Puna Community Resilience & Capacity Building Final Report

December 2016

A special mahalo to the following agencies and organizations who convened around this important conversation and shared their stories, knowledge, and love for Puna:

Bodacious Women of Puna

The Food Basket Hawaiʻi

HI-AWARE Project

Hui Aloha O Puna Makai

Kalani Honua

Men of PAʻA

Neighborhood Place of Puna

Pāhoa Pantry & Soup Kitchen

Sacred Heart, Pāhoa

Cover Art from Puna Resiliency Block Party

Draft by:
Hawaiʻi Alliance for Community Based Economic Development

> *"This all started with conversations about sharing our strengths, skills and talents. Starting the food pantry is what really helped us to connect with people from our community and get to know them and their needs."*
>
> *-Volunteer, Bodacious Ladies*

I.   Introduction

Given the damage caused by Hurricane Iselle in 2014 and the threat of the active Kilauea lava flow, the town of Yurihama, Japan, Hawai'i County's sister city, sent money in the form of a small grant to support Puna's community resilience. With support from Hawai'i County Department of Research & Development, the Hawai'i Alliance for Community Based Economic Development (HACBED) worked to design and facilitate opportunities for key community organizations and community leaders from Puna. These opportunities encouraged folks to talk story, share key insights, gain new knowledge and skills, and form strong collaborative relationships. Ultimately, the intent of this project was to provide tools and support to community-based organizations so that they could build relationships and robust networks to take care of the people they serve, the facilities they use, and the broader communities they are a part of.

To achieve the overarching goal, HACBED's approach was twofold: [1] to provide workshops and support in regards to processes, tools, and framework of roles and responsibilities that help to develop clear lines of communication, particularly in times of disaster [2] to build the capacity and coordinate the efforts of food pantries in the Puna region to strengthen emergency food security.

Puna, a geographically and demographically diverse rural region, has shown great strength during and following recent and past disasters. Thus, the stories and information shared in this report build off of the relationships, assets, and resources that already exist in Puna. It is hoped that the information, stories and resources within honor those who participated and

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shared their assets. As such, the content of this report is intended to: [1] build on the relationships, assets, and resources that already exist in the community to present models and opportunities; [2] help existing and new organizations and agencies to collaborate and even better support one another in times of disaster, as well as on a daily basis; and [3] serve as a living resource to the next generation of leaders from those currently involved, who have dedicated so much to the care of their community.

II.   Overview of Activities

GOAL 1. Provide workshops and support in regards to processes, tools, and framework of roles and responsibilities that help to develop clear lines of communication, particularly in times of disaster.

> **Objective 1.** How mapping and the related process can be a tool for disaster preparedness and broader community resilience.

> **Objective 2.** Facilitating dialogue to begin to develop clearer roles and responsibilities that ensure proper communication channels.

The second phase of the project built off of the initial momentum and commitment garnered through the initial phase of the project which focused on food pantries. This aspect of the project focused on sharing specific mapping processes and tools that can be shared and practiced. This phase consisted of the following activities and outputs:

- Workshop 1 – defining, identifying, and clustering assets (2 Workshops) *(Please see Appendix II & III)*
- Workshop 2 – community asset mapping using Google My Maps *(Please see Appendix II)*
- Mapping manual *(Please see Appendix IV)*
- Community assets map, public draft *(Please see Appendix V)*
- Feedback & follow-up

The mapping phase of the project met the main objectives included in the proposal through the three workshops held at Sacred Heart Pahoa, Neighborhood Place of Puna, and again at Sacred Heart Pahoa. Because the workshops built off of the previous phase, which engaged food pantry leaders from Puna, the format of the mapping workshops changed slightly from the proposal. Workshop 1 created a space for reflection about past experiences to define, identify, and cluster assets in the community. The workshop modeled a process (Appendix II) that participants can take to their own organization or community group. Following the workshop,

all of the material was shared with participants and HACBED has remained available for individual questions or support.

GOAL 2. Build the capacity and coordinate the efforts of food pantries in the Puna region to strengthen emergency food security.

> **Objective 1.** Build the capacity of a minimum of 2 pantries in the Puna area
>
> - Minimum of 2 meetings to do an internal assessment and present findings to all participating pantries.
> - Provide funding to purchase food and cover other administrative costs.
>
> **Objective 2.** Research what other pantries in the area are doing to create a pantry schedule for the area.
>
> **Objective 3.** Create a template that will serve as the basis for a pantry needs assessment.

The project began by focusing specifically on food pantry capacity building support to agencies based specifically in Puna. This aspect of the project focused on building and strengthening relationships among community organizations and with outside agencies and partners. This phase consisted of the following activities and outputs:

- Introductory meeting with the food basket
- Individual outreach to 5 food pantries
- Initial food pantry meeting with 9 food pantries, agencies, and organizations
- Updated food pantry schedule
- Report back & second food pantry meeting
- Feedback & follow-up with individual partners
- Toolkit & support *(Please see Appendix I)*

The food pantry capacity support brought together a cohort of food pantry leaders in the puna area to meet the proposed objectives. The initial outreach with pantries and subsequent cohort meetings helped the project to reach the proposed objectives. With the help of participants, HACBED produce a toolkit to be shared by all agencies and organizations along with an updated food pantry schedule for the region in partnership with the Food Basket (Appendix I). Of the objectives included in the proposal methodology, we had to slightly adjust the amount of resources distributed to the pantries. Due to larger than expected participation across the board, the funding participating pantries to purchase foods and cover related administrative costs was equally divided into $556.31, which is less than the anticipated $1,000 each.

III.   Building a Framework for Resilience

Resilience is the ability of communities to withstand and recover from disasters as well as learn from past disasters to strengthen future response and recovery efforts. A resilient community can:

- determine what it needs to reduce damage and to use its assets or resources wisely. The community is resourceful with what it has, no matter its condition or whether it has a lot of resources;
- not only bounce back quickly, but also take the opportunity to strengthen health, environmental, social and economic systems;
- learn from past emergencies so that it can be better prepared for the next response.

Community resilience requires looking at people and communities as a whole. While each of the programs that participated in this project does important work within the community, as a group, the leaders collectively posed a bigger question:

What more can we do to be ready for disasters and in turn sustain as a thriving community in Puna?

Puna is a resilient community with many assets that have bolstered this community through the threat of lava and in the aftermath of hurricanes and tropical storms. The conversations and meetings facilitated during this project were crucial to building a framework for understanding community resilience as it relates to Puna. To begin framing this bigger question, those who attended the leadership gatherings began by talking about their values within the context of community assets. See below for a visualization of the words that came up most often in the conversations:

Fig. 1: "What are Puna's Assets?"

As seen in the graphic, responses from these individuals articulate that wealth goes far beyond paychecks and material goods. Rather, it is a product of aloha, neighbors, faith, and culture among many other qualities that make a strong community. Puna thrives by strengthening these qualities and the connections between them.

The following was developed by Kokua Kalihi Valley as a part of a conversation around whole measures of health in community. We hope to honor their thoughtful process by continuing that conversation in this work to make the connection between health and resilience in island communities. As such, this framework provides a potential "roadmap" (guiding questions) for actions that can be taken individually and/or collectively by Puna residents and community organizations to build community resilience through holistic approaches – local style.

- Do we spend time with our families and what kind of time do we spend with them?
- How connected do we feel with our 'ohana?
- How connected are we to our kūpuna?
- Are we connected to people of different generations?
- Do we serve others and allow others to serve us?
- Do we heal others and allow others to heal us?

Connection to Others

- Do we have a place where we feel best – a healing place?
- Do we work to heal 'āina and allow 'āina to heal us?
- Do we spend time outdoors – on the land, in the ocean?
- Do we grow our own food?
- Do we share and connect with stories of place and people?

Connection to Place & 'Āina

A Resilient Island Community

Connection to the Past & Future

Connection to Self

- Do we feel we are making our ancestors proud?
- Are we leaving a legacy for future generations?
- How often do we eat what our ancestors ate and practice the things they did?
- Do we have the choice and control to shape our own future?
- Do we feel safe?

- Do we feel good about ourselves?
- Do we know what we're putting into our body – food, medication, other – and are aware of how it effects us?
- How often do we create a space for ourselves to experience a sense of peace?
- Do we feel good about the roles we play, the work that we do?
- Can we sustain ourselves – stay whole?

V.   Lessons Learned

From the conversations and exchanges over the course of the year, a number of rich lessons emerged. Each of these come from the Puna community through the participants and offer learnings to build off of for community members as well as the organizations and institutions that support and collaborate with them.

Starting Where People Are At to Build on What is Already Happening
Understanding that Puna is already a resilient and largely self-sustaining community, it was important to start by getting to know what people are already doing. Setting up initial phone calls and one-on-one talk stories to talk specifically about what individual groups, organizations and agencies are doing on the ground helped to lay the groundwork for larger cohort meetings. Having these relationships based on initial sharing also helped as participants mapped out their assets as they relate to the broader community.

Food Security Goes Beyond Canned Food
Food security goes beyond simply providing emergency food. Many smaller needs are tied to the broader need of food security. While providing food helps, additional support and services are needed. Participants mentioned need for household and personal hygiene products as well as specific services such as after school childcare and transportation that would help families to move into more food secure situations. Currently food pantries make do with what is provided, they hardly, if ever, waste food, but often find that they need to prioritize and categorize who gets the certain food (based on factors such as age, family size, etc). Having opportunities to distribute healthier food options stands out as something that partners are open to, but would need support doing.

Food as an Entry Point for Other Services
The initial gatherings highlighted how food pantries serve as hubs for communities and community partners to organize and disseminate important information to the broader community, especially the most vulnerable. For example, the Bodacious Women, started in response to the lack of formal coordination in distributing resources and information following Iselle, acting as the hub for Puna. The group has continued to serve as a hub, primarily distributing food to subdivisions throughout Puna, but also organizing disaster preparedness and coordination meetings and partnering with various service providers to have tables, or include flyers in bags. Another example of this is the holistic and family-based approach of Neighborhood Place of Puna (NPP). While they operate an on-call food pantry, NPP makes it a point to talk story with people and families that request food and if they see that there is a need for additional support they will connect them to various social service partners. Partnerships like this lead to better coordination and more attention being paid to the real needs of communities. Because many food pantries are run by community members who know the people and families utilizing the pantry, food pantries offer spaces that can supplement community and social services. One special partnership that was sparked through this project is with the Hawaii County Holo MUA mobile services unit.

Organized Gatherings Lead to Self-Organizing Actions
Coming together to talk story and share assets was an opportunity to identify gaps and possible areas for collaboration. Simply sharing the sign-in and contact sheet sparked numerous partnerships and connections that were made as people shared in the meetings, and continue to flourish outside of the organized gatherings. Examples include: food and volunteer sharing across pantries, sharing distribution models with each other and experienced volunteers training those starting new pantries, a collaborative community fundraising and grant writing committee, and youth mental health trainings for a local church youth group.

Assets-Based Approach to Strengthen Relationships
An important aspect of the organized gatherings was the assets-based approach that was utilized. More often than not, resilience and community mapping focuses on the vulnerabilities, gaps, and needs in communities. By framing the overall process around the assets and gifts of the people in the room the process was not only fun and productive, but also fed into further opportunities outside of the gatherings, as mentioned above. This was due in large part to the fact that people were able to see and connect with skills and assets that complimented their projects or interests. It would be interesting to see if the same dynamic persists with a larger group.

