

CASE STUDY ONLINE RESOURCES

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A. General Resources

- 1. ASPA's Center for Accountability and Performance**
ASPA's Center for Accountability and Performance is engaged in a multi-year program to develop more than 50 case studies, from all levels of government, on performance management in government.
<http://www.aspanet.org/cap/cases.htm>
- 2. Association for Research on Nonprofit Organizations and Voluntary Action**
They have case studies. Please use the search engine in its articles and reports area.
<http://www.arnova.org/>
- 3. CaseNet**
CaseNet is a World Wide Web site for teachers interested in the use of the case method in International Affairs.
<http://csf.Colorado.edu/CaseNet/index.html>
- 4. Center for Creative Leadership**
The mission of the Center for Creative Leadership is to advance the understanding, practice and development of leadership for the benefit of society worldwide.
<http://www.ccl.org/>
- 5. Electronic Hallway**
They provide numerous cases of course design and materials, with lots of links. Password needed.
<http://www.hallway.org/>
- 6. Harvard Business School**
Case studies, notes, videotapes, course modules, software and pertinent working papers:
<http://www.hbsp.harvard.edu/frames/groups/case/index.html>
- 7. Institute for the Study of Diplomacy, Georgetown University**
They provide case studies on international affairs, available with little charge.
<http://www.guisd.org/>
- 8. Kennedy School of Government, Harvard**
The Case Program is the world's largest producer and repository of case studies designed for teaching about how government works and how public policy is made. Their cases are written to facilitate discussion-based, interactive learning about both policy issues and management strategies in the public and not-for-profit sectors.
<http://www.ksgcase.harvard.edu>
<http://ksgwww.harvard.edu/>
- 9. National Academy of Public Administration**
They have case studies on public administration, online or offline. (Please search the publications.)
<http://www.napawash.org/napa/index.html>

10. National Partnership for Reinventing Government

There are 23 case studies about reinventing government. About 20 federal agencies wrote up their experiences in the use of strategic planning and/or performance measurement as case studies in the early stages of GPRA implementation in response to an initiative of the American Society for Public Administration (ASPA). Many of these case studies are of agencies selected as pilot projects under the Results Act. The lessons learned from these case studies should continue to be helpful as other Federal agencies move into strategic planning and performance measurement.

<http://www.npr.gov/library/studies/list.html>

11. Nelson A. Rockefeller Institute of Government

They provide lots of case studies on public administration, among which many are specific to New York state and local government.

<http://rockinst.org/>

12. Political Science Cyberclasses

This site serves to provide a list of political science classes on the Internet from which we can share ideas, information and insights on teaching and research. It does not merely aim at a collection of syllabi but also provision of class materials and incentives for "cyber-education".

<http://www.psci.unt.edu/kho/cybercls/>

13. Syracuse, N.Y, Department of Public Administration

Inter-University Case Program provides more than one hundred local, state, federal and international cases.

<http://www.maxwell.syr.edu/>

14. School of Policy, planning and development, University of Southern California

Cases about public administration and policymaking.

<http://www.usc.edu/dept/puad/> or www.usc.edu/sppd/

15. The Cascade Center for Public Service

This is a research and training center based at the University of Whington's Daniel J. Evans School of Public Affairs in Seattle. It is a nationally recognized management and training program for senior and mid-level managers.

<http://www.cascadecourses.org/>

16. The Council for Higher Education Accreditation

The database contains good practices in accreditation review provided to CHEA by faculty and administrators at colleges and universities throughout the country.

<http://www.chea.org/good-practices/index.cfm>

17. The Leadership Network

Search results of case studies with the search engine. This is a new agency of the Government of Canada, created in June 1998, whose mandate is to promote, develop and support networks of leaders throughout the Public Service of Canada, and to assist them in the ongoing challenge of public service renewal.

http://www.leadership.gc.ca/search_return_e.asp?id=0

18. The South Carolina Executive Institute

The Executive Institute offers a limited number of case studies dealing with issues of public policy and management. They are for use in academic classrooms and in professional training settings and have been specifically written for the South Carolina Executive Institute.

<http://www.state.sc.us/ei/>

19. The Urban Institute

The Urban Institute is a nonprofit policy research organization to sharpen thinking about society's problems and efforts to solve them, improve government decisions and their implementation, and increase citizens' awareness about important public choices. A lot of cases are available online.

<http://www.urban.org/>

20. The U.S. Office of Personnel and Management

Cases about performance measurement, leadership, incentives, etc:

<http://www.opm.gov/studies/index.htm> or <http://www.opm.gov>

21. Yale University

PONPO's Cases in Nonprofit Governance Series is a unique curricular resource, offering perspectives on the dynamics of nonprofit governing boards.

