

# THE BUYERS NETWORK

JULY 2012 - VOL. 22, ISSUE 7

**THE BUYERS NETWORK** is Published Monthly by the Purchasing Division of the West Virginia Department of Administration to Promote Better Value in Public Purchasing

## State Agency for Surplus Property Prepares for its Customer Appreciation Day on July 26

A Customer Appreciation Day at the West Virginia State Agency for Surplus Property (WVSASP) gives the chance for those who have not visited the agency to stop by while allowing regular customers more time to find items they may need.

WVSASP will offer extended hours on Thursday, July 26 from 8:30 a.m. to 7:30 p.m., three hours past its typical closing time. Assistant Purchasing Director and West Virginia State Agency for Surplus Property Manager Elizabeth Perdue said the Customer Appreciation Day is an opportunity to say "thank you" to loyal customers while also encouraging others



The West Virginia State Agency for Surplus Property will conduct its Customer Appreciation Day on July 26, with extended hours, special sales and refreshments available to agencies and the general public.

Please see **SURPLUS**, Page 6

### INSIDE...

- **Director's Comments:**  
Embracing Changes Means Continued Improvement in Procurement Process
- Purchasing Director Presents on Procurement Values and Principles
- Changes Made to Purchasing Division Procedures Handbook

### SWAM Certification Process Begins July 1

Beginning July 1, 2012, the West Virginia Purchasing Division will incorporate the Small, Women-, and Minority-Owned Businesses (SWAM) Certification Application as part of the *Vendor Registration and Disclosure Statement* in accordance with *West Virginia Code 5A-3-9* and *Code of State Rule 148-2-1*.

Vendors may apply to become certified providing they fall within the business categories defining a small, women-, and minority-owned business. Once the Purchasing Division receives and approves those vendors seeking SWAM status, the agency will post all approved SWAM vendors on its website at <http://www.state.wv.us/admin/purchase/VendorReg.html>. State agencies should utilize this site to determine certified SWAM vendors and their effective date of certification.

In accordance with *West Virginia Code 5A-3-59(b)*, state agencies shall submit annual progress reports on small, women and minority-owned business procurement to the Department of Administration in a form specified by the Department of Administration. The Purchasing Division has created a reporting document, which has been distributed to agency procurement officers, that must be completed by each spending unit and submitted to our office at the end of each fiscal year.

# Embracing Change Often Results in Marked Improvement in the Procurement Process

By Purchasing Director Dave Tincher

After more than 30 years at the West Virginia Purchasing Division, I have seen many changes in people and in processes. Although change may be difficult at times, it is often essential for us to step outside of our comfort zone in order to enhance our procedures and to comply with new laws passed by our legislature.

Our primary objective when making changes to our processes is to provide more efficiency to the way we procure commodities and services and to ensure that we perform our procurement jobs in accordance with the framework established by the State Legislature.

If changes are made in law or if we determine that our previous way of procuring is no longer relative in consideration of current laws, rules, and current state of the art procurement

methods, we must be ready to react progressively and change accordingly.

As we continue to improve, we may occasionally notify you that we need to change a procurement method on a current contract or that we cannot continue to contract in the way we have in the past.

While we may not be aware of the need to change until we receive a request from you to process a contract or change order, we will work with you to expedite the ultimate goal of facilitating a contract so that your agency is able to acquire the required commodities and services effectively and efficiently.

Very soon, change is coming that will



affect all of us. As we embark on the wvOASIS Enterprise Resource Planning (ERP) project, for which the procurement module is scheduled to be implemented during Phase 1, there will be many changes that we will be asked to make going forward. With this new system, some of our current processes and procedures will have to change as will some of the laws that are currently in

place.

As long as we embrace change and realize it is for the betterment of the state of West Virginia, we will be successful in achieving the same goal, which is to continue to make improvements to the overall purchasing process and provide our services efficiently to our state agencies and to our suppliers.

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## Survey Provides Valuable Assessment of Open House Event

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Of the nearly 80 guests who attended the West Virginia Purchasing Division 2012 Open House in May, approximately 20 attendees responded to an electronic survey about their experience, providing invaluable feedback for the Purchasing Division staff to reference when preparing future Open House events.