Mapping to Strengthen Coordination
Although most of the initial information mapped by individuals in the workshop was fairly general by itself, when pulled together into one big map, it painted an interesting picture of what resources and assets exist and where or how they connect with others. Most participants were interested in mapping components of the populations they serve or resources connected to those populations. While we only had the opportunity to do an initial map, participants already recognized this and were beginning to think about what additional information might be necessary to strengthen this resource. Moving forward, processes for updating and maintaining a broader map will need to continue to be refined and adjusted, especially as layers are updated and added by community members.

Need Opportunities for Individualized Support Due to Varying Technical Literacy
Mapping using online platforms was overall successful; however, varying experience and comfort levels using technology made it difficult at times to execute a general training. People learn at different paces, and this is especially true for computer skills. Having a more individualized approach would be more effective when doing more advanced mapping.

Limited Resources to Support Grassroots Efforts
Some groups are more formal than others, but most rely heavily on volunteer time and resources to support their activities. Puna is rich with people who are willing to share their assets and skills, however there are limited financial resources available to support groups and their volunteers. We found that sharing a small stipend of around $500 to each of the participating groups made a significant impact in supporting the work on the ground. As one community member said, "in Puna, we have done so much with so little for so long, we can do almost anything with almost nothing on our own." Supporting this work financially can go a long way if done the right way.

Continuing to find ways to support the people behind the impact will be important to sustaining any lasting impacts.

VI.   Next Steps

The following emerged as potential next steps for the participants involved as well as for ways for HACBED, as well other community-based organizations and institutions, to continue to support, both in terms of existing collaborations and potential collaborations.

Connecting to Hoʻowaiwai Network Weavers Community of Practice
One opportunity for all project participants is getting involved in the monthly Hoʻowaiwai Network Weavers Community of Practice (NWCOP) meetings hosted by the Hawaiʻi County Office of Housing and Community Development. The meetings offer an opportunity for participants to share updates, learn about upcoming events, and connect with other opportunities and community partners. A few have already attended. Conversely, the project sparked the interest of existing NWCOP partners and many have been able to collaborate by using the Holo MUA mobile services unit to reach the more rural Puna community.

Faith-Based Collaboration
The majority of the participants in this project came from churches or faith-based groups in Puna. There is definite potential for further inter-faith collaboration to help further the work that was bolstered through this project. The recent Faith-Based Homelessness Summit is just one example of the capacity of this inter-faith community.

Mapping Training of Trainers
Participants expressed interest in broadening the trainings from this pilot to other community member and organizations, with potential to lead the trainings themselves. Additional interest was also garnered from the Office of Housing and Community Development around mapping locations of homeless families and resources in the Waimea region of Hawaiʻi Island.

Grant Support
As mentioned in the lessons learned, limited resources have an impact on the breadth and amount of work many of these volunteer-based organizations are able to do. One of the exciting and unprompted outcomes of this project is the collaborative grant and funding group. Finding ways to support the continued convening of folks could offer opportunities for more coordinated and strategic funding around issues of food security and resilience in the region.
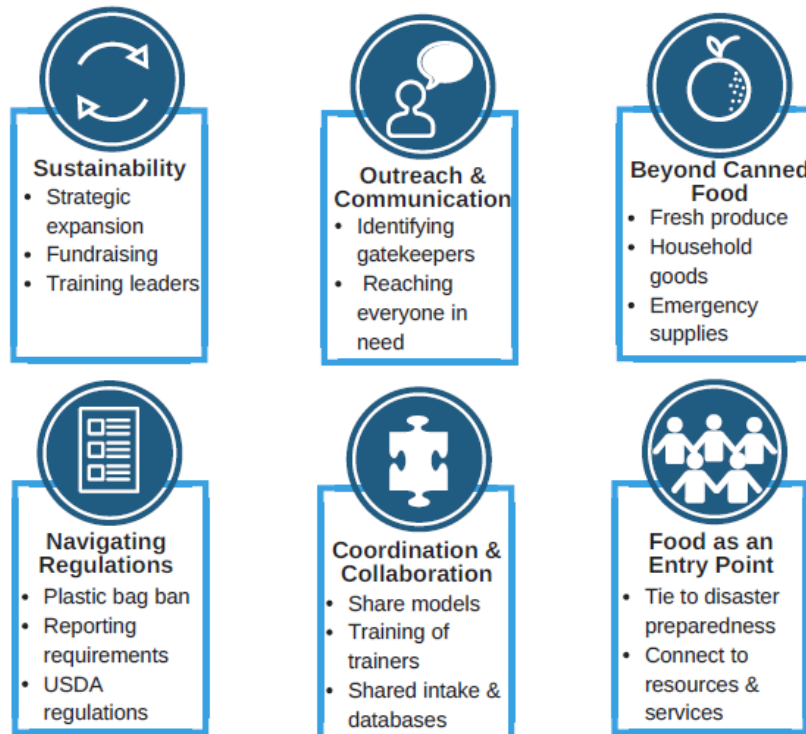
Appendix I – Puna Food Pantry Toolkit

I.   Introduction

Throughout Spring 2016, initial phone calls and collaborative meetings were held convening leaders and coordinators from food pantries, soup kitchens, and on-call food banks serving communities in the Puna district of Hawai'i Island. Through these conversations it became clear that although each individual came to the work with different backgrounds and for different reasons, a shared responsibility and love for Puna drives folks to continue their work with the community. While each of the participating programs is doing important work by filling need gaps within the community, as a group, leaders collectively posed a bigger question: ***What more can we do to be ready for disasters and in turn sustain as a thriving community in Puna?***

Continuing with an eye towards collective actions that give Puna communities more choice and control over achieving genuine wealth, the following emergent themes tied to Food Pantry resilience were synthesized and analyzed by the group to inform the direction of this Toolkit:

*Fig. 2: "Food Pantry Resiliency – Emergent Themes"*

Sustainability
- Strategic expansion
- Fundraising
- Training leaders

Outreach & Communication
- Identifying gatekeepers
- Reaching everyone in need

Beyond Canned Food
- Fresh produce
- Household goods
- Emergency supplies

Navigating Regulations
- Plastic bag ban
- Reporting requirements
- USDA regulations

Coordination & Collaboration
- Share models
- Training of trainers
- Shared intake & databases

Food as an Entry Point
- Tie to disaster preparedness
- Connect to resources & services

II. Community Profile

Community Background

Puna is one of nine regions on Hawaiʻi Island as designated by the County of Hawaiʻi. Located on the windward coast of the island, Puna borders the South Hilo region to the north and Kaʻu to the south. At just under 320,000 acres (500 mi²), Puna is slightly smaller than the island of Kauaʻi.[1]

The district has considerable natural assets, being adjacent to Hawai`i Volcanoes National Park and home to numerous lava tubes. Due to interactions with repeated and recent lava flows, Puna's native forests exhibit varied ages and soils, which enriches biodiversity and harbors many native species.[2]

Fig. 3: Map of Puna Land Cover
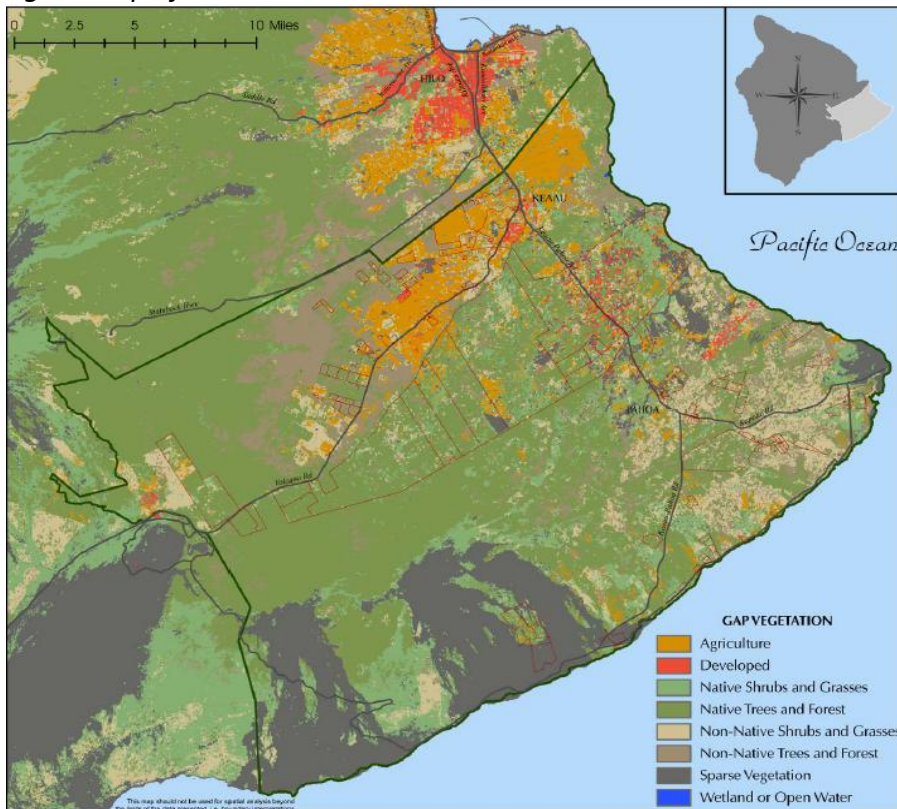
Map of General Land Cover (Puna CDP, 2008)

In addition to ecologically diverse native forests, the region also contains rainforest, as well as regions with crop growth that varies from desert shrubs to coastal strands. The diverse climate allows for similarly diverse agriculture: over forty different agricultural products (e.g. fruits, vegetables, livestock) are produced in the region. The most abundant of these products are Puna-

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[1] Puna CDP, 2008.
[2] Ibid.

grown papayas, which account for approximately 97% of the State of Hawai`i's total production.[3] These diverse and productive lands were stewarded by the Hawaiians who settled nearly 1,600 years ago and lived in Puna prior to western contact. A map dating as late as 1826 indicates twenty-four ahupua'a located around the entire coast of Puna, which sustainably fed the entire region utilizing resources mauka to makai.[4]

Following western contact in the mid-18th century, large tracts of Puna's landscape were transformed for purposes of intensive sugarcane agriculture and resource exploitation. Export products ranged from sandalwood to cattle to coffee to sugar cane, while the introduction of many other crops such as macadamia nuts and papaya -- now leading cash crops in the region -- occurred during the late 19th and early 20th centuries.