<http://www.yale.edu/divinity/ponpo/pubs/casesnpg.html>

B. State Resources

1. California

1) Sierra Nevada Ecosystem Project

SNEP is the Sierra Nevada Ecosystem Study, a congressionally mandated 3-year study of the entire Sierra Nevada range. The study was managed by the University of California Centers for Water and Wild land Resources, Davis, CA under a research agreement with the U. S. Forest Service, Pacific Southwest Research Station, Albany, CA. Posted on this web site will be the final reports from this intensive study by an independent science team.

<http://ceres.ca.gov/snep/pubs/web/v1/>

2) Strategic Marketing Group

Analysis, Insights, and Solutions for the Travel, Tourism and Recreation Industries:

<http://tahoe.ceres.ca.gov/smg/casestudies.html>

3) Los Angeles

Department of Water and Power

They provide case studies on water and power.

<http://www5.dwp.ci.la.ca.us/home.htm>

<http://www5.dwp.ci.la.ca.us/bizserv/>

http://www.ladwp.com/bizserv/menu/menu3_0.htm

Dispute Resolution Program

There are many examples of how mediation has successfully resolved conflicts, particularly in the areas of cross-cultural relations and violence prevention.

<http://www.cityofla.org/ATTY/resolution/>

2. Colorado

1) Department of Natural Resources

Case studies of trail projects involving significant wild life issues:

<http://www.dnr.state.co.us/trails/handbook/Section%203.PDF>

2) Department of Public Health and Environment

A case study on source water assessment techniques:

<http://www.cdphe.state.co.us/wq/sw/appenf.pdf>

- 3) **Public Utilities Commission**
Case study of Tampa Bay Desalination Project
<http://www.dora.state.co.us/PUC/fact99/Presents/FWicks2.PDF>

3. Connecticut

- 1) **Connecticut Department of Environment Protection**
Case studies are available at:
<http://www.dep.state.ct.us/air2/siprac/2000/nesgree.htm>
or search in <http://dep.state.ct.us/>
other paths: <http://dep.state.ct.us/wst/p2/p2casest/cstudy.htm>
<http://www.dep.state.ct.us/wst/p2/vehicle/watbascs.htm>
<http://www.dep.state.ct.us/wst/p2/p2printer/casestdy.htm>

4. Delaware

- 1) **Delaware Department of Natural Resources and Environmental Protection**
Many case studies are available through the state engine:
http://www.lib.de.us/search97cgi/s97_cgi?Action=FormGen&ServerKey=Primary&Template=ddl-ois.hts
Sample pages are such as:
http://www.lib.de.us/search97cgi/s97_cgi?action=FilterSearch&QueryZip=case+studies&ResultMaxDocs=100&Filter=dfany%2Ehts&ResultTemplate=df%2Drslt%2Ehts&QueryText=case+studies&Collection=StateGov&ViewTemplate=df%2Dview%2Ehts&ResultStart=21&ResultCount=10

5. Florida

- 1) **The Florida Office of Program Policy Analysis and Government Accountability**
A research unit of the Florida Legislature under the oversight of the Joint Legislative Auditing Committee: Created to help improve the performance and accountability of state government, OPPAGA conducts studies on the performance of state agencies and programs to identify ways to improve services and cut costs.
<http://www.oppaga.state.fl.us/reports/reports.html>
<http://www.oppaga.state.fl.us/default.asp>

6. Georgia

- 1) **Association County Commissioners of Georgia**
Using search engine of this site with the keyword of case study, you will find case studies on water resource management and other topics.
<http://www.accg.org/PerformSearch.asp>
- 2) **University of Georgia-Uzhgorod State University**
USAID/IREX Partnership Program will continue and expand a joint effort by the University of Georgia's Vinson Institute of Government and Uzhgorod State University to create the Center for Public Administration Reform and Assistance. This Center provides training and technical assistance to local governments in the Transcarpathia Region. There are cases available on line.
<http://www.cviog.uga.edu/Divisions/grs/ukr/caselist.htm>

7. Illinois

1) Department of Commerce and Community Affairs

<http://www.commerce.state.il.us/>

One case study:

http://www.commerce.state.il.us/resource_efficiency/Energy/IFEpaper.htm

2) Chicago

Department of Planning and Development

DPD staff, with the cooperation of the Building Department, collects and distributes data on the status of cases in housing court and vacant City-owned land. Reports are organized by Community Area and Ward. Reports are mailed out to individuals and organizations on the CaseWatch mailing list.

<http://w5.ci.chi.il.us/plananddevelop/Programs/CaseWatch.html>

Domestic Violence Training Program

It's a project designed to promote police-community cooperation to control and decrease domestic violence. There are cases available, but not online.

