

Hello,

It is amazing that it is spring already. As our office gears up for what is always a busy spring and summer season, I would like to review our office best practices.

You may not know this; in addition to being the 4-H Program Coordinator, I am also the UConn Tolland County Extension Center Coordinator. I am responsible for helping our full time Extension Program Assistant, MacKenzie White, and our part time Extension Secretary/Office Manager, Lin Marino, prioritize the workload for our very busy office. In all of our Extension Centers there is a Center Coordinator who serves this function.

In this office we have the following personnel (and some of their programs- this is not an exhaustive list):

**Joseph Bonelli, Associate Extension Educator –  
Agriculture Risk Management**

Risk Management Program – USDA Grant

- Agriculture One-on-One Sessions
- Workshops
- Conferences

University Professor: Agriculture and Resources  
Economics Department  
Northeast SARE Project State Coordinator  
Agriculture team program leader

**Maryann Fusco-Rollins, Program Coordinator,  
Tolland County 4-H**

4-H Clubs, Independent and Fair Association  
4-H Dog Project State Coordinator  
4-H in Vernon after-school program  
Common Measures 2.0 National 4-H Council  
Grant  
4-H team program leader

**Jiff Martin, Associate Extension Educator –  
Sustainable Food Systems**

CT Food Justice Program- a VISTA Program  
Farm to School Program – Put Local on Your  
Tray  
Solid Ground – New Farmer Program  
Heart CT Grown Program

**Jean Madden-Hennessey, Program  
Coordinator, Tolland County Master Gardener  
Program**

Master Gardener Class and Online Course  
Design  
Master Gardener Volunteer Management  
Master Gardener Plant Sale

**Vegetable Extension Specialist – Associate  
Educator – Starting in July**

Vegetable Extension Program  
Integrated Pest Management Program  
Crop Talk Newsletter

As you see this is a very busy office and there is not a *designated 4-H support staff person*; our support staff are responsible for all of the Extension programs that happen at this office. They are here to help everyone who walks in with a request for help.

Our support staff cannot typically spend more than 10-15 minutes with someone without an appointment, this includes staff (even I have to make an appointment). They are often working on deadlines and if they did not know of a request beforehand, they may not be able to stop what they're working on to devote the necessary time and attention to the new task.

All of our programs, volunteers, youth and the public are very important to this office.

- To ensure that you get all the help you need, it is important that you contact me if you will need more than about 10-15 minutes help from the Extension support staff.
  - To schedule an appointment:
    - Contact me 2-3 business days before the date you need to come in so I can schedule your appointment, with me if needed or with one of our support staff
      - by e-mail (best way) [maryann.fusco@uconn.edu](mailto:maryann.fusco@uconn.edu) or
      - by phone at (860) 870-6929
  - If you want to drop off or pick up a form, have a question, need information or assistance that will take no more than 10-15 minutes, just stop by or call- *no appointment necessary.*

Please let me know if you have any questions.  
Thank you