

TRC TODAY

TRC TODAY
a newsletter for
employees of the
Texas Rehabilitation
Commission

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INSIDE

FORMER
counselor
on the Board 2

SECURITY
stressed in
TRC offices 4

ZEBLEY
gear up in DDS 5

ADA
celebration 6



*We did it!
Together we
overcame!*
Virginia Roberts

Independence Day One

*By Virginia Roberts, executive director of the
Governor's Committee for Disabled Persons*

How did I feel as I watched President Bush sign the Americans with Disabilities Act? Wonderful! Happy! Joyous! are all pale expressions for the feeling that welled up inside me and burst over my face in a smile I couldn't suppress.

As we waited on the south lawn of the White House listening to the military band and greeting friends and colleagues, I felt a deep sense of pride in the thousands of people who had worked so hard, many of them for 20 years and more, to bring this day about. And I felt satisfied to have had a part in changing the course of history.

Continued on page 3

*You can't
work in
rehabilitation
without
becoming
an advocate.*

Former counselor advocates on TRC Board

As a Boy Scout in Rusk County, Jim Gray was part of a program to assist children with disabilities at weekly clinic appointments. That program began a lifelong interest in disabilities and disability issues which most recently drew Gray to a position on the TRC Board.

Gray, now in his eighth year as county commissioner in Gregg County, began his career as a speech pathologist in the Arlington School district.

Later, after earning his master's degree in counseling at North Texas State University, Gray was hired by the Texas Education Agency (the forerunner of TRC), as a vocational rehabilitation counselor.

His career as a counselor started in Dallas and led him back to Longview. There, he took over the caseload of Bill Morehead, a VR counselor and longtime friend who originally suggested he interview with TEA/VR.

During his 15 years as a TRC counselor, Gray admired and drew strength from his clients. As his strength grew, so did his advocacy for their rights.

"When I was a counselor, we were advocates for people with disabilities when they didn't have anyone else," Gray remembers. His work with the National Rehabilitation Association in the '60s and '70s helped lay the groundwork for the landmark Rehabilitation Act of 1973. During these years, Gray served as president of the Texas Rehabilitation Association, president of the National Rehabilitation Counselor's Association and president of the Southwest Region of NRA.

"You can't work in rehabilitation without becoming an advocate," he says.

Strong client orientation and emphasis on consumer input are what Gray likes best about the TRC Board. He believes TRC, under Commissioner Arrell's leader-

ship, is seen as a pioneering, precedent-setting agency in terms of client services.

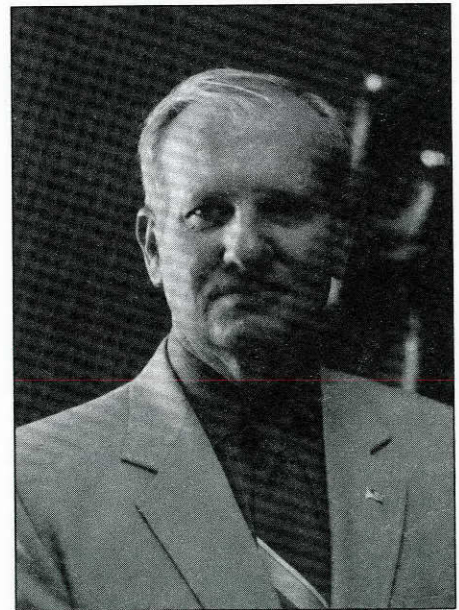
As a TRC Board member, Gray wants to help continue that tradition. "I want to see us have the best state agency in the nation!" he says.

As a former employee, Gray is interested in employees' perspectives. At TRC, the Commissioner's Message Box and the interactive planning process are both excellent tools to get ideas and solutions from employees.

For all his enthusiasm, Gray admits to one frustration--that current funding constraints permit us to serve such a small percentage of the eligible population.

Rather than spending so much on foreign aid, Gray thinks the nation should spend more on services to U.S. citizens with disabilities.

"Our people should come first," he says.



Twenty years ago, TRC Board member Jim Gray worked with legislators in an attempt to amend both state and federal constitutions to prohibit discrimination against people with disabilities.

Correction

"TRC Today" incorrectly reported that the Coalition of Texans with Disabilities endorsed Ann Richards for governor. We meant to say that the Steering Committee of Texans with Disabilities for Ann Richards made that endorsement. Our apologies to those concerned.

