APENDIX F
EXPEDITING OFFICIAL ELECTION MAILINGS

Election officials around the country are coming to depend more and more on the U.S. Postal Service. One reason for this greater dependency is the growing number of different items—registration forms, confirmation/verification cards, impending purge notices, cancellation notices, sample ballot materials, and absentee voting materials—which are now being sent through the mails. Another reason is the ever increasing volume of these mailings (and especially of absentee voting materials) as the voting population increases.

The Postal Service, in order to expedite these and other mailings, is implementing a program of automation which promises more efficient and accurate mail processing, improved consistency of delivery, and lower postal operating costs which will, in turn, keep rates as low as possible for as long as possible.

For your election office to benefit from this postal automation, it is essential that your outgoing and return envelopes and postcards conform to Postal Service Guidelines. Following these guidelines, though voluntary, will ensure that official election materials mailed from and returned to your office can be machine processed rather than being delayed by manual sorting. Major features of the postal guidelines are identified below along with certain other measures you can take to gain the most from the Postal service.

THE APPLICATION OF THESE GUIDELINES AND FORMATS

In order to properly employ the Postal Service guidelines, it is important to recognize that your election office deals with four distinct types of preprinted mail each of which will require a different format.

- outgoing domestic civilian items
- returning domestic civilian items
- outgoing military and overseas items, and
- returning military and overseas items.

The formats recommended in this article pertain *only to your preprinted outgoing and returning domestic civilian items.* The formats for preprinted mail to and from all military voters and citizens residing overseas are slightly different since these items contain federally prepaid postage. You may obtain the appropriate formats for military and overseas mail from the Federal Voting Assistance Office at the end of this article.

If your State election office provides you with your preprinted envelopes and post cards, you will want to work closely with them to ensure that your return envelopes contain the proper ZIP+4 and bar code as explained below.

OVERALL GUIDELINES FOR AUTOMATED MAILINGS

These overall guidelines for automated mailings pertain to the size, material, construction, and printing of all your first class outgoing and return envelopes and postcards.

Guidelines for Envelopes

Table 1 defines the dimensional standards for letter-size mail. The minimum sizes apply to all mail except pieces which are more than 1/4 inch thick. Anything which does not conform to these minimum size standards is non-mailable. The maximum sizes apply to First-Class Mail weighing one once or less and single rate

Table 1

Standard Dimensions	Minimum Size	Maximum Size
Height	3 1/2"	6 1/8"
Length	5"	11 1/2"
Thickness (uncompressed)	.007"	0.25"
Aspect Ratio (Length/Height)	Between 1.3:1 and 2.5:1	

Third-Class Mail weighing one ounce or less. Mail which exceeds these dimensions or falls outside the range of acceptable ratios of length to height will be surcharged. First-Class Mail which exceeds the maximum sizes shown on Table 1 cannot be processed on the new automated equipment and must be sorted by less efficient methods.

The *aspect ratio* (length to height) of letter-size mail requires mail pieces to be rectangular within prescribed limits. The aspect ratio can be checked by dividing the length of a mailing piece by its height. If the result is between 1.3:1 and 2.5:1 inclusive, the piece has a standard size aspect ratio. If not within this range, the mail piece will be considered non-standard and will be subject to the same surcharge as the over-sized mail.

Paper envelopes should have a minimum basis weight of 20 pounds. Envelopes made from material other than paper should be submitted to the Postal Service for testing. At present, bar codes do not print clearly on materials such as spun olefin and certain recycled paper. Envelopes made of these materials cannot be processed on automated postal equipment. Glossy coated paper and other smooth paper stock which is used to manufacture envelopes and post cards is not a problem. A white background, however, is preferred.

Guidelines for Post Cards
All cards used for mailing must meet the minimum size requirements for First-Class letter mail (see minimum sizes in Table 1 above). Cards which do not meet these minimum sizes are non-mailable.

The special post card rate applies to cards up to 4 1/2 inches in height by 6 inches in length. Cards which exceed this size must pay the same rate as regular First-Class letter mail. The normal surcharge rules will apply to cards exceeding 6 1/8 inches by 11 1/2 inches and falling outside the standard limits of aspect ratio identified in Table 1 above.

Double or multiple-fold post cards should be spot sealed on all three of the open edges after the card is folded. Avoid using staples or clasps since such protrusions often catch on the edges of other mail pieces and cause jams or damage.

Guidelines for Printing
The new postal automation system relies, as you might suspect, on optical scanning devices. And as any election official who uses optical scan ballot counters will tell you, these devices require an adequate contract between the background and the items to be read.

In order to achieve a proper contrast against the 20 pound white paper stock recommended above, both outgoing and return envelopes should be printed in fairly dark ink. We recommend using Pantone 193U (a color code that any commercial printer will recognize on both your envelopes and postcards. This is the traditional dark red ink which, in addition to being machine readable, has come to be recognized by postal workers as signifying official election materials.

