

# A GUIDE TO TRANSITION RESOURCES

## Talking Book Program

Disability Information and Referral Center



[www.TexasTalkingBooks.org](http://www.TexasTalkingBooks.org)

Texas State Library and Archives Commission

## Introduction

Since 1931, the Texas State Library and Archives Commission (TSLAC) has been providing free library service to Texans unable to read standard print due to blindness or other visual impairments. As part of a regional network coordinated by the Library of Congress, the Talking Book Program (TBP) later began serving persons with physical impairments and reading disabilities of an organic nature. Today, the Talking Book Program continues to serve a growing population of Texans with disabilities by providing a wide range of books and magazines in large print, Braille, and recorded formats.

Talking Book Program serves individuals of all ages, from young children to older adults. Service to schools and other institutions such as nursing homes is also provided.

Classrooms throughout Texas having at least one eligible disabled student enrolled may participate in the TSLAC reading program. Reader Consultants assist teachers with book selections and send reading materials and equipment to the classrooms, postage-free.

Great care has been taken to provide useful and accurate information in this guide, but we recognize that continual changes occur. If you discover outdated or inaccurate data in this guide, call or write the Talking Book Program and we will do our best to provide the updated information you need. Your comments and suggestions for improving this guide for future editions are welcomed.

To obtain additional information regarding this resource guide, please contact the Disability Information and Referral Coordinator at 1-800-252-9605.

## **Other services of interest to teachers and parents**

The Talking Book Program (TBP) is a lending library of books and magazines in alternative formats for Texans with certain disabilities. TBP loans books in Braille and large print, but 82% of the collection is on cassette tape. Books and playback equipment are mailed free of charge to anyone who qualifies.

The Talking Book Program serves Texans of all ages who are unable to read standard print because they are visually impaired, physically unable to hold a book or turn pages, or reading disabled.

In addition to circulating books and magazines in special formats, the Talking Book Program provides a number of services to aid educators, students, and families:

### **Reference Service**

The Disability Information and Referral Center staff answers questions such as where to obtain a white cane, how to contact advocacy and support groups, and what adaptive technology is available.

### **Texas Reading Club**

TBP participates in the Texas State Library's Reading Program by providing books in alternative formats for young readers who cannot read standard print due to one of the disabilities described above.

### **Tours**

Individuals or groups may request a tour of TBP offices in the Lorenzo de Zavala State Archives and Library Building, 1201 Brazos, by calling the Public Awareness Coordinator in advance.

## **Talking Book Program**

**Texas State Library and Archives Commission**

**P.O. Box 12927 Austin, TX 78711-2927**

**1-800-252-9605 • (512) 463-5458**

**fax 512-936-0685**

**[tbp.services@tsl.state.tx.us](mailto:tbp.services@tsl.state.tx.us)**

**[www.TexasTalkingBooks.org](http://www.TexasTalkingBooks.org)**

# ***A Guide to Transition Resources***

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*Disability Information and  
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Texas State Library  
and Archives  
Commission

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Austin, TX 78711-2927  
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(512) 463-5458  
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**A Guide to Transition Resources  
Compiled by the Talking Book Program's  
Disability Information & Referral Center  
800-252-9605 / 512-463-5458**

[tbp.services@tsl.state.tx.us](mailto:tbp.services@tsl.state.tx.us) / [www.TexasTalkingBooks.org](http://www.TexasTalkingBooks.org)

**NOTE:** The topic of transition resources is very broad and encompasses other aspects of disability culture such as independent living and self-determination. This guide is intended to serve as an introduction to the subject rather than an all-inclusive, definitive document.

**National Organizations:**

Association on Higher Education and Disability (AHEAD)

704-947-7779

[www.ahead.org/](http://www.ahead.org/)

DO-IT

University of Washington

888-972-DOIT (3648)

[doit@uw.edu](mailto:doit@uw.edu)

[www.washington.edu/doit/](http://www.washington.edu/doit/)

HEATH Resource Center

The George Washington University

[askHEATH@gwu.edu](mailto:askHEATH@gwu.edu)

[www.heath.gwu.edu/](http://www.heath.gwu.edu/)

National Center for the Study of Postsecondary Educational Supports  
(NCSPEs)

[www.rrtc.hawaii.edu/](http://www.rrtc.hawaii.edu/)

National Center on Secondary Education and Transition (NCSET)

612-624-2097

[ncset@umn.edu](mailto:ncset@umn.edu)

[www.ncset.org/](http://www.ncset.org/)

Formerly known as National Transition Alliance. Funded by the PACER Center.