The survey consisted of a series of questions asking the attendees to rate various aspects of the Open House. Of the responses, 100 percent of attendees found the informational sessions to be "excellent" or "good." Four informational sessions were offered during the day addressing "A High Level Overview of Purchasing," "Process Checklists," "I'm New to Purchasing, Where do I Start?" and "Inspection Services."

Regarding other aspects of the Open House, the ratings were favorable as well. Sixty-seven percent of responders "strongly agree" that the Purchasing staff was readily accessible, while the remaining 33 percent "agree."

Each response illustrated that questions and concerns brought to the Purchasing Division staff were answered satisfactorily and the time frame of the event was appropriate. Eighty-four percent of responders noted they "agree" or "strongly agree" that the event provided a better understanding of the state procurement process.

The Purchasing Division staff appreciates those who participated in the survey and will use the results to further enhance future Purchasing Division events.

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### SURVEY COMMENTS

The survey also allowed for attendees to provide comments. Below is a sample of the remarks:

**What did you find most beneficial about the Open House?**

- Being able to correspond face to face with the buyers
- Good dialogue with participants
- Discussion during the class
- The hospitality and willingness to assist agencies

**What would you like to see at future Open House events?**

- A general questions class where people can bring in their concerns for group discussion
- Submission of rule/process questions prior to the event to be answered by Purchasing staff

# Purchasing Director Presents Information on Procurement Values and Principles

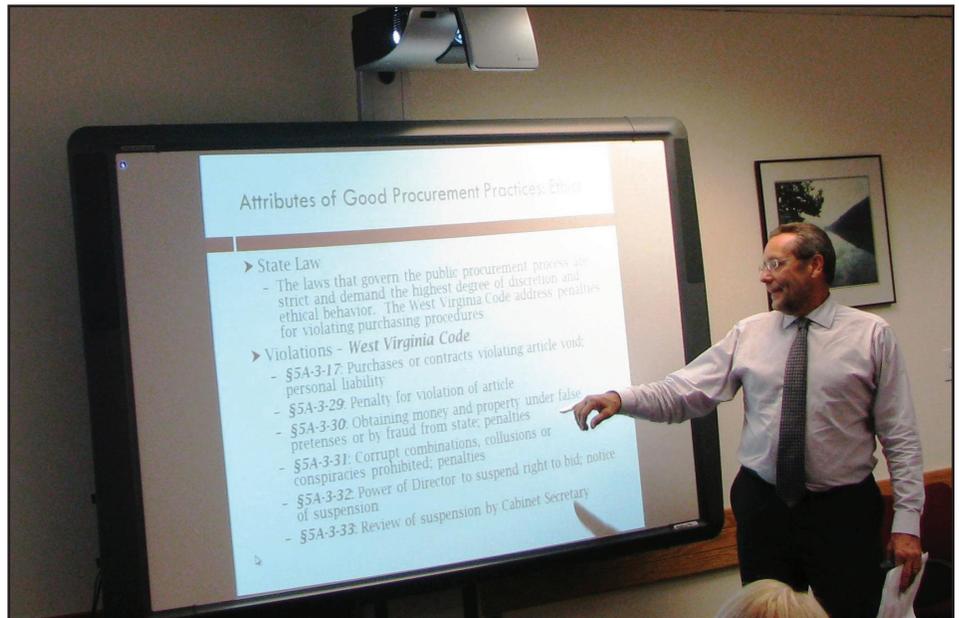
The Purchasing Division continued its 2012 In-House Training Program on June 13 with the *Guiding Values and Principles of Public Procurement* session, presented by Purchasing Director Dave Tincher.

Using personal experience and purchasing anecdotes, Tincher discussed professionalism, ethics and various attributes of good procurement practices. "Everything we do is first based on law. Decisions are made in accordance with *West Virginia State Code*, the *Code of State Rules* and *Purchasing Division Handbook*," said Tincher.