<http://w5.ci.chi.il.us/cp/AboutCPD/PressReleases/PressReleases95/DomesticViolenceAwards.html>

8. Indiana

1) Department of Workforce Development

They have success stories on job seeking and other workforce topics.

<http://www.state.in.us/dwd/success.shtm#libby>

2) Indiana Rural Development Council

The following is a collection of success stories in rural Indiana that may help you to do similar projects in your community.

<http://www.state.in.us/irdc/success/index.html>

9. Kansas

1) Kansas Historical Society

Case studies on electric record keeping:

<http://www.kshs.org/archives/ermlinks/proj.htm>

2) Facility Conservation Improvement Program, Department of Administration

There is a section of case study, but still under construction.

<http://da.state.ks.us/fcip/studies.htm>

10. Louisiana

1) Louisiana Department of Environmental Quality

Providing case studies on environmental quality:

<http://www.deq.state.la.us/remediation/ias/iascases.htm>

2) Louisiana Public Broadcasting

Case studies on forest management:

<http://www.lpb.org/programs/forest/casestudies.html>

11. Maryland

1) **School Improvement in Maryland**

Here are case studies and best practices:

<http://mdk12.org/practices/index.html>

12. Minnesota

1) **Minnesota Department of Transportation**

A report on public involvement in Minnesota, containing case studies:

<http://www.dot.state.mn.us/pubinvolve/pdf/sep10hev.pdf>

2) **Minnesota Historical Society**

Case studies about Inventorying, Managing and Preserving Agricultural Historic Landscapes

<http://www.mnhs.org/preserve/shpo/landscape/landscape5.html>

3) **Minnesota Natural Resource Department**

The following is a list of studies that have been completed by the Surface Water Unit. Although the studies have not been reproduced in great numbers, copies could be provided on request. A contact person is listed if more information on a specific study is desired.

http://www.dnr.state.mn.us/waters/programs/surwat_section/tech_an/reports.html

4) **Minnesota Office of Environmental Assistance**

Case on cost cutting: Preventing waste and pollution before they are generated makes more than economic sense –recycling and environmental purchasing can boost employee morale, improve worker safety, and reduce liability.

<http://www.moea.state.mn.us/berc/index.cfm> or

<http://www.moea.state.mn.us/berc/transpac.cfm> (and other paths)

5) **Minnesota Pollution Control Agency**

Nationwide case studies about pollution control are provided.

<http://www.pca.state.mn.us/hot/envsymp-case.html>

13. New Jersey

1) **Hazardous Site Health Evaluation Program**

This program is part of the New Jersey Department of Health and Senior Services, which has been a leading agency in conducting epidemiological studies of populations exposed to environmental hazards.

<http://www.state.nj.us/health/eoh/hhazweb/hlthstud.htm>

2) **Department of Environmental Protection**

Four organizations were selected for discussion in this section. The organizations represent local, county, and regional interests. They are the Borough of Fanwood, the Hunterdon County Planning Department, the Delaware Valley Regional Planning Commission, and Brick Township. Their experiences demonstrate the variety of approaches that may be taken to accomplish parcel map conversion and land records modernization.

<http://www.state.nj.us/dep/>

<http://www.state.nj.us/dep/gis/resource/ch63.htm>

14. New York

1) **New York City**

Department of Sanitation

Case studies on sanitation, such as cutting cost and preventing waste in NYC office and institutions:

http://www.ci.nyc.ny.us/html/dos/html/bw_wast/7body.html

Office of Emergency Management

A case study titled as “When Infrastructure Fails: A City's Response to a Major Water Main Break”:

http://www.ci.nyc.ny.us/html/oem/html/5th_ave_watermain.html

15. Ohio

1) Quality Service Through Partnership

They have case studies on quality assurance and performance improvement.

<http://www.state.oh.us/quality/>

2) Ohio State Employment Relations Board

They have case studies on employee-management relations.

<http://www.serb.state.oh.us/newcase.htm> or <http://www.serb.state.oh.us/>

3) Ohio Legal Right Office

They have case studies on legal rights.

<http://www.state.oh.us/olrs/index.htm>

<http://www.state.oh.us/olrs/Health.htm>

16. South Carolina

1) NOAA Coastal Service Center

This section provides a case study vulnerability assessment, complete with a GIS project file and data. Also included are links to Internet resources for obtaining useful data and information.

<http://www.csc.noaa.gov/products/nchaz/htm/case.htm>

Within this website, you can find many other case studies on different subjects.

2) Ocean Planning Information System

The case studies represent a collaboration between the OPIS development team and members of the coastal management community. The agencies represented in these case studies were consulted to determine how the tools and information provided within OPIS can be applied to assist the activities of their office.