National Collaborative on Workforce and Disability for Youth  
877-871-0744  
[www.ncwd-youth.info/](http://www.ncwd-youth.info/)  
funded and run in part by the NYEC

National Youth Employment Coalition  
202-659-1064  
[nyec@nyec.org](mailto:nyec@nyec.org)  
[www.nyec.org/](http://www.nyec.org/)

NICHCY (National Dissemination Center for Children with Disabilities)  
800-695-0285  
[nichcy@aed.org](mailto:nichcy@aed.org)  
[www.nichcy.org](http://www.nichcy.org)

NISH (Employment)  
571-226-4660  
[www.nish.org](http://www.nish.org)

Please refer to **State Organizations** for Texas office.

PACER (Parent Advocacy Coalition for Educational Rights)  
888-248-0822  
[www.pacer.org](http://www.pacer.org)

**State Organizations:**

Department of Assistive and Rehabilitative Services (DARS)  
800-628-5115  
[DARS.Inquiries@dars.state.tx.us](mailto:DARS.Inquiries@dars.state.tx.us)  
[www.dars.state.tx.us/drs/index.shtml](http://www.dars.state.tx.us/drs/index.shtml)

State contact for vocational rehabilitation and transition. Maintains offices throughout Texas.

NISH Regional Office (Arlington)  
Sally Henderson, Executive Director  
817-622-7000  
[scservices@nish.org](mailto:scservices@nish.org)

Texas Education Agency  
512-463-9734  
[www.tea.state.tx.us/index.aspx](http://www.tea.state.tx.us/index.aspx)

Division of Special Education  
Parent Information Line: 800-252-9668  
Transition In Texas  
[www.transitionintexas.org/domain/3](http://www.transitionintexas.org/domain/3)

Texas School for the Blind and Visually Impaired (TSBVI)  
800-872-5273 (recording) 512-454-8631 (switchboard)  
[www.tsbvi.edu](http://www.tsbvi.edu)

**Websites:**

Disability Friendly Colleges (physical disabilities)  
[www.disabilityfriendlycolleges.com/](http://www.disabilityfriendlycolleges.com/)

Education Resources Information Center (ERIC)  
[www.eric.ed.gov/](http://www.eric.ed.gov/)

Equal Access to Software and Information (EASI)  
<http://people.rit.edu/easi/>

Family Village  
[www.familyvillage.wisc.edu/sp/trans.html](http://www.familyvillage.wisc.edu/sp/trans.html)  
list of links

Going to College  
[www.going-to-college.org/](http://www.going-to-college.org/)

Partners for Youth with Disabilities  
[www.pyd.org/](http://www.pyd.org/)

Primarily this organization implements programs for the state of Mass., but their programs can also be used as models for organizations in other states. They feature mentor, online partner, young entrepreneur, and parent programs.

PEPNET online  
[www.pepnet.org](http://www.pepnet.org)

Adolescent Health Transition Project  
<http://depts.washington.edu/healthtr/>

Technical Assistance on Transition and the Rehabilitation Act

[www.pacer.org/tatra/](http://www.pacer.org/tatra/)

Funded by PACER

Transition Coalition

<http://transitioncoalition.org/transition/index.php>

**Non-Disability Transition Website:**

Youthhood.org

[www.youthhood.org](http://www.youthhood.org)

**Online Guides (General):**

Finding a Job That Is Right for You: A Practical Approach to Looking for a Job as a Person with a Disability

<http://askjan.org/job/>

(The) 411 on Disability Disclosure: A Workbook for Youth with Disabilities Through National Collaborative on Workforce & Disability (NCWD)

[www.ncwd-youth.info/411-on-disability-disclosure](http://www.ncwd-youth.info/411-on-disability-disclosure)

Paving the Way to Work: A Guide to Career-Focused Mentoring For Youth with Disabilities

[www.ncwd-youth.info/paving-the-way-to-work](http://www.ncwd-youth.info/paving-the-way-to-work)

Planning for Life after High School: A Guide for Students, School Counselors, Teachers and Parents

