

Director's Video Update

April 2021



THE OHIO STATE UNIVERSITY

COLLEGE OF FOOD, AGRICULTURAL,
AND ENVIRONMENTAL SCIENCES

April Topics

- Cabinet visits
- Pulse survey
- Budget outlook and government affairs update
- Office access and in-person programming update
- Return-to-Office planning
- Strategic engagement planning progress and next steps
- Values workshops
- Customer service experience and reporting initiative
- Various updates (HR, business, programming)
- Professional development and training
- Q&A
- Thank you

Cabinet Connections and Conversation: County Visits

We're curious about what's going on around that state, and as I promised in a previous *News and Notes* update, Extension administrative cabinet is starting to connect with you at the local level. Cabinet members dropped in on 8-11 virtual county staff meetings last Monday and Tuesday, just to listen and bring back any questions/suggestions to the larger Cabinet group for follow-up if necessary.

We're literally dropping in for the conversation; we have no agenda or talking points, and we don't want to "hijack" your agendas or pre-empt any pressing business you need to conduct during your meeting.

You all are why we on Cabinet do what we do, and we're just interested to know how things really are going for everyone. We plan to attend another round of meetings in early May hopefully.

Stay tuned – we will confirm who will be joining which local meeting, and we will work on scheduling visits with as many counties as possible over the next several months.

hello!



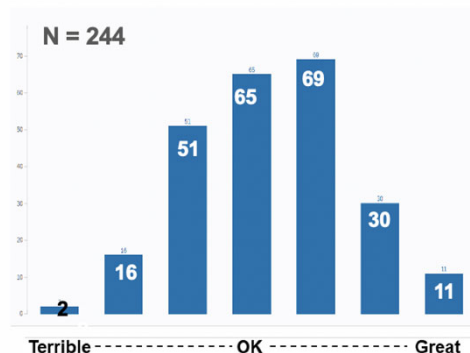
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Mini-Pulse Surveys

February Pulse Survey Results

No identifying information is being collected about people who complete this survey. Your participation is voluntary.



Ok to Great = 175 (72%)

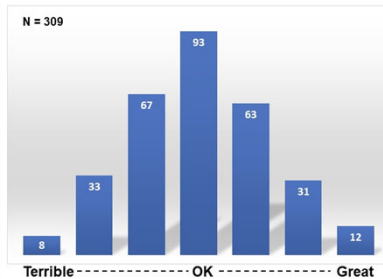
Less than OK = 69 (28%)

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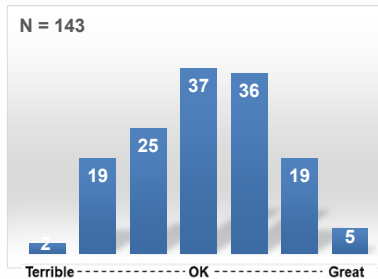
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Mini-Pulse Surveys

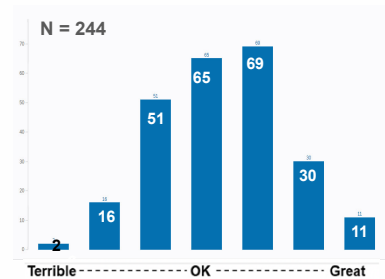
November 2020



December 2020



February 2021

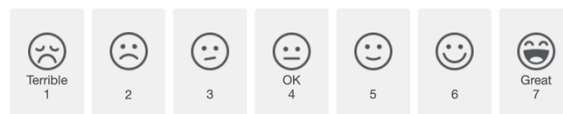


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Mini-Pulse Survey

Overall, how have you been feeling during this week?



No identifying information is being collected about people who complete this survey. Your participation is voluntary.

If you feel that you need assistance, please remember that, "As a benefits-eligible Ohio State faculty or staff member, you have access to the Ohio State Employee Assistance Program (EAP) that offers tools and resources to help address complex issues that can be affecting your mental and emotional well-being. EAP services are also available to benefits-eligible faculty and staff's immediate families, members of their household and parents and parents-in-law. The EAP works in partnership with IMPACT Solutions to offer 24/7 phone coverage and statewide access to confidential counseling."

