



EMPOWERING MARION FOR SUCCESS II

Cooperative Extension

FY 23/24 – 3rd Quarter Accomplishments (April – June):

Public Infrastructure

1. Protect Water Resources
 - a. Agents continued to host educational programs for industry and citizens on best management practices to conserve water and protect water quality.
 - b. Agents did field visits to advise clientele of the proper selection and installation of Florida-Friendly Landscaping. Florida-Friendly Landscape Agent hosted the FFL program and evaluated yards to determine the next step for residents to ensure their landscapes were done to save water usage and reduce fertilizer usage.
 - c. Agents continue to teach Hydroponics to Home gardeners. Hydroponics allows garden crops to grow significantly faster with less pest pressure and less fertilizer use, eliminating the excessive use and potential runoff of chemicals. Additionally, Hydroponics uses approximately 75% less water for crop production.

Planning and Future Growth

1. Guide Future Growth and Housing
 - a. Agent worked with Community Partners to build community capacity to assist with underserved populations' affordable housing needs. Hosted first-time homeowners and affordable multi-family housing classes for HUD.
 - b. Agent delivers one-on-one financial counseling sessions to help clients meet their financial and housing goals.

Organizational Experience

1. Customer Experience – Customer Service
 - a. The Extension Department recognized outstanding employees dedicated to serving the clientele of the extension office. Positive recognition ensures an improved work environment by increasing the positive response to positive behavior.
 - b. Shared clientele responses with the commissioners and administration, and the agents appreciated the acknowledgment.
 - c. The Extension Department conducted professional development activities at staff meetings. The extension department sent one program assistant to the customer service boot camp hosted by the Human Resources department.

FY 23/24 – 3rd Quarter Goals (April through June):

Public Infrastructure

1. Protect Water Resources



EMPOWERING MARION FOR SUCCESS II

- a. Agents will continue to host educational programs for industry and citizens on best management practices to conserve water and protect water quality. Florida-Friendly Landscaping Agent will also work with Stone Creek HOA and Brightview landscaping to install a revamped Florida-Friendly Landscaping demonstration garden to demonstrate Florida-friendly plants and mulch that conserve water.
- b. The water agent will develop partnerships with community organizations and county departments.

Planning and Future Growth

1. Guide Future Growth and Housing
 - a. The agent will continue to build a clientele base and create marketing programs to help citizens find affordable housing. The agent will attend professional development training to become more aware of the resources available to help families find affordable housing.
 - b. The agent will continue to build community partnerships to increase awareness of finding affordable housing opportunities.
 - c. The agent will collaborate with nonprofit organizations to increase financial health and stability and promote financial resources that expand households' opportunities to find affordable housing.

Organizational Experience

1. Customer Experience – Customer Service
 - a. The Extension Department has reviewed the tasks and ensured a plan of action to make sure backup staff is prepared to cover tasks when there is an absence.
 - b. The Extension Department will continue to conduct professional development activities at staff meetings. The extension department will enroll 2 individuals in the customer service boot camp hosted by the Human Resources department.