Commissioner's Message Box

Q While listening to Earth Day suggestions, it occurred to me that re-cycling our non-confidential paper would be a good idea. What measures, if any, are currently in use to recycle the pounds and pounds of paper that are used each month? Wouldn't it be wonderful for TRC to take the lead in such an endeavor? I would appreciate any comments or information. For years, I have been recycling the paper at my own desk for scratch paper, but it would be great to have an agency-wide program.

A Believe it or not, your idea to start a recycling program within the Commission is not new. We are already recycling confidential paper through the State Purchasing and General Services Commission. Most recently, we looked at the idea of recycling non-confidential paper last summer and again this spring. Such issues as storage space for trash, staff time involved in sorting recyclable paper, labeling, transporting trash to pick-up areas and pick-up costs seem to make recycling an inefficient and costly way to handle non-confidential trash. The bottom line is that there doesn't appear to be much of an advantage to TRC to undertake such a program.

Independence Day *continued from page 1*

There were flashbacks. In 1977 Lex Frieden convened a conference in Houston which culminated in the formation of the Coalition of Texans with Disabilities. It was my first time to meet Lex or Bob Kafka, or dozens of others who were the first wave of the disability rights movement in Texas. Pat Pound, the "Mother of Disability Rights" in Texas, was elected president.

The next few years were a blur of meetings and conferences held all over the state. We learned parliamentary procedure, wrote resolutions, held committee meetings late into the night, partied and suffered through early morning roll call votes. There was a unity in the Texas movement that often was not evident in other parts of the country.

Justin Dart emerged during those years as a leader who grabbed the attention of the political establishment. Justin's involvement generated breadth and depth as well as momentum for the disability rights movement.

Sitting on the green lawn of the White House with the Washington Monument

in the background, that confrontation seemed long ago.

The president's words seemed as bright as the sun and felt as good as he extolled the value of people with disabilities. Congress did not grant us legitimacy or value. It merely agreed with God's assessment. But it felt good to have the truth officially proclaimed and the implications defined.

Every high principle has its practical application. For me, days of back door entrances and planning my life according to the availability of ramps and accessible rest rooms are drawing to a close.

July 26, 1990. Independence Day One for millions of Americans. A day to celebrate. And not, I think, just for those whose functional limitations are addressed in the law, but for all those who have stood with us against injustice. We did it! Together we overcame!

Q
and A

TRC TODAY

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Awards

TRC Service

AUGUST 1990

Region II

15 years:

Brenda Ann Joyner

20 years:

Oren S. McGrew

25 years:

Ruth Joyce Scogin
Lon W. Young

Region III

10 years:

Jackie Meyer Red

20 years:

Baudelia Arredondo

Region IV

10 years:

Linda Kay Dorman

Region V

15 years:

Mary Elizabeth DeLeon

Region VI

15 years:

Elaine G. Evans

20 years:

Tommie Tubbs
Fancher Melton

25 years:

Robert M. Marx

DDS

10 years:

Marilyn L. Manor
Christine V. Sledge
Theresa Portillo

15 years:

Charlotte F. Dukes
Penny L. Schubert

20 years:

Mollie S. Williams
Mary Mikol Phillips
Maria T. Dominguez

Central Office

10 years:

Rosalinda G. Lopez
Milton G. Turnipseed

15 years:

Vicki N. Taylor
Joyce Torres

TRC offices stress security

- In January 1990, a portable computer is reported stolen from the Central Office.
 - Also in January, a \$107 coffee fund disappears from a DDS office.
 - In March, a 16-foot section of privacy fence around the Cleburne Field Office is torn down.
 - In June, a TRC employee's AT&T credit card is stolen and \$6,000 in unauthorized calls are charged to it.
- Security and safety in TRC offices is an important issue. It has been for several years, since TRC began documenting such incidents.

According to John Morgan, security director, the TRC policy of recording these incidents (see Commission Letter 90-4) is used to increase awareness and decrease security problems.

"We keep track of security incidents in order to isolate trends, identify specific problem sites and help staff members find solutions," says Morgan

"If we didn't keep track, how would we ever know if we have a problem?"

Morgan is quick to point out that most TRC offices are relatively secure, based on the "history" of incident reports filed with his office.

But, security incidents do happen.