Once sugar and other resource-intensive industries left during the mid-twentieth century, large tracts of land in the region owned by missionary families were divided into more than 50,000 subdivision lots to be sold.[5] Due to the tax and zoning designations at the time, the original developers did not build infrastructure such as government roads and services within the subdivisions. Even today, the infrastructure in many of these subdivisions remains incomplete with many of the structures not entirely compliant with county building codes. Further, many residents in lower Puna's subdivisions exist off of the power grid and rely on water catchment and trucked-in potable water.[6]

Natural Hazards

As the most isolated archipelago in the world, the Hawaiian Islands are uniquely susceptible to *natural hazards*:

Lava Flow
Hawai'i Island, as the southernmost and youngest inhabited island, is home to two very active volcanoes, Mauna Loa and Kilauea. While most eruptions of Hawaiian volcanoes are characterized by relatively quiet outflow of liquid lava, they can still be quite hazardous as lava can travel rapidly from its source. The entirety of Puna lies within designated Lava Hazard Zones 1, 2, or 3 -- the most dangerous levels according to the USGS.[7]

Hurricane
Hawai'i Island is at a relatively higher risk for hurricanes due to its location in the Hawaiian Archipelago. Hurricane season runs from June through November. Puna's location on the windward side of the island further heightens this district's risk. [8]

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[3] Puna CDP, 2008.
[4] Ibid.
[5] Puna CDP, 2008.
[6] Ibid.
[7] USGS. Hawaiian Volcano Observatory, 1987.
[8] Hawaii County Hazard Mitigation Plan, 2011.

Earthquake

Hawai'i Island experiences thousands of earthquakes each year due to seismic activity generated by the island's active volcanoes.[9] Although most are too small to feel, larger earthquakes can be felt across the island and are capable of causing major damage.

Tsunami

Due to the high frequency of earthquakes on Hawai`i Island, tsunami arrival times for coastal areas of Puna can be as short as fifteen minutes or as long as fifteen hours for tsunamis generated further away. Once a tsunami arrives it may take hours for the series of waves to pass.[10]

Flood

Hawai`i County is at comparable risk of flash flooding to other counties due to drainage basins with steep-walled amphitheater-shaped valleys. However, due to the lava fields that exist in Puna, water has the potential to move quickly and unpredictably.[11]

Demographics

Despite the susceptibility to natural hazards and rudimentary infrastructure and services in many subdivisions, Puna currently boasts the fastest rate of growth in Hawai'i County. The district's population has more than doubled over the past twenty years, with the most recent estimate indicating a population of 45,326. Further, **Puna is expected to overtake Hilo in population size by 2020**, indicative of the attractiveness of this region to many populations.

Puna comprises nearly 40% first-generation Hawai'i residents, this population of new residents is likely responsible for the recent population boom due to the more affordable properties for sale in many of the subdivisions. While an increase in resources and services can follow higher population rates, for Puna, there are issues as well. **Rapid population growth poses a threat to disaster preparedness given the sprawling and diverse nature of Puna's population**. As numbers increase, already-unimproved infrastructural support systems such as roads and emergency services could be overwhelmed during a disaster without coordination and accurate information.

The consequences of a natural disaster would be greatest for Puna's most vulnerable. **Over half of residents are dependent on SNAP** (Supplemental Nutrition Assistance Program formerly known as Food Stamps), one of the highest rates in Hawai'i. In addition, with one of the highest unemployment rates in the state and a **large proportion of its adults living with disabilities**, Puna residents may find themselves utilizing social services such as food banks and free meal programs if finances get tight. Even in times of non-emergency, **Puna's rural profile makes needed social and daily services difficult to access**. Unimproved transportation systems and a booming yet

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[9] USGS. Hawaiian Volcano Observatory, 2012.
[10] Hawaii County Hazard Mitigation Plan, 2011.
[11] Ibid.

widely distributed population only exacerbate this problem. Accessible food services are thus a crucial aspect of Puna's resiliency.

Some in Puna are able to grow their own food, given diverse conditions for cultivating crops year-round, although many of the more affordable lots are located on recent lava flows making growing more difficult. While some of Puna's subdivided lots are zoned for agricultural use, most are simply used residentially. Growing food locally, however, would partially alleviate many issues related to Puna's food system. Since transportation costs are high and most residents are highly dependent on automobiles due to the region's rural sprawl; local food would spell fewer miles traveled from source to plate for producers and consumers.

Emergency food providers face similar challenges as **many residents live long distances from needed services such as food pantries,** necessitating the establishment of new, closer sources or a mobile source. Currently many pantry volunteers use personal resources and travel long distances to reach those who are unable to travel to the pantry location, such as elderly and disabled community members.

III.   Food Pantry Models

A number of food distribution models exist and have been proven successful. While this toolkit provides two examples of successful models, we understand that every pantry is different and that adjustments must be made depending on the number of people who utilize the pantry, size of families, age of the people serving, along with many other factors. That said, in the context of Puna the two models below have proven to be highly successful, not only in distributing food but also for organizing and facilitating community connections. In this way, community members have better addressed the root causes of food insecurity and have supported the overall sustainability of the broader Puna community. For the purposes of this toolkit, we will refer to them as *"The Grassroots Hub Approach"* and *"The On Call Approach."*

Scheduled Distribution Model – The Grassroots Hub Approach

The Grassroots **Hub Approach** is employed by the Bodacious Women of Puna and has spread to other providers in the region to varying degrees. While this approach is operating with three hubs serving eleven of the major subdivisions in Puna, it is also dynamic in that it can easily be adjusted and expanded as needed. This flexibility is a product of the structure, which is centered on a **core team** who have developed this approach to be responsive to the strengths and skills of each

volunteer. This allows for training and transmission of protocols, thus building an organic **network of pantries using similar models**. On a bulk food distribution level, this approach helps The Food Basket (more info on p. 12) streamline its distribution and preserve freshness of food in Puna, delivering in bulk to one location on the day of distribution. Once delivered, the volunteers do the rest, **processing paper work** for all partner subdivisions, **organizing food, packing bags**, and **loading** gatekeeper vehicles for them to distribute within their respective subdivision.

1. Core Team
   a. Hub Coordinator
      The Hub Coordinator is responsible for the overall organization of the operation.

      This position initiates partnerships with government agencies, food banks, donors or other supplemental resources; recruits and communicates with gatekeepers; identifies and engages in other opportunities tied to meeting the needs of the organization and community – i.e., disaster preparedness/emergency training, media outreach, etc.

      On distribution day the coordinator tracks the total numbers for each pocket community (see above photo); distributes new volunteers and miscellaneous tasks; coordinates supplemental services and visiting services providers.

   b. Packing Team
      The packing team receives the daily food delivery (if any) and utilizes the inventory of food stored to make sure everything is counted and distributed prior to packing. Food is categorized by the standard 4 components included in each bag: Protein, Vegetables, Fruits, Grains. Additional components, or extras, are added as available (i.e., juices, snacks, etc.)

      Once organized, the team packs bags as determined by the Hub Coordinator (see above). The content of each bag is determined by availability and pocket community numbers. For example, if there are 25 bottles of juice, these extras would be added to a pocket community that has 25 or fewer families signed up so that everyone gets the same or similar items.

   c. Sign-in Team
      The Sign-in Team is the first to interact with folks who come to the pantry. They ensure that everyone picking up has filled out the necessary forms.

- Food Basket Hawai'i Forms: everyone picking up must fill out; if a repeat visitor, make sure the info is up-to-date. *Tip: keeping a physical address on file makes it easier to assist families during times of emergency or natural disaster.*
- USDA Forms: families qualifying for USDA foods (see Appendix II) are required to fill out and sign the form every time.

Once intake forms are complete, move to the next table to pick up a ticket to turn in for their bag. Tickets are color coded based on size of family which determines size and number of bags: single, couple, family, XL family, kupuna (elderly).

d. Distribution Team
The Distribution Team sets up the pre-packed bags to be easily distributed. Volunteers collect tickets and distribute corresponding bags of food. If enough volunteers, have someone ready to assist folks with carrying bags to their car.

e. Data Coordinator
The Data Coordinator must have knowledge of computers and excel spreadsheets. This position inputs numbers from the sign-in team into spreadsheets to track family participation and broader trends. Having this information helps with applying and reporting for grants and also helps with planning for daily operations as well as emergency or natural disasters.

2. Pocket Community Gatekeepers
"Gatekeeper" is a term used by the Bodacious Women for the coordinator of each subdivision. This person organizes outreach within their community and is the advocate for that community within the larger collaborative action team. The Gatekeepers are also responsible for getting all families to complete paperwork and getting the completed paperwork to the Hub Coordinator prior to the distribution.

3. Collaborative Action Team
An additional role of the Hub Coordinator and interested volunteers is to connect with other organizations and agencies doing similar work. Puna has a number of like-minded and passionate community leaders who are doing what they can to make things better. Connecting up with these folks allows for better coordination of activities and clearer communication channels. Please see Appendix III for a list of Community Champions.

Organizational Structure of Grassroots Hub Approach

Gatekeepers & Community Distribution –

1. Outreach & promote to subdivision families
2. Recruit & coordinate volunteers
3. Data Tracking & Reporting for respective subdivision
4. Pick-up from food distribution hub or food bank
5. Intake & Registration of clients
6. Communicate & build relationships with clients
7. Communicate with subdivision community during disasters

Core Team & Distribution Hub –

1. Communicate & coordinate with food providers
2. Identify & train Gatekeepers
3. Communicate & coordinate with Gatekeepers
4. Receive & inventory food prior to distribution
5. Monitor & track data from all subdivisions
6. Communicate & coordinate with Government & other service providers
7. Act as main resource hub during natural disasters or emergencies

Collaborative Action Team –

1. Share updates, resources, & information
2. Identify common needs that can be collaboratively addressed
3. Work together to fundraise (e.g, grants, rummage sales, food or brown bag drives)
4. Discuss & create action plans to address broader community sustainability and resiliency as tied to food access and disaster preparedness

Emergency Distribution Model – The On Call Approach

The On-Call Approach to food distribution is intended to provide emergency food supplies to families when the need arises. A key trait that arises out of successful models is the **built-in flexibility** to meet families where they are. Due to this flexibility, however, **more personal coordination and communication** is required on behalf of the agency. Certain protocols can be put in place to ensure that those who have expressed the need for food receive it or are referred to another agency. Neighborhood Place of Puna has managed to create a system that is both flexible and structured in way that meets the needs of the community, while taking into account the limited resources of most food pantries.

Organizational Structure of On-Call Approach

I. Taking requests for food
   a. Staff or trained volunteer ready to take phone calls or speak with folks walking in.
   b. Have clients fill-out an intake form, or a request form if already in the system (make sure forms are aligned with USDA regulations and any other reporting).
   c. Staff or trained volunteers work with client to schedule a pick-up time.
   d. If a first time request and the need is immediate, it is a good practice to keep one or two pre-packed food boxes on hand.
   e. Have limits in place and be transparent with clients regarding these limitations.
II. Building food boxes

      a. Have pre-determined list so packages can be as uniform as possible and food easily inventoried.

      b. Include additional information about resources and opportunities in box.

III.   Distributing box

      a. Have a schedule for individual client pick-up, but be flexible.

      b. Get to know the clients and see if you can connect them to other services.

      c. **Proxy Pick up:** If an individual needs someone to pick up on their behalf, have a protocol in place to address this need.

      d. **Missed Pick up:** If a client misses their pick-up appointment, have a protocol in place to ensure proper measures are taken to re-schedule.