<http://sped.dpi.wi.gov/files/sped/pdf/tranopndrs.pdf>

Preparing for Postsecondary Education: Know Your Rights and Responsibilities

[www2.ed.gov/about/offices/list/ocr/transition.html](http://www2.ed.gov/about/offices/list/ocr/transition.html)

**Online Guides (Specific Disabilities):**

Visual Impairment/Blindness

E.X.P.L.O.R.E the Possibilities: An Approach to Transition:

[www.tsbvi.edu/instructional-resources/1914-explore-the-possibilities-an-approach-to-transition](http://www.tsbvi.edu/instructional-resources/1914-explore-the-possibilities-an-approach-to-transition)

## **Online Articles (General):**

ADA and Transition: Q &A

[www.pacer.org/publications/adaqa/504.asp](http://www.pacer.org/publications/adaqa/504.asp)

Resources for Adults with Disabilities

<http://nichcy.org/families-community/help/foradults>

Not specifically about transition, but contains information on related issues.

Transition Planning: A Team Effort

<http://nichcy.org/schoolage/iep/iepcontents/transition>

Transitioning to College: What You Need To Know

[www.ilru.org/html/training/webcasts/archive/2004/08-18-BC.html](http://www.ilru.org/html/training/webcasts/archive/2004/08-18-BC.html)

Archived webcast with transcript facilitated by Beth Case, disability counselor at North Harris College and the Texas Outreach Specialist for the Postsecondary Education Consortium (PEC).

Twelve Things You Can Do to Plan for Your Child's Future Today

[www.tsbvi.edu/seehear/archive/twelve.html](http://www.tsbvi.edu/seehear/archive/twelve.html)

Q&A for Students on VR (vocational rehab)

[www.p12.nysed.gov/specialed/publications/transition/students.htm](http://www.p12.nysed.gov/specialed/publications/transition/students.htm)

Questions to Answer in Preparation for your Child's IEP Meeting

[www.tsbvi.edu/seehear/archive/itp.htm](http://www.tsbvi.edu/seehear/archive/itp.htm)

## **Online Articles (Specific Disabilities):**

Cognitive Disabilities

Helping Students with Cognitive Disabilities Find and Keep a Job

<http://nichcy.org/wp-content/uploads/docs/ta3.pdf>

Learning Disabilities

College and College Prep

[www.ldonline.org/indepth/college](http://www.ldonline.org/indepth/college)

Selecting a College for Students with LD or ADHD

[www.ldonline.org/article/11772](http://www.ldonline.org/article/11772)

Transition: School to Work

[www.ldonline.org/indepth/transition](http://www.ldonline.org/indepth/transition)

## Visual Impairments

Making It! Successful Transition Competencies for Youth with Visual Disabilities

[www.tsbvi.edu/seehear/spring00/makingit.htm](http://www.tsbvi.edu/seehear/spring00/makingit.htm)

The Challenge of Transitions

[www.tsbvi.edu/seehear/summer02/tcb.htm](http://www.tsbvi.edu/seehear/summer02/tcb.htm)

## **Online Articles (For Students Younger Than High School):**

Moving on To High School: A Tip Sheet for Parents of Children on Individualized Education Programs

[www.communityinclusion.org/article.php?article\\_id=148](http://www.communityinclusion.org/article.php?article_id=148)

## **Print/Multimedia Materials:**

AHEAD Materials

Books:

*Post-Secondary Peer Support Programs: Facilitating Transition Through Peer Training and Mentoring*

*Roberta Gimblett, M.Ed.*

*Navigating College: Strategy Manual for a Successful Voyage & Navigating College Manual for Teaching the Portfolio*

*Expanding Postsecondary Options for Minority Students with Disabilities*

Brochures and Booklets: [www.ahead.org/publications#Brochures](http://www.ahead.org/publications#Brochures)

- *College Students Who are Deaf or Hard of Hearing*

- *College Students Who Have ADHD*

- *College Students Who Have Chronic Diseases or Medical Conditions*

- *College Students with Learning Disabilities - 3rd Edition*

- *Confidentiality and Disability Issues in Higher Education*

- *Preparing for College: Options for Students with Learning Disabilities*

- *Ready, Set, Go: Helping Students with Learning Disabilities Prepare for College*

- *Section 504: The Law and Its Impact on Postsecondary Education*

- *The Americans with Disabilities Act: The Law and Its Impact on Postsecondary Education*

