



Director's Message

As we work every day throughout the great state of Georgia, we are constantly exploring ways the Institute can better serve governments and help them achieve their unique vision for the future. During FY14, we launched several new programs and services, and we expanded existing services through innovative training and customized assistance. This report highlights some of that work. We hope you will follow our story throughout the year by engaging with us on social media.

Amazing things are going on all across the state each day, and it is our honor to be a part of those efforts.



Strategic Plan Goals

Culture of Continuous Improvement

Innovation & Creativity

Entrepreneurship

Collaboration & Engagement

Principles that Govern Our Work

The Institute is a Public Service and Outreach unit of the University of Georgia that provides training, offers technical assistance, and conducts applied research to help state and local governments operate efficiently and effectively and thus provide improved service to the public.

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
- Launched 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

Measuring Reach

Hosted

61

international training delegates and scholars

Completed

13

fiscal notes for Georgia General Assembly

Recorded over

20,000

registrations for traditional classroom trainings

Worked with

13

downtowns on planning and development

Touched

159 counties

464 cities

31 state agencies

Developed

274

unique projects with

2,968

clients

Logged over

28,000

registrations for online training

Completed

15

classification/compensation studies

Engaged

72

students and scholars