KEY FEATURES OF THE RECOMMENDED FORMATS

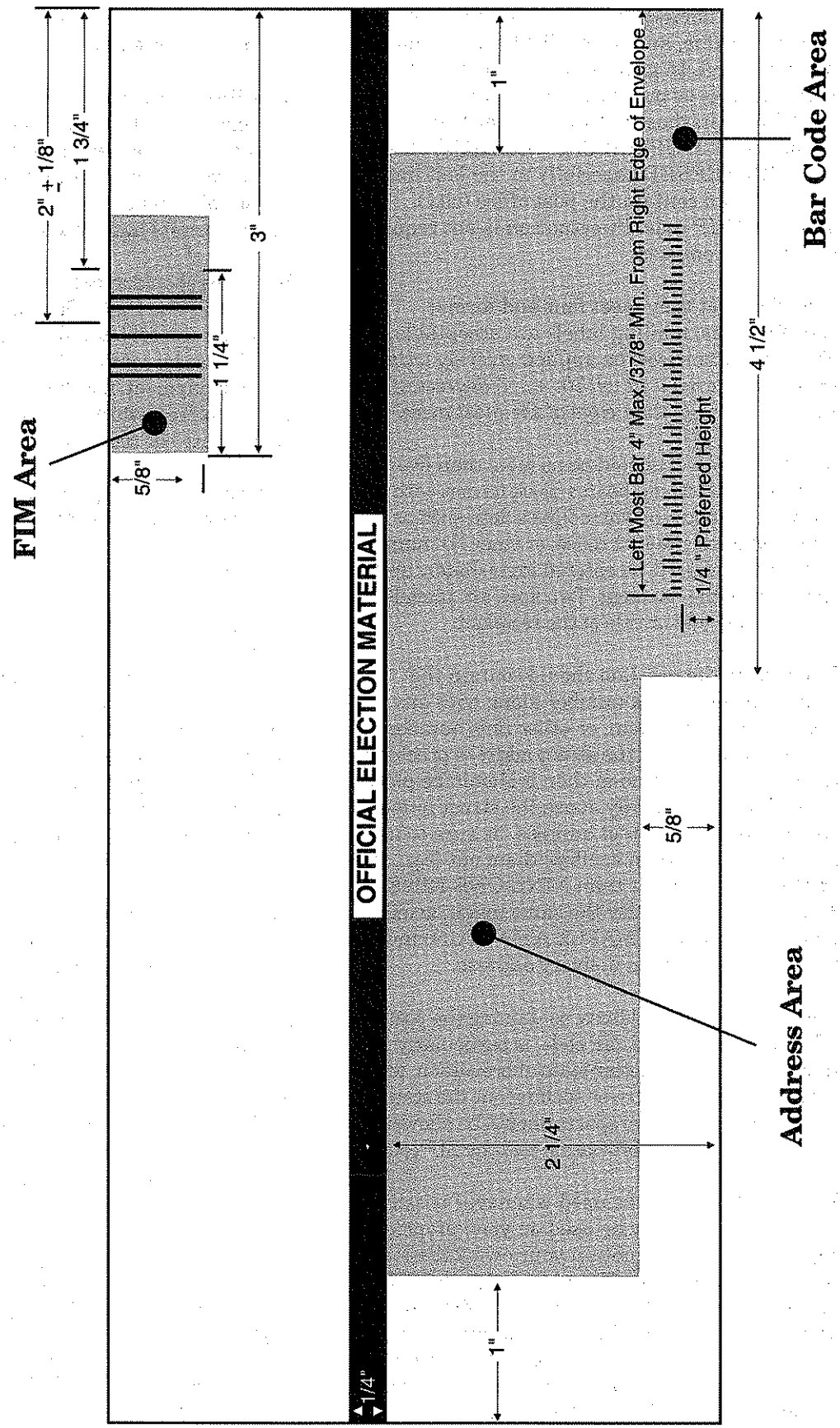
In addition to requiring high contrast printing, the postal optical scan devices are designed to read certain specific items, described below, which appear in otherwise clear fields on the face of the mail piece. These fields and their dimensions are designated by the shaded areas in Figure A. Since each item tells the machine an important bit of information, it is essential that all key items fall within the specifications defined here and in the accompanying figures.

The Address Area, Font, and Format
Addressing mail properly for automation may require changing some old habits and formats.

The entire address, both on outgoing and on pre-printed reply mail, should be contained within the imaginary rectangle designated in Figure A. The sides of the rectangle are one inch from the left and right edges of the mail piece. The bottom of the rectangle is 5/8 of an inch from the bottom edge; and the tope of the rectangle is 2 1/4 inches from the bottom edge (below the identifier ribbon in the examples). Since nothing but the address should appear in this rectangle, it is important to ensure that the identifier ribbon is at least 2 1/4 inches above the bottom edge.

All addresses must be typewritten, machine printed, or preprinted. The font or typeface of

Figure A—Postal Service Dimensional Requirements for Address, FIM, and Bar Code Areas on First Class Envelopes and Post Cards



the address should be simple sans-serif. Stalic, artistic, cyrillic, and script-like fonts cannot be machine read. In general, matrix fonts with touching dots or matrix elements are more readable than those with widely separated elements. ALL UPPER CASE CHARACTERS ARE PREFERRED especially in the last line which should contain the post office (city), state, and ZIP code. Punctuation is not required and may be omitted.

Provided that they meet font and format specifications, mailing labels are acceptable. They must, however be applied entirely *within the address area and within +/- 5 degrees of parallel to the bottom edge of the mail piece.*

Ideally, addresses should be no more than five lines long and should be in a block format with a uniform left margin. Non-address data such as attention lines, pre-sort codes, or voter ID numbers should, if used, be entered immediately above the name of the recipient. Two lines are provided for the name and/or title of the recipient.