During the hour-long class, Tincher spoke of the importance of accountability, impartiality, professionalism, and transparency. He stressed that it is key to preserve trust, both with the public and within State government. Tincher left session attendees with the advice to think long term, noting that training, such as the *Guiding Values and Principles of Public Procurement* session, promotes dialogue about how things continue to be done better, making the process as effective as possible.

Training will continue through the summer with the following classes:

**Wednesday, July 11:** Basic Purchasing in the Purchasing Division, Building 15, 1st Floor Conference Room



**Purchasing Director Dave Tincher presented on "The Guiding Values and Principles of Public Procurement" during a June 13 in-house training session. Tincher discussed the importance of accountability, impartiality, professionalism and transparency to the procurement process.**

(10:30 a.m. to 11:30 a.m.)

**Wednesday, July 25/ Webinar:** Basic Purchasing (10:30 a.m. to 11:30 a.m.)

**Wednesday, August 15:** Purchasing Tools and Resources in the Regents Room of the State Training Center, Building 7 (10:30 a.m. to 11:30 a.m.)

For further information or to regis-

ter for training, visit, <http://www.state.wv.us/admin/purchase/training/in-house.html>. For additional questions regarding the Purchasing Division's 2012 In-House Training Program please contact Staff Development Specialist Samantha Knapp at (304) 558-7022 or via e-mail at [Samantha.S.Knapp@wv.gov](mailto:Samantha.S.Knapp@wv.gov).

## Changes Made to the Purchasing Division Procedures Handbook

The **Purchasing Division Procedures Handbook** has undergone revisions which became effective on July 1, 2012. These modifications, which have been distributed to agency procurement officers, were made to better clarify purchasing procedures. The Handbook can be reviewed in its entirety at: [www.state.wv.us/admin/purchase/Handbook/default.html](http://www.state.wv.us/admin/purchase/Handbook/default.html).

Some of the sections which contain new or updated language are noted below:

New language was added to Section 4.6.1.4 which deals with agencies requiring the approval from the state Chief Technology Officer for data pro-

cessing procurements. Similar language is also noted in Section 8.3.

The language dealing with Piggyback Contracts in Section 4.6.3 underwent a detailed revision to more accurately reflect that of the *Code of State Rules* regarding Piggyback Contracts. Similar extensive language was added to Section 8.8 which deals with Piggyback Contracts under Special Acquisitions.

Several notable changes were made in Section 7 of the Handbook. Language in Section 7.2.19 was revised to reflect procedures when awarding open-end contracts. In Section 7.3 and 7.3.2, new language has been added to the vendor preference seg-

ment to reflect small, women, and minority-owned businesses in the evaluation and award process, a change brought about by recent legislation.

Section 8 provided clarification to the architectural and engineering services for projects \$250,000 or less.

Section 9 has new language added to exemptions for Tuitions, Stipends, Accreditations and Registration Fees.

Agency procurement officials are encouraged to periodically review the Handbook and contact their assigned Purchasing Division buyer with additional comments, suggestions or questions.

## Procurement Office Profile

# Kathy Hess Sees Honor in Working for Nursing Facility

For Kathy Hess, her work is more than just a job. As procurement officer for the Veterans Nursing Facility in Clarksburg, and the daughter and granddaughter of veterans, Hess said she can offer help to those who have served our country. "This is my opportunity to give back what I can and hopefully be a good representative for veterans' affairs," she said.

Hess began with the Veterans Nursing Facility in June 2006, more than a year before its opening. Hess, a Clarksburg native, had previously worked in procurement with the Division of Juvenile Services. The move to the Veterans Nursing Facility before its opening meant Hess was on the ground floor of development.

"This was an opportunity to start a facility from scratch, and it was a challenge," she said. "At first it was very overwhelming, but we had a great team and we were able to work together."

Hess found herself working on unique purchases in the facility far different from anything she had dealt with prior. "Most nursing homes do not have physician services available every day," she said. "We contract with the Veterans Administration to have doctor services round the clock for our residents."