Best Practices & Tips for Success

Personal Interactions and Relationship Building with Clients

Building relationships with clients through personal interactions makes for a respectful and efficient food distribution. All of the pantries who participated in the leadership meetings mentioned the importance of being open and welcoming. Through this attitude, the people coming for support feel heard, safe, and cared for. As an example, although some families may not meet the governmental qualifications for assistance, a current event or situation could cause temporary need. As such, personal interactions and caring relationships can help families feel comfortable sharing without shame and help pantries to understand how they can assist. Furthermore, many also acknowledged that personal relationships with clients helps with holding people accountable and makes it less likely that people take advantage of the pantry offerings.

Sharing Practices with Other Providers

Sharing protocols and best practices with other pantries benefits both the agency and their clients. Just as this toolkit is based on stories and knowledge shared by folks who are on the ground, agencies can become more efficient by learning from others so they can be better informed when implementing protocols that work best for their situation. For example, many experienced pantries have streamlined the paperwork and intake procedures to help clients easily sign-up and help the pantry track their impact by gathering certain data and information. Sharing these procedures or the reasoning behind their creation eliminates the trial and error phase, which can be challenging. This is especially true for pantries just starting up. It is recommended that new pantries contact an existing pantry and see if they are willing to let you shadow them, talk to folks who will be utilizing the pantry and see what their needs are and how you can address them.

Having a Flexible Protocol

Having flexible protocols enables more individualized services that can help families where they are at. Situations change, needs change, and things happen that individuals and families cannot plan for. Being responsive to needs and being flexible get to the real reasons why pantries exist – not just as service that meets immediate needs, but a resource that can connect to folks and create a space to address the root causes of vulnerability. Having a flexible protocol comes from building strong relationships and listening.

Sharing Resources and Opportunities Through Distributions
Food distribution provides an easy opportunity to share resources, information, and opportunities. This best practice is tied to the theme of food as an entry-point for broader services. Information that is distributed can come from a variety of places and in a variety of forms. Examples include: including nutritional literature in bags, sharing flyers for upcoming events such as veteran outreach fairs, connecting with the Hawai'i County Mobile Services van (see page__), or even information about volunteer opportunities. Outreach to organizations and partners who may want help disseminating information also builds networks and reach.

Regular Collaboration Among Pantry Leaders
Collaborating with other providers is key to both the success of individual agencies and the health of the broader community. Collaborative conversations enable leaders to think beyond the day-to-day operations of their food service and focus on the broader issues tied to the root causes of poverty and food insecurity. The gatherings this past spring helped to facilitate relationships and open up lines of communication that will only grow stronger with further collaboration. Examples of collaboration include: sharing extra food or items with other pantries, sharing information between partners, recommending or sharing volunteers between operations. Some examples of other collaborative opportunities can be found in the Section below.

Collaborative Opportunities

Brown Bag Drive
The plastic bag ban in 2015, while a positive step for the environment, has made food pantries dependent on paper bags or forced pantries to find alternative options for packaging food. While reusable bags would be ideal, sanitation is always a concern when distributing food. For now, brown paper bags are considered the best option by many, however they currently are not being donated in large enough quantities, thus many pantries are forced to purchase bags out of their own budgets. In addition, paper bags constrain the providers' ability to pack food in varying quantities to adjust for household size, which is a must if providers are to be responsive to specific households.

A collaborative "Brown Bag Drive" would help to build awareness around this need and maximize donations of brown paper bags. Following the drive, bags can be available to providers and pantries to pick-up and use for their packaging.

Data Tracking and Sharing Between Food Pantries and Partners
Data is an important tool that can strengthen food pantries. Data helps with writing grants, applying for funding, and attracting donations to help with sustainability. In terms of day-to-day operations, keeping detailed records helps pantry coordinators to understand what is working well and identify existing challenges. Some data, such as yearly income level, location, number living in a household, and ages of those in a household are required in order for families to receive food through the TEFAP-USDA program. Other pantries have begun tracking additional data that they view as important in the context of the families and communities they serve. One food pantry found that the same data used to monitor and track clients during food distribution aligned with outreach needs following natural disasters. By continuing to update the data, keeping this dual

purpose in mind, they are able to coordinate with first responders and emergency resources to meet the needs of their community following a natural disaster where needs stretch beyond food. We live in a data driven age and the ability to share the impact of this work through data will only strengthen the food pantry network.

Collaborative Grant Applications
Funds are the hardest part of sustaining a food pantry and can often limit outreach and any additional services beyond food distribution. As mentioned above, documenting what's been done and tracking data is a great first step to fundraising, however with limited opportunities and time, it can be challenging to get applications in for grants and other funding, especially when put in competition with similar groups. Coordinated and collaborative grant and funding applications will both help alleviate the competition and help groups to better coordinate their efforts and roles. Even less formal fundraising such as rummage sales and outreach, have the potential to be collaborative and beneficial to all doing similar work.

The Food Basket has volunteered to help by seeking out potential opportunities for collaborative grant applications between pantries in the region. In addition, a collaborative grant committee, made up of representatives from numerous food pantries in the region, has begun meeting around funding opportunities.

Gas and Gift Card Drives
Volunteers are the lifeline for nearly all of the food pantries in Puna. As the saying goes, "time is money," and these volunteers donate so much of their time to do what is necessary to sustain their program. Puna is a rural region which means that folks drive long distances to get place-to-place, this includes volunteers. Although it is often impossible to hire and pay staff, having petty cash or gift cards for gas, restaurants, or stores available as a small "mahalo" to volunteers can go a long way.

Monthly Disaster Preparedness Meeting
The Bodacious Women hold regular meetings with interested community members around disaster preparedness and community resilience at the Nanawale Community Association Longhouse. The meetings are facilitated by Ronnette Gonsalves of the Bodacious Women and provide opportunities for community members to share their skills and collaboratively create and implement plans and protocols in the case of disasters. Some outcomes of the work to date include: Matson containers in 4 communities stocked with supplies the specific community identified through a wish list, a communication tree with points of contact in each subdivision, and CERT, First Aid and other trainings for community members.

Opportunities to Learn More About Existing Services
Additional opportunities to convene, share resources and learn more about existing services and upcoming opportunities. This could take the form of trainings, informational meetings, or just casual talk story gatherings around a subject or idea.

IV.   Food Pantry Resources

A.   The Food Basket, Inc.

Administrative Office & Hilo Warehouse:
40 Holomua St.
Hilo, HI 96720
Phone: (808) 934-0701

Kona Warehouse:
79-1016A East Honalo Rd.
Kailua-Kona, HI 96740
Phone: (808) 322-1418

Email: info@hawaiifoodbasket.org

The Food Basket, Inc. is an island-wide supplemental food network that collects and distributes nutritious, high quality food to low income households, the working poor, the disabled, the ill, senior citizens, and children of Hawai`i County. The mission of The Food Basket is to feed the hungry in Hawaii County while attending to the root causes of this critical social problem. The Food Basket advances their mission through the following programs, which food pantries and service providers may refer clients to:

a.   Food Clearinghouse

While The Food Basket houses many programs, its most wide-reaching role remains as a clearinghouse for food and non-food items. The clearinghouse processes and warehouses food and non-food items that retailers, wholesalers, and farmers normally discard, along with food donated by individuals and community groups through various food drives. Organizations may apply to become partner agencies with The Food Basket, which gives them access to purchase and pick-up food at a highly subsidized rate. Partner agencies and organizations include food pantries, soup kitchens, shelters, and other programs designed to meet individual needs.

b.   We've Got Your Back (WGYB) Supplemental Nutrition Program

"We've Got Your Back" is supported by private monetary and food donations and USDA nutritional supplements. In far too many cases, children from low-income families derive their only complete meal of the day in school. The WGYB program provides supplemental food for school children to take home, thus assisting the child's family with an additional complete meal. Hunger has been shown to be detrimental to student performance in school, nutritious meals both at school and at home help students to remain focused and engaged in the classroom. Eligibility for this program is determined by statistical data collected by the Hawaii State Department of Education (DOE) on free and reduced lunch participation at schools and requires the

participation and permission of school officials. While the WGYB program is a direct service of The Food Basket, other models from community organizations and churches also exist.

c. Senior Farmer's Market Nutrition Program (Senior Produce)

Senior Produce is a seasonal, federally-funded program designed to increase utilization of local farm resources. The Food Basket utilizes a Community Supported Agriculture (CSA) model to purchase produce for fifteen (15) weeks during the year. The CSA model entails purchasing produce directly from local farmers. The program not only supports the nutrition of needy elderly clients, it also increases economic activity in the local food system by purchasing directly from growers.

d. Senior Brown Bags Supplemental Nutrition Program

Senior Brown Bags provides a nutritional bridge by allowing eligible seniors to supplement their own fresh fruits, vegetables, starches, and proteins with canned and packed selections provided by The Food Basket. The program period is meant to provide a seamless continuum of support with the Senior Farmer's Market Nutrition Program.

e. SNAP Outreach

SNAP, the Supplemental Nutrition Assistance Program, is the new name for food stamps. Participating households receive money every month on a debit card that can be used for groceries. The Food Basket's SNAP Outreach team works in communities island-wide to help residents complete an eligibility pre-assessment and also provide aid in the completion of the SNAP benefits application. The program is dedicated to walking alongside families and individuals step-by-step through the application process to help people get the support they need.

B. Hawaiʻi Food Service Alliance

Hawaiʻi Food Service Alliance partners with The Food Basket and the Bodacious Women to use their refrigerated trucks for delivery of bulk food from the warehouse to the distribution hubs.

Hilo-Kona Operations:
16-362 Ulupono St.
Keeau, HI 96749
Phone: (808) 933-1576

C. Hawaiʻi County

a. HoloMUA Mobile Service Van

The County of Hawaii Office of Housing and Urban Development possess a decommissioned mobile command unit RV adopted from Civil Defense. The unit has been repurposed to allow County departments and community partners to provide roving services and disseminate information to rural sites around Hawaii Island. The services provided aim to build economic opportunity and self-sufficiency of Hawaii Island individuals and families. The County is actively seeking community sites to partner with in delivery of these services.

b. Department of Research and Development

The Department of Research and Development at the County of Hawaii is a great resource for grants and funding opportunities. While they offer grants of their own, the department is also well attuned to opportunities with foundations, companies, and other funding resources. The department also offers resources and workshops on grant writing and application processes.