The next to the last line should contain the street address or box number along with any apartment, suite, room, or other unit number. (When the length of the street address precludes adding the unit number, then it should be placed in the line immediately above the street name.) In identifying the street address, be sure to use numbers rather than spelling them out (e.g., 191 MAPLE AVE. rather than NINE-ONE-NINE MAPLE AVENUE). By the same token, avoid using intersections (MAPLE AND MAIN) unless this is the authorized delivery address.

The last line of the address, containing the post office (city), state, and ZIP code, is particularly important. The two-letter state abbreviation, for example, is preferred over spelling out the state name. Only one or two spaces should be allowed between the state abbreviation and the ZIP code.

ZIP+4 codes should be used whenever possible and should certainly be used on your preprinted reply mail. You can obtain your own ZIP+4 code from your local post office along with the ZIP+4 codes for every address in your jurisdiction. In addition to speeding the mails, using ZIP+4 may entitle you to certain discounts in your mailings. Again, contact your local post office for details. The ZIP+4 code must always be printed as the five digit ZIP code, a hyphen, and the four digit add on.

The Bar Code and Area

The bar code is that long line of little hash marks which you see increasingly in the lower right area of envelopes and post cards. The bars are simply a binary encription of the ZIP+4 code which permits high speed automated sorting.

Bar codes should appear on *all* your preprinted reply mail. The Postal Service will provide you with your correct bar code image on photographic film for use by your printer. It is also possible to obtain equipment, now being used in some election offices, which automatically applies an appropriate bar code to outgoing mail.

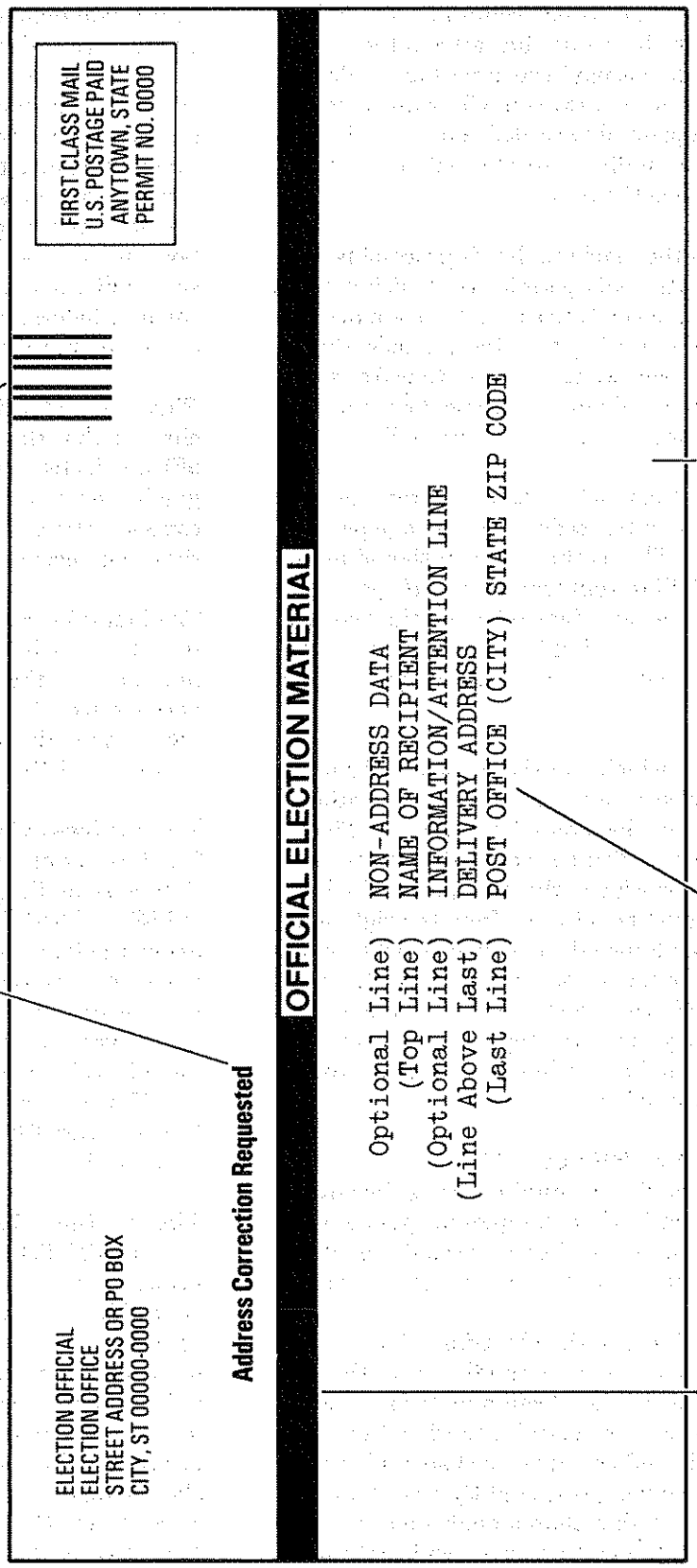
The bar code must appear within the otherwise clear read area designated in Figure A. The read area extends 5/8 inch from the bottom and at least 4 1/2 inches from the right edge of the mail piece.

Within the bar code area, the left-most bar must be located between 3 7/8 and 4 inches from the right edge of the mail piece while the bottom of the bar code must be between 3/16 and 1/4 inch from the bottom edge. Because the height of the bars is the critical element for the reader, it is important that the bar code films provided to you by the Postal Service not be enlarged or reduced in the printing. High quality resolution and printing are also crucial.