Hess said procurement is centralized through the facility's business manager and the purchasing assistant. Anyone who wants to make a purchase completes a purchasing requisition, which then goes to the individual's supervisor, to Hess herself, to the facility administrator and finally to the busi-

*This was an opportunity to start a facility from scratch, and it was a challenge. At first it was very overwhelming, but we had a great team and we were able to work together.*

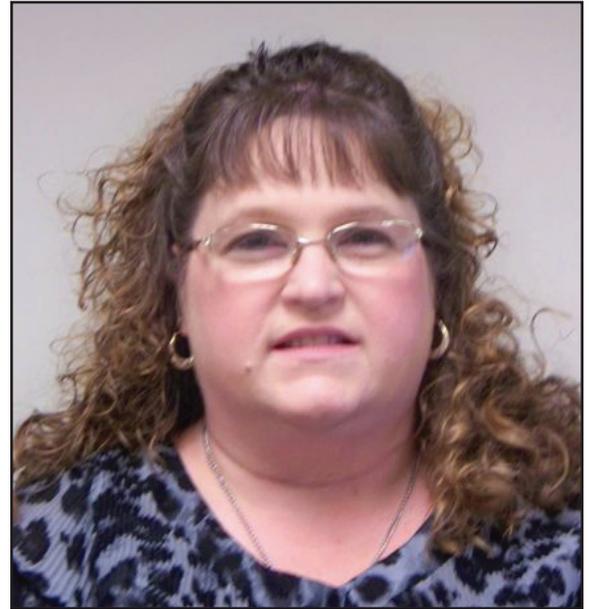
**Kathy Hess**  
**Procurement Officer**  
**Veterans Nursing Facility**

ness manager who makes the purchase.

"The structure allows us to have a paper trail so that we can ensure all steps of the process have been followed," she said. "We try to be as prudent as possible. This lets us follow any purchase, from 50 cents to \$25,000 or above, and to document a trail to protect not just the facility and the state, but also the vendor."

A graduate of Glenville State College with a degree in business administration, Hess said procurement work is a natural fit for her. "This allows for organization and facilitation, which are things that truly interest me," she said.

But ultimately, Hess said, it all comes down to the patients being served by the facility: the veterans of the United States armed forces. She said she thinks of both her father and grandfather in her daily work. "It is such an honor to know you are helping to meet the needs of these individuals," she said.



**Kathy Hess said working for the Veterans Nursing Facility in Clarksburg offers an opportunity to give back those who served their country.**

## Reminder to Agency Purchasers of the Revised Terms and Conditions on Website

Agency procurement officers are reminded of the revised terms and conditions now in effect for purchasing transactions processed by the Purchasing Division and through the agency delegated purchasing authority.

These revised terms and conditions became effective on June 8, 2012 and were added to procurement documents received by the Purchasing Division beginning on this effective date. Delegation passed during the 2012 Regular Session of the Legislature is incorporated into the revised terms and conditions.

To view the revised terms and conditions, please visit the links below:

Purchasing Master Terms and Conditions:

<http://www.state.wv.us/admin/purchase/TCP.pdf>

Agency Master Terms and Conditions:

<http://www.state.wv.us/admin/purchase/TCA.pdf>

Since terms and conditions are incorporated into the standard formats for Requests for Proposals (RFP) and Expressions of Interest (EOI), these documents were also revised and updated respectively within the **Purchasing Division Procedures Handbook** within Appendix J (RFP Standard Format) and Appendix P (EOI Standard Format). These appendices can be found at:

<http://www.state.wv.us/admin/purchase/Handbook>

# Morgantown-Based PACE Shredding Brings New Service to WVARF Statewide Contract

A new vendor providing document and media shredding services has been added to the West Virginia Association of Rehabilitation Facilities (WVARF) statewide contract for mandatory commodities and services offered by non-profit workshops. This contract is part of the State Use Program.

PACE Shredding, a unit of PACE Enterprises, Inc., of Morgantown, was added to the WVARF contract in June. The Morgantown-based business brings excellent credentials to the shredding portion of this statewide contract.

"We are the only West Virginia company to have national accreditation through the National Association for Information Destruction (NAID). We have their AAA certification for secure document destruction," said Bob Pirner, Director of Development for PACE Enterprises. "This purchase order enables spending units the assurance that their confidential documents will be destroyed in an accredited manner."