For more information on the EAP program and services, email eap@osumc.edu, call (800) 678-6265, or visit the **IMPACT Solutions Employee Assistance & Work/Life Program** (username "buckeyes") to view expanded services.

April Pulse

<https://go.osu.edu/april21pulse>

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Budget Update

- President's budget has not been released yet. The administration is indicating increased support for agricultural research and funding focused on climate related initiatives.
- Additional Cares Act Funding is anticipated to include support for local governments .
- The state budget is in progress – the House substitute bill was released April 13. The House has shown support for Extension.
- County budgets have shown resiliency up to this point (avg. 3% increase)
- Continued hiring pause is helping, but continue to submit critical position requests and student worker requests.
- Continued frugality in operational spending.

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Government Affairs Update

- Held multiple legislative meetings with state and federal legislators
- Statement of Interest presented on financial literacy bill
- Presented testimony on Ohio 4-H
- Dean Kress' testimony to House Finance Sub-committee (March)
- Monthly CCAO meeting (Adam and I share)
- Assistant directors will be meeting with CCAO over the next few months to highlight efforts during COVID
- 2020 program and Extension highlights infographics complete and shared

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County Office Access and In-Person Programming Update

THE FOLLOWING GUIDANCE WILL BE IMPLEMENTED, EFFECTIVE APRIL 13, 2021:

- **Effective immediately, ALL county Extension offices can be open to the public according to their Return to Office plan with existing safety protocols in place, regardless of their health advisory color.** Examples of basic protocols to maintain (at a minimum): social distancing, wearing masks in shared spaces for staff and visitors, and proper hand hygiene.
- For now, you should continue to have a limited number of employees in the office at any one time. **In other words, we are not in a 100% return to office rush. Our goal is to be returning to the office more fully in mid-May, with thoughtful consideration about comprehensive office needs and coverage and with guidance around accommodations, telework agreements, and flexible scheduling.**
- **County offices will not be restricted to “by appointment only,”** but each office should continue to discuss appropriate office density locally and make adjustments to its Return to Office plan to reflect any changes in this approach.
- **Local health advisories should be followed, if any are in effect:** If a local health advisory is issued, we expect OSU Extension professionals and programming to follow the most restrictive guidance (The Ohio State University or local health officials).
- **In-person programming can continue** based on approved exemptions and within the guidance from local health departments, **regardless of the county's health advisory color.**
- **In-person programming exemptions are still a requirement for ALL programs.** To complete an in-person exemption, visit: <https://go.osu.edu/CFAESf2fEventRequest>.

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In-person Programming Exemption Requests, Required Training

Please remember to **plan ahead** and submit your in-person programming exemption requests as soon as you know you'll be holding the program. Do NOT submit just before the event and expect an immediate response.

Exemption requests are reviewed by the in-person programming committee on Fridays, mid-day. Requests are **due by Wednesday** before the Friday meeting, so the committee has time to review all requests adequately. **This is important because the dean is requiring sign-off prior to programming and she is required to enforce this by the president of the university. This requirement may relax come autumn, but it is in place for the near future.**

To submit exemptions for in-person programming, visit: go.osu.edu/CFAESf2fEventRequest

We know that some requests for programs will be a shorter turnaround than others, but the ask and the same week delivery should be the exception, rather than the rule. If you know you will be offering a program, submit the request, even if it isn't until next month or beyond.

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Return-to-Office Planning

Additional Return-to-Office planning is in progress and there are a lot of details being worked out. Some of the details are awaiting university HR approval, others include our organizational guidance and training, so we have a consistent and easily understandable approach to how we will do our work beyond COVID. We want to benefit from what we have learned during this last year about telework, flexible scheduling, virtual programming, etc.

Cabinet has been discussing strategies for return-to-office and lifework balance, within the context of the ongoing challenges of access to child and elder care, school re-opening differences statewide, vaccine uptake, and paying attention to variants in Ohio.

We know our efforts to keep ourselves and our communities safe are working. Any positive cases of folks involved with Extension have not been traced back to our Extension events thus far. We are still anticipating that we will be able to steadily increase our in-person programming efforts and next level of open office adjustments in the coming weeks and months, if the trend continues.