FIM Types and Area

You may also have wondered, from time to time, about the meaning and purpose of those larger hash marks which often appear at the top and just to the left of the postage area. These markings are called the FIM (Facing Identification Marks), and their purpose, basically, is to tell the machine what kind of mail it is handling. Each of the following three FIM patterns give the machine a different message so that the mail can be properly sorted in subsequent automated steps.

Figure B—Recommended Format for Outgoing Domestic Civilian First Class Envelopes and Post Cards



FIM A tells the machine that it is handling preprinted reply mail which contains a bar code and to which the sender has affixed the postage. If you do not pay return postage under a permit, this is the FIM you will want to use on all your preprinted barcoded reply mail including domestic civilian absentee ballot return envelopes (See Figure C).

FIM B tells the machine that is processing a piece of postage paid permit mail which does *not* contain a bar code. Unless you have a machine which automatically prints the bar code, this is the FIM you will want to use on your franked outgoing mail including outgoing domestic civilian absentee ballots (See Figure B).

FIM C tells the machine that the item coming through is both bar coded *and* postage paid permit mail. This is the FIM you should use on domestic civilian reply mail if you *do* pay the return postage (see Figure D) and the one you should use on outgoing franked mail if you *do* have a machine that automatically prints your bar code.

These FIMs, which you should obtain from the Postal Service, must appear within the otherwise clear area designated in Figure A. The right boundary of this area must be 1 3/4 inches from the right edge of the mail piece. The left boundary must be 3 inches from the right edge. The area is 5/8 inch deep as measured from the top edge. The top of the bars must be no lower than 1/8 inch from the top edge of the mail piece but may touch the top edge. The right most bar must be 2 inches (+/- 1/8 inch) from the right edge of the mail piece.

The Identifier Ribbon

The identifier ribbon running across the envelope face in each of our samples is optional and is by no means a postal service requirement. It may, however, serve three very useful purposes.

The first purpose of the identifier ribbon is to alert postal carriers and handlers that the mail item contains official election materials and therefore warrants special attention. Since many election offices have used such identifier ribbons in the past, this slightly new format (a single ribbon rather than a double one so as not to intrude on the address area) will continue an established tradition.

A second advantage to the identifier ribbon is that it will enable you to distinguish quickly between your domestic civilian mail and your military and overseas mail. This is because the recommended format for military and overseas envelopes does *not* contain an identifier ribbon. The importance to you of being able to make this distinction is twofold. First, military and overseas mail is postage paid under Federal law which domestic civilian mail is not. Second, such a distinction will help you better manage the new federal blank ballot which will be explained in future editions of this *Journal.*

Finally the identifier ribbon will improve the chances that the intended recipients of your official election mailings will be able to distinguish them from among the campaign mailings, contest entries, and commercial mailings which they also receive.

The identifier ribbon, if used, should appear at least 2 1/4 inches above the bottom edge of the mail piece so that it will not interfere with the address area. The ribbon in the examples is 1/4 inch wide with the words "OFFICIAL ELECTION MATERIAL" enclosed in bold type.

The Address Correction Request

The Postal Service suggests that your outgoing first class mailings contain the words ADDRESS CORRECTION REQUESTED" just above the identifier ribbon and just below and inset from the return address (see Figure B). If these words appear, the Postal Service will make every effort to affix the correct address on undeliverable mail before returning the item to you. This service will, in turn, help you maintain accurate files as well as audit trails on absentee ballots.

The Business Reply Mail Box

The "BUSINESS REPLY MAIL" box is appropriate *only on prepaid permit response mail.* If your office does not pay return postage on domestic civilian mail, then you should not use it on such items (although it will appear on military and overseas reply mail since these are federally prepaid). If your office *does* pay return postage on domestic civilian mail, then the box should appear as indicated in Figure D with the words "NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES" appearing in the postage area.

Figure C—Recommended Format for Preprinted Domestic Civilian First Class Reply Mail to Which sender Must Affix Postage

