



CASU

National Network. Local Services.

**COOPERATIVE ADMINISTRATIVE SUPPORT UNITS
A FEDERAL INTERAGENCY SUPPORT SERVICES PROGRAM**

2009
ANNUAL REPORT



CASU

National Network. Local Services.

**Cooperative Administrative Support Units
A Federal Interagency Support Service Program**

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TABLE OF CONTENTS

National CASU Board of Directors	3
Network Profile	4
Message from the Chairman	6
Message from the Executive Director	7
Business Indicators	8
Strategic Plan	12
CASU Re-certification	13
Customer Satisfaction Survey	14
CASU Network Accomplishments	
FY 2009 Success Stories	15
The Customer Advantage to Using CASU	19
Chartered CASU Offices	20
CASU Contact Information	21

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Office of Acquisition Policy
General Services Administration

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Service, Program Support Center
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Local Board Rep: *vacant*

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(Non-Voting)

OFFICE OF MANAGEMENT AND BUDGET

LESLEY FIELD

Associate Administrator
Office of Federal Procurement Policy
ALTERNATE: Jack Kelly

EXECUTIVE SECRETARY

YVETTE WAUGH

Executive Director
National CASU Program Office

NETWORK PROFILE

CASU Defined

CASU provides Federal agencies with high quality administrative services at the lowest possible price.

CASU is an interagency FAR-compliant, Federal reimbursable program that provides cooperative partnering in the acquisition and delivery of commonly needed administrative and operational services, products and support to Federal civilian and military agencies. Each CASU business unit works with agencies to identify requirements; leverages the buying power of the Federal government to effectively reduce the cost of products and services, while also shortening delivery times; and most importantly, permits an agency to devote more resources to its core mission.

CASU's Authority

CASU was established in 1985 by the Office of Management and Budget to reduce the duplication of administrative service efforts, achieve economies of scale, save taxpayers' money, and to provide government agencies with an alternate, quicker and more economical system of acquiring support services. CASU offices operate under its host agency's statutory authority or the Economy Act of 1932, as amended.

Vision

The CASU network strives to become the solution and standard for best value support services.

CASU has a responsibility to provide the greatest value to Federal agency customers and cost savings to the American taxpayer. It shall become the first choice of participating agencies in meeting these requirements throughout the country.

Mission

CASU facilitates interagency cooperation in the acquisition and delivery of commonly needed services and products, promoting mission effectiveness and economy throughout the federal government.

Core Values

The CASU Network has identified these core values as the foundation of the CASU program. They serve as a guide in the daily execution of the Network's duties.

- Service
- Collaboration
- Excellence
- Quality
- Responsiveness
- Accountability
- Integrity
- Flexibility
- Innovation

Program Objectives

1. Ensure Customer Satisfaction
2. Foster Interagency Cooperation and Innovation in Addressing Administrative Requirements
3. Promote Competition, Mission Effectiveness, and Best Value for Customer Agencies
4. Achieve Operational Excellence, Integrity, Financial Self-Sufficiency, and Accountability
5. Reduce Operating Costs and Duplication of Effort

CASU Operating Principles

1. Each CASU has multiple Federal customer agencies.
2. A local interagency customer board made up of Federal agency representatives assists each CASU.
3. Each CASU is or will be financially self-supporting within a reasonable timeframe as approved by the National Board of Directors.
4. The purchase of services from a CASU is voluntary.
5. Each CASU conducts an annual financial audit and/or management assessment, which meets established federal financial standards with results reported to the lead (host) agency, the local board and the National Board of Directors.
6. Each CASU furthers the intent of the Economy Act of 1932, as amended, and complies with all applicable laws and regulations.
7. Each CASU seeks what is best for its government customers from all perspectives including financial, customer convenience and timeliness.

Service Areas and Customers

The CASU Network is composed of a National Program Office and four member organizations based in New York City, Denver, Fort Worth and Kansas City, most having established partnerships with other local communities. The General Services Administration supports the National Program Office. Services are offered to federal customers across the nation from autonomous CASU offices located in:

- Colorado
- Missouri
- New York & Pennsylvania
- Texas

Products and Services

The CASU Network has the ability to provide a wide variety of high quality, cost-competitive services – with a quick turn-around – throughout the United States and overseas. CASU contracts are acquired through requirements established in accordance with the Federal Acquisition Regulations. The services that feature most prominently are professional services, contract support and temporary/administrative support.

The CASU Network promotes nine broad-range support service categories:

- Administrative Services
- Financial and Procurement Services
- Human Resources
- Light Industrial
- Mail Management
- Printing, Duplication and Copiers
- Professional and Technical
- Technology
- Training



I am pleased to present the Fiscal Year 2009 Network Performance Report for the Cooperative Administrative Support Unit (CASU) Program. CASU is the Federal interagency infrastructure for cooperative buying. It offers cost-reductions, service efficiencies and accountability to Federal customer agencies in a time of smaller budgets and a high demand for efficiency. While this report highlights the accomplishments of the CASU Network for the past year, it is important to value and recognize that these highlights are the result of the daily endeavors of the individual CASU Network offices. In addition, the local boards of directors and lead agencies provided business leadership that enhanced customer service and were instrumental to the growth of the CASU Network.

