

ALABAMA DEPARTMENT OF LABOR

2016 ANNUAL REPORT



Secretary Fitzgerald Washington



Employment Services

Unemployment Compensation

Labor Market Information

Hearings and Appeals

Workers' Compensation

Inspections



Letter to the Governor
The Honorable Robert Bentley
Governor of Alabama

Dear Governor Bentley,

2016 was a very successful and productive year for the Department of Labor. We were dedicated in our approach to reduce the unemployment rate and put Alabamians back to work.

One of our major initiatives in 2016 was to expand our regional job fairs throughout the state. We held two in Montgomery, one in Birmingham, and one in Dothan. These job fairs were well publicized and proved to be extremely popular with both jobseekers and employers. Through these job fairs, we are building constructive relationships with local economic developers, employers, and regional workforce commissions. Additionally, we hosted hiring events aimed at specific industries, such as mining, steel, and maritime in an effort to respond to specific needs in the community.

Employment continued to improve in 2016, with Alabama's economy supporting 1,990,200 jobs, the most recorded in more than eight years! We again surpassed economists' predictions, adding 56,200 jobs through November. Economists predicted the state would add 29,450 jobs for the *entire year*! The majority of the increase was attributed to hiring in the manufacturing and government sectors.

Our unemployment rate remained below recession levels throughout the year. The number of people counted as employed is higher than it has been since May 2008.

Our Career Centers reflected this improvement in the economy with more than a quarter of a million new registrants and 450,000 Alabamians served. Alabama JobLink, the state's free online jobs database, registered more than 169,000 new job orders representing more than 234,000 job openings. More than 500,000 people used JobLink in 2016.

Upwards of 162,000 jobseekers entered employment after receiving services through the Career Centers, representing nearly two-thirds of the jobseekers exiting the labor exchange system. Close to 90% were still employed six months after exiting the system, with average earnings of \$25,552 per year.

Full implementation of the Workforce Innovation and Opportunity Act (WIOA) became effective in July of this year. The Career Centers are the front line for these valuable services and resources, and a great deal of work was put into making sure that Alabama was ready to meet the challenge.

Our marketing efforts increased significantly in 2016, with an expanded digital marketing campaign, print ads in more than 100 Alabama newspapers, and a roadside billboard campaign. The department's website was completely revamped to better serve our customers. We are increasing awareness of our department's services in an effort to reach as many Alabamians as we can.

Alabama's veteran unemployment was also significantly changed in 2016, decreasing from 5.6% to 3.1%. For the first time, Alabama's Career Centers met all 13 goals related to veteran unemployment set by the U.S. Department of Labor. Additionally, our Career Centers provided staff-assisted services to 5,586 veterans and were credited with helping 3,626 veterans find jobs.

The Alabama Unemployment Insurance Trust Fund has a healthy balance of \$525 million. We collected over \$263 million in unemployment insurance taxes in 2016. Following a memorandum of understanding established with the U.S. Department of Labor in 2015, we have identified nearly 4,000 misclassified workers and more than \$42 million in misclassified wage dollars.

ADOL will continue to provide services to those Alabamians who need us the most, the unemployed and underemployed. Our staff is dedicated to upholding our efficient and professional service standards.

I present the 2016 Alabama Department of Labor Annual Report, which reflects a high level of commitment to positive, proactive, and ongoing efforts to adapt to ever-changing times and to position Alabama for the future.

Sincerely,

A handwritten signature in cursive script that reads "Fitzgerald Washington".