We will be soliciting input from all of you in a statewide survey next week regarding various aspects of return-to-office considerations (including flexible work arrangements and lifework culture). Your feedback will inform strategy for the EVOLUTION of our movement out of primarily telework between now, over the summer, and into the fall.

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Strategic Approach to Our Future Engagement Review Timeline

2014 – 2020

- [VP Conversation on the Future](#) (2014-2015)
- [OSU Extension Strategic Plan](#) (2014-2019)
- [designEXT](#) (2017-2019)
- [Program Reviews](#) (2019-20)
- Road Shows (2019)
- Pulse Surveys (2019-2020)
- Task Forces (DEI, LifeWorks)

Organizational Review (Analyst)

Key data and themes aligned with the planning framework

- Program Reviews
- Draft Future Plan
- Past Annual Reports
- Pulse Survey and Road Show Data

State and Local Advisory Committees

Guide vision and priority development

NEXT

Ongoing Pulse Surveys & Interviews

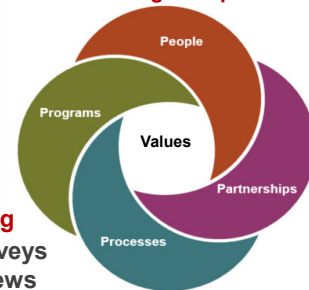
Timely input on critical issues

Listening Sessions Regional Visits

Clarity and Focus

Annual Conference

OSU Extension Investing in Impacts



Past

... COVID-19 Reflections & Transitions ...

Future

Strategy is the continuous co-aligning of the organization and its environment (Thompson, 1967).

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Transform values into
observable, actionable
behavior

How to do that?

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Ohio State University Extension

VISION

Ohioans have the *knowledge* and *resources* they need to *actively engage* in creating conditions in which they *thrive*.

MISSION

We create *opportunities* for people to explore how *science-based knowledge* can *improve* social, economic and environmental conditions.

VALUES

Teamwork and partnerships
Integration of science and local knowledge
Respectful community engagement
Credibility, honesty and integrity
Innovation, flexibility and adaptability
Relevance and responsiveness
Leveraging resources
Lifelong learning
Diversity in all of its forms
The contributions of all people toward achieving organizational and societal goals




Trusted

Inclusive

Caring


Adaptable

Efficient




Trusted

- I teach based on research-based information
- I lend credibility to local needs and issues.
- I am ethical in my decision making.
- I provide access to vast and diverse professional expertise.
- I am confidential in working with individuals.
- I provide high quality teaching and learning.
- I am open and honest with colleagues and clientele.



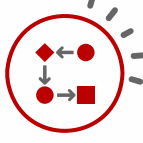
Inclusive

- I embrace diversity and inclusion in all my efforts.
- I treat each person as an individual.
- I provide access and am a positive influence.
- I provide flexible educational opportunities.
- I attend to needs of participants and partners.
- I am engaged in all communities throughout my county.




Caring

- I provide fun, safe environments for learning.
- I support and model life work balance for colleagues and clientele.
- I value professional development, proficiency, and career growth.
- I value relationships with partners and community members.



Adaptable

- I address the challenges of emerging issues.
- I am innovative in designing educational resources.
- I am focused on the everyday needs of Ohioans.
- I build relationships for continued relevance.
- I complement local services.
- We are unique to each of Ohio's 88 counties.



Efficient

- I embrace connections and relationships to increase capacity.
- I value the time of colleagues and clientele.
- I use our time and resources wisely.
- I am focused on solutions and impacts.
- I am a unifier for collective good and collective impact
- I am proactive.

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Values and Keys for Extension:



20 sessions through April 16
 10 more sessions through mid-May
 There will be make-up sessions in May