East Hawaiʻi:
25 Aupuni Street, Suite 1301, Hilo, HI 96720
Phone: (808) 961-8366

West Hawaiʻi:
74-5044 Ane Keohokalole Highway, Bldg C, Kailua-Kona, HI 96740
Phone: (808) 323-4700

Email: chresdev@hawaiicounty.gov

D. The Food Basket Partner Distribution Schedule

The following calendar is available on The Food Basket Website:
http://www.hawaiifoodbasket.org/wp-content/uploads/East-Hawaii-2016-Pantry-and-Free-Meal-Schedule-.pdf

EAST HAWAII
SOUP KITCHEN/FREE MEAL SCHEDULE

DAY	MEAL	TIME	LOCATION
SUNDAY	LUNCH	1:00 PM	**First Assembly of God – Kulaimanu Apt. Bldg. G, H, & I Pepeekeo** Contact: Victor Last Sunday of the month
	DINNER	5:00 PM	**Salvation Army - on the Lanai**
MONDAY	LUNCH	12:00 to 1:00 PM	**Salvation Army - on the Lanai**
	DINNER	5:00 PM to 6:00 PM	**Clem Akina Park/Puueo Community Center** Contact: The Food Basket 808-933-6030
TUESDAY	BREAKFAST	8:30 AM to 9:30 AM	**Under His Wings** Contact: 808-969-3094 Closed 1st week of the month
	DINNER	5:00 PM to 6:00 PM	**Kurtistown Assembly of God** Closed 1st week of the month Contact: Rose Marie 808-987-5387
	DINNER	4:30 PM	**Pāhoa Community Center**
	DINNER	5:30 PM	**Hilo United Methodist Church** Contact: 808-935-2144
WEDNESDAY	LUNCH	12:00 to 1:00 PM	**Salvation Army - on the Lanai**
	DINNER	4:00 PM to 6:00 PM	**Oceanview Community Center** Contact: 808-937-7033
	DINNER	5:00 to 6:00PM	**Keaau High School** Every 3rd Wednesday Contact: Donna 808-982-4220
THURSDAY	BREAKFAST	8:30 AM to 9:30 AM	**Under His Wings** Contact: 808-969-3094

THURSDAY	DINNER	4:00 to 5:00 PM	**Volcano Cooper Center** Contact**:** 808 -985-7140
	DINNER	5:30 PM to 6:00 PM	**Hilo United Methodist Church** Contact: 808-935-2144
FRIDAY	BRUNCH	9:00 AM	**Kurtistown Assembly of God** Last Friday of the month Contact: Rose Marie 808-987-5387
	LUNCH	11:00 AM	**Salvation Army Lanai**
	DINNER	4:30 PM to 5:00 PM	**Pāhoa Community Center**
	DINNER	5:30 PM	**Kalapana Mauna Kea Church** 2nd Friday of the month Contact: 808-896-5797
	DINNER	5:00 PM to 6:00 PM	**Feeding the Poor - Hilo** @The soccer field, Bayfront
SATURDAY	BREAKFAST	8:00 AM to 9:00 AM	**Under His Wings** Contact: 808-969-3094 Closed 1st week of the month
	DINNER	3:00 PM to 4:30 PM	**Olaa First Hawaiian Community Church** Contact: 808-968-0900 4TH Saturday of the month only

HILO FOOD PANTRIES

DAY OF WEEK	TIME	LOCATION	CONTACT
MONDAY	11:30 AM to 2:00 PM	**St. Joseph Church** 3rd and 4th Mondays of the month	Mario - 808-935-1153

TUESDAY	1:00 PM to 3:00 PM	**Kings Fellowship** 2592 Kilauea Avenue, Hilo	808-959-3153
WEDNESDAY	8:00 AM to 10:00 AM	**Under His Wings** Closed 1st Wednesday of the month	808-969-3094
	11:30 AM to 2:00 PM	**Malia o pukalani Church** Last two Wednesdays of the month	Roberta: 808-339-1295
THURSDAY	10:00 AM to 11:00 AM	**Living Waters** 2nd & 4th Thursdays of month	808-959-9524
	12:15 PM	**Grace Baptist Church** 2nd & 4th Thursdays of month	Terrie: 808-966-6998
	9:00AM to 11:30 AM	**Salvation Army** 2nd & 4th Thursdays of month FIRST 30 PEOPLE	808-935-1277 Bring proof of income, verification of all house members
FRIDAY	11:00 AM to 12:00 PM	**Kino'ole Baptist** Every 3rd Friday of the month	Sandy: 808-959-5621

| FRIDAY | 12:00 PM to 2:00 PM | **Light House Outreach** Last Friday of every month (up on Kawailani Street) | Terri: 808-217-1586 |

PUNA FOOD PANTRIES

DAY OF WEEK	TIME	LOCATION	CONTACT
MONDAY	1:00 PM to 3:00 PM Or until pau	**Hawaiian Beaches Park** 4th Monday of month	Dannette: 808-365-3988
TUESDAY	2:00 to Pau	**Hawaiian Paradise Park Community Center** 4th Tuesday	
WEDNESDAY	2:00 PM to 3:00 PM	**Grassroots/ Nanawale Long House** Last Wednesday of month	Ronnette: 808-965-8080
THURSDAY	9:00 AM to 11:00 AM	**St. Theresa Parish** 4th Thursday of month	Gwen: 808-968-6233
	10 AM to 12:00 PM	**Sacred Heart** 3rd Thursday of the month	Jan: 982-9531
	3:30 PM	**Volcano Cooper Center** Last Thursday of month	Donna: 808-769-3903

FRIDAY	9:00 AM to 11:00 AM Or until supplies last	**Kurtistown Assembly of God** Last two Fridays of the month	Rose Marie: 808-987-5387
FRIDAY	4:30 PM	**New Hope Puna Pāhoa Community Center** 2nd Friday of the month	Thomas: 808-209-9435 or 808-365-3313
SUNDAY	2:00 PM	**Grassroots Church Tin Shack - Pāhoa** Last Sunday of every month	Matt: 808-960-4555

HAMAKUA FOOD PANTRIES

DAY OF WEEK	TIME	LOCATION	CONTACT
TUESDAY	9:00 AM to 12:00 PM	**Salvation Army Honokaa**	808-775-7346
WEDNESDAY	9:00 AM to 12:00 PM	**Salvation Army Honokaa**	808-775-7346
THURSDAY	11:00 AM to 12:00 PM	**Immaculate Heart of Mary** 2nd & 3rd Thursdays of month; if month has 5 weeks then 2nd, 3rd, & 4th Thursdays	808-964-1240

KAU FOOD PANTRIES

DAY OF WEEK	TIME	LOCATION	CONTACT
THURSDAY	9:00-11:00 AM	**Loaves n' Fishes** 2nd & 4th Thursdays of month	Joann: 808-929-8393 or 808-928-8208

ON CALL (EMERGENCY) PANTRIES

CALL IF YOU NEED FOOD AT ANY OTHER TIMES

LOCATION	TIME	CONTACT
Malu Aina Lower Keaau – Upper Puna	Tuesday-Saturday 7:00 AM-7:00 PM (Usually once per month)	Jim: 808-966-7622 Leave a message
King's Fellowship Serving: Kalapana, Orchidland, Hilo, Hawaiian Acres, Eden Rock, Pāhoa	Call for drop-off/meeting sites Distribution: 12:00 to 2:00 PM	Alan: 808-959-3153
St. Theresa Parish Mountain View next to gym	Emergency Basis Monday, Wednesday, Friday	Maxine: 808-968-6233
Ola'a Hawaiian Community Church Keaau	Emergency Basis 4th Saturday of month	Kalei: 808-968-0900
Volcano Cooper Center	Emergency Basis Monday-Friday 8:00 AM to 12:00 PM 1 x every 3 months	Donna/Alex: 808-967-7800
Neighborhood Place of Puna @ Keaau Girl Scouts Bldg.	Emergency Basis Monday-Friday 8:00 AM to 4:30 PM	Acacia: 808-965-5550 By appointment only 1x month
Aloha Lehua Cafe Pāhoa - next to Burger King	Emergency Basis Monday - Friday 10:00 AM - 2:00 PM	Laurie: 808-938-0021 1 x every 3 months
Sacred Heart **Pāhoa**	Emergency Basis 8:00 AM - 3:00 PM Monday, Tuesday, Thursday 8:00 AM - 12:00 PM Wednesday & Friday	Bernice: 808-965-8202

Appendix II – Asset Mapping Workshop #1

Asset Mapping for Community Resilience

Detailed Agenda – Workshop #1

1. **Introduction & Intended Outcomes**

   Given the damage caused by Hurricane Iselle in 2014 and the threat of the active Kilauea lava flow, the town of Yurihama, Japan, Hawaiʻi County's sister city, sent money in the form of a small grant to support Puna's community resilience.

   The introductory workshop is an opportunity to share stories of resilience and model a framework that community builders can utilize, adjust, and adapt for purposes specific to their community, organization, or project. We will model a process intended to help *understand what makes the Puna community resilient by discussing and uncovering the assets and gifts that exist*. This first workshop is less about spatial mapping and more about building strong connections between community members.

2. **Detailed Agenda, Objectives, & Format**

Activity & Approx. Time	Objective	Format Description
1. Welcome [approx. 5 minutes]	***Welcome & Introduction to Workshop*** – So all participants know and understand the objective of the day and how it is intended to be shared with their neighbors	a. <u>Participants</u> self-select seating b. <u>Facilitator</u> welcomes and shares objective of the day, which is to… "share ***materials and processes for community asset mapping*** as an example of one tool that can be used to help understand and share what makes the Puna community resilient by uncovering the assets and gifts that exist." By gaining a shared understanding of "community assets" and acquiring new skills for mapping participants will: • Be able to identify and determine clusters of assets to map within their community • Be aware of existing processes for gathering information

Activity & Approx. Time	Objective	Format Description
		• Have a basic understanding of Google My Maps software – how to create, input, organize, update, and share information on the platform • Use this space to reflect on what was learned and begin a dialogue aimed towards developing clearer roles and responsibilities that ensure proper communication channels both within organizations and the broader community *Note: make sure that all participants have signed-in so that…* • *Contact information is available to better facilitate communication and dissemination of information in the future. We will be sending a packet to all participants with workshop materials and additional resources for community assets mapping and disaster preparedness.*
2. *Workshop #1 Recap* [approx. 30 minutes]	***Tell me a time when…*** – So participants introduce themselves to someone new by sharing a story about themselves and their community; they will tell a story about a time when their neighborhood or community worked together to make things better	a. <u>Facilitator:</u> Walk participants through "Tell me a time when…" worksheet b. Exercise *(20 mins)* • <u>Participants</u> partner in groups of 2 or 3 • One at a time, each tell their story • Storyteller, listener, and recorder to write down the story on worksheet • <u>Facilitator & Recorder:</u> walk around and make sure recorder is writing and participants are on track in terms of time c. Share back *(10 mins)* • Each one another introduces one another and 1-2 things they learned from their partners' story • <u>Recorder:</u> Record on chart paper **Materials:** • "Tell me a time when…" handout (see Appendix I) • Pens • Chart paper • Markers • Tape
3. *Framing Asset Mapping*	***Framing Asset Mapping*** –	a. <u>Facilitator:</u> Facilitate conversation about "assets" and "resilience"

Activity & Approx. Time	Objective	Format Description
[approx. 15 minutes]	So participants have a shared understanding of the terms "resilience" and "assets" within a local context.	- Defining "asset mapping"= what is it that we have? How do we leverage/strengthen it through connections? – Wealth in people, things, services, resources of this place – Building from strengths, resources, and assets - Define "resilience" (5 min) - By understanding connections, we uncover what it is that makes a resilient community → assets - Share & discuss "Connections Framework for a Resilient Island Community" b. <u>Facilitator/Recorder:</u> Walk through chart paper notes to uplift the stories shared in "Tell me a time when…", share some of the assets that were tapped to… - Circle assets on chart paper - Today we are practicing an asset mapping model that can be scaled for any community, organization, or project depending on the desired outcomes. **Materials:** "Connections Framework for a Resilient Island Community" handout (see Appendix II)
4. Uncovering Our Assets *[10 minutes]*	***Uncovering Our Assets –*** Working with partners to identify and label individual and community assets that came up during each introductory story.	a. <u>Facilitator:</u> brief instructions b. Exercise *(10 mins)* - <u>Participants</u> partner in original groups - Using notes from introductory story, work together to identify all of the individual and community assets that came up in each story - Write down each asset on a separate note card (all kinds of assets/resources – material, knowledge, skills, abilities) - Hand in all note cards to <u>Facilitator or Recorder</u> d. **When pau, take 5 minute break** **Materials:** "Tell me a time when…" handout - Note cards - Markers - Tape