Morgan reminds TRC employees to report any breaches of security, first to the local law enforcement authority, then to the Communications and Security Office at TRC.

"If it's criminal behavior, we want it reported to the police," says Morgan.

Also, safeguard valuables at all times. Lock cars in a parking lot. Don't leave personal items such as purses, money, and jewelry unattended in offices. Always lock up money (such as coffee funds) left indefinitely in the building.

Remember ... keep your eyes and ears open ... be aware. It's the best way to protect the safety of TRC employees and clients.

Social Security program aims to get disabled into workplace

Excerpted from an article by Peggy Eastman in the Austin American-Statesman

Life was running on cruise control for Stewart Wiggins 18 years ago — good marriage, three nice kids and a solid future as a computer programmer — when suddenly he found himself blind and unable to work.

A benign tumor, pressing on the optical nerve, cost him his sight at age 37, and could have ended his career.

Today he happily pursues his full time programmer's job at Dupont's headquarters in Wilmington, Delaware, using a voice synthesizer and an electro-mechanical device that converts printed

letters and numbers to vibrating images that can be felt by a finger.

He's a rarity. Government figures show that only 4 percent of the nation's 43 million disabled citizens have full-time jobs, and just 10 percent of them work part time.

Now, the Social Security Administration (SSA) is moving to raise those percentages. Speaking at an AARP-sponsored conference on employment problems faced by disabled Americans, SSA Commissioner Gwendolyn S. King unveiled a two-year pilot program to be launched next fall in the Boston and Dallas areas.

Continued on page 11

DDS gears up for "Zeblies"

"Zeblies." It's an important addition to Disability Determination Services jargon.

"Zeblies" are children's disability claims which fall under the recent U.S. Supreme Court decision, *Zebley vs. Sullivan*.

The court ruled that regulations used to determine children's disability claims for Supplemental Security Income are not valid because they didn't consider the functional impact of a given impairment, according to Bruce Rollman, director of administration and policy in DDS (see July "TRC Today").

The intent of the law is not to allow every child, but to allow more children to receive benefits.

The resulting freeze on thousands of children's disability claim "denials," awaiting review under new standards due out in September, is creating an ongoing crisis in DDS.

"We still don't know what we're up against," says Dave Ward, assistant deputy commissioner for administration.

Depending how far back the Zebley decision reaches, DDS could have to rework as many as 30,000 children's disability cases, requiring 135 additional staff at a cost of \$8.7 million.

In an effort to prepare for the unknown, DDS officials gathered a "cadre" of 36 disability examiners in a special Zebley workshop July 19 at the Central Office.

The workshop contained a review of the Zebley ruling, the interim standards for SSI child claims and the forms and procedures developed for Zebley cases.

According to Rollman, the interim standards and procedures are being used for current, FY 1990 children's disability cases until the "Zeblies" are released. If examiners cannot reach a decision to allow benefits in these cases, they are sent to members of the specially trained "cadre" to handle denials.

But problems persist. "We're trying not to deny any children's disability claims inappropriately," says Rollman. "But, since there are no final guidelines, there is a potential for inconsistency."

In an attempt to treat these inconsistencies, significant or unusual cases are sent to the Social Security Administration Regional Office in Dallas for review. The hope is that such reviews will help establish tighter parameters for determining "Zeblies." "We're taking a measured approach to handle the workload and maximize resources," says Ward.

But, it's apparent to DDS officials that the impending influx of "Zeblies" will require more resources and more funding.

Ward stresses that DDS is actively pursuing more funding to handle current children's disability claims as well as future cases which fall under the court ruling.

We still don't know what we're up against.

New DE class joins the struggle

Help is on the way at Disability Determination Services!

An enthusiastic class of new disability examiners, 22 strong, graduated August 10 and joined DDS in its struggle against an ever-growing workload.

Armed with 12 weeks of intensive training, they were assigned to various DDS units where stacks of case files already awaited them.

Most of the new DEs will handle "initial" cases; many will work on the growing number of "Zebley" (childhood disability) cases (see story this page).

Trainers, Esther Hadden and Perry Watson, described this DE class as energetic and inquisitive.

Carlos Valdez, assistant deputy commissioner for operations, sees another "strong suit" shared by this particular class of examiners, which was chosen from 138 applicants.

"We picked these applicants for their solid experience in case management," says Valdez.

The next class of examiners is scheduled to begin in mid-September.