With this edition, the CASU Program completes 25 years of service to the Federal community. While much has changed over the years, the central concept of the CASU Network remains: “the cost-effective delivery of Federal Agency support services.” This program fosters operational efficiencies for federal agencies; yields cost-savings for the American taxpayer; and supports the federal procurement goals. During 2009, 96% of the Networks support service requirements were outsourced and 84% of awards were made to small and socioeconomic businesses.

I congratulate all who have contributed to these accomplishments and wish the Network continued success. I would also like to thank the U.S. General Service Administration for sponsoring the program and supporting the staff of the CASU National Program Office. This partnership has resulted in the delivery of quality support services and has enhanced the customer agency’s ability to accomplish its mission at a reasonable cost.

A handwritten signature in cursive script that reads "Rodney Lantier".

Rodney Lantier
Chairman
National CASU Board of Directors

MESSAGE FROM THE EXECUTIVE DIRECTOR



On October 31, 1985, the General Services Administration, Office of Personnel Management and the Office of Management and Budget issued a joint memorandum to the heads of executive departments and agencies explaining and urging the use of a national program, Cooperative Administrative Support Unit (CASU) that fostered the “common services” concept. The idea advanced the sharing of resources to provide administrative support functions at the facility level in multi-tenant Federal Buildings.

While the types of services have changed and the geographic boundaries have extended beyond the local Federal community, the program has continued to yield great benefits for participating agencies, and, of course, for the American taxpayer. CASU offices continue to examine ways to exceed customer expectations and to provide the best product at the best cost. For FY 2009, the CASU Network’s business indicators improved above FY 2008 marks for sales (by 25% to \$188.5 million); number of customers (by 21% to 580 agreements); and number of awards to small businesses (by 3% to 86%).

The CASU offices performed internal assessments of operations to improve processes and responsiveness, and to ensure compliance with regulations. Assessments and actions resulted in positive outcomes and new directions for the Network. The National Board of Directors determined, through a Re-Certification Process, that each CASU office would retain its charter and continue to operate in the CASU Network.

A network-wide Customer Satisfaction Survey resulted in an overall satisfaction score of 85% which is higher than the American Customer Satisfaction Index Federal benchmark score of 68.7%. The results support CASU’s drive to exceed the expectations of our customers and to provide the best possible customer experience. In keeping with the initial concept of sharing common services, the National Board of Directors approved a new strategic direction for the network. The National Board’s focus through 2013 shall be to secure CASU’s reputation as an efficient and accountable organization that is easy to do business with so that Federal agencies recognize CASU as the “solution” for best value support service.

I invite you to read this FY 2009 Network Performance Report as it captures some of the program’s history and its continued success. I congratulate the CASU Network’s entrepreneurial spirit and commitment to quality service.

A handwritten signature in black ink that reads "Yvette V. Waugh". The signature is fluid and cursive, with the first name being the most prominent.