PACE Shredding provides secured containers to agencies and transports the items to be destroyed back to its Morgantown facility. PACE also provides one time bulk purges of secure documents. Pirner said a number of security features are in place to ensure all documents and media are securely



**PACE workers Bobby Lewis and Joseph King prepare a container to be placed in customer's office for secure document destruction. PACE has containers of all sizes and can also provide one-time shredding purges.**

destroyed.

"We have customers that are located all across the state," Pirner said. "We are frequently in Charleston, Huntington and other cities to visit potential clients. We offer our shredding services anywhere in West Virginia."

Pirner said PACE Enterprises employs approximately 160 employees with disabilities, nearly all residents from the Morgantown area, and indicated the company has worked with state agencies in the past for some of its

other services.

"There is no doubt the State Use Program has meant a great deal to PACE employees," Pirner said. "The various spending units that we have worked with have provided great opportunities to provide jobs our employees."

To learn more about PACE Enterprises, visit [www.paceenterprises.org](http://www.paceenterprises.org). To review statewide contracts, including the WVARF contract, visit: <http://www.state.wv.us/admin/purchase/swc/default.html>.

## Vendor Registration Page Offers Starting Point for Doing Business with the State

A vendor registration section to the West Virginia Purchasing Division's website has been added to offer those interested in doing business with the state a starting point while also offering others additional information on the process.

Purchasing Applications Specialist Mark Totten said that while the Purchasing Division offers a class on vendor registration as well as an online training module, the information did not have a formalized presence on the website. "Vendor registration is often the first contact in state government a vendor may make," he said.

Totten said language on the website is aimed at those new to doing business with the state. The page also offers a link to the West Virginia Vendor Procurement Guide, the West Virginia Purchasing Bulletin and to frequently-asked questions (FAQ) about vendor registration and the certification process for small, women- and minority-owned businesses.

"We hope the FAQ page will answer some of the questions that inevitably arise," he said.

To see the website, please visit <http://www.state.wv.us/admin/purchase/VendorReg.html>

## Piggyback Contract Page Temporarily Suspended

Effective July 1, 2012, the Purchasing Division's optional piggyback contract page has been temporarily suspended. The Purchasing Division is in the process of re-evaluating various statewide and piggyback contracts to ensure that the contracts listed reflect a current need for multiple agencies, have not expired, and have been properly executed and categorized as a statewide or piggyback contract.

If a state agency desires to utilize an existing contract through the piggyback process, that agency should contact its designated buyer within the Purchasing

**Please see PIGGYBACK, Page 6**

## Mitzie Howard Joins Purchasing Division

The Purchasing Division is pleased to welcome Mitzie Howard to its staff as an imaging operator in the Communication and Technical Services Section of the Purchasing Division.

A resident of Ravenswood, Howard is a graduate of Ravenswood High School and has an associates degree in applied science from West Virginia University-Parkersburg. She has previously been an injection molding machine operator and worked as a quality assurance associate.

Howard's duties include scanning purchasing documents into the imaging system, retrieving back-up files, and encumbering purchase orders.

Please join us in welcoming Mitzie to the Purchasing Division family!



MITZIE HOWARD

## Purchasing Division Needs the Names of Agency-Designated Procurement Contacts

In accordance with the *Code of State Rules* 148-CSR-1, all agencies are required to designate a procurement contact person each fiscal year whose name is to be on file with the Purchasing Division. Spending units must designate a primary procurement officer and may also select a backup procurement contact. All purchases must be processed through this person(s), who shall be responsible for communication with the Purchasing Division and knowledgeable in proper procurement procedures.

The deadline to submit the agency contact name(s) to the Purchasing Division

for fiscal year 2013 was June 25. If your agency has not yet submitted this information, it is important that this be done at the earliest convenience. The information must be submitted even if the designated procurement officer is the same person from the previous year.