Fitzgerald Washington, Secretary

ALABAMA DEPARTMENT OF LABOR ORGANIZATIONAL CHART



SECRETARY OF LABOR
FITZGERALD WASHINGTON

BOARD OF APPEALS
MEMBERS APPOINTED BY
GOVERNOR

ADVISORY COUNCIL
MEMBERS APPOINTED BY
GOVERNOR

SUPPORT DIVISIONS



**GOVERNMENTAL
AFFAIRS**
STEPHEN
MCCORMICK

LEGAL
JOSEPH AMMONS

FINANCE
MARGIE TONEY

**LABOR
ADMINISTRATOR**
VIVIAN HANDY

HUMAN RESOURCES
RENEE MINOR

**INFORMATION
SYSTEMS**
JEANNINE
PENDERGAST

OPERATIONAL DIVISIONS



**EMPLOYMENT
SERVICES**
ROBERT BRANTLEY

**UNEMPLOYMENT
COMPENSATION**
THOMAS DANIEL

**LABOR MARKET
INFORMATION**
JIM HENRY

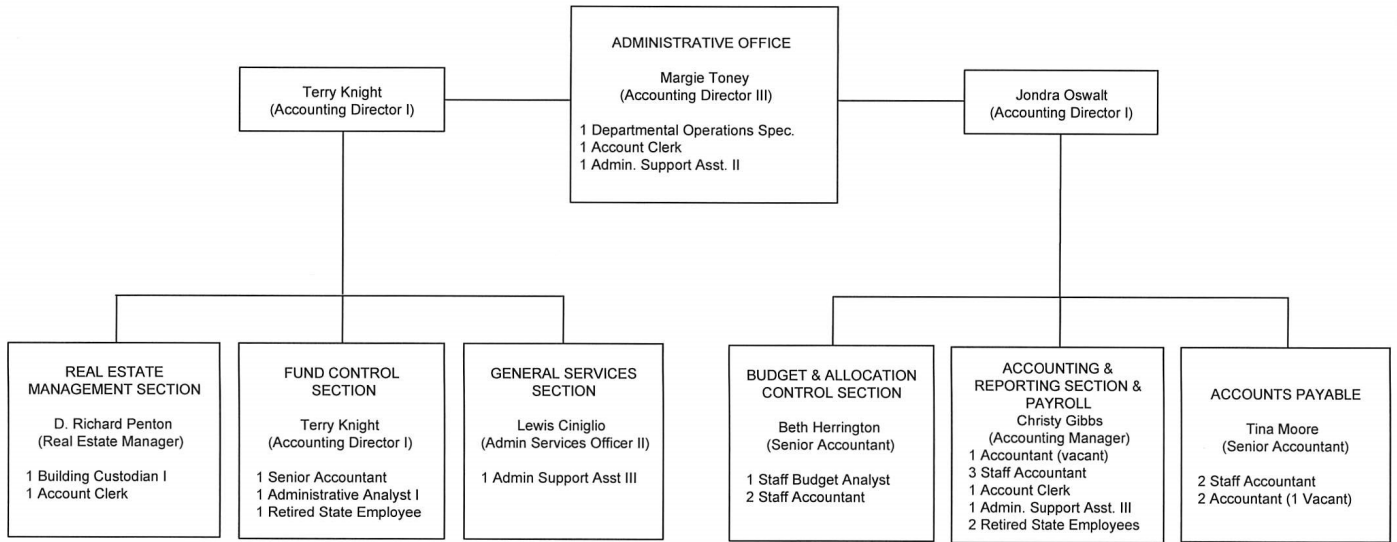
**HEARINGS &
APPEALS**
VENESSA WATKINS

**WORKERS'
COMPENSATION**
CHARLES DELAMAR

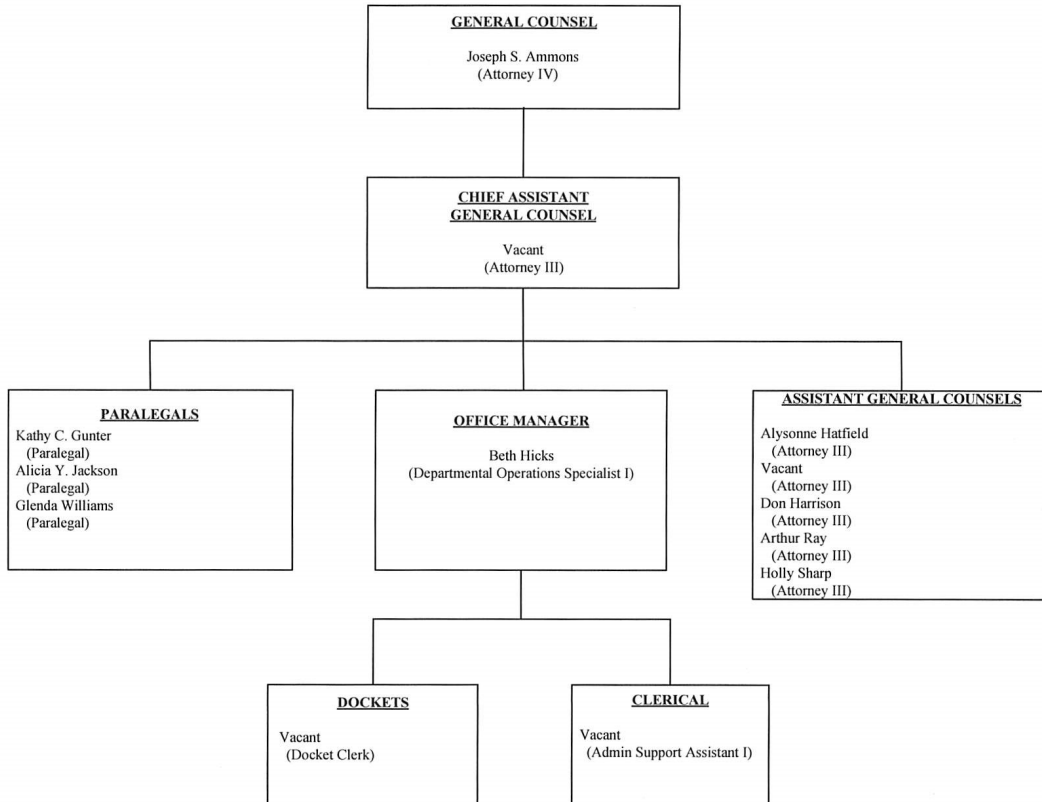
INSPECTIONS
JIM BYRUM

INSPECTIONS
BRIAN WITTWER

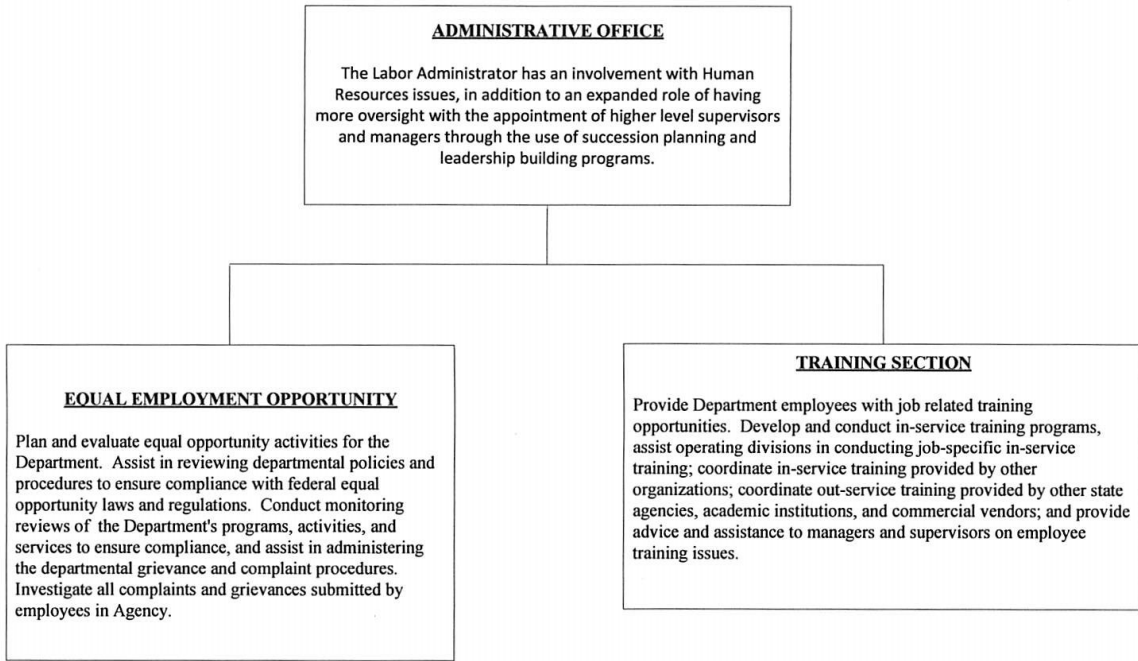
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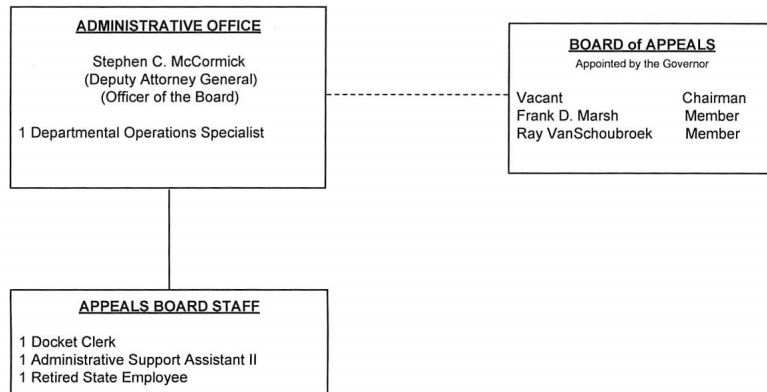
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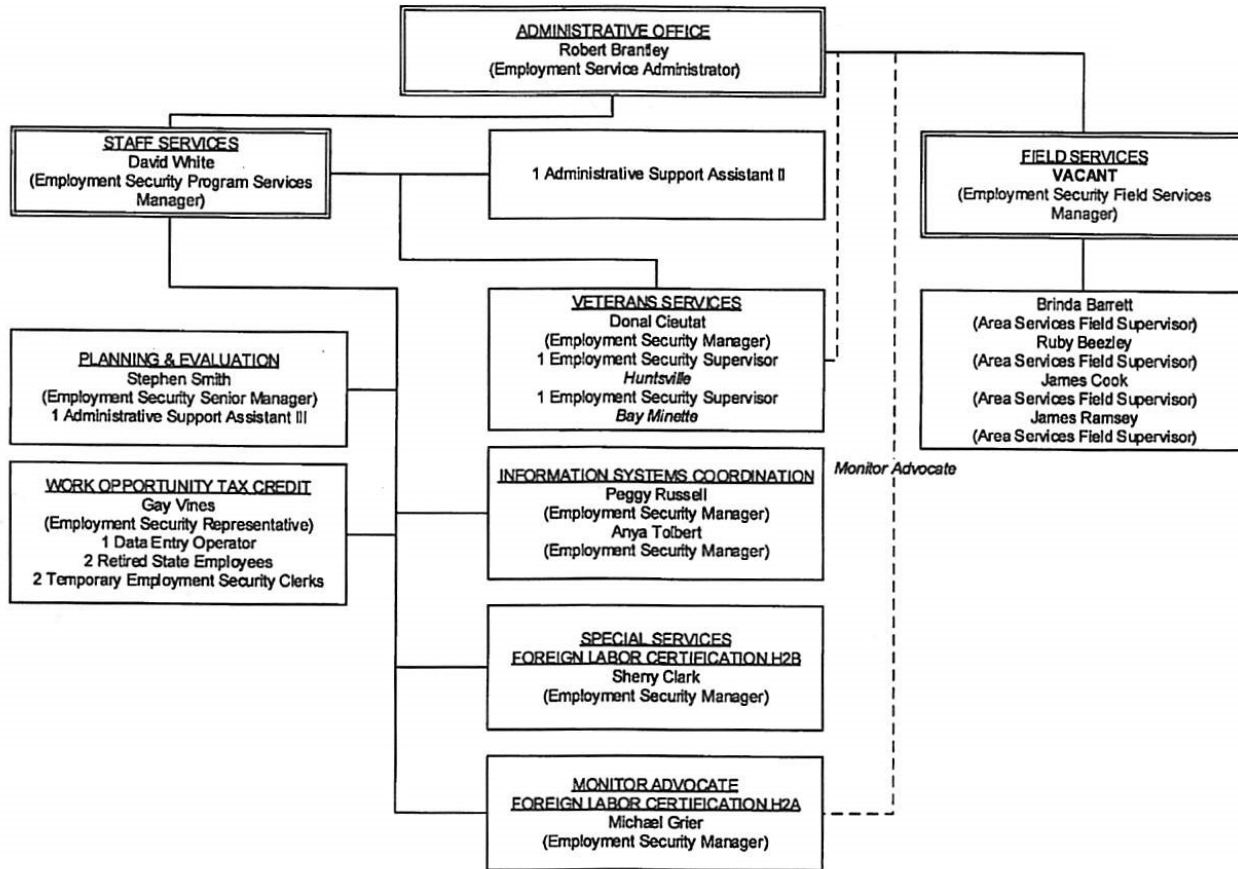
LABOR ADMINISTRATOR



