

The New ISU Extension & Outreach

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Extension and Outreach

Structured for Success

- Started July 1, 2020.
- Moved from 20 to 27 regions
 - Hired nine new regional directors
 - Boot camp and ongoing training
- Three Models
 1. 59 counties
 2. Three counties
 3. 38 counties

Structured for Success

- Added two Directors of Field Operations
 - More coaching and supervision
 - More training and problem solving
 - Cover vacancies

Assistant Vice President for County Services	Director of Field Operations North	Director of Field Operations South
		
Andrea R. Nelson	Bryan Whaley North Regions 1-12, 17	Gene Mohling South Regions 13-16, 18-27

Structured for Success

- COVID complicated transition
- Still settling into new roles
- Annual performance reviews
- Bi-Weekly County Services Leadership Webinar
- Human Resources Learning Hour
- Building staff engagement skills

Two-way Scorecard

- Formal communication
 - Very good participation from council and staff
 - Working to improve specialist participation
- Quarterly for now
 - Wanted to identify problems early
 - Will change to 2x or 1x per year

Two-way Scorecard

- Summary reports
 - Quantitative scores
 - Qualitative analysis
- Raw data in CyBox
 - Removed titles from comments
 - Made comments easier to read
- Debriefing Guide

Two-way Scorecard

- What we've learned
 - In general, doing well
 - Able to identify where work needed
 - Programming scores lower than others
 - Comments are very helpful

Two-way Scorecard

- What we've learned
 - No trend related to size of counties
 - Model 1 and Model 3 scores are similar
 - Regional differences do exist

Regional Average Summary

	Communi cation	Human Resources	Program ming	Finance	Operati ons	Govera nce
Avg	4.1	4.1	3.9	4.3	4.2	4.2
Min	3.7	3.7	3.5	3.8	3.8	3.8
Max	4.5	4.5	4.3	4.7	4.5	4.6

Roadmap to Recovery

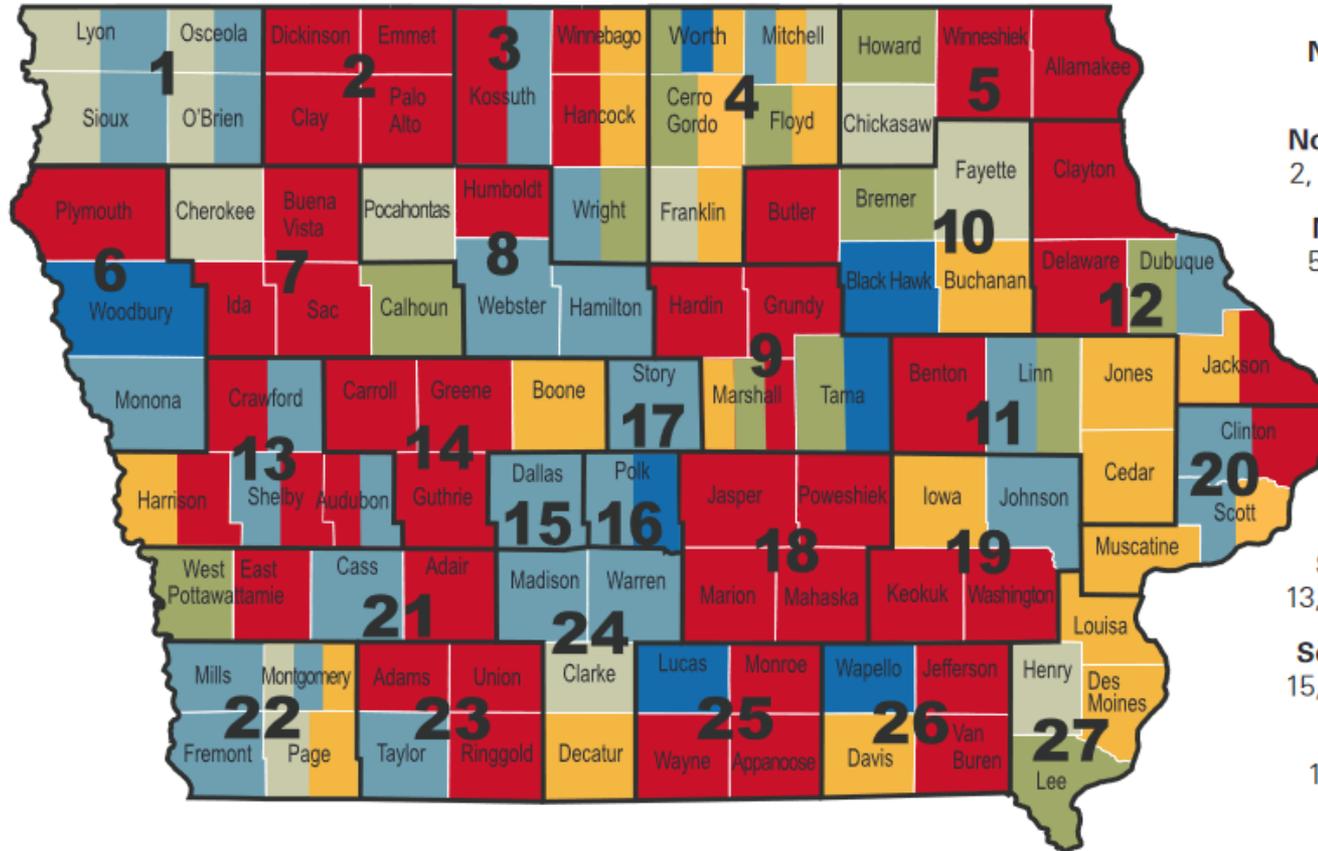
- Business as usual won't fix unusual year
- Six initiatives in our wheelhouse
- Greater interdisciplinary collaboration
- Prioritize what is important to your county
- How will we be remembered?