- *Universal Design in Higher Education*

- *Universal Design: A Guide for Students*

- *Universal Design for Inclusive Lectures and Presentations*

American Foundation for the Blind

*College Bound: a guide for students with visual impairments* (2005)

AFB Press, NY

Community Inclusion Publications

[www.communityinclusion.org/page.php?page=pubs](http://www.communityinclusion.org/page.php?page=pubs)

My Future My Plan

[www.stateart.com/works.php?workId=47&i=2](http://www.stateart.com/works.php?workId=47&i=2)

Available from NCSET

Pro-Ed

800-897-3202

[www.proedinc.com/customer/default.aspx](http://www.proedinc.com/customer/default.aspx)

Source for books and reference materials on transition

**Specific College Resources for Students with Disabilities:**

**National**

College Admissions Testing

<http://professionals.collegeboard.com/testing/ssd>

Degree Programs for Unique Learners

Venture at Bellevue Community College, Bellevue, WA

<http://bellevuecollege.edu/ols/>

Searchable database of other programs

[www.thinkcollege.net/](http://www.thinkcollege.net/)

Financial Aid Links

[www.finaid.org/otheraid/disabled.phtml](http://www.finaid.org/otheraid/disabled.phtml)

[www.washington.edu/doit/Brochures/Academics/financial-aid.html](http://www.washington.edu/doit/Brochures/Academics/financial-aid.html)

Two Listings of Disability-Friendly Colleges

[http://dmoz.org/Society/Disabled/Education/Colleges\\_and\\_Universities/](http://dmoz.org/Society/Disabled/Education/Colleges_and_Universities/)

[www.newmobility.com/articleViewIE.cfm?id=122#](http://www.newmobility.com/articleViewIE.cfm?id=122#)

Post Secondary Guide

[www.pacer.org/tatra/resources/postSecondary.asp](http://www.pacer.org/tatra/resources/postSecondary.asp)

Preparing for College: An Online Tutorial  
[www.washington.edu/doi/Brochures/Academics/cprep.html](http://www.washington.edu/doi/Brochures/Academics/cprep.html)  
From DO-IT

## **In Texas**

College for Texans  
[www.collegefortexans.com/](http://www.collegefortexans.com/)

Easter Seals – Central Texas  
[www.centraltx.easterseals.com](http://www.centraltx.easterseals.com)  
Offers workforce development and supported employment.

The Higher Education Coordinating Board  
[www.thecb.state.tx.us/](http://www.thecb.state.tx.us/)

## **Other Information:**

Checklist for Applying to College (From Quest Magazine)

### **Research**

Begin at least during junior year of high school.  
Consult magazines, books, and web sites  
Request college viewbooks  
Attend college fairs and open houses

### **Make Contact**

Contact the Disability Services Offices at Colleges  
Ask about what documentation is required  
Make sure you are familiar with the nature and scope of your disability

### **Tours**

Request tours through the Disability Services Office.  
Scrutinize the accessibility of the campus.  
Be sure to visit buildings you know you will need to use.

### **Personal Care Attendants**

Not all colleges assist with finding personal care attendants.  
Interview carefully.  
If you hire non-students, check on residence hall policies.  
Older students are often more responsible and reliable.  
Always have a back-up plan.

## **Ways to find attendants**

Disability Services Office  
Independent Living Centers  
Class or residence hall bulletin boards

## **Remember**

Balance accessibility needs with academic program interests.  
Self-advocacy is very important.  
Accessibility is not uniform at all colleges or universities

## **Specific Employment Resources:**

Equal Employment Opportunity Commission (EEOC)  
[www.eeoc.gov/](http://www.eeoc.gov/)

Healthy & Ready to Work  
[www.syntiro.org/hrtw/](http://www.syntiro.org/hrtw/)

Job Accommodation Network  
<http://askjan.org/>

Office of Disability Employment Policy in the US Department of Labor  
[www.dol.gov/odep/index.htm](http://www.dol.gov/odep/index.htm)

Texas Workforce Commission  
[www.twc.state.tx.us/](http://www.twc.state.tx.us/)

The Labor Market and Career Information (LMCI) [www.lmci.state.tx.us](http://www.lmci.state.tx.us) section of TWC produces a wealth of helpful resources, from brochures to packets to web courses, to assist individuals of all abilities. Examples of brochures include career tips, financial aid information, and personality types suitable for specific jobs. TWC also offers an online course for work prep, and a website called “Reality Check” [www.texasrealitycheck.com/](http://www.texasrealitycheck.com/) that allows a person to choose a desired career and then proceed through a series of pages to calculate the cost of living to determine if the career and lifestyle decisions they make are realistic. Examples of packets (called magazines on the site) produced by LMCI can be found in this Guide under “Vertical File Publications.” Some documents and online resources geared toward younger students as well.

