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**Director’s Message**

**Principles that Govern Our Work**

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**Excellence & Quality**

- Delivered customized international training that helped a Korean local government recover nearly $400,000 in delinquent taxes
- Launched redesign of and curriculum development for 76 courses for ACCG Lifelong Learning Academy
- Completed three departmental assessments for Augusta–Richmond County
- Provided statewide training for a new Environmental Protection Agency online reporting system

**Collaboration**

- Facilitated first-ever school board symposium sponsored by UGA’s Public Service and Outreach
- Launching inaugural Downtown Renaissance practicum in partnership with Georgia Municipal Association and UGA’s College of Environment + Design
- Developed master plan for Jekyll Island in partnership with Jekyll Island Authority
- Partnered with UGA’s School for Public & International Affairs and Grady College on Romania outreach project

**Responsiveness**

- Delivered four-day leadership program for 60 participants from the Governor’s Office
- Assisted the cities of McRae and Helena with Georgia’s first city-to-city consolidation in more than 60 years
- Provided support for the Governor’s High Demand Career Initiative
- Partnered with Georgia Environmental Protection Division to assist regional water planning councils

**Innovation & Creativity**

- Launched new leadership training program with six state agencies
- Developed first online training course for Boards of Equalization with the Georgia Department of Revenue
- Launched automobile crash location project with Georgia Department of Transportation
- Created action plan for guiding development at Kettle Creek Battlefield

**Strategic Plan Goals**

- **Culture of Continuous Improvement**
- **Innovation & Creativity**
- **Entrepreneurship**
- **Collaboration & Engagement**
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