For more info: mccoy.860@osu.edu



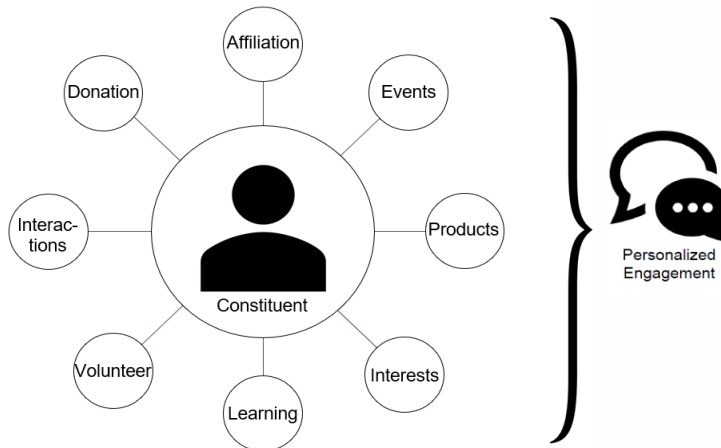
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EXPLORING THE CUSTOMER EXPERIENCE and INTEGRATED REPORTING



Phase 1 Explore Customer Relationship Management (CRM). Salesforce adopted by Ohio State and numerous peer institutions

Phase 2 Identify priorities, benefits, and potential risks
Discovery with Summit Technologies – **MGV Pilot**
Priority using Salesforce Service Cloud +

Phase 3 Roadmap for processes, platforms, people
Leverage existing and new investments

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NEXT ROADMAP DISCOVERY SESSIONS

- Government Affairs
- Advancement
- Workforce Development
- Reporting
- Data Integration
- E-Learning
- Extension Publications/Products
- Operations
- Events
- Extension Communications
- Knowledge Exchange
- Partnerships
- Master Gardener Volunteers
- IT

Contact: Julie Fox, director of Strategic Initiatives and Urban Engagement
fox.264@osu.edu <https://go.osu.edu/extension-crm>

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Bridget Britton

Behavioral Health Field Specialist and
OSU Extension Farm and Ranch Stress Assistance Point Person

BS and MS in Social Work

- Licensed Social Worker, Clinical Exam through the Association of Social Work Board of Ohio
- Licensed Foster Care/Adoption Home-Study Assessor
- Motivational Interviewing
- Cognitive Behavioral Therapy
- Trauma-Focused Cognitive Behavioral Therapy
- Serve Safe Level 2 Trainer
- Real Colors Facilitator
- Trauma 101 Trainer
- Youth Mental Health First Aid Trainer
- Active Parenting Birth-5 years old trainer
- QPR Trainer (Question, Persuade, Refer) Suicide Prevention



Credit: University of Wisconsin-Madison

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Blanket Approval for National Conferences

We are working on blanket exemptions for attending national conferences during the remainder of 2021. [note: this information will be repeated in *News and Notes* as applicable.]

If you are attending a national conference virtually or in-person during the remainder of this calendar year, we will provide an appropriate travel approval statement for the conference(s) you are attending. The blanket approval email should be added as an attachment in your Workday expense report, along with a copy of the agenda and paid receipt for registration payment (PCard preferred).

For example, the NACDEP and ANREP virtual conference attendance fees are approved, and we'll print that statement in the April 22 *News and Notes*. The national Urban Extension Leaders virtual summit will be free to attend this year.

Other national conference registration fees and virtual/in-person options have yet to be confirmed; and approvals will be released as soon as possible.

Please note, Ohio State is still under a travel restriction through June 30 at this point. No arrangements to attend in-person conferences should be made until overnight travel restrictions are lifted.



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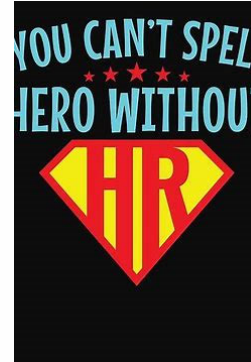
CFAES HR Update

Effective until further notice --- Bryan Dodrill and Dawnielle Essig are now also supporting ATI human resources needs, with the departure of an HR rep.

You'll like receive more information directly from Bryan and Dawnielle if you work with them regularly.

But – important to know for now – **copy both of them on emails when you reach out for HR support, so they can provide as timely a response as possible.**

They are doing so much for us. Be sure to thank them, as they are going through as many challenges as the rest of us.



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OSU Extension Apparel Store Coming Soon



Before the end of April, we are planning to open a temporary online apparel store for Extension. This will be a very short-term individual-purchase online order option for Extension only. We're expecting the store to be open for about two weeks. Once the store closes, the orders can be processed, so you'll be able to receive your items about 10-14 days after that.