Six initiatives

- Reviving the economy and farm economy
- Improving financial security
- Improving food supply, safety, and access
- Educational opportunities for youth
- Addressing mental health
- Increase access to quality child care

PRIORITY INITIATIVE AREAS MAP

- Reviving the Iowa economy, including the farm economy
- Expanding educational opportunities for youth
- Supporting Iowans in improving financial security
- Engaging Iowans in addressing mental health
- Engaging Iowans in improving food supply, safety, and access
- Supporting efforts to increase access to quality child care



Northwest:
1, 6, 7

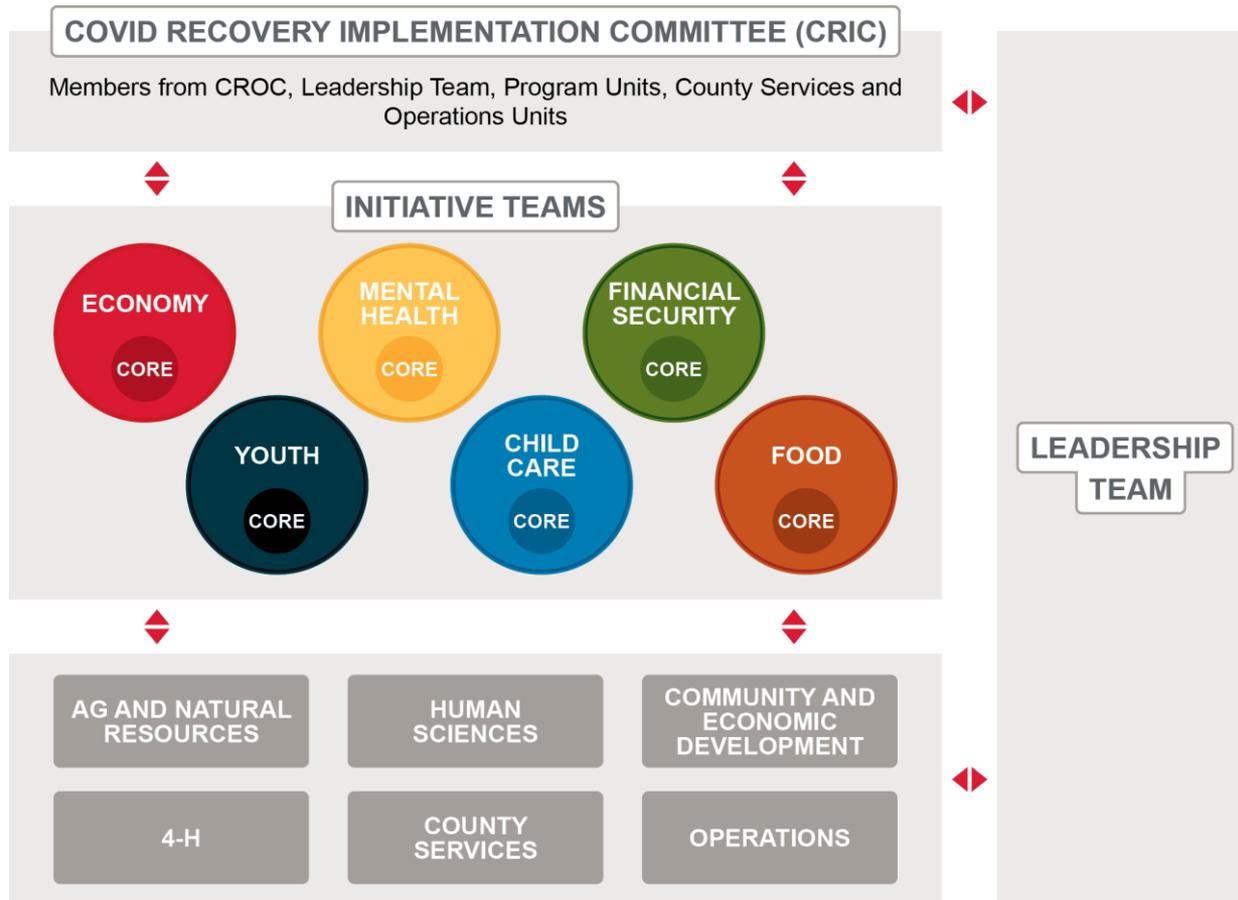
North Central:
2, 3, 4, 8, 9, 17

Northeast:
5, 10, 11, 12

Southwest:
13, 14, 21, 22, 23

South Central:
15, 16, 18, 24, 25

Southeast:
19, 20, 26, 27



Roles and Responsibilities

- Initiative Teams (I-Teams)
 - Anyone can join an I-Team
- Core within I-Team
 - SME, County Services, Operations
 - I-team leadership, communication, coordination
 - Model interdisciplinary thinking and programming.
 - Identify and request support and resources

Roles and Responsibilities

- Core within I-Team
 - Focus on a **relatively small number of offerings**
 - Counties/regions choose to create action plan.
 - Identify gaps in program offerings.
 - Assure appropriate evaluation and reporting exist.
 - Start with programs that have evaluation.
 - It is necessary for us to tell our story.

Roles and Responsibilities

- Core within I-Team