Texas advocates celebrate ADA



Celebration on State Capitol steps

Over 200 supporters of the Americans with Disabilities Act gathered on the steps of the State Capitol to celebrate the act's signing July 26. Media representatives were out in full force to hear disability advocates outline the opportunities various sections of the ADA will open up for people with disabilities. As an added bonus to the celebration, Dr. Bill Nichols of San Antonio announced the formation of America's Disability Channel, the first nationwide, seven day cable network with programming produced by people with disabilities for people with disabilities. "They have too long been discriminated against in television," said Nichols (top photo), president of ADC. "We are committed to increasing the acceptance of people with disabilities in society." Look for more information on America's Disability Channel in upcoming issues of "TRC Today."

Advocates ADA



Central Office "catches the spirit"

Executive Deputy Commissioner James L. Jackson "caught the spirit" of the Americans with Disabilities Act and "passed it on" to TRC employees July 31 at the Central Office. In a celebration of the ADA signing, Jackson greeted employees as they came to work with ADA lapel stickers, bumper stickers and coffee and cookies. "We want all TRC employees to understand the impact ADA will have on the lives of the people we serve," said Jackson. Here he passes on an ADA bumper sticker to Jennifer Mears, manager of employment/safety in Human Resources Management.

A break through in telecommunications

Soon the Americans with Disabilities Act will force all states to have intra-state telecommunications relay systems in place.

Texas, along with five other states, is already ahead of the game. Texas broke ground with a new state-mandated relay system scheduled to be in place by September 1, 1990.

The idea is simple. You will no longer need a telecommunication device for the deaf (TDD) to communicate with a person who is hearing impaired. You simply pick up the phone and call 1-800-RELAY-TX.

Specially trained operators for Sprint Services, the bid winner for the system in Texas, will speak to hearing persons via traditional voice lines.

Hearing impaired people can communicate to the operator with a telecommunication device for the deaf (TDD). The operator, then, acts as a central relay point between hearing impaired and non-hearing impaired callers.

People with hearing impairments will be able to use a service most people take for granted. They will be able to make airline reservations, order pizza and call their local pharmacy.

Most importantly, the new system will help open up job opportunities which were previously impossible for people with hearing impairments.

According to AT&T and federal estimates, it would cost \$250 million to \$300 million annually to hire operators for relay systems to be used by hearing impaired persons.

Mary Hudzik is back in her old job at USAA, meeting her problems head on and solving them.



She meets each problem as it comes, and solves it.

Hudzik keeps coming back

It doesn't happen often, but it does happen.

After a disabling spinal injury in a 1987 car accident, Mary Hudzik worked hard and landed the same job she had before her injury at United Services Automobile Association (USAA) in San Antonio.

Last April, Hudzik returned to the marketing section where she schedules appointments for sales representatives. "It's great to be back at work again," she says.

According to Bill Glenn, her TRC counselor in the San Antonio South Field Office, renewing old acquaintances with co-workers is a real morale booster for Hudzik.

Glenn also reports that USAA has taken the lead in making sure Hudzik's employment is successful. Her supervisor, Sharon Yosko, works closely with her to create job accommodations which fit

Hudzik's needs and the needs of the company.

Physical modifications to the work space and specially designed PBX equipment help Hudzik perform her duties more efficiently. As USAA became aware of special accommodations Hudzik needed in her work area, they also became committed to altering rest rooms, water fountains and doorways for easier accessibility.

Even with the support of USAA and TRC, Hudzik still had problems to overcome during the first four months of employment.

Difficulties with her van modification left her without reliable transportation to and from work for several weeks.

Later, Hudzik's attendant care scheduling began to break down. She needed more assistance than she was getting

Continued on page 9



Region I

Art Asebedo, former counselor in the El Paso East Field Office, transferred to the South Austin Field Office August 1.

Region II

Etta Mae "Pug" Litteken, employment preparation instructor/coordinator in the Wichita Falls Field Office, died July 23. She had been a Commission employee since 1982.

Carol Ann Gorman was selected to be the new ERS program manager in the Fort Worth West Field Office.

Region IV

A veteran of 27 years at TRC, Yeura S. Smith, area manager in the Houston North Field Office, retires September 19.

As of August 31, two local medical consultants in Region IV reached their five-year date of service to the Commission. They are John D. Griffith, M.D. of Houston and Marrie B. Richards, M.D. of Houston.