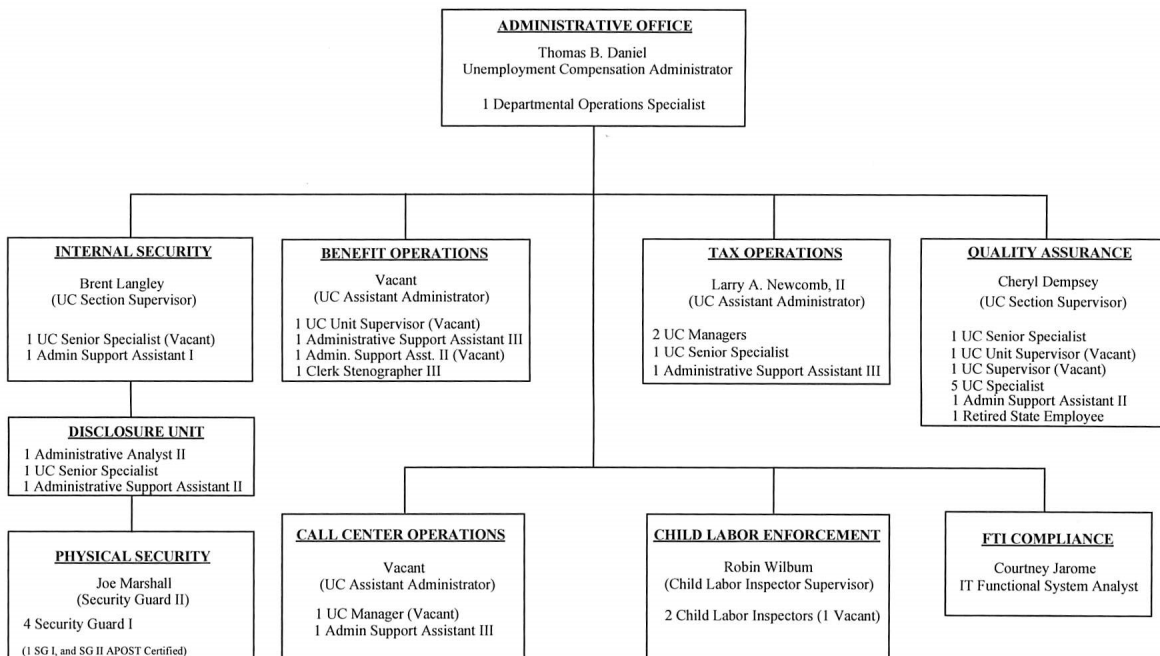
GOVERNMENTAL AFFAIRS DIVISION



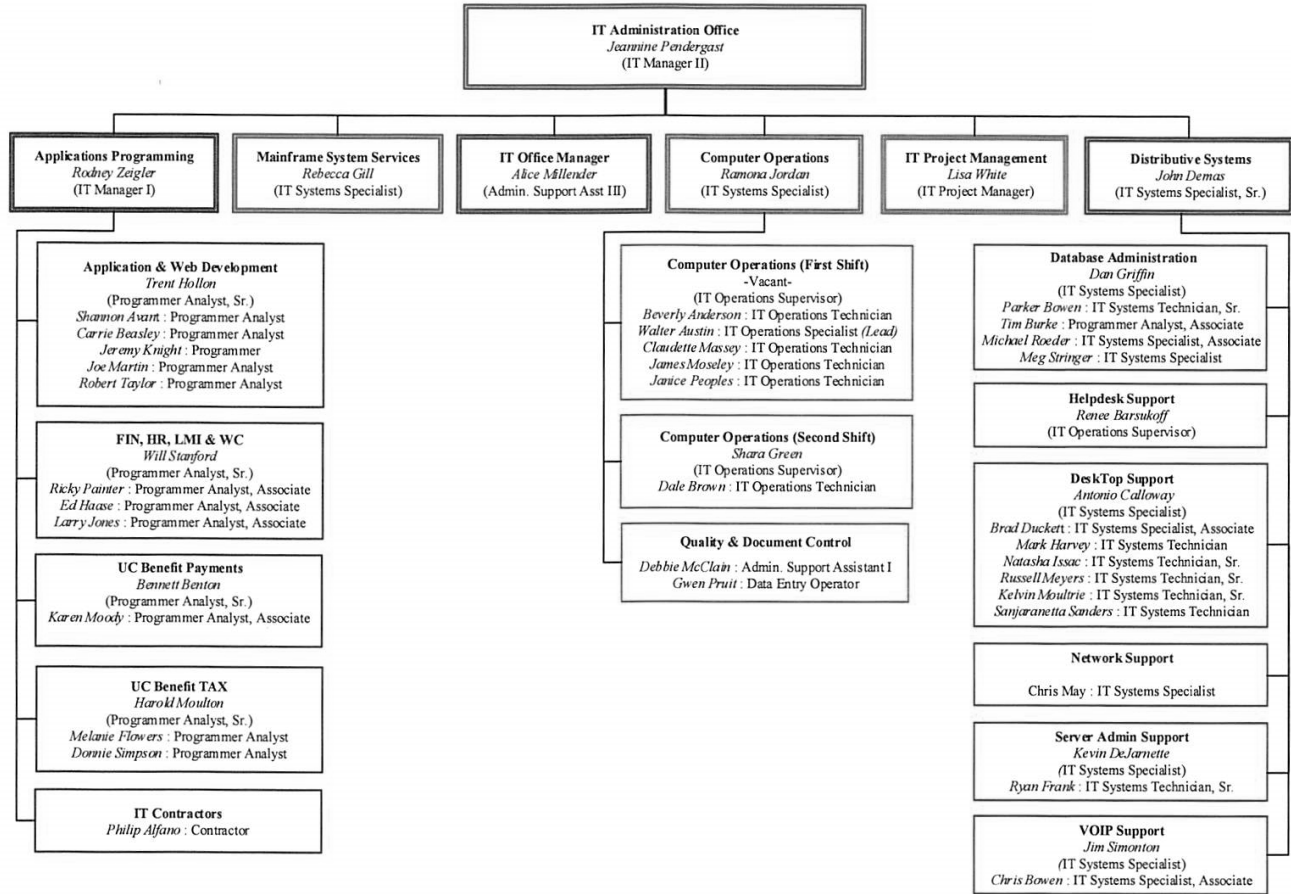
EMPLOYMENT SERVICE DIVISION



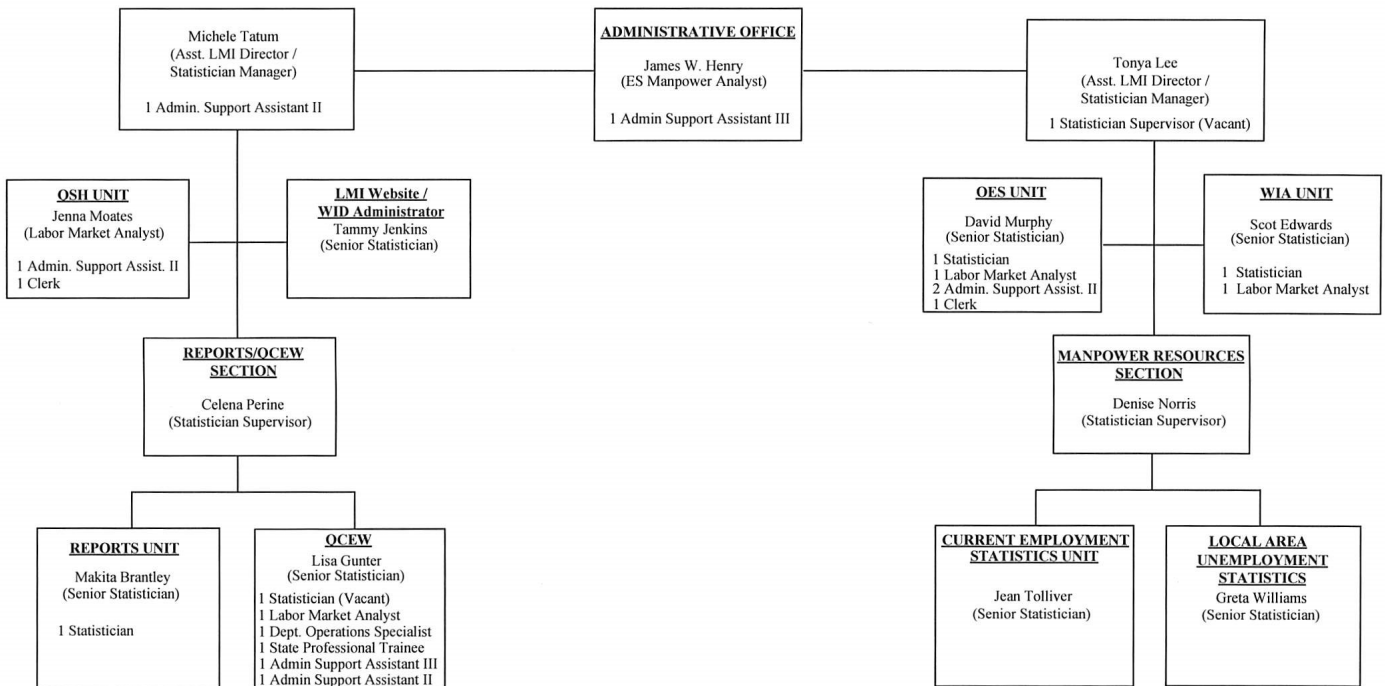
UNEMPLOYMENT COMPENSATION DIVISION



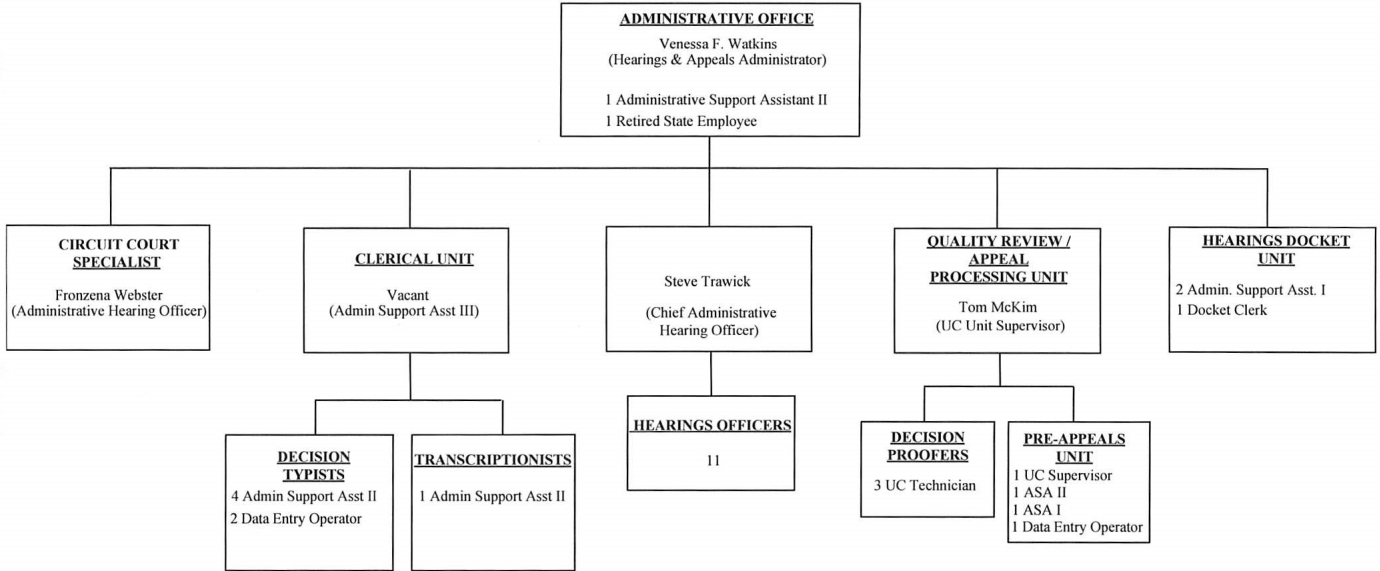
INFORMATION SYSTEMS DIVISION



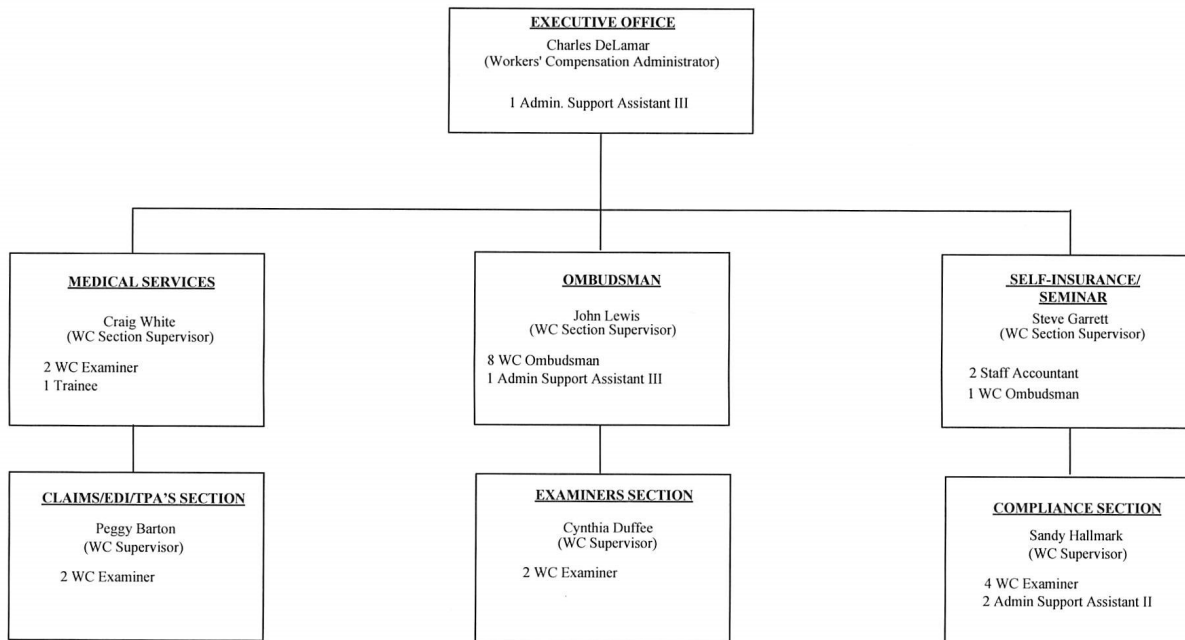
LABOR MARKET INFORMATION DIVISION



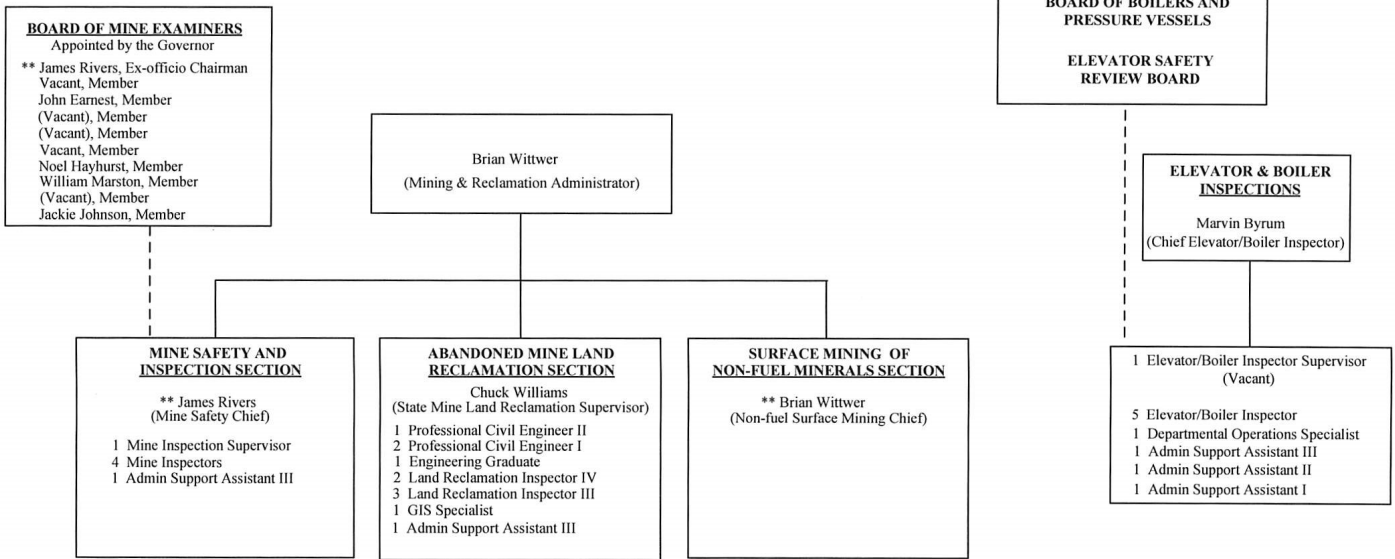
HEARINGS AND APPEALS DIVISION



WORKERS' COMPENSATION DIVISION

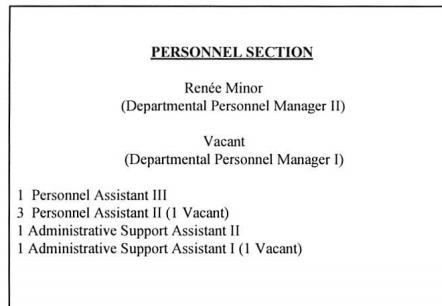


INSPECTIONS DIVISION



** Dual Capacity

HUMAN RESOURCES DIVISION





EMPLOYMENT SERVICES

DIRECTOR
ROBERT BRANTLEY

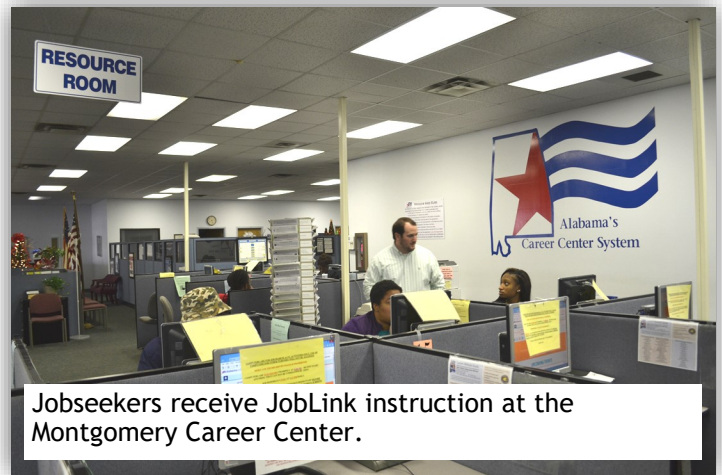
areas with access to computers with high speed internet and software designed to aid jobseekers, and a vast array of resource materials, including the latest labor market information to assist with career and job searches. Computers are equipped to offer registration assistance, résumé preparation, labor market / career / information / exploration, as well as a wide range of online resource material and tutorials for job-related subjects. Service may be either self-directed by the client or provided by the professional staff available in the Career Center.

Full implementation of the Workforce Innovation and Opportunity Act (WIOA), passed in June 2014, became

The Employment Service Division of the Alabama Department of Labor (ADOL) serves as the gateway to the state’s labor and job markets, delivering labor exchange services to both jobseekers and employers through the Alabama Career Center System. Alabama is also a proud partner in the American Job Center Network, which is designed to unify and brand workforce services as part of a single national network.

As a partner in the Alabama Career Center System, ADOL works with all workforce partners to build a customer-friendly system providing jobseekers and employers with a full range of seamless employment and training services in 49 “One-Stop Career Centers” located throughout the state. The 49th point of service was opened this fall with the opening of an itinerant point center in Sumter County on the campus of the University of West Alabama in Livingston.

Online access to workforce services is always available at www.joblink.alabama.gov. Career Centers offer resource



Jobseekers receive JobLink instruction at the Montgomery Career Center.

effective July 1, 2016. Workforce partners developed a four-year plan incorporating sector strategies, career tracks, program alignment, regional economies, work-based training, and establishment of a common identifier for branding recognition of the workforce system.




ADOL has pursued branding through collaboration with television stations and local government entities

to sponsor regional job fairs in the state’s major markets. Seven were sponsored this year: Montgomery (2), Birmingham, Jasper, Brookwood, Dothan, and Mobile. The fairs garnered more than 15,000 jobseekers and over 500 employers. The Career Center System and Alabama Job Link (AJL) brands will be part of the new AlabamaWorks branding for workforce development in the state.