Activity & Approx. Time	Objective	Format Description
5 Minute Break		
5. Priority Assets, Skills, & Info *[15 minutes]*	***Priority Assets, Skills, & Info*** – Build a collective understanding of asset connections and appreciation for important assets.	*Note: During break <u>Facilitator & Recorder</u> work together to start clustering assets using something similar to:* • *Social* • *Natural* • *Services* • *Built* • *Economic* a. <u>Facilitator:</u> briefly explain clusters, get feedback & make adjustments (15 *mins*) • Once clusters groupings are set, have group come up with labels for each category **Materials:** • Completed note cards • Tape • Blank note cars (for category titles) • Markers

6. Understanding Roles & Growing Connections
 	
[minutes]
	Understanding Roles & Growing Connections –
	Plan how the group can sustain and build upon the collective value of these clusters of community assets.
		a. <u>Facilitator:</u> briefly explain exercise
		
		b. Exercise *(20 mins)*
		• <u>Participants</u> self organize in groups around one of the identified clusters of asset and discuss and fill out the "Understanding Roles & Growing Connections" worksheet to identify:
		  – What actions and events are already happening around each cluster
		  – What supports their sustainability
		  – What additional things participants want to do
		  – Who else should be a part of this project
		
		c. Report back *(10 mins)*
		• One <u>participant</u> from each group briefly report back on what their group talked about

Activity & Approx. Time	Objective	Format Description
		• <u>Recorder</u>: record on chart paper **Materials:** • "Understanding Roles & Growing Connections" handout (see appendix III) • Chart paper • Markers

7. Closing & Next Steps
 	
[10 minutes]
	Closing & Next Steps–
	Wrap-up and share about next opportunity to convene.
		a. <u>Facilitator:</u> Answer any last questions & share next steps
		• Next Steps:
		   – Reach out and invite others you identified to get involved
		   – Next workshop – mapping tools on Saturday, July 30th (bring laptop and create a google account)

Tell me a time when . . .

Applying learning from what works and gives life is more effective and sustainable than learning from breakdowns and pathologies.

"No problem can be solved from the same consciousness that created it. We must learn to see the world anew." Albert Einstein

INSTRUCTIONS:

1. Take turns telling each other a story. Your story should take no more than 5 minutes.
2. When asked to "tell me a time when . . .", share an actual story you experienced – ***those specific and real moments, events, and stories*** – in which you felt energized and alive because of the experience of your community coming together. Your story shouldn't be about facts and opinions but about an actual experience which speaks to the power of your involvement and work with your neighbors.
3. In the space below, "listeners" should record their observations of "what's working well" in the storyteller's work and involvement – competencies, skills, attitudes, instincts, and mindsets.
4. At the end of the storytelling, work with your partners to identify the common themes and topics that run through all of your "BEST EXPERIENCE" stories. Record THREE common themes/topics identified for your "Best Experience".

BEST EXPERIENCE. Remember a time when your neighborhood came together and made things better. Tell me about that specific time – ▪ What was going on? ▪ What made it exciting? ▪ Who else was involved? ▪ Describe how you felt about it – what were you feeling? ▪ What were you doing? ▪ What was the result – what happened?	*[record your notes below – worksheet will be collected at the end of the exercise]*

Connection to Others

- Do we spend time with our families and what kind of time do we spend with them?
- How connected do we feel with our 'ohana?
- How connected are we to our kūpuna?
- Are we connected to people of different generations?
- Do we serve others and allow others to serve us?
- Do we heal others and allow others to heal us?

Connection to Place & 'Āina

- Do we have a place where we feel best – a healing place?
- Do we work to heal 'āina and allow 'āina to heal us?
- Do we spend time outdoors – on the land, in the ocean?
- Do we grow our own food?
- Do we share and connect with stories of place and people?

A Resilient Island Community

Connection to the Past & Future

- Do we feel we are making our ancestors proud?
- Are we leaving a legacy for future generations?
- How often do we eat what our ancestors ate and practice the things they did?
- Do we have the choice and control to shape our own future?
- Do we feel safe?

Connection to Self

- Do we feel good about ourselves?
- Do we know what we're putting into our body – food, medication, other – and are aware of how it effects us?
- How often do we create a space for ourselves to experience a sense of peace?
- Do we feel good about the roles we play, the work that we do?
- Can we sustain ourselves – stay whole?

Understanding Roles & Growing Connections
Worksheet

Instructions: Discuss the questions below as a group to begin to plan how your group can build upon and increase the collective value of your community assets. Please designate one person in each group to take notes and one person in each group to present.

Asset Cluster: _____

1. **Why is this asset cluster important to you?**

2. **What actions and events are already happening? What resources/assets are being utilized?**

3. **Is this cluster of assets sustainable? If so, what supports their sustainability? What resources/support is needed?**

4. **What additional actions and/or events do <u>you</u> want to do?**

5. **Who else should be a part of this cluster? How will you connect them?**

Appendix III – Community Asset Clusters
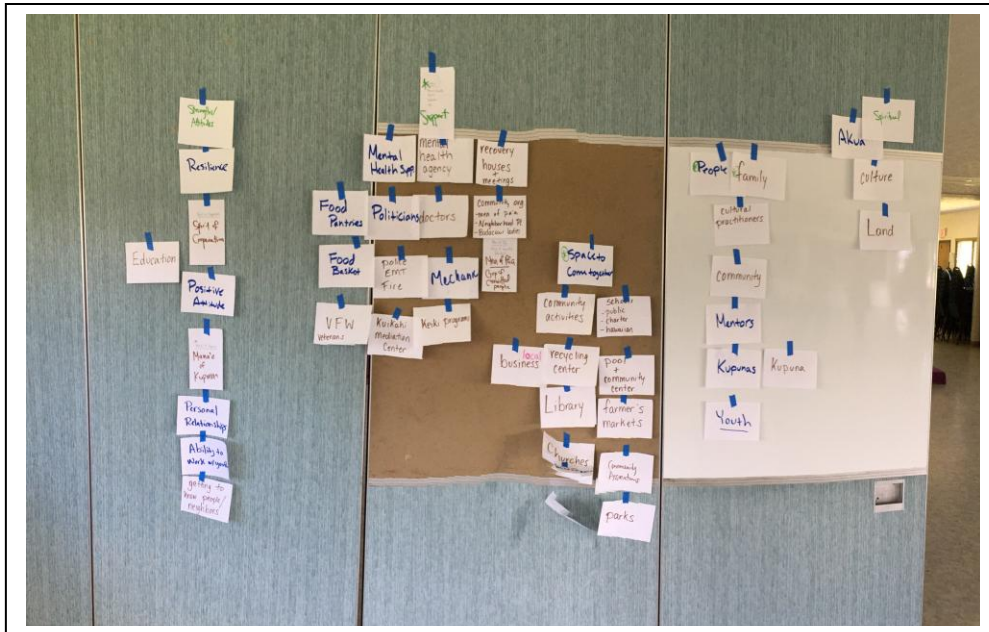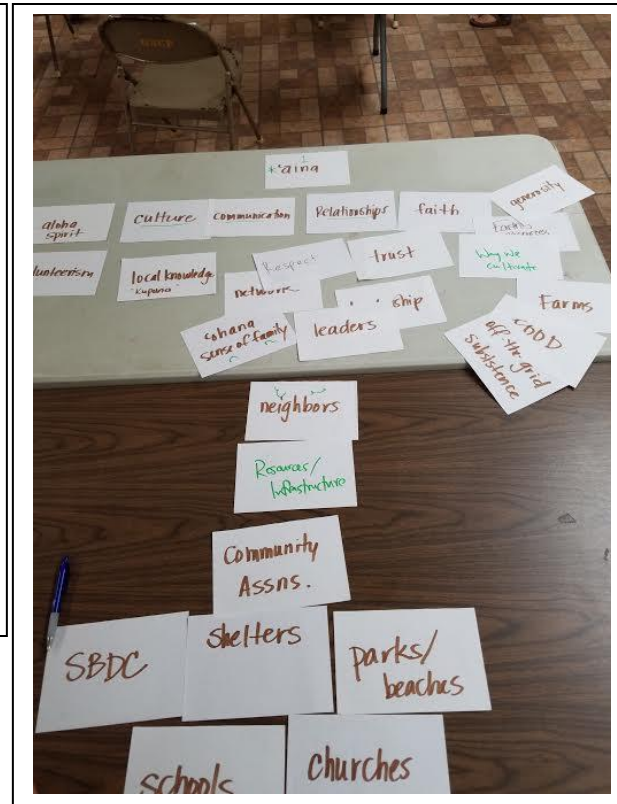
Appendix IV - Community Asset Mapping Training Manual

Google My Maps *Community Asset Mapping Training Manual*

Introduction

This training manual will cover the basics for creating and managing a map using Google My Maps. Google My Maps is a free online mapping program with a user friendly interface and simple navigation functions. With My Maps, you can:

- Create a custom map
- Add lines, shapes, or placemarks on the map
- Import geographically-specific data (e.g., addresses, place names, locations)
- Organize your map with layers to hide or show different kinds of content
- Style your content with different colors, placemark icons, and line widths
- Share and collaborate with others online

Whether mapping information that relates to a project or building a map for your family or yourself, this tool is a fun and easy way to visualize, understand, and share different information about your community. We hope that the skills gained through this training can be adjusted and shared in ways that best fit your assets and gifts as well as those of your community.

Getting Started

Creating your Google Account

Although a free service, you must have a Google account to use Google My Maps. If you already have an account, skip to the next step.

1. Type in https://accounts.google.com and click "create account"
2. Fill in the required information and click "Next step"
3. Read and agree to Privacy and Terms
4. Follow the directions to verify your account
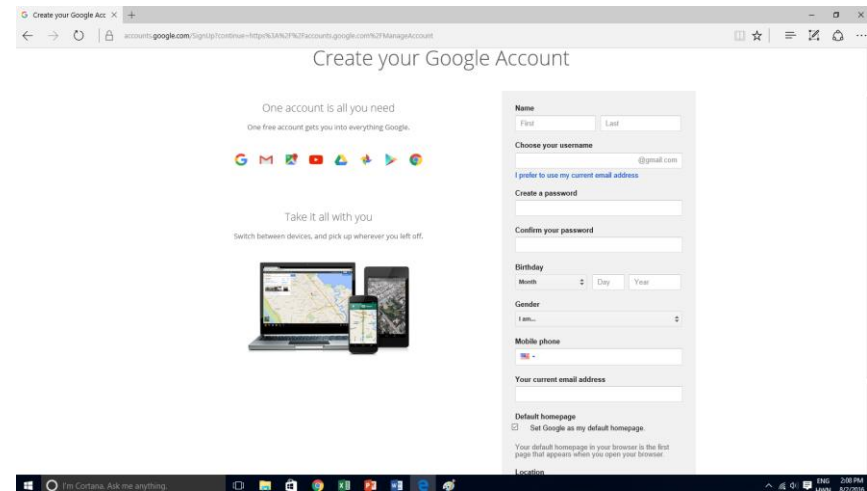
Logging Into Google My Maps

In order to access Google My Maps, you must be logged into your Google account.