To review the Purchasing Division's current list of designated procurement contacts, visit: <http://www.state.wv.us/admin/purchase/vrc/agencyli.html>

For more information, contact Chad Williamson at (304) 558-2315 or [Chad.B.Williamson@wv.gov](mailto:Chad.B.Williamson@wv.gov).

## Agency Inventory Certification Deadline Approaches

Agencies are required to complete an annual **Inventory Certification Cover Sheet** and submit to the Purchasing Division by July 15<sup>th</sup> of every year. A certifiable inventory is identified as a true and accurate statement from the department head or designee verifying:

- The date the last physical inventory was last taken of all equipment under the department's head jurisdiction (**A physical inventory is required once every three years**);
- All assets under the department head's jurisdiction as of June 30th with an ac-

quisition cost of \$1,000 or more were entered in the WVFIMS Fixed Asset System for the current fiscal year, and

- All obsolete assets under the department head's jurisdiction were retired in accordance with policy, procedures and guidelines.

For information regarding the WVFIMS Fixed Asset system, inventory policy and procedures, visit <http://www.state.wv.us/admin/purchase/surplus/InventoryMgt/default.html> or contact Surplus Property at (304) 766-2626.

## SURPLUS

Continued from Page 1

who might normally not be able to get to the Dunbar warehouse.

The agency will offer its full inventory that day, ranging from office furniture and television to cars and trucks. Payment will be accepted in cash, personal checks, and Visa and MasterCard credit cards that day, Perdue said.

"We feel WVSASP has so much to offer those looking for a great deal, and we hope this allows us to show that to those who may otherwise have been missing out," Perdue said.

In addition, refreshments will be served throughout the day. Perdue said that while the gates at WVSASP will not close until 7:30 p.m., invoicing will end at 7 p.m.

For more information, please call (304) 766-2626 or visit <http://www.state.wv.us/admin/purchase/surplus>.

## PIGGYBACK

Continued from Page 5

Division. The Purchasing Division buyer will work with the agency's designated procurement officer to determine if the request may be processed as a piggyback contract and, if so, will require the agency to complete the necessary documentation, including the Cooperative Purchasing Request, Justification and Approval form (WV-40) or the subsequent Cooperative Purchasing Request, Confirmation and Approval form (WV-40A).

For procedures in utilizing piggyback contracts, please visit Section 8.8 of the **Purchasing Division Procedures Handbook** at:

<http://www.state.wv.us/admin/purchase/Handbook/>

**SAVE THE DATE! 2012 Agency Purchasing Conference ...**

Nov. 13-16, 2012, at Stonewall Resort.

Check *The Buyers Network* each month for new details!

# Current Statewide Contract Update

(As of June 15, 2012)

This page includes a listing of current changes made to statewide contracts issued by the Purchasing Division. Information and dates listed in this **Current Statewide Contract Update** are subject to change. All statewide contracts are available online at <http://www.state.wv.us/admin/purchase/swc>. For more information, please contact your assigned agency buyer.

## Out for Bid

Contract	Description	Bid Opening	Pre-bid?
ERCYCL12	Recycling of used electronic equipment	07/03/2012	No

## Under Evaluation

Contract	Description	Bid Opening	Under Eval
CABLE13	Data cable and fittings	05/10/2012	Yes
IP11	Computers and monitors	11/15/2011	Yes
LABSUP12	Laboratory supplies	05/24/2012	Yes
LGLOVES12	Exam gloves	04/10/2012	Yes
MEDSUP12A	Medical supplies	05/30/2012	Yes
MOTL10AF	Motel lodging/hotel accommodations	12/15/2009	Yes

## Contracts Renewals

Contract	Vendor	Description	Date
ITECH10B	AC Coy Co. LP	Temporary and project IT support	03/01/2012 -02/28/2013
ITECH10E	Berry, Dunn, McNeil & Parker	Temporary and project IT support	03/01/2012 -02/28/2013