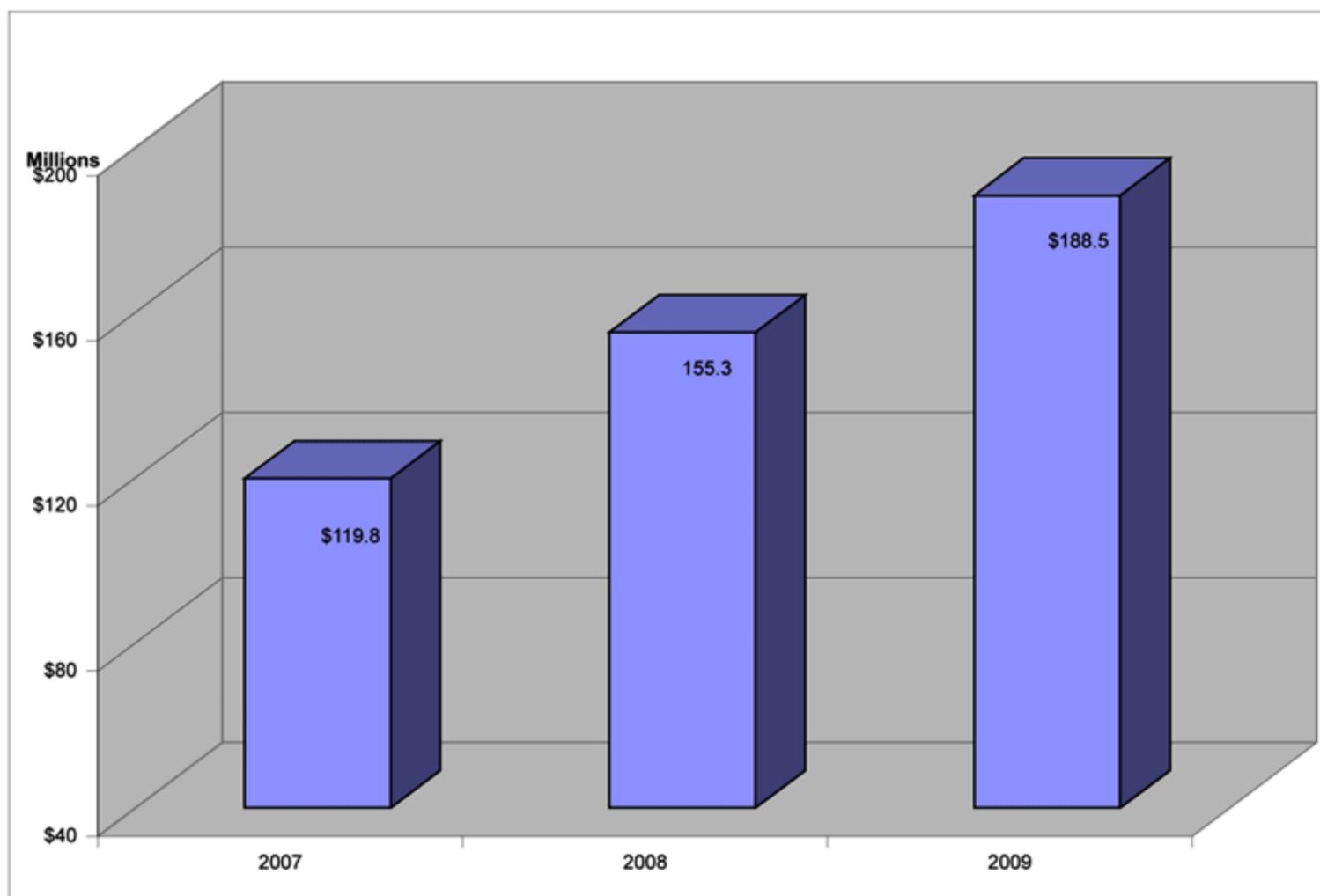
Yvette V. Waugh
Executive Director

2009 NETWORK PERFORMANCE OVERVIEW

The CASU Network remains a self-sufficient support service organization that fosters interagency cooperation, innovation and operational efficiencies. CASU uses business indicators to assess the internal performance and the infrastructure of the Network against strategic goals. The indicators below illustrate that the Network has accomplished CASU strategic goals to: remain financially self-sufficient; strengthen the Network's cooperative business nature and customer focus; maintain a national presence at all levels of the Federal government; and to expand CASU's geographic coverage to meet customer requirements.

At the close of FY 2009, the CASU Network was composed of a National Program Office and 4 member organizations based in New York City, Denver, Fort Worth and Kansas City, most having established