



EMPOWERING MARION FOR SUCCESS II

Cooperative Extension

FY 23/24 – 1st Quarter Accomplishments (Oct-Dec):

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. In 2023, 53 programs were conducted, and 1,258 people attended. 97 % reported they had gained knowledge during the program, and after six months, of those that responded, 100% had implemented practices to manage water better use and maintain water quality.
 - b. Agents did field visits to advise clientele of the proper selection and installation of Florida Friendly Landscapes. In 2023, FFL activities saved approximately 2.2 million gallons of water in Marion County. The cost savings to the clientele was approximately \$43,590.
 - c. Hired water resource agent to fill the vacant position.

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. Custom 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.

FY 23/24 – 2nd Quarter Goals (Jan through March):

Public Infrastructure

1. Protect Water Resources
 - a. Agents will continue to host educational programs for industry and citizens on best management practices to conserve water and protect water quality.
 - b. The water resource agent's starting date will be February 16th.



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Planning and Future Growth

1. Guide Future Growth and Housing
 - a. Agent will continue to build a clientele base and 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. Agent will continue to build community partnerships to increase awareness in 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. Custom Experience – Customer Service
 - a. The Extension Department will recognize 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. The Extension Department will continue to conduct professional development activities at staff meetings and, when appropriate, send staff to training to improve communication and customer service.