Marketing efforts by ADOL were ramped up this year



ALABAMA JOBLINK

 <p>LOOKING FOR A JOB? Post your resume and start your search for the perfect career today.</p> <p>Learn More</p>	 <p>READY TO HIRE SOMEONE? Take one step closer to finding the perfect candidate by signing up.</p> <p>Learn More</p>	 <p>THINKING ABOUT A CAREER? Find colleges and training providers that match your career goals.</p> <p>Find Training & Schools</p>
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Google Analytics reports that for the first 10 months of 2015, there were more than



781,000 users +
2.4 million sessions +
44 million page views =



JOB SEEKERS
110,000 job match notifications



EMPLOYERS
10,000 job match notifications

Joblink.alabama.gov



with both print and digital media campaigns. Billboards were placed statewide to increase awareness of Career Center services to jobseekers and employers, particularly in areas with high unemployment.

Efforts to expand Career Center outreach through Facebook has been enormously successful. At the end of 2015, Career Center pages had over 36,000 likes. At the end of 2016, likes had increased by 57% to 56,532 likes.

These events/activities positively impacted the state's economy as unemployment continued to improve in the state for the seventh consecutive year in 2016, registering 5.9% in November. Payrolls added over 19,000 jobs this year led by the manufacturing sector (+6,800), the government sector (+5,500), and the financial activities sector (+4,500), among others.

Alabama's Career Centers reflected this improvement in the economy and better job market with 275,000 new registrants seeking assistance, 500,000 customer visits to centers, and 450,000 individuals being served.

Approximately 80% of registrants self-register for service while the remaining 20% visit Career Center locations for registration assistance and service from professional staff. However, almost 20% of self-registrants eventually seek staff assistance at a Career Center. Approximately half of those seeking help were Unemployment Insurance claimants.

The mobile Career Center Vehicle (MCCV) provided on-demand access to jobs where such access is not available.

During this year the MCCV participated in 62 events throughout the state to provide workforce related assistance to the residents of Alabama. These included job fairs, business recruitment assistance, Rapid Response to dislocated workers, outreach to communities needing workforce development services, assistance to veterans returning home, and career days for students.

Staff capacity building, an emphasis in WIOA for front-line staff, continued this year and in 2017 staff will be provided with the knowledge and skills required to serve jobseekers and employers under the newly implemented WIOA.

Driving Alabama's workforce development system is AJL, an internet-based, customer-driven service delivery system at www.joblink.alabama.gov, featuring self-service options for jobseekers and employers. Google Analytics reports that in the past year, there have been more than 510,000 users on AJL, with a returning visitor rate of 68.6%. This is more than 1.5 million sessions, consisting of more than 24.2 million page views.



For jobseekers, AJL offers around-the-clock access for registration, job search, online résumé creation, automatic e-mail notification when skills match employer openings, and, in some instances, direct employer contact. AJL offers the ability to upload a résumé to the system for job searches, not only in AJL, but also in Indeed.com, which expands access to millions of jobs from sources such as small industry-specific job boards, local newspapers, and trade associations.

For employers, AJL is available 24/7 to post and manage job openings, search for qualified workers, and receive automatic e-mail notification when job requirements match jobseeker skills. This year, 2,181 individual employers have reviewed over 587,000 jobseeker résumés.

AJL includes jobs from the Direct Employers National Labor Exchange, www.US.jobs, in addition to jobs listed by employers with the Alabama Career Center System. The exchange represents the job openings available through an array of leading global employers. Jobs from the exchange also include jobs in Alabama from www.USAJOBS.gov, the Federal Government's official one-stop source for federal jobs and employment information.

Major enhancements made to AJL in 2016 include faster job and résumé searches using filters to narrow the selections.

Empowerment of the users of Alabama's Labor Exchange system to self-direct job and worker searches has opened access to the public labor exchange system, making it truly a "customer demand-driven" system. Success in this shift in



Job Seekers



Employers

service delivery is borne out in the numbers of jobseekers and employers served by the system with 80,668 new jobseeker accounts and 3,218 new employer accounts established this year. More than 169,000 new job orders representing more than 234,000 job openings were listed on AJL this year. Automation and stream-lining of the delivery of workforce development services continues to position the Alabama Career Center System as the gateway to Alabama's job and labor markets.

For the most recently completed year, more than 162,000 jobseekers entered employment after receiving employment services through the Career Center System, representing almost two-thirds (62.5%) of the jobseekers exiting the labor exchange system during this period. An overwhelming majority (82.9%) were still employed six months after exiting the system with a job. Average earnings were \$25,522 per year or \$12.27 per hour.

CLAIMANT ASSISTANCE PROGRAM

The Claimant Assistance Enhancement Program is designed to reduce the duration of joblessness for UC claimants. This is accomplished through quick, early intervention by Career Center staff with UC claimants to assess their needs and offer services designed to return them to work as quickly as possible. These services include: review of job search efforts, orientation to Career Center services,

provision of labor market and career information, skills assessment, employability development plans, job search plans, job search workshops, and intensified job development and placement services including skills assessment/transferability tools provided online to claimants by the Career Center.

This year, more than 111,400 eligible claimants were helped to find jobs, representing more than 66% of the eligible claimants exiting the labor exchange system during this period, creating a significant savings to the Unemployment Trust Fund.



Claimants

BUSINESS CONTACTS

More than 22,700 promotional business contacts were made by Career Center staff with Alabama employers this year, representing the most business contacts made in over a decade. The Business Services program has trained Business Service Representatives who focus outreach to both new employers and those not previously using Career Center services to help solve workforce problems.

Employers are apprised of services, programs, and assistance available through the Career Center System to include on-the-job training and incumbent worker training program opportunities to help in meeting their workforce needs. The goal of the Business Services program is to help employers take advantage of programs in order to grow and create jobs. In turn, employers' feedback is used to adjust services or develop new services to better serve employers.

In an effort to focus employers on the hiring needs of people with disabilities, ADOL organized the first Governor's Disability Employment Summit held in Birmingham in October. More than 75 employers were brought together to learn about services offered through the career centers and other state agencies to encourage hiring people with disabilities.



THE GOVERNOR'S
Disability Employment Summit
OCTOBER 25, 2016 / 9 am - 3 pm
The Club in Birmingham

RAPID RESPONSE

Rapid Response activities provided by Career Center staff, funded under contract with the Alabama Department of Commerce – Workforce Development Division, support the State's Rapid Response Team in providing assistance to the business community and workers affected by layoffs or plant closings in the state. Career Center staff participate in group employee meetings as key members of the state's Rapid Response Team to provide information and direction to dislocated workers relative to Career Center services, including: UI registration, job registration, résumé preparation, online job searches, job placement, veteran services, labor market information, and conduct dedicated on-site job search workshops, when necessary.



Rapid Response event held for Rite-Aid employees.

The Rapid Response team has assisted workers at 31 major closings and layoffs affecting 5,366 dislocated workers thus far in 2016.

FOOD STAMP PROGRAM

During Fiscal Year 2016, 4,167 Food Stamp registrants visited a Career Center seeking service. This is a marked decline from previous years owing to eligibility changes in the Food Stamp program. Beginning this year mandatory participation of Able-Bodied Adults without Dependents (ABAWD) in Employment and Training (E&T) activities was changed to voluntary and additional options for retaining eligibility added.

ABAWDs from 14 counties (Mobile, Montgomery, Houston, Morgan, Etowah, Jefferson, Tuscaloosa, Bibb, Shelby, Chilton, Coosa, Talladega, St. Clair, and Blount) participated in the E&T program. Those visiting Career Centers were provided services to include: Career Center orientation, Labor Market information, résumé preparation, job search, job shops, individual employment plan, referral to training, case management, and referral to support services. A total of 1,109 Food Stamp clients were either placed on jobs via the Career Centers or obtained employment after receiving services.

TAX CREDITS FOR EMPLOYERS

The Work Opportunity Tax Credit (WOTC) program is a federally funded program that provides incentives to businesses to hire individuals who have historically faced barriers to employment. The benefits of WOTC are twofold: it is an aid in helping targeted jobseekers find and retain employment, and it saves employers money by reducing their tax liability. Private-sector employers can reduce their tax costs by employing individuals from any targeted WOTC designated groups including: Temporary Assistance for Needy Families (TANF) recipients, food stamp recipients, ex-felons, SSI recipients, veterans, and people with disabilities, among others. Effective January 1, 2016

Congress passed legislation to add a new targeted WOTC group: long-term unemployment recipients.

W.O.T.C **WORK OPPORTUNITY TAX CREDIT**

Alabama WOTC issued 68,770 certifications during 2016, representing 68,770 individuals who found jobs along with a potential tax savings of at least \$176,706,800 for Alabama employers. Please note that this 2015 reporting period includes 29,934 applications with a potential tax savings of at least \$77,250,800 that were approved in 2015 but were released on Jan. 30, 2016. This occurred because the legislative authority for the WOTC program expired on Dec. 31, 2014, but an extension was not passed by Congress and signed by the President until Dec. 18, 2015. On Dec. 18, 2015 this bill, which included a five-year extension of WOTC, was enacted retroactive to Jan. 1, 2015 and will expire on Dec. 31, 2019.

WOTC added long-term unemployment recipients to both automated and hard-copy applications and has established methods to certify or deny this targeted WOTC group. WOTC established access with the IRS to verify the qualifications of supplemental security income on applications with this targeted WOTC group. Also, continued efforts were taken to eliminate the need for hard-copy applications by providing encouragement and more direction for filing electronically. Those who take advantage of filing electronically have the added benefit of monitoring their decisions online. This eliminates the cost of mailing decisions in the traditional manner.

