EXTENSION CONNECTIONS
To meet the needs of its citizens, UF/IFAS Extension uses a wide range of methods to deliver educational information. In 2021, state and county faculty responded to more than 2 million citizen requests on an individual basis and through group educational events. In addition to these personal contacts, faculty also distributed research-based materials and used the Internet and other mass media to reach clientele at record rates due to the pandemic.

VALUE OF VOLUNTEERS
A key component to achieving the UF/IFAS mission is the contribution of volunteers. In 2021, 16,763 volunteers donated the equivalent of $15.9 million in services or volunteer time. Using our successful volunteer program, UF/IFAS Extension is able to provide services to communities that ordinarily could not afford them.

CUSTOMER SATISFACTION
As part of our annual evaluation and accountability process, UF/IFAS Extension conducts a scientifically based “Client Experience Survey,” allowing the people we serve to judge our performance. In 2021, 22 Florida counties asked their clientele if the information we provided was up-to-date and accurate, delivered in time to meet their needs, relevant to their situation, and easy to understand. In addition, clientele were asked if they used the information and if it solved their problems or met their needs. For those who did not use the information, it was found that other factors prevented them from using it.

USED THE INFORMATION

- Yes 76%
- No 27%
- Don’t Know 4%

SOLVED THE PROBLEM

- Yes 76%
- No 6%
- Don’t Know 18%
CLIENTELE OUTCOMES
In 2017, UF/IFAS Extension created new statewide measures so we can better track our performance. One area with big impact is water conservation. UF/IFAS Extension’s Florida-Friendly Landscaping™ (FFL) program and the Center for Land Use Efficiency (CLUE) partner with state agencies, local governments, and nonprofit organizations to safeguard our water for future generations.

359,449,792 GALLONS OF WATER SAVED...
ENOUGH WATER TO SUPPLY 4,085 HOUSEHOLDS WITH WATER FOR ONE YEAR
$1,549,229 SAVED ON UTILITY BILLS

EXTENSION FUNDING
UF/IFAS Extension receives the majority of its funding through state and local governments. In 2021-2022, 71% of the $123 million budget was received from state and county governments.

STATE FACULTY BY PROGRAM AREA
State Extension faculty work with UF/IFAS researchers and county faculty to deliver new information and technology to assist Florida residents in solving problems.

For the annual reports from previous years, visit www.ifas.ufl.edu/annual-reports.shtml