



# EMPOWERING MARION FOR SUCCESS II

## Extension Services Department

### **FY 2025-26 – 1<sup>st</sup> Quarter Accomplishments (October-December):**

#### Organizational Experience

1. Prioritize Customer Service
  - a. Customer service remains the cornerstone of our work. It is evaluated in staff meetings, celebrated when executed well, and the feedback we receive from clients is overwhelmingly positive.
  - b. Good customer-service practices are already embedded, and collaborative teams identify actionable steps to foster a more welcoming, customer-friendly environment.

#### Resources and Facilities

1. Highlighting Outdoor Assets
  - a. Extension programming underscores the critical role of land and outdoor spaces in fostering community resilience. By championing their effective use, it not only conserves resources but also promotes healthier, locally grown food. The Edible Garden Program, in particular, guides residents on how to fully utilize these outdoor areas, transforming modest yards into productive and sustainable food sources.
    - i. The outdoor demonstration garden continues to expand its reach with a wide range of educational features such as hydroponics, vegetable gardening, and pollinator habitats that give residents hands-on, sustainable landscaping ideas they can apply at home.

#### Public Infrastructure

1. Protect Water Resources
  - a. Multiple Extension initiatives educate the community about water use, quality, and conservation. Together, they have saved millions of gallons of water each year.

### **FY 2025-26 – 2<sup>nd</sup> Quarter Goals (January-March):**

#### Strategic Plan Element Title

#### Organizational Experience

1. Staff Development  
Enhance staff skills and effectiveness through continuous professional development, targeted training, cross-training, and team-building to elevate program delivery and overall performance.
2. Improve Customer Service



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Roll out deliberate customer-service and communication initiatives to strengthen internal teamwork, boost operational efficiency, and guarantee consistent delivery of outstanding customer care.

## Resources and Facilities

1. **Highlighting Outdoor Assets**
  - a. Increase outreach to grow edible gardens across the community and enhance the demonstration garden so visitors can access its resources anytime, beyond normal office hours.
    - i. Promote the demonstration garden to heighten community awareness and inspire residents to enhance their own outdoor spaces using the showcased examples.

## Public Infrastructure

1. **Protect Water Resources**
  - a. Provide water-resource initiatives that inform residents, industry professionals, and officials about the pressing issues that threaten water quality and availability. These programs underscore collective stewardship and showcase actionable best-practice examples to protect, preserve, and enhance our water supplies.