Ohio State is working on a new permanent, ongoing individual purchase option; and the vendor we're using is the only approved licensee who can do custom orders like this right now.

No university money will be used; these will be all be personal payments by each purchaser. Depending on how the other university option proceeds, we might be able to run our store again for a limited time later. An announcement will be shared as soon as we finalize the store details. Jesse Buxton and Cheryl Buck are working with the vendor on the plans.



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Victory Garden Program Returns for Second Year



As announced by the Ohio Department of Agriculture on April 2, ODA and Extension are partnering for a second year on the Ohio Victory Gardens program.

This time, 25 counties are involved, which is expanded from 10 counties in 2020. Those involved are: Athens, Butler, Clark, Clinton, Coshocton, Cuyahoga, Fairfield, Franklin, Geauga, Greene, Hamilton, Jefferson, Knox, Licking, Lucas, Mahoning, Miami, Montgomery, Seneca, Shelby, Stark, Summit, Trumbull, Union, Washington.

The Victory Gardens website provides details about seed distribution, advice, and resources for planting and harvesting produce. <https://u.osu.edu/ohiovictorygardens/>

A link to the press release and other information is also posted on the state Extension website.

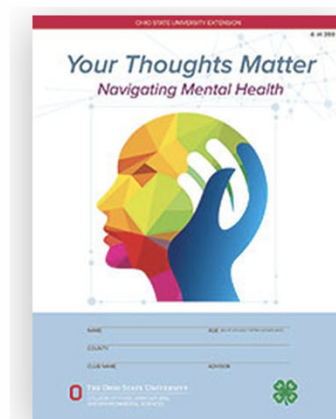
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Your Thoughts Matter – National 4-H Update

National 4-H has put mental health awareness front and center by reaching out to youth across the country, and they're getting valuable assistance from Ohio 4-H. With generous support from the Allstate Foundation, the 4-H project book *Your Thoughts Matter: Navigating Mental Health* is being offered nationally for 50 percent off at shop4h.org, while supplies last.

Authors Jami Dellifield and Amanda Raines have also contributed soon-to-be-published activities to the [4-H at Home](#) series of activities. Jami and Amanda, thank you for representing Ohio State University Extension in such an important and positive way. *Your Thoughts Matter: Navigating Mental Health* is also being offered to Ohio 4-H members and others as a downloadable perfect Stay-at-Home project at ohio4h.org/stayathomeprojects.



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MINE Program: *Mentor. Impact. Network. Excel.*

Structure

- 1 Mentee assigned 2 mentors
- 1 program area/position type mentor
- 1 proximity/personality mentor
- [Big Five Personality](#) assessment used to facilitate matches

Support

- Annual training for mentors (May and October)
- Introduction module for mentees
- Quarterly Zoom drop-in for mentors and mentees
- Resources curated by common topics

Timeline

- May – training and assessment
- June – matching period
- August – formal launch
- Ongoing – new mentor/mentee assignments

Contact: Jared morrison.332@osu.edu or Amanda rysz.4@osu.edu

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OHIO STATE UNIVERSITY EXTENSION

Learning and Organizational Development

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Wiser on Wednesdays – *Bridges out of Poverty – April 28 from 1-3pm*

This two-hour workshop will help participants understand generational poverty and address it in their community to break economic class barriers. This will focus on how a person can get to the point of having a future story by creating choices and developing his or her power. It will also focus on the framework for understanding poverty and appreciating economic diversity; if we can shift our thinking about economics, then we can shape our reality. The program explores each economic class's hidden rules, mental models of economic class, language barriers, family structure, and more. Registration is required at <https://go.osu.edu/wiseronwed>.

***There is a video to review and quiz to take prior to attending the workshop.** Video link = <https://go.osu.edu/bridgesoverpoverty>. Note: after watching the video, do not view the “update” video, we will discuss the video in the workshop.

The quiz link is <https://go.osu.edu/bridgesoverpovertyquiz>. Directions are at the top of each section of the quiz. It should take less than 10 minutes to complete. Be ready to discuss and share during the training.

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Happy Spring

**April Wellness Challenge –**

Please send your favorite strategies for enjoying the outdoors and balancing health and work to ward.676 by April 30 to be entered into a random drawing for Hidrate bottle.

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