Hudzik *continued from page 8*

each day to make sure she continued to work while maintaining a household for her four-year-old son, Nathan.

Most recently, medical problems related to her disability made it necessary to miss some work.

Hudzik has faced a series of problems, any one of which could have meant giving up her new job in failure.

But, as Glenn points out, Hudzik hasn't given up. She meets each problem as it comes, and solves it.

"She's doing her job; she's raising her son; she's dealing with her problems ... all she needs is a little help," says Glenn.

Region V

Carrie Jones was recently selected to join the counselor staff at the San Antonio South Field Office. Jones, who has a strong background working with developmentally disabled persons, took over a catastrophic disability caseload.

Region VI

Leslie E. Austin, counselor in the Dallas Field Office Southwest, retired July 31 after 13 years of Commission service.

Local medical consultants Joseph H. Lindsay, M.D. of Dallas and William M. Miller, M.D. of Sulphur Springs both reached their five-year date of service to TRC August 31.

Geneva Davis was selected for a counselor position in the Dallas Northeast Field Office. Davis comes to TRC from the Mexia State School where she was director of Centex, a sheltered program operated through the school.

DDS

Irene Pena-Miller, disability examiner in Unit 17, wrote an article on Texas Association of Disability Examiners (TADE) activities which recently appeared in the national association newsletter, the "NADE Advocate."

Central Office

Truman Cox, dispatcher/mail clerk, retired July 31 after 15 years of service with TRC.

Olivia E. Maldonado, compensation clerk in Human Resources management, retired August 31 after 16 years at the Commission.

Editor's Note: If you have items of interest in the various TRC regions (including DDS and Central Office), such as local awards, press coverage, conferences, meetings or other TRC-related activities which could appear in Regional Notes, please submit them for consideration to "TRC Today" c/o the Public Information Office.

Letters



Roger Peterson, independent living services counselor in the San Antonio Central Field Office, recently received this letter from a client and his wife:

"I want to thank you for all your help in getting my hearing aid. Not only do we appreciate your efforts in obtaining the aid, but thank you for being so pleasant to us. At a time of crisis, a smile and a kind word is so needed. Thanks again for your kindness."



Nedra Dill, counselor in the Amarillo Field Office, received this letter of appreciation from the director of the special education department at the local school district:

"I want to express to you my sincere appreciation for your many valuable contributions to special education in Amarillo Independent School District. Thank you for sharing your time, your expertise and your concern for our very special students. You have made a difference."



The following letter was sent to June Kendrick, medical professional relations officer in DDS, about two medical records technicians assigned to the Houston Veteran's Administration Hospital:

"The vocational counseling staff of the Psychology Service would like to acknowledge the outstanding work of Belinda Randolph and Christine Blackman. They are efficient, diligent and very helpful in their service to our veterans here at the Houston Department of Veterans Affairs Medical Center. This is a spontaneous expression of appreciation for their solid, consistent and excellent work."



Les Lovell, regional director in the Houston Regional Office, received this letter from a client about the the work of Norman Orr, counselor in the Rosenberg Field Office:

"Norman Orr, my counselor, has done an exemplary job on my behalf as I seek to change careers at mid-life. With his help, I am able to set new goals for myself and am prepared for new ways to support my family. Mr. Orr has been diligent and very fair in considering my requests for various supplies and textbooks integral to my success in a career in electronics technology. As a taxpayer for many years, I certainly appreciate his professional attitude in approving only those requests for materials which were 'need to have' as opposed to those which were 'nice to have.' I have had no previous dealings with an agency such as yours, but I am quite sure that if all counselors are as caring as Mr. Orr, your success rate must be one of the highest in any agency providing similar services."



A successful client recently sent this letter to Greg Jamison, counselor in the Liberty Field Office:

"My job is a job I have always wanted; and since there is room for advancement, I see myself as a permanent figure here. I acquired a lot of business skills at Brazos Business College. I don't think I would have gotten this job without that. You made it possible for me to go to school when it looked as if it was going to be a while before I could financially be able to go. Thank you for this opportunity."



NDEAM highlights ADA

National Disability Employment Awareness Month in October focuses on expanding job opportunities for people with disabilities.

Energized by the newly-passed Americans with Disabilities Act, this year's NDEAM is a vital part of the push for a totally productive society including people with disabilities.