partnerships with other local communities. The General Services Administration supports the National Program Office. Three CASUs are hosted by the Department of Health and Human Services/Program Support Center; and one by the Army Corps of Engineers. CASU services are still in demand from local agencies throughout the country.

CASU Network Revenue 25% INCREASE



2009 NETWORK PERFORMANCE OVERVIEW

Business Indicators:

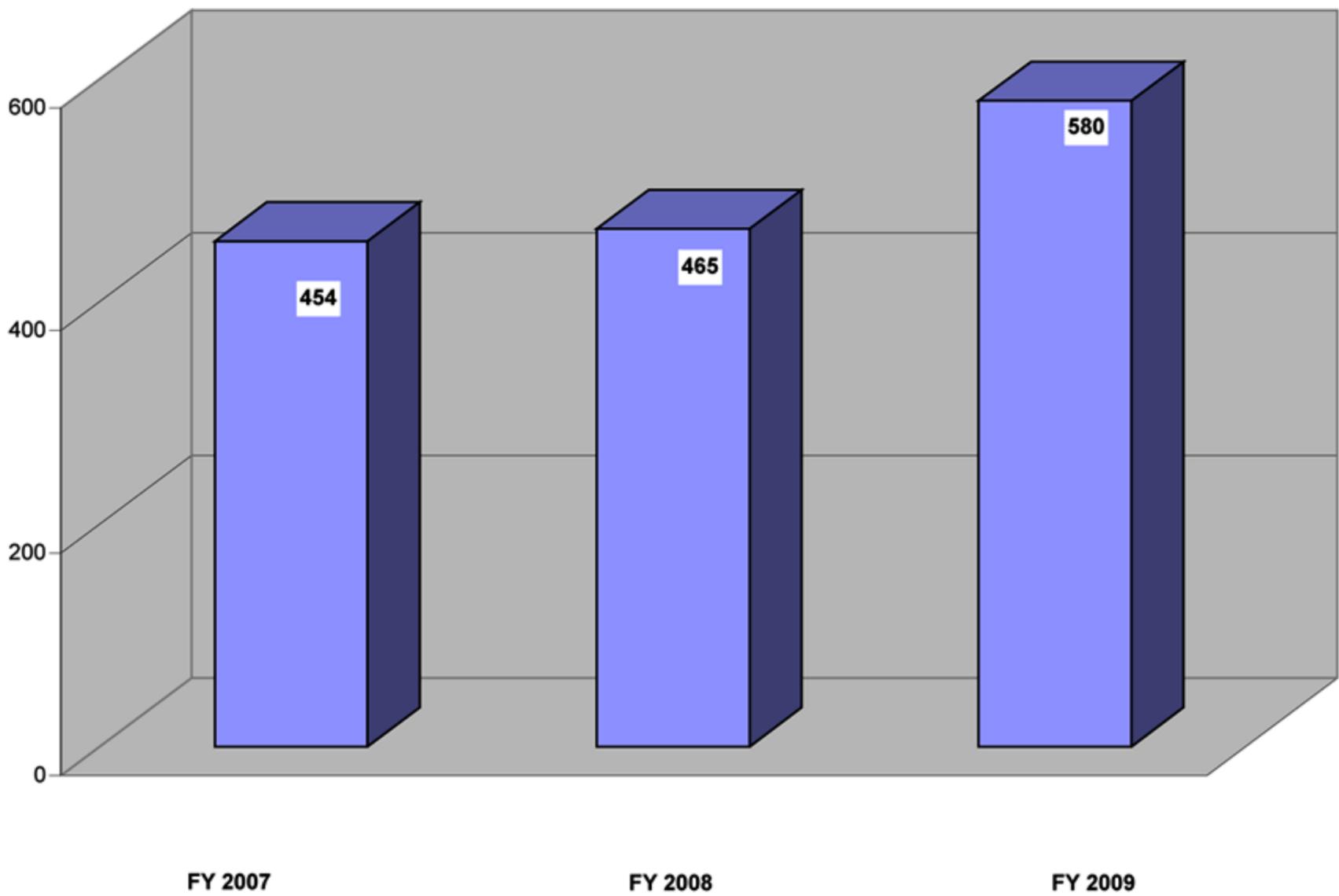
1. Sales Revenue - \$188.5 million [25% increase]
2. Customers Served – 580 agreements [21% increase]
3. Types of Services Provided – 109 service units, within broad categories
4. Volume of Work provided by Contractors – 95%
5. Types of Contractors –118 Contracts/Blanket Purchase Agreements – (detailed chart below)
 - a. Small Business & Socioeconomic Businesses = 86% [3% increase]
 - b. Large Business = 11% [6% decrease]
 - c. GSA Schedules awards = 85%