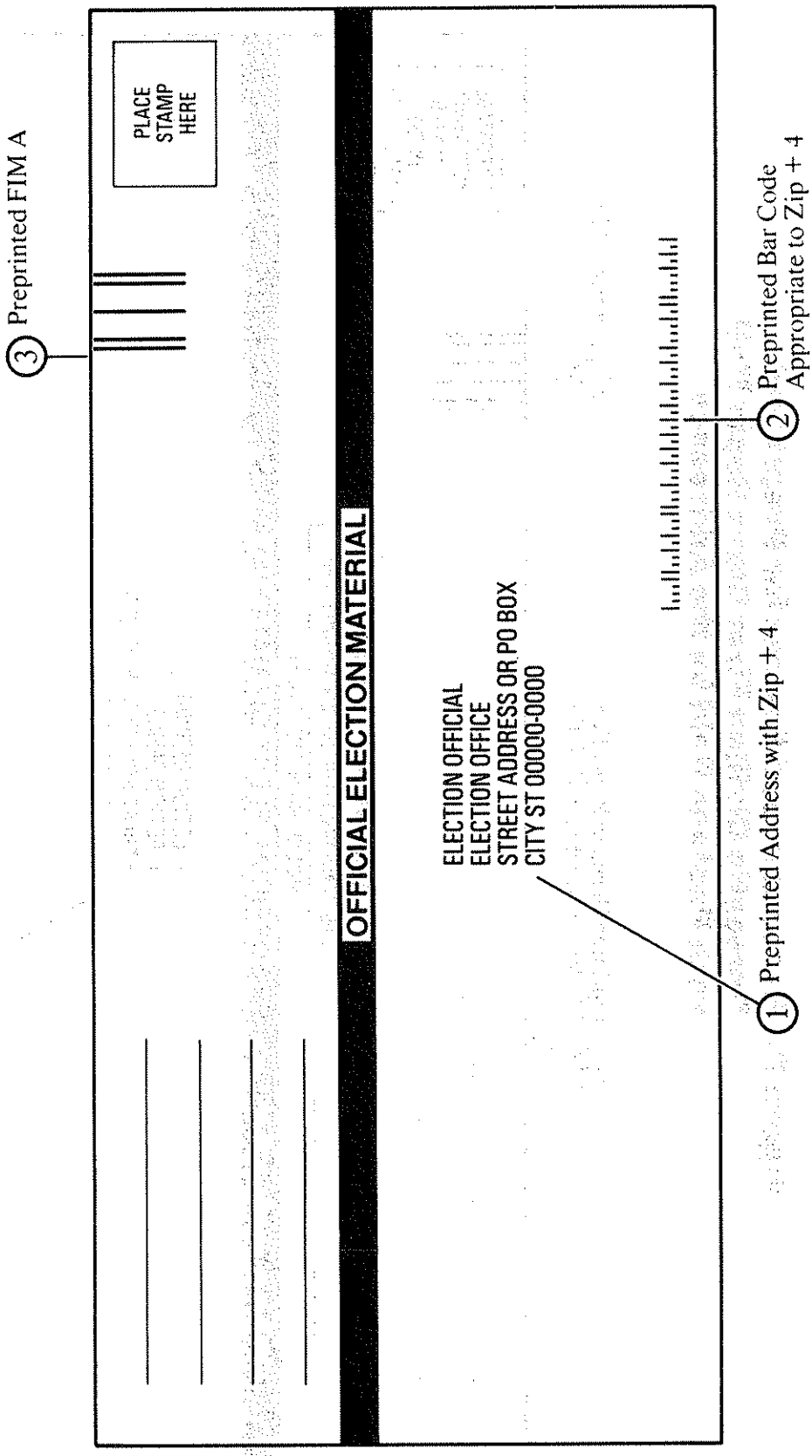
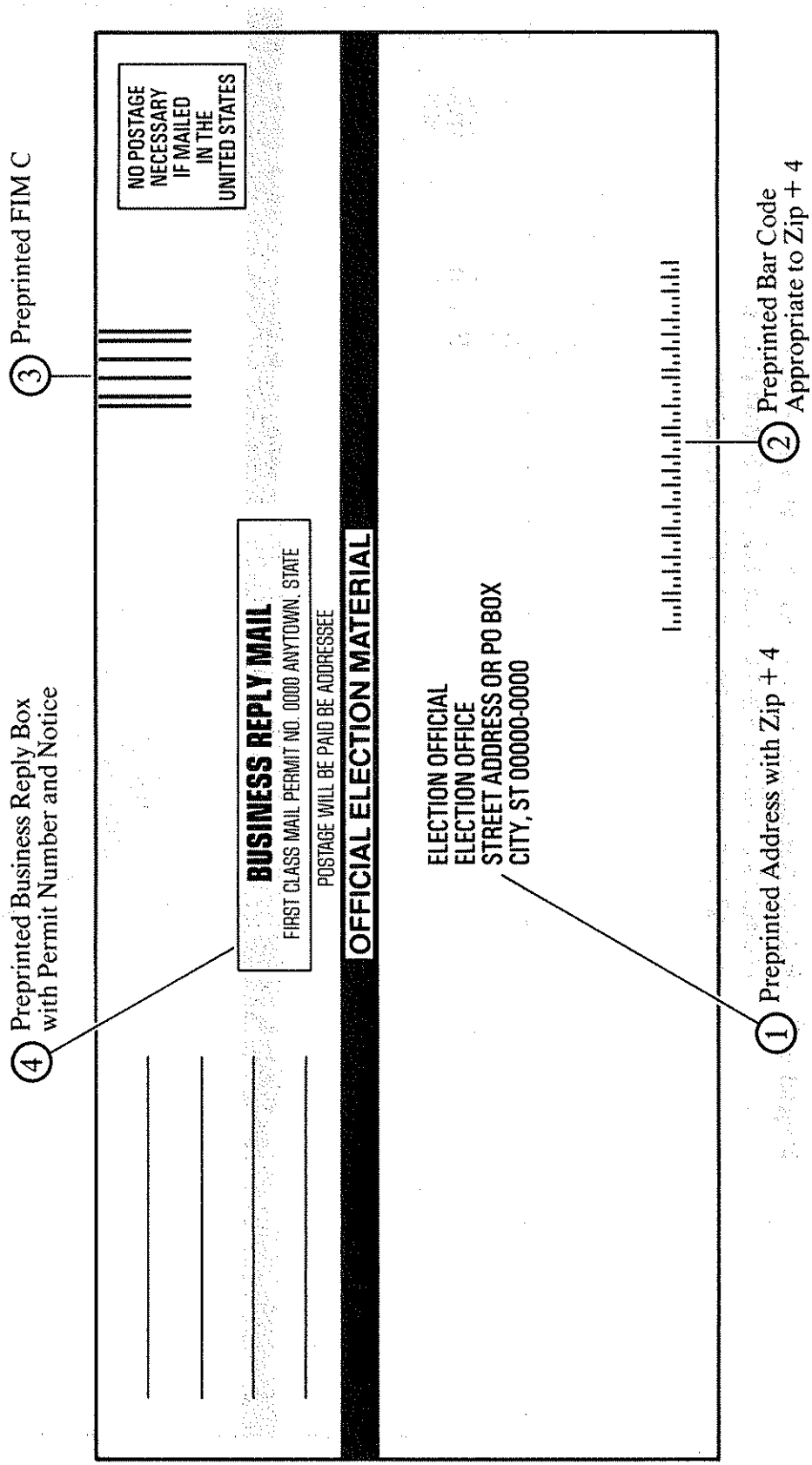