ADA promises to make it easier for people with disabilities to access jobs, use transportation, eat at restaurants of their choice, enjoy a movie whenever they like, and contribute to a strong economy and a powerful labor force.



The Americans with Disabilities Act:

- Bans job discrimination and requires employers to make "reasonable accommodations" for disabled workers unless it causes "undue hardship." Applies in two years to employers of 25 or more ... applies in four years to employers of 15 or more.
- Requires all new buses and rail cars to be made accessible.
- Requires telephone relay services which allow communication between people who are hearing impaired and those who hear. In Texas, Sprint Services won the bid to provide relay services.
- Provides equal access to restaurants, hotels, amusement parks, gas stations, dry cleaners, grocery stores, hospitals, sports stadiums and all other retail or service establishments.

It's a great start, but the work is just beginning.

As ADA regulations kick in, businessmen will be looking for ways to accommodate and make business and industry accessible.

NDEAM is the perfect opportunity to get the word out about ADA. NDEAM is the perfect opportunity to put people with disabilities on the "fast track to independence."

TRC field offices should look for NDEAM packets in mid-September. Packets will contain information and statistics on NDEAM and ADA along with ideas on getting business, the media and the community involved in promoting the potential of people with disabilities.

The Texas Rehabilitation Commission Public Information Office stands ready to assist TRC field offices in their efforts to set up NDEAM activities.



Two-thirds of Americans with disabilities between the ages of 16 - 24 are not working. Of those who don't work, 66 percent say they would like to have a job.

A Louis Harris survey.



SSA *continued from page 4*

The program will test a new way for helping disabled persons, who now receive monthly disability income payments from Social Security totaling \$30 billion a year.

The current system said King, "makes people jump through hoops" to prove eligibility and offers little help to find jobs. Furthermore, she said, it's a system that isn't working, explaining that, "Less than one-half of 1 percent of the six million disabled persons on SSA's rolls successfully returns to work."

The pilot program will assign an individual case manager to work personally with beneficiaries on disability and help them develop individual employment plans. "The manager will make referrals to rehabilitation and employment service providers, will coordinate delivery of services, will monitor beneficiary progress and will arrange for post-placement services," said King.

For NDEAM information or help, contact Vernon Dement, information specialist, at (512) 483-4422.

ODH hit with "rifs"

Word came down July 11 that the Lubbock Office of Disability Hearings will close its doors May 1991. ODH is reducing its staff to 14 full-time equivalents (FTEs).

The plan, approved by the Disability Determination Services Executive Committee in January, responds to a steadily decreasing number of hearings throughout the state.

In FY 1989, the Lubbock ODH received only 94 hearings while Austin/San Antonio received 326.

"We're finding that DDS costs in salaries, rent and equipment cannot be justified by the amount of business we do in Lubbock," says Carlos Valdez, assistant deputy commissioner for operations.

Valdez is quick to point out that the so-called reduction in force ("rif") affects only the Office of Disability Hearings. Deputy Commissioner Albrecht approved a plan which would shift these ODH FTEs to examiner and direct on-line positions.

According to Valdez, examiners in the remaining hearings offices (Houston, Arlington and Austin) are currently doing initial and reconsideration cases. Only ODH supervisors are handling hearings cases at present.

The ODH program started in 1984 to provide face-to-face disability hearings for

people requesting that DDS reconsider termination of their disability benefits. But growth expectations for continuing disability review (CDR) cases never materialized.

This was due in part to a change in medical standards for CDRs and the freeze on CDRs resulting from lack of SSA funding. DDS officials have allowed the program to shrink by attrition.

Valdez predicts, however, that the program has shrunk as much as it is going to. "We don't expect to reduce staff below the level of 14 FTEs," he says.

Claimants in the Lubbock area who may require hearings in the future will not do without. Hearings will still be conducted at remote sites by examiners who travel from remaining ODH offices.

As for DDS employees in the Lubbock ODH office, they will have preferential consideration for other jobs in DDS and throughout TRC. In fact, a hearing officer and a clerical supervisor have already transferred to vocational rehabilitation offices in Lubbock. A second hearing officer will fill an Austin ODH position open due to retirement. "I feel committed to seeing that these employees get other jobs within the agency," says Valdez.

I feel committed to seeing that these employees get other jobs within the agency.

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63