Contractor	% Business
• Large Business	11%
• Small Business	39%
• Small Disadvantaged	17%
• Service Disabled Veteran-Owned	4%
• Woman-Owned	8%
• HUB Zone	14%
• Nonprofit/Mandatory	2%

6. Number of Orders Processed – 3,579 [65% increase]
7. Self-Sufficiency – Each office fully recovered all costs.

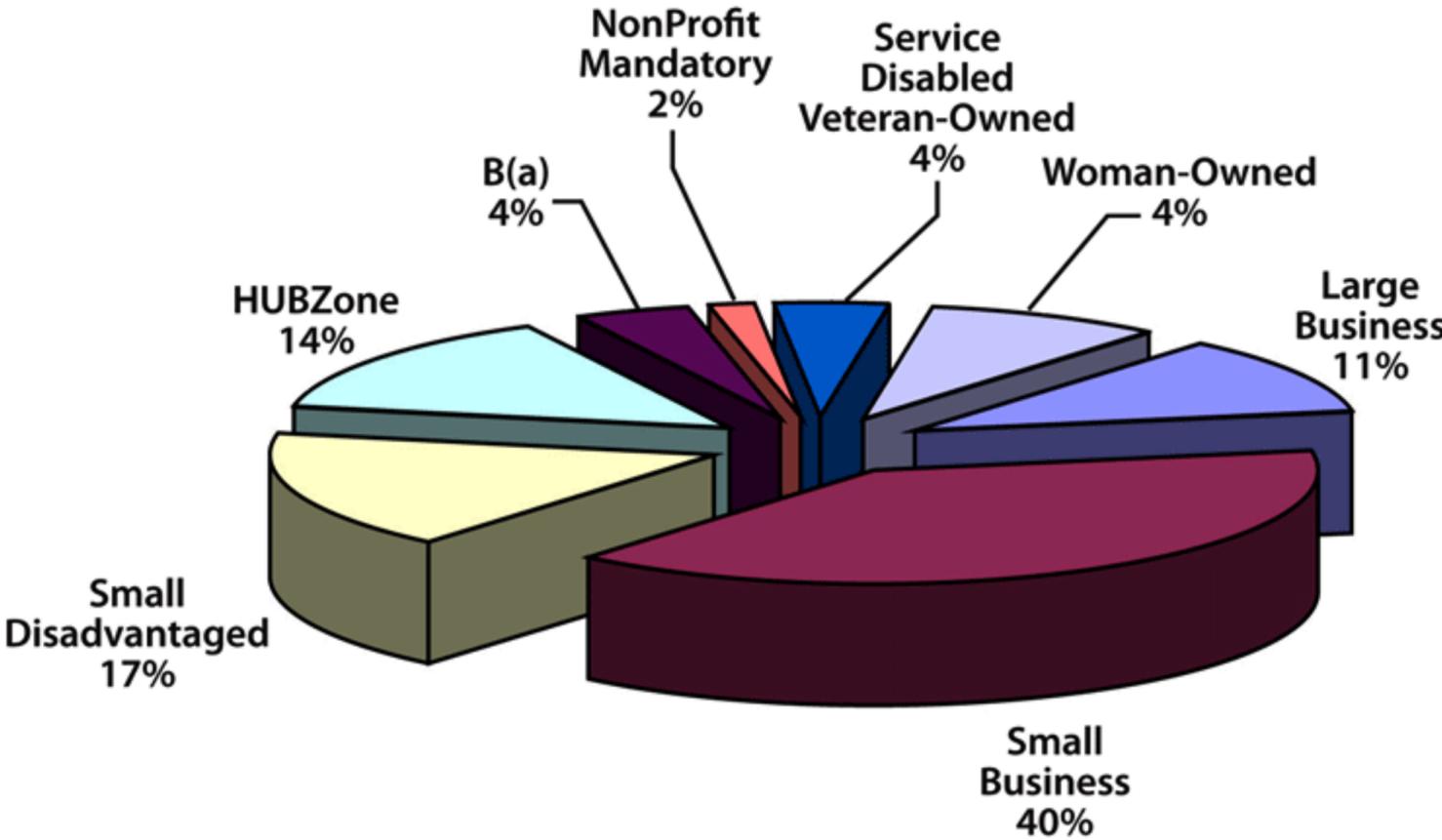
NUMBER OF CUSTOMERS AGREEMENTS

21% INCREASE OVER FY2009



TYPES OF CONTRACTORS

PERCENTAGE OF SERVICING VEHICLES (118) [86% OF AWARDS TO SMALL AND SOCIOECONOMIC BUSINESSES]



The CASU National Board of Directors' focus through 2013 shall be to secure CASU's reputation as an efficient and accountable organization that is easy to do business with so that Federal agencies recognize CASU as the "solution" for best value support service.

The National Board identified three strategic goals to ensure that CASU's vision and mission are successfully achieved:

Strategic Goal I:

Strengthen the CASU Network: To be a highly efficient organization by building brand identity and validating the CASU business model.

Strategic Goal II:

Managed Growth: To achieve managed growth of customer base and numbers of CASU organizations through proactive account management; strategic alliances; national-level leadership; and niche marketing.

Strategic Goal III:

Operational Excellence: To promote customer focus, competition and innovative business solutions for customer agencies.

These goals and objectives will help the CASU Network to realize its vision to become the solution and standard for best value support. We also expect that these new goals will strengthen CASU's partnerships with its federal customers.

BIENNIAL RE-CERTIFICATION TO RETAIN CASU CHARTER

The CASU National Board of Directors continually seeks to strengthen the CASU Network's business nature. Through a biennial re-certification process, the Board confirms adherence to the CASU Operating Principles and Sound Business Practices and determines that CASU budget items are being fully costed and recovered. Based on a self-assessment conducted by each Local Board of Directors, the CASU offices received a full recertification if it fully complied with National requirements or a provisional recertification if full compliance was not met. Each CASU office was recertified; thus retaining its charter to operate as a member of the CASU Network.

CASU Operating Principles

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5. Each CASU conducts an annual financial audit and/or management assessment, which meets established federal financial standards with results reported to the lead (host) agency, the local board and the National Board of Directors.
6. Each CASU furthers the intent of the Economy Act of 1932, as amended, and complies with all applicable laws and regulations.
7. Each CASU seeks what is best for its government customers from all perspectives including financial, customer convenience and timeliness.

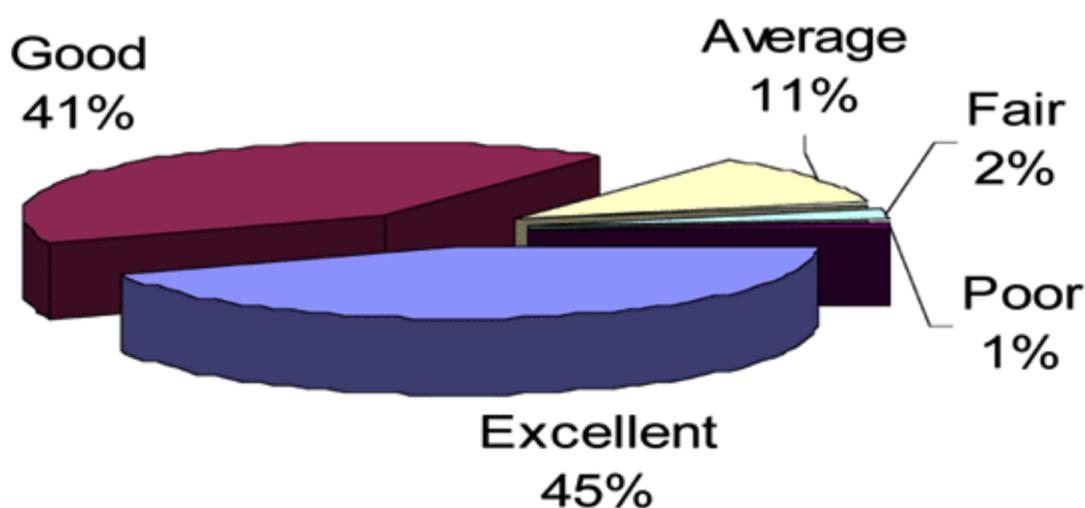
Sound Business Practices

1. Each CASU establishes and follows a strategic business plan and standard operating procedures for its operations.
2. Each CASU regularly reports on performance outcomes to its local board and the National Board. Additionally, the CASU benchmarks with other operations.
3. Each CASU communicates well with its customers and maintains a customer focus.
4. Each CASU maintains sound financial management and internal control procedures.