Figure D—Recommended Format for Preprinted Domestic Civilian First Class Reply Mail with Postage Paid by the Addressee



Within the BUSINESS REPLY MAIL box, and right below that legend, the words "FIRST CLASS MAIL PERMIT NO. XXXX" and the name of the issuing post office (city and state) must be shown in capital letters. Immediately below the box but above the identifier ribbon or address area must appear the legend "Postage Will Be Paid by Addressee."

FOR FURTHER GUIDANCE AND ASSISTANCE

It is important to keep in mind that the formats suggested in this article pertain only to your pre-printed outgoing and returning *domestic civilian* mail. You may obtain the recommended formats for outgoing and returning *military and overseas* mail by contacting:

Henry Valentino, Director
Federal Voting Assistance Program
Office of the Secretary of Defense
The Pentagon, RM 1B–457
Washington, DC 20301
Tele: 202/659–9330

Additional information on preparing your mail for postal automation can be obtained from three pamphlets published by the Postal Service:

- A Guide to Business Mail Preparation (Publication 25 dated December 1985)
- Addressing for Automation (Notice 221 dated May 1985), and
- Preparing Business and Courtesy Reply Mail (Publication 12, dated March 1986)

Remember that your ZIP+4 number, along with those for all addresses in your jurisdiction, can be obtained from your local postmaster. Your postmaster can also put you in contact with the nearest Postal Service Director of Marketing and Communication who can provide you or your State election office with camera ready copies of the bar code and FIMs appropriate to your needs.

APPENDIX G
OTHER PUBLICATIONS AVAILABLE

Federal publications include:

Innovations in Election Administration 4: Using NCOA Files for Verifying Voter Registration Lists by Charlotte Mullins, published by the National Clearinghouse on Election Administration.

Innovations in Election Administration 5: Agency Voter Registration Programs by Margaret Rosenfield, published by the National Clearinghouse on Election Administration.

Innovations in Election Administration 6: Motor Voter Registration Programs by Robert Montjoy, published by the National Clearinghouse on Election Administration.

Innovations in Election Administration 7: Mail Registration Programs by Robert Montjoy, to be published by the National Clearinghouse on Election Administration.

Innovations in Election Administration 8: Election Document Retention in an Age of High Technology by Marie Garber, to be published by the National Clearinghouse on Election Administration.

The above documents, along with additional copies of this one, are available free of charge from:

The National Clearinghouse
on Election Administration
Federal Election Commission
999 E Street, N.W.
Washington, D.C. 20463
Direct tele: 202/219-3670
Toll Free: 800/424-9530
FAX: 202/219-8500

(NOTE: The last two *Innovations* studies identified above will not be available until late November of 1993.)

State and local publications include:

Motor Voter Task Force Report prepared by the Elections Division of the Office of the Secretary of State of Massachusetts. Available free of charge from:

Director of Elections
Election Division Rm 1705
Office of the Secretary of State
One Ashburton Place
Boston, Massachusetts 02108
Tele: 617/727-2828
FAX: 617/742-3238

Private publications include:

The National Voter Registration Act of 1993: Implementation Manual prepared by Human SERVE. Available for $20.00 per copy from:

Campaign for Universal Voter Registration
Human SERVE
622 W. 113 Street, Rm 410
New York, New York 10025
Tele: 212/854-4053

APPENDIX H
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Arlington, VA 22203
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Director, Government Affairs
(703) 522-4200

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Director
Motor Vehicle Division
P.O. Box 1028
Joseph Montoya Building
Santa Fe, NM 87504

New York
Thomas J. Seery, Director
Office of Field Operations
Department of Motor Vehicles
Empire State Plaza
Albany, NY 12228

North Carolina
Robert F. Hodges
Commissioner
Division of Motor Vehicles
1100 New Bern Avenue
Raleigh, NC 27697

Ohio
Cassandra Hicks
Chief Legal Counsel
Department of Highway Safety
240 Parsons Avenue
Columbus, OH 43266

Oklahoma
Maj. Tom Tennery
Special Services Commander
Department of Public Safety
P.O. Box 11415
Oklahoma City, OK 73136

Oregon
Jane Hardy Cease
Administrator
Motor Vehicles Division
1905 Lana Avenue, N.E.
Salem, OR 97314

Pennsylvania
Donald Thomas
Driver License Division Manager
Bureau of Driver Licensing
Transportation/Safety Building
Harrisburg, PA 17120

Rhode Island
Thomas M. Harrington
Administrator
Division of Motor Vehicles
State Office Building
Providence, RI 02903

South Carolina
T.R. Rusty Easler
Administrator, Driver Services
Motor Vehicle Division
P.O. Box 1498
Columbia, SC 29216