## Contracts Renewals

Contract	Vendor	Description	Date
ITECH10F	Bourntec Solutions	Temporary and project IT support	03/01/2012 -02/28/2013
ITECH10J	Collaborative Fusion Inc.	Temporary and project IT support	03/01/2012 -02/28/2013
ITECH10P	Excel Management Systems Inc.	Temporary and project IT support	03/01/2012 -02/28/2013
ITECH10V	Global Science & Technology	Temporary and project IT support	03/01/2012 -02/28/2013
ITECH10Y	Intellipoint Technologies	Temporary and project IT support	03/01/2012 -02/28/2013
ITECH10S	Fenwick Technologies	Temporary and project IT support	03/01/2012 -02/28/2013
LIGHT10AA	WV Electric Supply Co.	Light bulbs	06/01/2012 -09/30/2012

## Contracts Reviewed

Statewide contracts are reviewed approximately three months prior to the actual expiration date. During this month, the following statewide contracts for which their expiration dates are approaching will be examined.

BEDDING	Bedding and pillows
MEDSUP	Medical supplies
RTIRE	Tire retread

## Statewide Contracts Page Enhanced

The statewide contracts page of the West Virginia Purchasing Division website has added several new features to better serve its users in utilizing the available statewide contracts.

The secondary pages linked from individual statewide contracts have been enhanced to better present contract information, said Purchasing Applications Specialist Mark Totten. "We have changed the secondary pages to a grid format which lists contracts, change orders and vendors in a more organized manner," he said. "This way it is easier to see the contracts and the associated change orders."

Additionally, more descriptive language has been added to each statewide contract, expanding from the short description that was previously available on each contract page. Totten said the additional language will help with keyword searches, enabling users to find the needed statewide contract much quicker. A few of our agency purchasers suggested more searchable words at last year's conference.

To review all of the statewide contracts on our website, please visit <http://www.state.wv.us/admin/purchase/swc>.

Buyers Network

## FOR MORE INFORMATION

Below is a list of Purchasing Division buyers assigned to specific state agencies.

FILE	BUYER	EMAIL	PHONE
21	Krista Ferrell	Krista.S.Ferrell@wv.gov	558-2596
22	Roberta Wagner	Roberta.A.Wagner@wv.gov	558-0067
23	Guy Nisbet	Guy.L.Nisbet@wv.gov	558-8802
31	Shelly Murray	Shelly.L.Murray@wv.gov	558-8801
32	Tara Lyle	Tara.L.Lyle@wv.gov	558-2544
33	Alan Cummings	Alan.W.Cummings@wv.gov	558-2402
43	Paul Reynolds	Paul.Reynolds@wv.gov	558-0468
44	Frank Whittaker	Frank.M.Whittaker@wv.gov	558-2316
51	Connie Hill	Connie.S.Hill@wv.gov	558-2316

# Questions?...Just Ask Us!

Are you unsure of certain purchasing procedures? Do you need information on the current state travel regulations? Do you have a question regarding travel requests? Would you want to know what surplus property is available?

If you need additional information concerning any function within the Purchasing Division, complete the form below and return to the address below. You also may forward your request via e-mail.

Diane Holley-Brown, Assistant Director  
Communication and Technical Services Section  
West Virginia Purchasing Division  
State Capitol Complex  
2019 Washington Street, East  
P.O. Box 50130  
Charleston, WV 25305-0130  
E-Mail Address: [Diane.M.Holley@wv.gov](mailto:Diane.M.Holley@wv.gov)

\_\_\_\_\_  
Name \_\_\_\_\_  
Organization \_\_\_\_\_  
Address \_\_\_\_\_  
Telephone Number \_\_\_\_\_  
E-Mail Address \_\_\_\_\_  
Need Information about \_\_\_\_\_  
\_\_\_\_\_

## In This Issue... Did You Read About?

- Customer Appreciation Day gives Surplus Property a chance to say thank you to its customers and provide additional bargains ... [See Page 1.](#)
- SWAM certification process begins July 1 ... [See Page 1.](#)
- Feedback from Open House survey assists in preparing future events ... [See Page 2.](#)
- Kathy Hess honored to have an opportunity to help those who served our nation at Veterans Nursing Facility ... [See Page 4.](#)
- PACE Shredding brings excellent credentials to WVARF contract ... [See Page 5.](#)

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