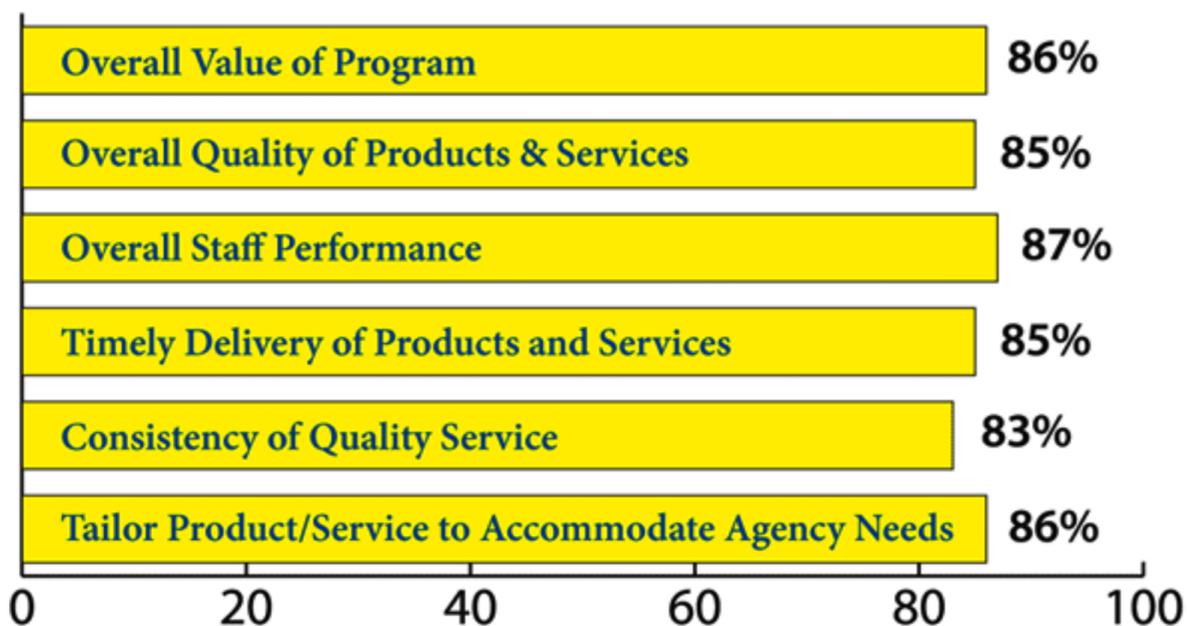
CASU strives to exceed the expectations of our customers and provide the best possible customer experience. To drive our process of continuous improvement, we measure customer satisfaction on the total CASU experience through a comprehensive and consistent approach. We used a network-wide survey to understand our performance from all aspects. We believe our Customer Satisfaction Report demonstrates CASU’s continuing history of quality commitment to customer satisfaction. We sincerely appreciated our customers’ honest input about opportunities for improvement, which allowed us to quickly address any issues or challenges.

Customer satisfaction survey results are presented as a percent of satisfaction. CASU’s overall satisfaction score of 86 is higher than the American Customer Satisfaction Index Federal benchmark score of 68.7. We were pleased to learn that the greater majority of customers find that the CASU Program offers internal savings of time and effort, and they intend to continue using the program to meet administrative and operational support requirements.

**Overall Value of CASU Program to Your Agency
[86% rated value as excellent or good]**



A certain percent of customers rated the following characteristics as excellent or good:



2009 CASU NETWORK ACCOMPLISHMENTS: SUCCESS STORIES

The following CASU profiles summarize each program's highlights from FY 2009. CASUs offices may be contacted directly for copies of their annual reports and for additional information about their programs and business lines. A listing of CASU offices can be found in this report. Links are available to each CASU's website from the National CASU website: www.casu.gov.

FORT WORTH CASU

Chartered: July 1987

CASU Director: Jennifer Corby

Service Area: Texas, (Dallas and Ft. Worth areas)

Lead Agency: U.S. Army Corps of Engineers

Local Board Chair: LTC Matthew S. Orenstein, USACE

Major Services:

- Mail Services
- Recycling
- Moving and Labor
- Contract Staffing Support Services (Corps of Engineers only)
- Sign Language Interpreting
- Framing Services
- Conference Room Reservations

The Fort Worth CASU and its Local Board of Directors continue to meet local federal community needs with a host of services. During the year, the Local Board hired Jennifer Corby as its new director. Ms. Corby built-up the Board's membership, updated the Board's charter and website, and revised the CASU Business Plan. The strongest business lines continue to be the mail services and contract staffing services. But, the full line of services tailored to the needs of the participating agencies make the Fort Worth CASU a value-added federal partner. The CASU continued to build a strong financial position and strong customer base. The CASU achieved full cost recovery and awarded 66% of its orders to small businesses.

