

PRIMARY OPPORTUNITIES			ACTIONS TAKEN/IN PROCESS	OUTCOME/HIGHLIGHTS
Prior Year (####)	Current Year (2020-21)	PO Identified		
0.00	3.19	Understands my needs and requirements	FPM has assigned a Project Manager to each REC to be the point of contact for all current projects and future needs. The project manager has been instructed to be in weekly communication with the REC Supervisors and/or Directors in addition to onsite visits for walks, visual inspections and project management quarterly. Director of Facilities has scheduled monthly meetings with the REC Directors to discuss progress of Project Manager as point of contact, current project needs, areas of improvement.	Establish better communication with UC ANR partners and active listening to understand programmatic needs. Feedback (so far) has been positive from RECs. Check in for progress will be monthly.
0.00	3.17	Training for clientele	Create process flow for projects with various funding to assist with understanding the project work flow from funding to completion.	In conjunction with the Project Manager as a ANR partner, help clientele (mostly RECs and some UCCE) to better understand the processes and timelines for project completion. Check in quarterly with peers.
0.00	3.13	Moving in a positive direction to better meet my needs.	FPM now has a Director (Oct 2022), a new Financial Analyst (June 2022), a new Project Manager (June 2022) to better meet the needs to our UC ANR partners. These positions will be key in providing better support projects and to the programmatic needs.	An additional Contract Administrator position will be under recruitment (July 2022).
3.65	4.30	Effective Website	Changed landing page	More website visitors