Additional information regarding the WOTC is available at www.doleta.gov/business/incentives/opptax/ OR www.labor.alabama.gov/WOTC.

SERVICES TO RURAL RESIDENTS

In addition to comprehensive Career Centers located in the state's more densely-populated metropolitan areas, the Alabama Career Center System also operates 11 satellite Career Centers and 11 itinerant point Career Centers to facilitate access to workforce delivery services through the Alabama Career Center System in the state's rural areas.

As part of this service, the Alabama Career Center System conducts the Agricultural Recruitment Service (ARS) and assists the USDOL, Office of Foreign Labor Certification, with the Foreign Labor Certification H-2A temporary agricultural program for nonimmigrant foreign workers.

Staff members based in Alabama Career Centers as well as members of the ADOL Central Office staff are responsible for overseeing the Migrant and Seasonal Farm Worker Outreach Program and for conducting agricultural pre-occupancy housing inspections for the H-2A program.

Last year, Career Center staff inspected 105 dwellings, with occupancy approved for 1,239 workers in response to 46 separate H-2A certifications.

Migrant and seasonal farm workers were offered all services provided to other applicants and referred to other community agencies as needed. Access to bilingual service is available for each Career Center to help coordinate the process if the applicant is not proficient in English.

FOREIGN LABOR CERTIFICATION

The Foreign Labor Certification Unit of ADOL works directly with the employer or his agent or attorney to ensure that labor certification applications meet regulations and guidelines mandated by federal and state laws and U.S. Department of Labor Employment Service guidelines.

The Foreign Labor Certification H-2B unit serves a customer service role responding to employer inquiries and disseminating of comprehensive information concerning the program and guidance in the filing process. In Fiscal Year 2016, ADOL received 58 new intrastate job orders identified as H-2B, representing 1,707 job openings.

VETERAN SERVICES

The Alabama Career Center System continues to implement a re-focus initiative proposed by the USDOL and required by federal grant provisions, which directs Career Center specialists to provide veterans with core services, including initial assessments of job readiness, résumé assistance, and referrals to job openings and job training.

For the first time, Alabama Career Centers met all 13 goals set by USDOL Veterans' Employment and Training Service (see charts on next page).

Extensive Outreach to Disabled Veterans and Veterans Facing Special Challenges

To assist veterans and recently separated service members with service-connected disabilities to find civilian jobs, the State of Alabama operates the Disabled Veterans Outreach Program (DVOP), funded under a federal Jobs for Veterans State Grant (JVSG), using specialists to provide intensive services and to guide disabled veterans into vocational

DVOP Specialists (Source: VETS-200A)	Goal	Result
Number of veterans provided Intensive Services by DVOPs divided by total number of veterans and Eligible Persons provided DVOP services	90%	90%
Veterans' Entered Employment Rate (VEER) Weighted (Note 1)	64%	64%
Veterans' Employment Retention Rate (VERR)	80%	81%
Veterans' Average Earnings (VAE for 6 months)	\$15,000	\$16,040
Disabled Veterans' EER (DVEER)	50%	51%
Disabled Veterans' ERR (DVERR)	78%	80%
Disabled Veterans' Average Earnings (DVAE for 6 months)	\$16,000	\$17,740
<i>Note 1: DVOP "weighted" Entered Employment Rate (EER) of 64 percent is calculated by applying a multiplier to the entered employment rate for veterans.</i>		

Performance Targets for Labor Exchange Services for Veterans (Source: ETA-9002D)	Goal	Result
Veterans' Entered Employment Rate (VEER)	58%	62%
Veterans' Employment Retention Rate (VERR)	81%	83%
Veterans' Average Earnings (VAE for 6 months)	\$15,000	\$15,900
Disabled Veterans' EER (DVEER)	54%	56%
Disabled Veterans' ERR (DVERR)	80%	81%
Disabled Veterans' AE (DVAE for 6 months)	\$16,500	\$17,273

training or to develop employment opportunities. The program also provides statewide outreach tools and events to assist economically or educationally disadvantaged veterans to connect with resources and services to overcome barriers to employment.

Last year, DVOP specialists counseled approximately 6,624 veterans with significant barriers to employment due to military service-connected disabilities and provided them with employment services, career counseling, guidance on applying for veterans' benefits, referrals to supportive services, job training, and information about their employment and re-employment rights.

In partnership with the U.S. Department of Veterans Affairs, Vocational Rehabilitation and Employment (VR&E)

Division, DVOP specialists in the Career Centers work with VR&E's counselors to develop job opportunities for disabled veterans participating in vocational training for employment.

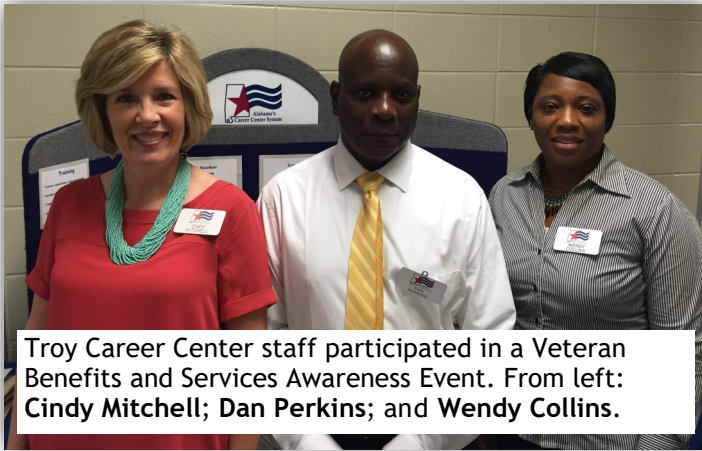
Disabled veterans, veterans recently released from active duty, homeless veterans, economically and educationally disadvantaged veterans, incarcerated veterans, and veterans with significant barriers to employment are all referred to DVOP specialists for intensive services such as providing comprehensive assessments of job readiness, developing a plan to become employed, and connecting to resources, services, and benefits.

The re-focus initiative provides that Local Veterans Employment Representatives (LVERs) will advocate the Veteran Services Program to employers, conduct job development activities and workshops to assist veterans in finding employment, and promote the hiring of veterans.

The number of veterans in Alabama's labor force decreased slightly to 189,000 from 192,000 veterans last year. The unemployment rate for veterans in Alabama decreased from 5.6% to 3.1% in 2016. Additionally, the unemployment rate for post-9/11 veterans in the U.S. decreased from 7.2 to 5.8 percent, while the unemployment rate for post-9/11 veterans in Alabama decreased



Mobile Career Center staff participated in the Mobile Project Homeless Connect 2016. The event served homeless veterans and non-veterans.



Troy Career Center staff participated in a Veteran Benefits and Services Awareness Event. From left: **Cindy Mitchell**; **Dan Perkins**; and **Wendy Collins**.

sufficiently from 7.2 to 4.6 percent, or about 7,000 unemployed post-9/11 veterans in Alabama.

At the close of the reporting year, nearly 18,675 veterans and Military Transitioning Service Members, including military spouses, were registered in AJL for job search assistance, résumé assistance, and employment and training services.

Veterans are provided priority in all services and training provided by the Alabama Career Center System. AJL offers self-service features and convenient internet access to provide job matching and many other services. Nevertheless, nearly half of registered veterans also took advantage of personal assistance offered by Career Specialists, LVERs, and partnership agencies located at local Career Centers. They provide career coaching, local and national job search assistance, intensive services to locate and apply for supportive services and resources, and personal assistance in navigating today’s complex and challenging job market.

LVERs are well-acquainted with the needs of local employers and how to assess military skills to determine a service member’s transferable skills related to occupations in civilian careers. They are assigned to the Business Services teams at Career Centers as veterans’ employment advocates to locate potential employment opportunities and encourage employers to offer veterans priority consideration for job openings. LVERs also work with DVOP specialists to explore job development opportunities for their clients.

Many veterans and military service members preparing for separation from active duty are provided career counseling and assistance to enroll into state and federally-funded workforce training or into vocational or four-year degree programs under one of the GI Bill programs.

USDOL reporting shows that of 275 newly-released from active duty veterans who received staff-assisted services, more than 64 percent entered employment, and Alabama Career Centers met or exceeded the state’s performance measure for Veterans Entered Employment. Alabama Career Centers provided staff-assisted services to 5,586 veterans and were credited with assisting 3,626 veterans into jobs.

Services to Military

Career Center veteran employment representatives participate in Military Yellow Ribbon events and military family functions for deploying and deactivating units of the Alabama National Guard and the Military Reserve components to extend job search services to soldiers in transition from active duty and to assist military spouses to find jobs during the service members active duty deployment.

Partnerships to Serve Veterans

Alabama Career Centers collaborate with colleges, universities, and trade schools to coordinate job fairs and career expositions, including events held at military installations and National Guard armories. These intensive efforts make an important difference for recently-separated military veterans and veterans returning from deployment. Other community partnerships developed include Homeless Veterans Stand-Down events in Mobile, Birmingham, Dothan, Huntsville, Opelika-Auburn, and several rural areas. LVERs and DVOP specialists served 230 homeless veterans in Alabama last year, including 21 female homeless veterans. They provided job search services, intensive services under a strategy of case management, and, through innovative partnerships with local agencies and community organizations, assisted in finding employment for 125 homeless veterans.

Alabama is in partnership with the Direct Employers



JVSG Coordinator **Donal Cieutat** (far right) made a presentation at *Service Member to Civilian: A National Summit on Improving Transitions*.