1. Type http://www.google.com/mymaps into the address bar at the top of your web browser.

2. If you haven't already logged into you Google Account, do so now.
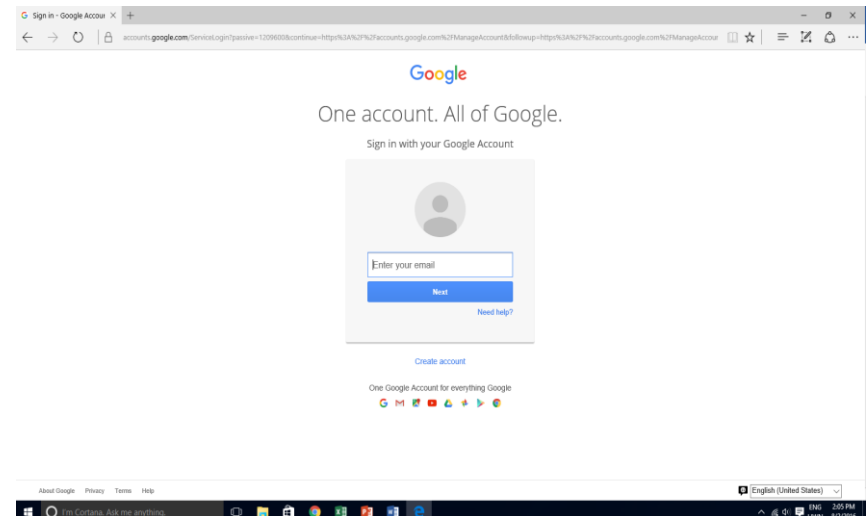
Creating a New Map

Once you have logged into your Google account, you will reach the Google My Maps dashboard. Here, you can create new maps and access existing maps.

1. Click "CREATE A NEW MAP."
2. A map of North American should appear. Every map has the same basic functions:
   a. Name your map
   b. Add a layer
   c. Import data
   d. Search locations
   e. Zoom in and zoom out
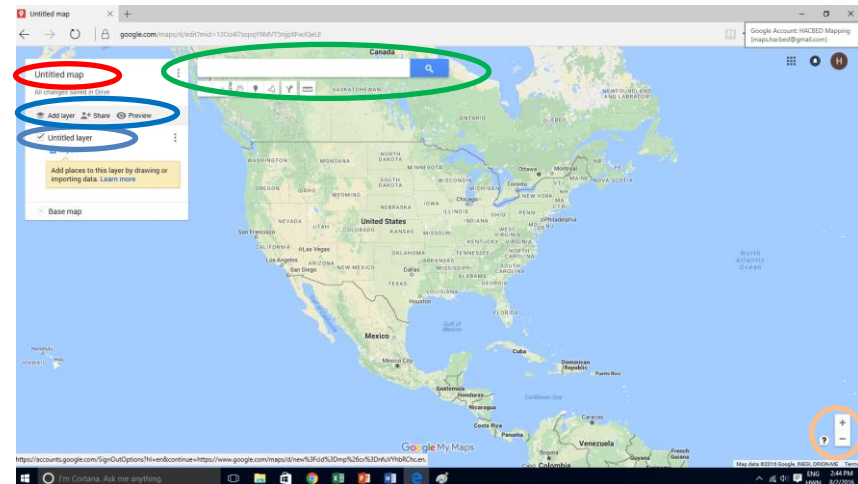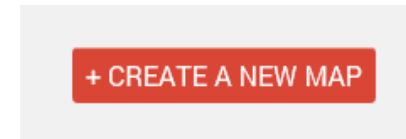
Naming Your New Map

To easily find saved maps, you will want to name the map.

1. Click "Untiled map" in the upper left hand corner of the toolbar. A box will appear.
2. Type in your title and a short description (optional).
3. Click "Save"
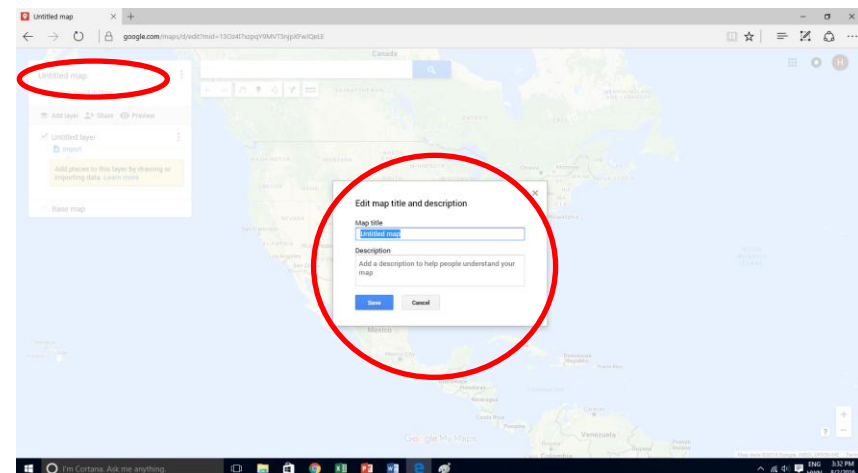
Adding Information

Adding and Editing Layers

Layers are groups of data points on the map. Every new map starts with one layer; however additional layers can be added and/or deleted. Each layer can be shown or hidden.

1. To add a new layer, click on "Add layer" in the left hand toolbar.
2. To edit the layer name, click on "Untitled layer" or click on the three vertical dots to the right of the name and select "Rename this layer" from the dropdown menu.
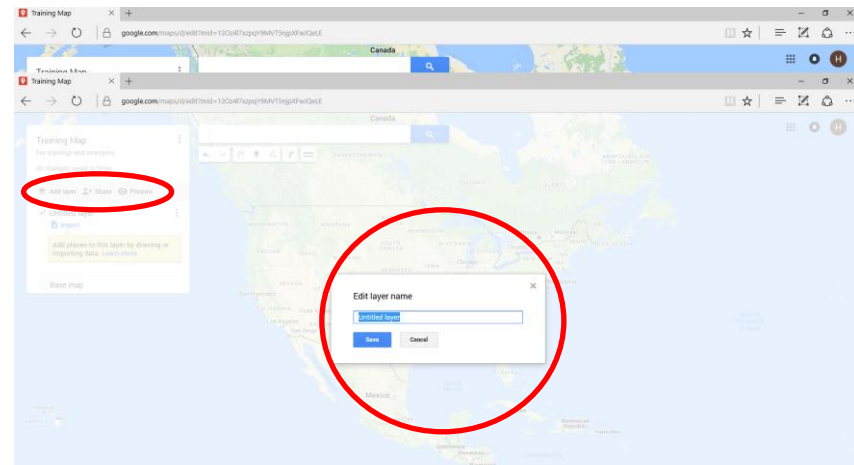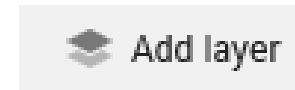
Manually Adding Placemarks

Placemarkers and associated data can be added manually by searching for locations and/or by dropping placemarkers on exact locations.

To search and add locations:

1. Type in an address or a place name into the search bar at the top and middle of your map. Options will appear in the dropdown menu below.
2. Select the correct option from the drop down menu – a green placemarker will drop at the location selected with details from Google Maps above.

5
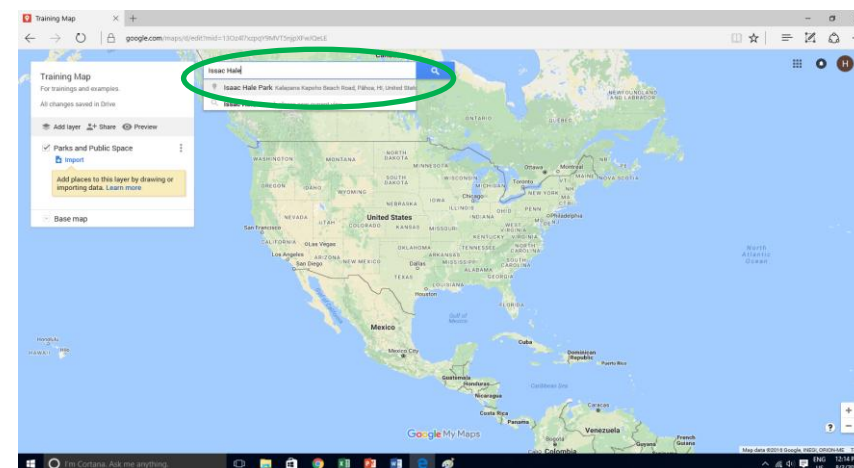
3. Click "Add to map."
4. When added, the placemarker should turn from green to red and the name or address will appear in the left hand tool bar below the layer name.
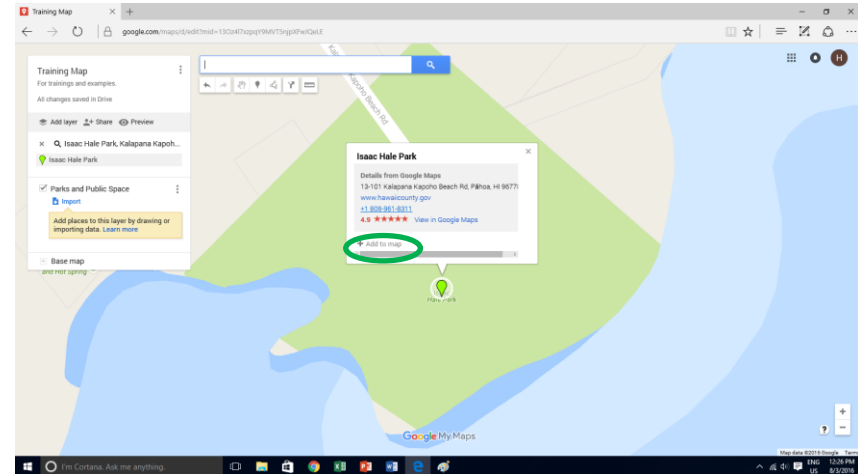
If a specific location does not show up in the search bar or if the location is off, you can drop a pin and add a specific location to a map layer.