Work Support  
[www.worksupport.com](http://www.worksupport.com)

## **Links to other topics affecting transition:**

### Independent Living

Guide to Transitioning to Independent Living

[www.new-horizons.org/gdeind.html](http://www.new-horizons.org/gdeind.html)

Texas Centers for Independent Living

[www.txsilc.org/](http://www.txsilc.org/)

Texas Home of Your Own

[http://centraltx.easterseals.com/site/PageServer?pagename=TXCA\\_C](http://centraltx.easterseals.com/site/PageServer?pagename=TXCA_C)

### HShoyo

### Medicare

[www.medicare.gov](http://www.medicare.gov)

### Mentoring/Shadowing

Disability Mentoring Day

[www.aapd.com/what-we-do/employment/disability-mentoring-day/](http://www.aapd.com/what-we-do/employment/disability-mentoring-day/)

Mentoring Youth with Disabilities

[www.ncwd-youth.info/topic/mentoring](http://www.ncwd-youth.info/topic/mentoring)

### Self-Determination

More than Just a Job: Person-Centered Career Planning

[www.communityinclusion.org/article.php?article\\_id=16](http://www.communityinclusion.org/article.php?article_id=16)

Self Determination

[www.nlts2.org/fact\\_sheets/nlts2\\_fact\\_sheet\\_2005\\_06-2.pdf](http://www.nlts2.org/fact_sheets/nlts2_fact_sheet_2005_06-2.pdf)

A list of resources from NCSET

Self-Determination Synthesis Project

<http://sdsp.uncc.edu/home.asp>

### Social Security Administration

[www.ssa.gov](http://www.ssa.gov)

### Vocational Rehabilitation

See DARS above.

Volunteerism  
Best Buddies Friendship Programs  
[www.bestbuddies.org/our-programs](http://www.bestbuddies.org/our-programs)

**DIRC Materials Available:**

**Books**

*Adventures in the Mainstream: Coming of Age with Down Syndrome.*  
Palmer, Greg, 2005.

*College & University Resource Directory for Students with Disabilities.*  
Houston Mayor's Committee for Employment of People with Disabilities,  
2002.

*Exceeding Expectations: Successful Adults with Learning Disabilities.*  
Reiff, Henry B., Paul J. Gerber, and Rick Ginsberg, 1997.

*Going to College: Expanding Opportunities for People with Disabilities.*  
Getzel, Elizabeth Evans, M.A., and Paul Wehman, Ph.d., editors, 2005.

*Guiding Your Teenager with Special Needs through the Transition from  
School to Work Life: Tools for Parents.* Korpi, Mary, 2008.

*Job-Hunting for the So-Called Handicapped: or People Who Have  
Disabilities.* Bolles, Richard Nelson and Dale Susan Brown, 2001.

*K&W Guide to Colleges for Students with Learning Disabilities, 9<sup>th</sup> Ed.*  
Princeton Review, 2007.

*Launching Into Adulthood: An Integrated Response to Support  
Transition of Youth with Chronic Health Conditions and Disabilities.* Lollar,  
Donald, Ed.D., editor, 2010.

*Learning a Living: A Guide to Planning Your Career and Finding a Job  
for People with Learning Disabilities, Attention Deficit Disorder, and  
Dyslexia.* Brown, Dale S., 2000.

*Life Beyond the Classroom: Transition Strategies for Young People  
with Disabilities, Fourth Edition.* Wehman, Paul, Ph.d., 2006.

*Life Planning for Adults with Developmental Disabilities: A Guide for Parents and Family Members.* Greenbaum, Judith, PhD., 2007.

*Listening to the Experts: Students with Disabilities Speak Out.* Keefe, Elizabeth, et al, 2006.

*Moving Into Adulthood: Easing the Journey for Young People with Disabilities.* Family Support Network of North Carolina, 1997.

