

- Minnesota FoodShare
- Minneapolis Healthy Food Shelf Network
- PROP Food Shelf
- MN Arboretum Urban Garden Program
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Minnesota Landscape  
ARBORETUM

# QUESTIONS

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# Thank You



∞ **HENNEPIN COUNTY** ∞



## Handouts

- Presentation slides
- Position Description
- Menu of Services
- Community Garden Resource Guide

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