Association, through an initiative supported by the National Association of State Workforce Agencies that automates the posting of federal contractor job and career openings into Alabama's JobLink data system. Jobs are posted directly to the Career Center located at the site of the contract. Veterans have 24-hour priority access to

employment openings posted by member companies holding federal contracts in Alabama.

The Alabama Veterans Executive Network

AlaVetNet continues to organize and promote resources for Alabama's veterans. AlaVetNet launched its new website

alavetnet.alabama.gov

this year. The website provides the contact information for resources that veterans can take advantage of in their community. Many of the AlaVetNet committee members were guest speakers at this year's *Service Member to Civilian Summit* hosted by the University of Alabama, including ADOL's Donal Cieutat from the JVSG program. The AlaVetNet employment committee continues to work on initiatives to keep the veteran unemployment rate under



5%. The Veteran Owned Business (VOB) sticker program, recommended by AlaVetNet, was announced January 19 by Governor Robert Bentley. This program provides display stickers to allow consumers to

recognize businesses that are owned by veterans. To date, 1,079 stickers have been distributed.

The Alabama Veteran Incentive Awards

The Alabama Veteran Incentive Awards are presented annually to ADOL employees for going above and beyond in their service to veterans.

This year's awards totaled over \$26,000. The winners were: Lisa Owen, Joel Sterling, Renaldo Bryant, Carlston Flemons, Phillip Warren, Charolette Garner, Susan Smith, Cara Reeves, and the staff of the Bay Minette Career Center.

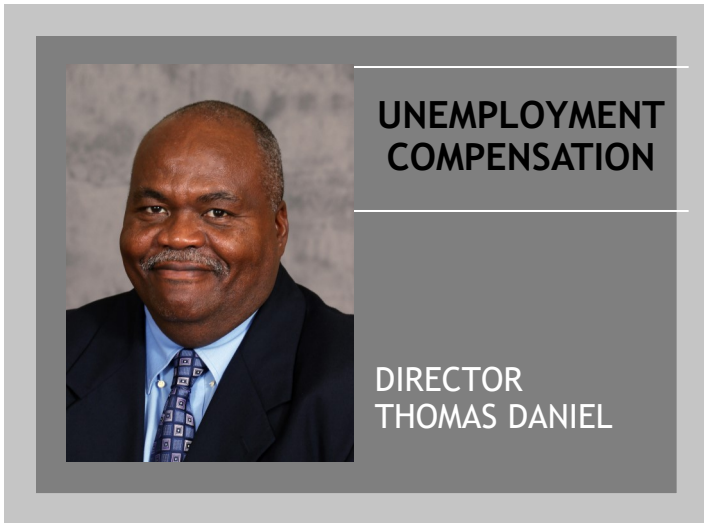
Their efforts range from working on the Veteran Affairs Committee of the local Chamber of Commerce to providing funds out of their own pocket to help a homeless veteran pay for a hotel room until he got his first paycheck at his new job.



Veteran Brantley Sanders, the owner of Sanders Propane in Montgomery, proudly displays his VOB sticker.



Governor Robert Bentley not only attended the 2016 Alabama Veteran Incentive Awards ceremony at the Capitol auditorium but he stayed to personally present the awards. He is pictured with all of the award recipients, JVSG Coordinator Donal Cieutat, and Secretary Fitzgerald Washington.



QUALITY ASSURANCE

The Quality Assurance section met federal requirements for 1) number of cases selected for review and 2) case completion time lapse in all cases, both paid and denied. The federally mandated case completion time for paid cases is 70% in 60 days. Alabama completed 99.32% within 60 days. The mean completion time for paid claims was 32 days. The mandated completion for denied cases is 60% in 60 days; Alabama completed 99.78% within 60 days. The mean completion time for denied cases was 26 days.

Alabama participates in peer reviews in the odd years; therefore, we had no reviews in 2016 and are scheduled for two reviews in 2017.

One investigator attended Benefit Accuracy Measurement (BAM) Investigator Training in San Francisco in April.

Alabama was selected as a pilot state for the proposed new BAM Paid Claims Questionnaire. Investigators completed and submitted feedback questionnaires for every two-month period throughout the pilot period (July 2016 – December 2016).

BENEFIT OPERATIONS

Benefit Payment Control

Alabama participated in the Unemployment Compensation (UC) Treasury Offset Program in 2016 and intercepted \$5,500,881.88 in federal tax refunds that were used to offset fraudulent UC overpayments. The Treasury Offset Program has intercepted \$30,113,640.55 since 2012. The State Offset Program has collected \$1,251,717.78 since October 2015.

There were 119 warrants filed for UC fraud and 55 prosecutions won (see media clip at right).

Special Programs

During the period beginning October 1, 2015 and ending September 30, 2016, there were four companies certified for Trade Adjustment Assistance (TAA) in Alabama. Additionally, five out-of-state companies were also certified for TAA that affected some Alabama residents.

At the end of 2016, there were:

- 129 participants in the Alternative TAA / Reemployment TAA programs
- 234 participants in TAA-funded training

The Health Coverage Tax Credit was reinstated for TAA participants for the period covering September 28, 2015 through December 31, 2019.

As a result of severe storms, tornadoes, straight-line winds, and flooding during the period of December 23-31, 2015, President Barack Obama declared a major disaster in Alabama on January 21, 2016 for 39 counties. The counties declared to be a major disaster area were: Autauga, Barbour, Blount, Bullock, Butler, Chambers, Cherokee, Clay, Cleburne, Coffee, Colbert, Conecuh, Covington, Crenshaw, Cullman, Dale, DeKalb, Elmore, Escambia, Fayette, Franklin, Geneva, Henry, Houston, Jackson, Lamar, Lawrence, Lee, Lowndes, Macon, Marion, Marshall, Monroe, Perry, Pike, Russell, St. Clair, Walker, and Winston.

Benefit Services

Notices of Determination mailed to employers for UC Federal Employee new and additional claims (Ben-8 FE and Ben-8 FE-A) continue to be generated electronically for most claims with federal employers either in the base period or lag quarter.

Military State Data Exchange Billing has been implemented. Alabama continues to directly bill the military for UC Military through the application developed and maintained by Xerox.

In 2015, the Redetermination Unit implemented AFAST (a system designed to expedite missing wage investigations



17 charged with violating Alabama unemployment compensation law, state labor department says

By Michael Finch II
Follow on Twitter
on March 11, 2015 at 1:06 PM, updated March 11, 2015 at 1:19 PM



and strives towards being paperless). AFAST continues to work as designed.

The Combined Wage Unit's Supplemental Budget Request (SBR) Application for the CWC-02-12 application was approved and funding was received. This SBR will ensure that Alabama is in compliance with the Trade Adjustment Assistance Extension Act of 2011 and guidance contained in UIPL No. 02-12 and UIPL No. 02-12, Change 1. This application will also allow programming enhancements to communicate the required information to the CWC 02-12 application and Employer Non-Relief web application. The initial computer report request for the CWC-02-12 application has been initiated.

Systematic Alien Verification for Entitlements Program



During fiscal year 2016, 1,869 non-citizen initial claims were filed, of which 1,133 were verified through the U.S. Citizenship and Immigration Services' designated automated system. This number represents a little over 9% reduction in the number of initial claims filed, compared to 2,055 non-citizen initial claims in fiscal year 2015.

UC Technical Services

The UC Technical Services Section applied for and received funding through the SBR process to continue providing resources enabling the section to work toward improvement in assisting those served (both employer and claimant) as well as advancing the overall integrity within the Unemployment Insurance (UI) system.

A new electronic BEN-8R system is now available within eGov for reimbursing employers, allowing them to review weeks certified by claimants for which the employer is being charged. These employers pay the amount the claimant actually receives as opposed to a set percentage based on an experience-rating tax rate. Providing this information online also expedites the detection of claimants who have returned to work that are not normally detected through New Hire reporting. Additionally, new SBR funds have been awarded to allow the expansion of this system to include access for tax-rated employers.

Programming has been completed on additional projects that are now awaiting final approval for production such as a new prison cross-match system designed to identify those actively filing weekly certifications for UI benefits while

incarcerated. This project is pending approval by the Social Security Administration of the Security Design Plan for protecting this confidential data. Additionally, programming is also complete for an online system to allow claimants with overpayments to repay those funds via electronic funds transfer.

The State Information Data Exchange System participation rate continues to improve due to the electronic response system for employers having been expanded by adding single sign-on capability. In July 2016, Alabama was recognized by the National Association of State Workforce Agencies as being one of only 21 states to have all employers/third-party administrators live in their state for the option to participate. Increased employer participation in this automated process serves to promote quality as a tool toward improvement in the areas of meeting timeliness for non-monetary determinations as well as standardized formatting of documentation.

Fliers have been developed to promote our email notification system for employers. In preliminary mailings, these fliers successfully resulted in employers responding and requesting participation in the email notification and/or updating the email address on record. Newly awarded SBR funds will allow the mailing of these fliers to an additional 20,000 employers over the next two years.

The update of the ADOL website resulted in issues arising due to a number of the links/instructions for employer responses becoming invalid. As a result, the Technical Services Section was tasked with having the instructions on the back of the NOTICE OF CLAIM AND REQUEST FOR SEPARATION INFORMATION (BEN-241) updated to ensure the employers were provided the correct navigation of the revised website.