South Dakota
Pam Ice
Chief Examiner
Com. Ins/Regulation Division
118 W. Capitol Avenue
Pierre, SD 57501-2080

Tennessee
Tom Hutton
Director
Driver Control Division
1150 Foster Avenue
Nashville, TN 37210

Texas
Michael Anderson, Chief
Driver/Vehicle Records Department
Department of Public Safety
5805 N. Lamar Blvd.
Austin, TX 78773

Utah
David Beach
Director
Driver License Division
P.O. Box 30560
Salt Lake City, UT 84130

Vermont
Michael D. Griffes
Commissioner
Department of Motor Vehicles
120 State Street
Montpelier, VT 05603

Virginia
Donald E. Williams
Commissioner
Department of Motor Vehicles
2300 west Broad Street
Richmond, VA 23269

Washington
Mary Riveland
Director
Department of Licensing
Highways-Licensing Bldg.
Olympia, WA 98504

West Virginia
Jane Cline
Commissioner
Department of Motor Vehicles
1800 Washington Street, East
Charleston, WV 25317

Public Welfare Organizations

National:
The American Public Welfare Association (APWA)
810 First Street, N.E., Ste. 500
Washington, DC 20002-4267
Contact:
Rick Ferreira
or
Elaine Ryan
(202) 682-0100

State: (Courtesy of APWA)

Alabama
Alabama Department of Human Resources
Gordon Persons Bldg.
50 Ripley Street
Montgomery, AL 36130-1801
(205) 242-1160

Alaska
Alaska Department of Health and Social Services
P.O. Box 110601
Juneau, AK 99811-0601
(907) 465-3030

Arizona
Arizona Department of Economic Security
1717 W. Jefferson Street
P.O. Box 6123
Phoenix, AZ 85005

Arkansas
Arkansas Department of Human Services
300 Donaghey Bldg.
7TH & Main Streets
P.O. Box 1437
Little Rock, AR 72203-1437
(501) 682-8650

California
California Health and Welfare Agency
1600 9th Street
Room 460
Sacramento, CA 95814
(916) 654-3454

California Department of Social Services
744 P Street
M.S. 17-11
Sacramento, CA 95814
(916) 657-2598

California Department of Health Services
714 P Street
Room 1253
Sacramento, CA 95814
(916) 657-1425

Colorado
Colorado Department of Social Services
1575 Sherman Street
Denver, CO 80203-1714

Connecticut
Connecticut Department of Income Maintenance
110 Bartholomew Avenue
Hartford, CT 06106
(203) 566-2530

Connecticut Department of Human Resources
1049 Asylem Avenue
Hartford, CT 06105-2431
(203) 566-3318

Connecticut Department of Children and Youth Services
170 Sigourney Street
Hartford, CT 06105
(203) 566-3536

Delaware
Delaware Department of Health and Social Services
1901 N. DuPont Highway
New Castle, DE 19720
(302) 577-4500

Delaware Department of Services for Children, Youth, and Their Families
1825 Faukland Road
Wilmington, DE 19805-1195
(302) 633-2500

District of Columbia
District of Columbia Department of Human Services
801 N. Capitol St., N.E.
Ste. 700
Washington, DC 20002
(202) 727-0310

Florida
Florida Department of Health and Rehabilitative Services
1317 Winewood Blvd.
Tallahassee, FL 32399-0700
(904) 488-7721

Georgia
Georgia department of Human Resources
State Office Bldg.
47 Trinity Ave., S.W.
Atlanta, GA 30334
(404) 656-5680

Georgia Dept. of Human Resources / Division of Family & Children Services
878 Peachtree Street, N.E.
Atlanta, GA 30309
(404) 894-6368

Georgia Department of Medical Assistance
Floyd Veterans Memorial Bldg.
West Tower 1220
2 M.L. King Jr., Drive, S.E.
Atlanta, GA 30334
(404) 656-4479

Hawaii
Hawaii Department of Human Services
1390 Miller St.
Honolulu, HI 96813
(808) 586-4996

Idaho
Idaho Department of Health and Welfare
450 W. State St.- Statehouse Mail
Boise, ID 83720
(208) 334-5500

Illinois
Illinois Department of Public Aid
Jesse B. Harris Bldg.
100 S. Grand Ave., E.
Springfield, IL 62762
(217) 782-6716

Illinois Department of Children and Family Services
406 East Monroe Street
Springfield, IL 62701
(217) 785-2509

Indiana
Indiana Family and Social Services Administration
Government Center South
402 W. Washington Street
Indianapolis, IN 46204

Iowa
Iowa Department of Human Services
Hoover Bldg.
Des Moines, IA 50319
(515) 281-4597

Kansas
Kansas Department of Social and Rehabilitation Services
Docking State Office Bldg., 6th Fl.
915 Harrison Ave.
Topeka, KS 66612-1570
(913) 296-3271

Kentucky
Kentucky Cabinet for Human Resources
275 E. Main Street
Frankfort, KY 40621
(502) 564-7573

Louisiana
Louisiana Department of Social Services
P.O. Box 3776
Baton Rouge, LA 70821
(504) 342-0286

Maine
Maine Department of Human Services
State House Station #11
Augusta, ME 04333
(207) 287-3707

Maryland
Maryland Department of Human Resources
Saratoga State Center
311 W. Saratoga Street
Baltimore, MD 21201
(410) 333-0001