For FY 2010, the Fort Worth CASU will focus on new products and services to increase sales; continue to reduce customer costs while maintaining fiscal stability and customer satisfaction; and expand the CASU customer base within the local Fort Worth/Dallas Metroplex and the U.S. Army Corps of Engineers.

MID AMERICA CASU

Chartered: June 1987

CASU Director: Ken Truax

Service Area: National

Lead Agency: HHS/Program Support Center

Local Board Chair: Jason Parman, OPM

Major Services:

- Contract Staffing Support Services
- Procurement Services
- Copier Services
- Copy Paper Sales
- Mail Services
- Labor and Moving Services
- Personal Property Repair Services
- FasTrac e-Learning Services

Again, during FY 2009, Mid America CASU exceeded performance expectations. Its growth trend continued as the CASU generated sales of \$76.6 million. Mid America CASU's workload and sales are actually much larger as it also uses a direct site funding method for 25% -30% of its business. This CASU has seen tremendous growth in the number of customer orders processed (93%). It also achieved full cost recovery and awarded 97% of its orders to small businesses. Mid America CASU's largest service continued to be Procurement Service which produced about 90% of the CASU's revenue for FY 2009. Growth is attributed to timely responsiveness to customer's acquisition requests, and by utilizing large IDIQ or GSA schedule contracts. The other two large services were the Contracting Staffing Service and Copier Service.

Mid America CASU's customer satisfaction results and responsiveness results continued at a very high level. Ninety-six percent of the respondents rated the Mid America CASU as "excellent" (71%) or "good" (25%).

During FY 2009, the CASU worked on several large projects. First, and the most significant, the Mid America CASU was subjected to an A-76 study, an OMB mandated process to save labor dollars. The CASU competed and won the A-76 study competition. For the next five years, Mid America CASU will operate under its Most Efficient Organization proposal. The CASU also received a clean bill of health on a review of its acquisition activities.

Mid America CASU will continue to focus on being a customer-oriented organization and to continue to provide high quality services at the best possible price for its customers.

2009 CASU NETWORK ACCOMPLISHMENTS: SUCCESS STORIES

MID-ATLANTIC CASU

Chartered: January 2003 (incorporated NE Regional CASU, chartered 1988)

CASU Director: Diana Casale

Service Area: National

Lead Agency: HHS/Program Support Center

Local Board Chair: Sam Kahn, HHS

Major Services:

- Contract Staffing Support Services
- Project/Task Support
- Copier Equipment
- Copy Paper & Toner Cartridges
- Recycling
- Mail Services
- Fitness Center
- IT Services
- Accounting & Financial Services

Mid-Atlantic CASU has enjoyed substantial growth from FY 2008 to FY2009. In FY 2008, Mid-Atlantic CASU recognized \$39 million dollars in revenue compared to \$53.6 million in FY 2009. This CASU has maintained steady growth in customer base (32%) and in the numbers of orders processed (27%). Mid-Atlantic CASU achieved full cost recovery and awarded 42% of its orders to small businesses. Performance increases can be credited to marketing efforts, vendor partnerships, and complete customer satisfaction.

Customer satisfaction played a key role with the growth of the program. Current customers are informing other Federal entities of the ease in ordering, convenience, timeliness, cost savings, and customer focused atmosphere offered by the Mid-Atlantic CASU. While timely responses to customer inquiries are of high priority, timely invoices play a major role in customer satisfaction. To address this concern, Mid-Atlantic CASU implemented a new inventory control/data invoice based system. The system allows Mid-Atlantic CASU to track all data associated with a particular customer and to easily input financial information which in turn is transmitted to the US Department of Health and Human Service's customer invoicing system. In other words, information is just a click away.

Mid-Atlantic CASU did not expand their product line for FY 2009. However, its service area was broadened to reach international locations. It plans to research new product lines, expand customer usage, and focus on greater customer satisfaction. Mid-Atlantic CASU's goal is to expand core service lines on a consistent level of 5 to 7 percent annually. In addition, it will continue to improve its internal controls to ensure that accurate and timely information is provided to its customers.

ROCKY MOUNTAIN REGIONAL CASU

Chartered: October 2005

CASU Director: Lori Rhodes, Director

Service Area: National

Lead Agency: HHS/Program Support Center

Local Board Chair: Paul Sherbo, VA

Major Services:

- Contract Staffing Support Services
- Copier Equipment
- Labor and Moving
- Property Center
- Mail & Courier Services
- Document Imaging
- Multi-Media Service

The Rocky Mountain Regional CASU (RMRC) enjoyed a successful year providing administrative support services to federal customer agencies. RMRC increased its customer base by 50% to 203 customers, principally within the departments of Defense, Health and Human Services, and Justice. RMRC experienced revenue growth of 42% in FY 2009, totaling \$57.6 million. Ninety-six percent of the RMRC awards were issued to vendors participating in a socio-economic program.

Contract staffing was its largest line of business, producing 89% of the sales revenue. While successfully meeting its performance indicators, RMRC managed several challenges that hampered its ability to completely bring a high level of customer satisfaction to its customers. RMRC experienced a greater demand for services than anticipated which required increases to its budget authority. And, during the implementation phase of a new acquisition system, CASU customers and vendors experienced delays that affected their ability to fulfill operations. The RMRC made every effort to help its customers and vendors through this difficult period and greatly appreciates their resilience.