*Pathways to Successful Transition for Youth with Disabilities: A Developmental Process (2<sup>nd</sup> Ed).* Author: Kochhar-Bryant, Carol A. and Gary Greene, 2008.

*Physical Disabilities: The Ultimate Teen Guide.* Thorton, Denise, 2007

*The Power to Spring Up: Postsecondary Education Opportunities for Students with Significant Disabilities.* Katovitch, Diana M., MS, 2009.

*Promoting Health Care Transitions for Adolescents with Special Health Care Needs and Disabilities.* Betz, Cecily, L. and Wendy M. Nehring, 2007.

*Self-Advocacy Skills for Students with Learning Disabilities: Making it Happen in College and Beyond.* Reiff, Henry B, 2007.

*Skills for Success: A Career Education Handbook for Children and Adolescents with Visual Impairments.* Wolffe, Karen, ed., 1999.

*Think College: Postsecondary Education Options for Students with Intellectual Disabilities.* Grigal, Meg, Ph.D., and Debra Hart, M.Ed., 2009.

*The Transition Handbook: Strategies High School Teachers Use That Work!* Hughes, Carolyn and Erik W. Carter, 2000.

*Transition to Adulthood: A Resource for Assisting Young People with Emotional or Behavioral Difficulties.* Clark, Hewitt B., Ph.d., and Maryann Davis, Ph.d., editors, 2000.

*Unlocking Potential: College and Other Choices for People with LD and AD/HD.* Taymans, Juliana M., Ph.D. and Lynda L. West, Ph.D., with Madeline Sullivan, M.A., ed., 2000.

## **Vertical File Publications**

Mapping Your Dreams

[www.pacer.org/tatra/resources/MYD/employment.asp](http://www.pacer.org/tatra/resources/MYD/employment.asp)

Parent Tips for Transition Planning

2001 The Alliance (Tech Assist Alliance for Parent Centers)

PDF

Leveling the Playing Field

from American Youth Policy Forum

PDF

Opening Doors to Postsecondary Education and Training

Wisconsin Dept of Public Instruction

Sept 2003

Parent Brief

Parenting Post-Secondary Students with Disabilities: Becoming the Mentor, Advocate, and Guide Your Young Adult Needs

[www.ncset.org/publications/viewdesc.asp?id=208](http://www.ncset.org/publications/viewdesc.asp?id=208)

Starting the Conversation: A Career Exploration Guide for Parents and Children And Succeed at Work Express

Both available from the Texas Workforce Commission Labor Market and Career Information

[www.lmci.state.tx.us](http://www.lmci.state.tx.us)

LMCI has created many excellent publications, including "Ready for the Real World After High School?" "Texas Job Hunter's Guide," and "Why Study This?" Booklets are geared toward to all students.

Student Portfolio

From Disability Assistance of Central Texas

A packet that allows students to collect and keep personal documents, such as school transcripts and medical histories, and other information needed to transition into the adult world.

Impact issue on Volunteerism

Vol 14 No 2 Fall 2001

Institute on Community Integration

College of Education and Human Development  
University of Minnesota

Where Do We Go From Here: Planning and Navigating the Transition from  
School to Work

Exceptional Parent Magazine, 11/05

**NOTE:** The Disability Information and Referral Center (DIRC) also houses information on education, financial aid, scholarships, employment, social security, assistive technology, independent living, specific disabilities such as visual impairments and learning disabilities, and other topics related to transition. Books are available in print, and may be loaned for a period of five weeks. The borrower is responsible for the return postage. Copies of vertical file materials and other guides are available free of charge.

Revised 2/15/13, D. Abramson

**The Talking Book Program's  
Disability Information & Referral Center  
800-252-9605 / 512-463-5458**

[tbp.services@tsl.state.tx.us](mailto:tbp.services@tsl.state.tx.us) / [www.TexasTalkingBooks.org](http://www.TexasTalkingBooks.org)

**1-800-252-9605**

**Talking Book Program  
Texas State Library and Archives Commission  
512-463-5458 (Austin area)  
tbp.services@tsl.state.tx.us (e-mail)  
512-936-0685 (fax)  
PO Box 12927  
Austin TX 78711-2927**



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Comments or complaints regarding programs and services  
of the Texas State Library and Archives Commission  
may be addressed to:  
Director and Librarian  
PO Box 12927  
Austin TX 78711-2927