<http://www.csc.noaa.gov/opis/html/case.htm>

17. Texas

1) Education Agency

The Successful Schools Study originated out of a collaborative study of successful Title I, Part A school wide programs between the Charles A. Dana Center at the University of Texas at Austin and the Texas Education Agency. The study focused on high-achieving schools with high poverty rates (60% of the students qualified for free and reduced lunch).

<http://www.tea.state.tx.us/program.eval/sss.html>

2) Parks and Wildlife

Evaluation of Selected Resources in El Paso County, Texas. The Texas Natural Resource Conservation Commission (TNRCC), working with the Texas Water Development Board (TWDB) and the Texas Parks and Wildlife Department (TPWD), is charged with identifying

priority ground-water management areas (PGMAs) - areas in the State that are experiencing, or are expected to experience in the future, critical ground-water problems.
<http://www.tpwd.state.tx.us/consERVE/sb1/wildlif/pgmapdf/elpaso.pdf>

18. Virginia

- 1) **The Commonwealth Competition Council**
They present the Best Practices of State agencies and institutions of the Commonwealth of Virginia. This information is featured to provide users with new, enhanced, or innovative solutions to improve mission or organizational performance.
http://www.vipnet.org/ccc/best_practices/bestpractices.html
- 2) **Commonwealth of Knowledge for Educators**
They have success stories about education and learning.
<http://www.knowledge.state.va.us/frames/main/success/suc.htm>
- 3) **Governor's Best Practice Center of Department of Education**
Authorized by Governor Gilmore to work with local schools to help them meet the VA Standards of Learning (SOL):
<http://www.pen.k12.va.us/VDOE/GBPC/>

19. Washington

- 1) **Port of Seattle**
Case studies on [Aviation](#) and [International Trade and Transportation](#):
<http://www.portseattle.org/portandyou/educ/02teach.htm>
Other case studies also are available at:
<http://www.portseattle.org/portandyou/educ/>
- 2) **Washington State Department of Ecology**
With the search engine of its website, one can get hundreds of case study reports:
<http://www.wa.gov/ecology/search.html>
For example, *Developing Health-Based Sediment Quality Criteria for Cleanup Sites: A Case Study Report* is available at:
http://www.wa.gov/ecology/sea/smu/case_study.htm
- 3) **Strategic Planning Office of City of Seattle**
Twelve case studies of representative transit-oriented development projects throughout North America. Lessons from these case studies and the implications for Seattle are discussed.
<http://www.ci.seattle.wa.us/planning/todstudy/CS00Sum.htm>
- 4) **Washington State University Cooperative Extension Energy Program**
There are 31 case studies highlighting Washington employers from a range of industries and geographic areas. Learn why these businesses decided to offer work options, how their programs were implemented, what lessons were learned, benefits gained, and barriers overcome.
<http://web04.energy.wsu.edu/telework/case.htm>
- 5) **Department of Natural Resources of King County, Washington**
There are case studies on construction recycling, sustainable building and others:
http://dnr.metrokc.gov/swd/bizprog/sus_build/how_others.htm
Also use search engine at:
<http://dnr.metrokc.gov/>

6) Governing for Results

There are cases of governor's award winners.

<http://www.governor.wa.gov/quality/award/award.htm>

20. Wisconsin

1) Wisconsin Department of Natural Resource

Cases about auto service, food processing, health care, etc:

http://www.dnr.state.wi.us/org/caer/cea/casestudy/more_about.htm

2) Wisconsin Department of Public Instruction

This document was designed as a companion piece to an earlier publication, Wisconsin's Framework for Comprehensive School Health Programs: An Integrated Approach. Readers will benefit most from this document if they are familiar with the earlier publication.

<http://www.dpi.state.wi.us/dpi/dlsea/sspw/casestdy.html>

3) Wisconsin Department of Workforce Development

Wonderful research links on workforce development. Lots of pdf files downloadable.

<http://www.dwd.state.wi.us/dwd/WRR/default.htm>

4) Wisconsin Employment Relation Commission

WERC Commissioners and staff travel the State conducting hearings and issuing decisions in administrative law and contract grievance disputes; mediating contract negotiation and grievance disputes; conducting secret-ballot employee votes; and providing labor management cooperation training and facilitation. The agency also provides labor and management with lists of qualified ad hoc neutrals not employed by WERC, for a variety of statutory and contractual dispute resolution procedures.

<http://badger.state.wi.us/agencies/werc/index.htm>

http://badger.state.wi.us/agencies/werc/index.htm#Case_Databases_and_Digests

5) Wisconsin Working Together Committee

You may use this link to search case studies through the Best Practice database and submit your own Best Practice:

<http://workingtogether.state.wi.us/>