For FY 2010, the RMRC's budget authority will be increased based on anticipated customer sales demand. I will continue to work with the acquisition staffs to fully implement system and process improvements that will expedite the customer ordering process. The RMRC intends to perform focused reviews on business processes; to strengthen the acquisition knowledge and skills of its workforce; to complete the revision of operational procedures; and to develop and implement a continuous customer satisfaction review process.

THE CUSTOMER ADVANTAGE TO USING CASU

Why Do Business with CASU?

CASU's cooperative business model fosters interagency support opportunities and helps agencies to receive the best possible product at the best cost. CASU can relieve agencies of some administrative responsibilities and functions so that they focus on core mission. By working for multiple agencies, CASU customers receive economies of scale for services.

Each CASU office works with agencies to identify requirements; helps the Federal government to avoid duplication; leverages the buying power of the Federal government to effectively reduce the cost of products and services, while also shortening delivery times; and most importantly, permits an agency to devote more resources to its core mission. This also reduces the taxpayers' financial burden.

What Are Some Value-Added Benefits?

Responsiveness and quality services are the key strategies to customer satisfaction. CASU offers streamlined processes and dedicated professional staffs. It offers access to numerous high quality FAR-compliant service contracts/Blanket Purchase Agreements (BPAs)- with negotiated volume discounts. CASU has the flexibility to develop solutions to meet the customers' defined needs. Program offices provide one-on-one customer support throughout the entire servicing relationship; and it ensures customer satisfaction by handling all contract, finance and contractor issues for the customer. Additionally, by using CASU, customer agencies can take credit towards their Federal procurement preference goals for the federal set-aside programs e.g., service-disabled veteran-owned business, HUBZone business, small disadvantaged business, etc.

How to Obtain Support and Services from CASU?

- a. Agency completes an interagency agreement or memorandum of understanding.
- b. Agency submits description of services/products required (Statement of Work), Independent Government Cost Estimate, (IGCE) and availability of funding.
- c. Agency remits final requirement and funding documents to CASU:
 - i. CASU completes or competes contract tasking with Acquisition Office.
 - ii. CASU Acquisition Office makes award; agency is notified of award and costs.
 - iii. CASU notifies customer of delivery or placement date.
- d. CASU (and requesting agency) monitors performance, handles billing (unless Direct Cite) and addresses customer concerns.

CASU CHARTERED OFFICES

The CASU Network fosters interagency cooperation, and provides a manageable way for Federal agencies to improve operational efficiencies through immediate servicing, to reduce operating costs and to eliminate duplicate efforts. Contact the individual CASU offices listed below to initiate service.

CASU Service Providers	Operating Authority	Service Area	Key Support Services [Most services are offered nationwide.]
<p><u>Fort Worth CASU</u> Director: Jennifer Corby 819 Taylor Street, Room # 3A37 Ft. Worth, TX 76102 E-mail: Jennifer.A.Corby@usace.army.mil Tele# 817-886-1428</p>	<p>Army Corps of Engineers - Economy Act</p>	<p>Dallas and Ft. Worth, Texas</p>	<p>Contract Staffing Support Services (Temporary Clerical), Mail Services, Recycling, Moving and Labor Sign Language Interpreting, Framing Services, Conference Room Reservations</p>
<p><u>Mid America CASU</u> Director: Ken Truax 601 East 12th Street, Suite 1709 Kansas City, MO 64106 E-mail: Kenneth.Truax@psc.hhs.gov Tele# 816-426-3501</p>	<p>HHS- Services & Supply Fund</p>	<p>Nationwide</p>	<p>Contract Staffing Support Services, Procurement Services, Copier Equipment, Copy Paper Sales, Mail Services, FasTrac e-Learning Service, Personal Property Repair</p>
<p><u>Mid-Atlantic CASU</u> Director: Diana Casale 26 Federal Plaza, Room 33-100 New York, NY 10278 E-mail: diana.casale@psc.hhs.gov Tele# 212-264-0722</p>	<p>HHS- Services & Supply Fund</p>	<p>Nationwide</p>	<p>Contract Staffing Support Services, Project/Task Support, Copier Equipment, Copy Paper & Toner Cartridges, Recycling, Mail Services, Fitness Center, IT Services, Accounting & Financial Services</p>
<p><u>Rocky Mountain Regional CASU</u> Director: Lori Rhodes Denver Federal Center Box 25305, Bldg. 41, Room 137 Denver, CO 80225-0305 E-mail: Lori.Rhodes@psc.hhs.gov Tele# 303-236-8140</p>	<p>HHS- Services & Supply Fund</p>	<p>Nationwide</p>	<p>Contract Staffing Support Services, Copier Equipment, Labor and Moving, Property Center, Mail & Courier Services, Document Imaging, Multi-Media Service</p>

CASU CONTACT INFORMATION

If you have questions about forming a CASU, becoming a lead agency, or need servicing support, please contact us.

NATIONAL CASU PROGRAM OFFICE

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(202) 501-1986 fax

EXECUTIVE DIRECTOR

Yvette V. Waugh

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