 - Lead iterative process to choose, implement, and evaluate programming.
 - Communicate regularly and effectively with I-Team
 - Share ideas and address challenges within I-Team.
 - Utilize MyData to monitor information on programming activity.

Timeline

- Before November 20, 2020:
 - Submit one or two actions plans per county
 - Living documents that can adjust
- Before March 1, 2021:
 - FY22 budget
 - Begin scheduling programming
- Before July 1, 2021:
 - Begin implementing action plans
 - Evaluate and report data through MyData

Observations to date. In some counties

- Staff and councils have different priorities
- Business as usual is the priority
- Staff uncomfortable engaging new partners
- Program specialists should be more involved
- And Core Teams struggle to narrow selection of offerings

What's next

- Continue to work the plan
- Continue to engage the audience
- Focus on the small number of programs
- Enhance staff capacity when needed
- Schedule training and/or delivery
- Begin reporting in MyData
- Town Hall meeting March 22, 9-10:30

Stress in the workplace Survey in late November

- Results summarized in MyExtension
- Physical, financial, and mental health
- Aware of resources to help, but seldom use
 - Iowa Concern, EAP, TAO
- Identified sources of stress

Ways to improve workplace well-being and support staff

- Show empathy and appreciation
- Supervisors and councils call and check
- Value people's time
- Encourage staff to practice selfcare
- Help staff prioritize rather than pile-on

WHAT ARE YOUR QUESTIONS?