To manually add a placemarker:

1. Click on the "Add marker" icon below the search bar.
2. Click on the map at the location you wish to drop the marker.
3. Type in the placemarker name.
4. Click "Save."
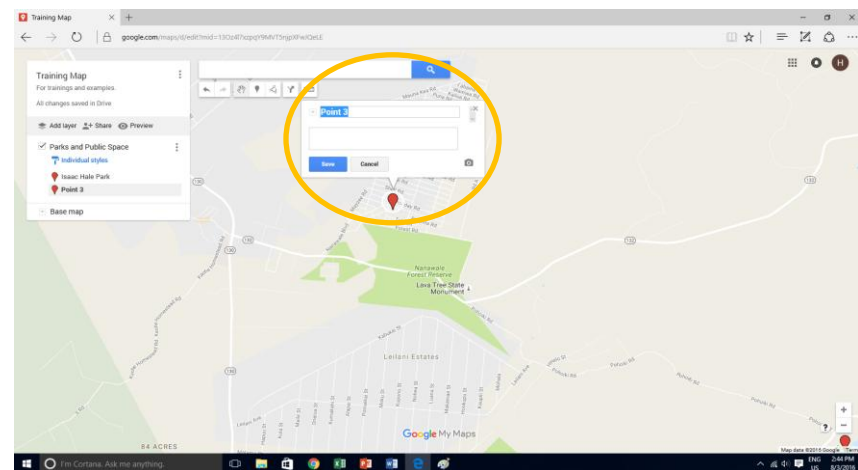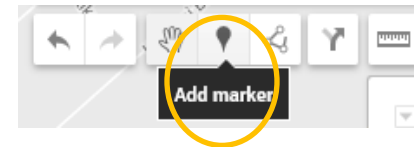
Advanced Skills

Editing Information

When manually searching and/or adding placemarkers to your map, the default boxes leave limited room for specific categories or details related to that location. Users are able to add categories and edit information for each placemark. To begin:

1. Click on the three vertical dots to the right of the layer name and select "Open data table" from the dropdown menu.
2. The default categories for any new location are "name" and "description," to add additional columns, click on the small arrow to the right of a column header and select "insert column before" or "insert column after" from the dropdown menu.
3. Type in the new column name. Select "Text" and Click "Add."
4. Double click on the cell in the table to add or edit text.
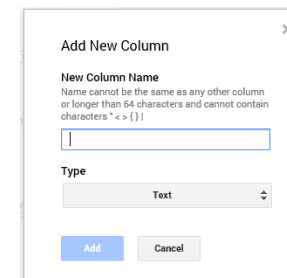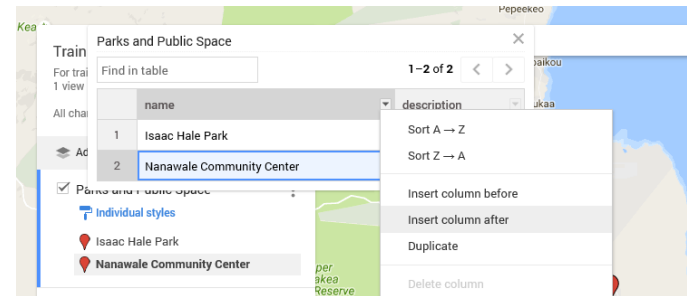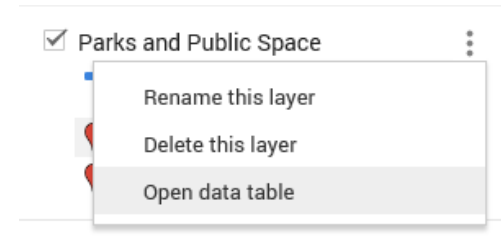
Importing Information

Placemarkers and associated data can be imported directly into a new map layer from an existing file. This can save time and additional steps when mapping large amounts of information. Compatible files include: Excel Spreadsheets and Google Spreadsheets, which can be imported directly from your Google Drive account. *To import data:*

1. Add new layer and name it.
2. Click "Import" and a box titled "Choose a file to import" will appear.
3. Select a file to import – you may either import a file saved on your computer (e.g., Excel Spreadsheet) or import a file saved on your Google Drive (e.g., Google Spreadsheet).
4. Once imported, a box will appear asking you to choose the column that relates to the location. Select the appropriate column and click "Continue."
5. Next, select you will need to choose the column that will appear as the title for each placemarker. Select the appropriate column and click "Finish."
6. All of the data points and the columns should appear on the map.
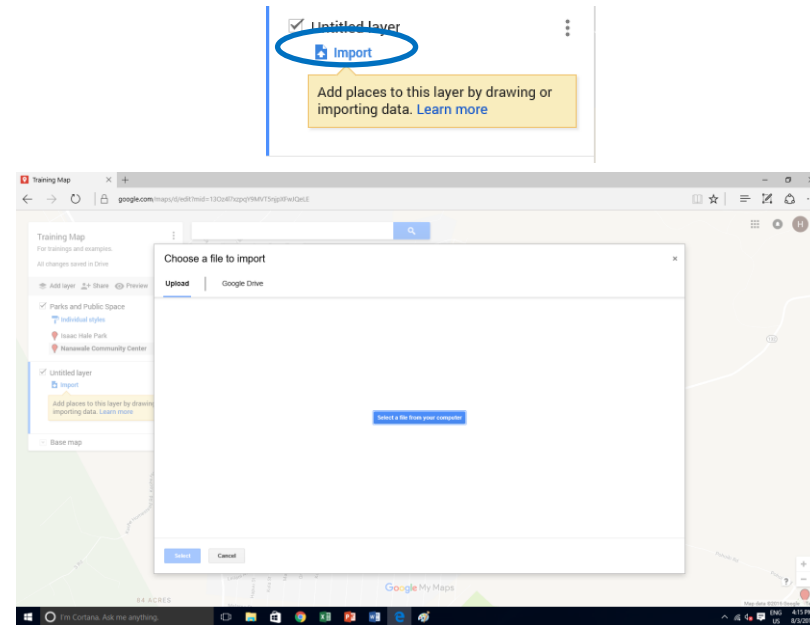
8

Editing Placemarks

Editing Icons

Placemark icons can be edited and customized to better organize data and make it easier to understand.

Layers can be:

- "Uniform style," meaning every icon within that layer will look the same.
- "Sequence of color and letters," which organizes the placemarkers to each appear as a unique color and letter.
- "Individual styles," which allows each icon to be edited individually.
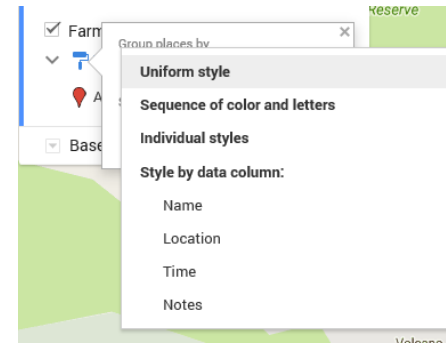
To edit an individual icon:

1. Click on the paint bucket icon to the right of the placemarker name in the left hand toolbar.
2. Select an icon color and/or icon shape to customize your placemarker.
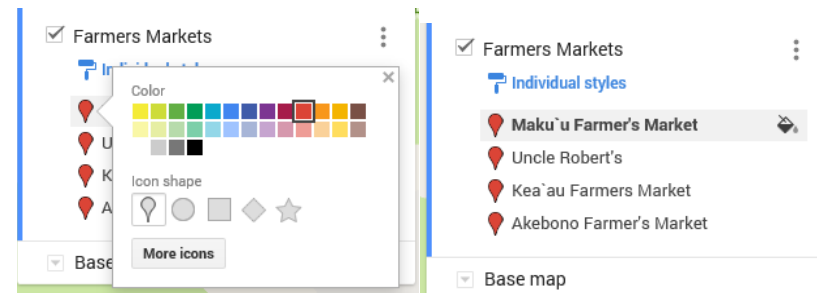
Privacy settings, Sharing, & Saving Your Map

Privacy Settings

All new maps are automatically set to private, meaning only the creator of the map can access, view, and edit the map. To change these settings:

1. Click "Share" in the left hand toolbar.
2. Select "Change…" and a menu titled "Link sharing" will appear. Select the level of security.
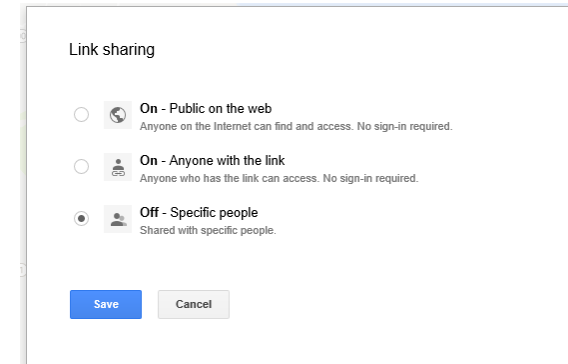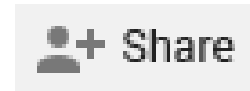
Sharing Your Map

To invite specific people to view or collaborate on your map:

1. Type their email account in the text box below "Invite people:"
2. Select the level of access you wish to allow – either "can edit" or "can view."

Saving Your Map

Newly created maps are automatically saved on your free Google Drive as updates are made. You must be connected to the internet for changes to be saved.
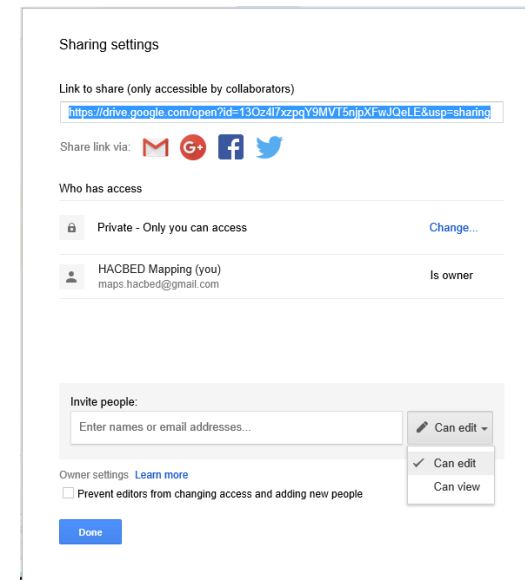
Appendix V – Combined Community Asset Map

The map below can be accessed using the following link:
https://drive.google.com/open?id=1tBGfTKLN_3q-zYh6qAzMTMy9Sik&usp=sharing

By accessing the map online, a user can navigate each layer and see additional information and data tied to individual place markers.

Distribution Venues
- 🏠 Nanawale Long House
- 🏠 Hawaiian Beaches Park
- 🏠 HPP

Pocket Subdivisions
- 🟢 Black Sand Subdivision Hwy 130
- 🟢 Eden Roc
- 🟢 Glenwood
- 🟢 Kalapana (Kaimu)
- ... 6 more

Outreach Resources
- ⭐ Bodacious Women
- ⭐ Civil Defense
- ⭐ Community Churches
- ⭐ Community Volunteers
- ... 4 more

Puna District Churches
- ✝ New Hope Christian Fellowship
- ✝ Opihikao Congregational Church
- ✝ Puna Baptist Church
- ✝ Sacred Heart Church
- ... 9 more

Puna Makai Schools
- Pahoa Elementary School
- Keonepoko Elementary School
- Kua O Ka La PCS
- Headstart Preschool - Hawaiian Beaches
- ... 11 more

East Hawaii Emergency Food Pantries
- 📍 Malu Aina
- 📍 King's Fellowship
- 📍 St. Theresa Parish
- 📍 Olaa First Hawaiian Community Church
- ... 4 more

East Hawaii Free Meal Schedule
- ❌ Friday
- ❌ Tuesday
- ❌ Thursday
- ❌ Wednesday
- ❌ Monday
- ❌ Saturday
- ❌ Sunday