Massachusetts
Massachusetts Executive Office of Human Services
1 Ashburton Pl., Rm. 1109
Boston, MA 02108
(617) 727-7600

Massachusetts Department of Public Welfare
600 Washington Street
Boston, MA 02111
(617) 348-5970

Massachusetts Department of Social Services
24 Farnsworth Street
Boston, MA 02210
(617) 727-0900

Michigan
Michigan Department of Social Services
235 S. Grand Avenue
P.O. Box 30037
Lansing, MI 48909
(517) 373-2035

Mississippi
Mississippi Department of Human Services
421 W. Pascagoula Street
Jackson, MS 39203
(601) 960-4250

Missouri
Missouri Department of Social Services
Broadway State Office Bldg.
221 W. High Street
P.O. Box 1527
Jefferson City, MO 65102
(314) 751-4815

Montana
Montana Department of Social and Rehabilitation Services
P.O. Box 4210
Helena, MT 59604
(406) 444-5622

Montana Department of Family Services
P.O. Box 8005
Helena, MT 59604
(406) 444-5902

Nebraska
Nebraska Department of Social Services
301 Centennial Mall, South, 5th Fl.
P.O. Box 95026
Lincoln, NE 68509-5026
(402) 471-3121

Nevada
Nevada Department of Human Resources
Capitol Complex
505 E. King Street
Carson City, NV 89710
(702) 687-4400

New Hampshire
New Hampshire Department of Health and Human Services
6 Hazen Drive
Concord, NH 03301-6505
(603) 224-5500

New Jersey
New Jersey Department of Human Services
Capital Place One
222 S. Warren Street, 5th Fl.
CN 700
Trenton, NJ 08652-0700
(609) 292-5325

New Mexico
New Mexico Human Services Department
P.O. Box 2348
Santa Fe, NM 87504-2348
(505) 827-4065

New York
New York State Department of Social Services
40 N. Pearl Street
Albany, NY 12243
(518) 474-9003

North Carolina
North Carolina Department of Human Resources
101 Adams Bldg.
Raleigh, NC 27603
(919) 733-4534

North Dakota
North Dakota Department of Human Services
State Capitol - Judicial Wing
600 East Blvd.
Bismarck, ND 58505
(701) 224-2310

Ohio
Ohio Department of Human Services
30 E. Broad Street, 32nd Fl.
Columbus, OH 43266-0423
(614) 466-1504

Oklahoma
Oklahoma Department of Human Services
P.O. Box 25352
Oklahoma City, OK 73125

Oregon
Oregon Department of Human Resources
Public Service Bldg.
Salem, OR 97310
(503) 378-3034

Pennsylvania
Pennsylvania Department of Public Welfare
7th and Foster Streets
P.O. Box 2675
Harrisburg, PA 17105-2675
(717) 787-2600

Rhode Island
Rhode Island Department of Human Services
Aime J. Forand Bldg.
600 New London Ave.
Cranston, RI 02920
(401) 464-1000

Rhode Island Department of Children, Youth & Families
610 Mt. Pleasant Avenue
Providence, RI 02908
(401) 457-4750

South Carolina
South Carolina Department of Social Services
1531 Confederate Avenue
P.O. Box 1520
Columbia, SC 29202-1520
(803) 734-6169

South Dakota
South Dakota Department of Social Services
700 Governors Drive
Pierre, SD 57501

Tennessee
Tennessee Department of Human Services
Citizens Plaza
400 Deaderick Street
Nashville, TN 37248-0001
(615) 741-4165

Texas
Texas Department of Human Services
701 W. 51st street
P.O. Box 149030
Austin, TX 78714-9030
(512) 450-3011

Utah
Utah Department of Human Services
120 N. 200 West
P.O. Box 45500
Salt Lake City, UT 84145-0500
(801) 538-4001

Vermont
Vermont Agency of Human Services
103 S. Main Street
Waterbury, VT 05676
(802) 241-2220

Virginia
Virginia Department of Social Services
8007 Discovery Drive
Richmond, VA 23229-8699
(804) 662-7022

Virginia Department for the Visually Handicapped
397 Azalea Avenue
Richmond, VA 23227
(804) 371-3145

Washington
Washington Department of Social and Health Services
State Office Bldg.
P.O. Box 45010
Olympia, WA 98504-5010
(206) 753-7039

West Virginia
West Virginia Department of Health and Human Resources
Bldg. 6, State Capitol Complex
Charleston, WV 25305
(304) 558-240

Disability Services Organizations

National Council on Independent Living
Troy Atrium
4th Street & Broadway
Troy, NY 12180
(518) 274-1979

The Council of State Administrators of Vocational Rehabilitation
P.O. Box 3776
Washington, DC 20007
(202) 638-4634

The National Council of State Agencies for the Blind
1213 29th Street, NW
Washington, DC 20007
(202) 298-8468

American Council of the Blind
1155 15th Street, N.W.
Washington, DC 20005
(202) 467-5081

National Federation of the Blind
1800 Johnson Street
Baltimore, MD 21230
(410) 659-9314

National Association of the Deaf
814 Thayer Avenue
Silver Spring, MD 20910
(301) 587-1788

National Association of Developmental Disabilities Councils
1234 Massachusetts Avenue, N.W.
Ste. 103
Washington, DC 20005
(202) 347-1234

Community Transportation Association of America
725 15th Street, N.W.
Washington, DC 20005
(202) 628-1480