Progress continues in staff being able to meet many of the mandates of the USDOL Employment and Training Administration via data validation. The program requires a review of all UI programs to ensure the agency is in compliance. A full review and certification was completed in 2016 by Mathematica. Specific programming issues were identified during the review in the more complex populations. Many of the issues were corrected with Mathematica's assistance. However, some issues still exist. Additional SBR funding has been approved to address the populations with the highest frequency of errors during the validation cycle. A continuation of the Mathematica

contract has been requested to work directly with programmers to address these errors as a complete reprogramming of Population 4 (Accounts Receivable) is necessary. This is a population that is problematic for all states.

The Single Line Adjudication Process (SLAP) enhancements are continuing as evidenced by the creation of the updated Unsatisfactory Work and Attendance fact-finding forms in an effort to promote standardization resulting in reduced errors and improper payments. Various enhancements are ongoing in an effort to improve integrity in the decision-making process and to promote a higher degree of consistency resulting in sustained higher levels of quality.

Following mainframe changes needed to accommodate 2015 legislative mandates issued involving temporary agencies engaged in school related services and changes to the deductibility of claimant retirement benefits, the SLAP program was updated in 2016 to fully incorporate the mandates, thus allowing claim determinations impacted by these changes to be processed entirely in SLAP and eliminate the necessary interim manual entry direct to the mainframe.

The Technical Services Section continues to serve as a central liaison in the development and testing of new processes and modifications to existing processes and/or procedures, system updates, and enhancements as well as the coordination, communication, research, and testing needed for error resolutions.

CALL CENTER OPERATIONS

Call Center Operations consists of two call centers and an adjudication center. Through the call centers, unemployed individuals can file unemployment claims by calling a toll-free telephone number and receive assistance from a customer service representative (CSR), or by accessing a web application and completing their claims via the internet without human intervention. The adjudication center is staffed with unemployment claims adjudicators and fact-finders. These staff members review claims, conduct fact-finding investigations, and issue initial determinations on whether to allow or deny unemployment compensation benefits based on a claimant's job separation and eligibility requirements under the Alabama Unemployment Compensation Law.

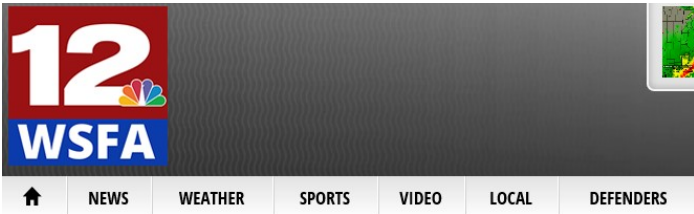


In an effort to highlight the work of the ADOL Call Centers, Secretary **Fitzgerald Washington** held the March regular staff meeting at the Birmingham Call Center. Manager **Sandy Starnes** gave the group a tour of the facility and a presentation about the center's operations, challenges, and upcoming projects.

- Approximately 257,718 claims and inquiry calls were handled through ADOL's UC Call Center System in 2016, representing a 5.5% reduction from calls received in 2015.
- Approximately 145,236 claims were processed through our Remote Initial Claims system in 2016, representing a .005% increase over 2015.
- 65,984 claims were filed through the call centers by CSRs.
- 64,707 claims were filed and completed via our web application.
- 14,547 claims were initiated on the web, but were not completed and the claimants had to be referred to the call centers for completion by CSRs.
- 55.5% of claims processed were completed by a CSR and 44.5% of claims processed were completed via the web. Web-initiated claims continue to be the preferred method to file claims as 54.6% of all claims filed were initiated via the web.
- Approximately 102,087 issues were adjudicated by our adjudication staff in 2016. This amounts to a 6.4% workload reduction from 2015.
 1. 65,221 separation issues
 2. 36,866 non- separation issues

Although the adjudication and call centers have experienced a 23% reduction in staff, the 2016 workload

was maintained. This was accomplished by maintaining an adjudication center and implementing a call back system in the call centers. The call back system was launched in February 2016. The system allows claimants the ability to retain their place in a call queue without physically staying on the line. This system cut hold time, decreased the abandon call rate, and provided a reduction in phone charges.



New feature reduces call wait time for unemployment compensation claimants



The UC Division currently ranks in the top 10 nationally and is consistently at the top of the Southeast region for prompt payments of unemployment compensation benefits to the citizens of Alabama.

TAX OPERATIONS

In 2016, Tax Operations continued to thrive and set the standard for the nation in many categories. The section continues to operate in the black by collecting unemployment compensation tax in excess of \$263 million and has exceeded benefit payments for the sixth straight year. The Alabama Unemployment Compensation Trust Fund is holding steady at \$525 million.

Electronic filing and remittance percentages continue to make Alabama one of the most efficient states in payment processing. Electronic receipts of tax returns averaged 99% and electronic remittances averaged 98% during the year. Computer system enhancements to eliminate paper

processes continue. Here are some accomplishments for the fiscal year:

- 6,541 online automated adjustments to employer accounts were processed. Bulk filers (ADP, Paychex) submitted 943 online adjustments bringing the combined total online adjustments to 7,484.
- Budget short-falls have resulted in reduced staffing for the Audit and Cashiering Section. Accordingly, new programs have been implemented and old programs revised to more fully automate the section. For example, the employer refund program has been revised to allow the segregation of credits so employer accounts can be retrieved according to the amount of the credit on their account. This enables the targeting of specific groups of employer accounts to refund credits according to the funds available. Groups of refunds at various times throughout the quarter can now be issued instead of once or twice a year.

- Electronic deposit scanners have been installed in the district tax offices throughout the state. These offices can now scan employer checks and directly deposit them in the



- bank instead of forwarding the checks to Central Office for processing. This has allowed the Audit and Cashiering Section of Tax Operations to reallocate resources to other tasks with the elimination of paper check processing.

- A new program was recently developed that will hold all zero report filings from bulk third-party providers until the last filing day of the quarter. Problems have been consistently experienced with third-party filers filing zero reports when, in fact, there were wages to be filed. By holding the zero reports, the report with the wages will post timely and the zero report will be discarded. The program eliminates the need to manually remove the zero reports so reports with wages can be filed. This is a tremendous time savings for staff.
- The section is currently working with the IS Division to design an online program where employers can go

ADOL TAX DIVISION LEADS NATION IN 2 AREAS: 99% of returns are electronically filed 98% of tax is collected electronically

directly to the website to request Form 940-C, Recertification for IRS purposes. This program is anticipated to go live sometime in early 2017.

- Tax rate notices will once again be available for download from the website for calendar/tax year 2017. The majority of taxpayers utilize the electronic version and there will only be 297 paper documents mailed. For the fiscal year ending September 30, 2015, calendar year 2016 tax rates produced will be 75,208 for online filers saving postage costs of \$36,072.
- Electronic registration for employer accounts (8,036) continues to increase. Total overall electronic registrations were 9,971, representing 80.6% of registrations. With a reduction in staff, a reduction in the amount of manually processed paper forms allows staff to concentrate on other critical areas of work production. There were 15,862 address changes completed this year. Twelve percent of those were done by employers online. Employers are encouraged to go online to use the automated systems.
- A new automation in the Status Unit has allowed accounts to be dropped on the last quarter of wages, even if zero returns had been filed after that quarter. In the past zero returns had to be taken down prior to the closure by the Audit and Cashiering Section. This has eliminated a step in the process and made the closing of accounts more efficient.

Other items of note are as follows:

- Tax Operations successfully passed all Tax Performance Studies in 2016. Tax met or exceeded all minimum requirements mandated by the U.S. Department of Labor.
- Appeals had 32 cases prior to fiscal year 2016. Appeals

received 33 additional cases during the fiscal year. Of the total 65 cases, five cases were affirmed, one case was overruled, 29 cases were withdrawn, and five cases either defaulted or were denied a hearing. Fifty-two percent of the cases were handled without a hearing during the 2016 fiscal year. Appeals currently has 25 cases waiting to be heard or are in negotiations. Tax has had a significant backlog of hearings and has successfully negotiated solutions with many employers, who in turn withdrew their appeal. Twenty-nine



employers withdrew their appeal within a two-week time span. A new emphasis is being placed on settling cases due to lack of staff.

Field Services also experienced another productive year in 2016. Some accomplishments are as follows:

- Collected \$10,290,775 of delinquent monies.
- Completed 1,371 Employer Wage Audits.
- Discovered 3,739 misclassified workers and \$42,913,445 misclassified wage dollars.
- The Automated Field Assignment System Tax (AFAST)

to issue, complete, and submit assignments, has proven to be a success. This program allows electronic input as well as electronic return of all tax assignments which offers substantial savings in postage, as all paper assignments were previously mailed from and back to the Central Office. Most importantly, this automation has expedited the information return by as much as five days or more in some investigations.

- Design and implementation of a new web-based audit system for the field is expected to be completed by December 2016. Improvements in the audit program due to better response time and improved capabilities with this new server based system are much anticipated. Much attention has been paid to security of the system with two authentication processes in place for the user.

CHILD LABOR ENFORCEMENT

State law currently allows children ages 14 and 15 to work only until 7 p.m. during the school year. Children who are 16, 17, and 18 years old and are still enrolled in high school may work until 10 p.m.

Minors under the age of 18 are prohibited from working in many hazardous occupations. However, seven Alabama teenagers have died in prohibited work-related activities since 2000. Fortunately, none of those have occurred in the last 10 years, although several serious injuries have been reported.

What Does Child Labor Enforcement Do?

- Follows up on 8-10 complaints per month. These complaints involve multiple issues including record keeping, hour violations, prohibited occupations, and alcohol.
- Randomly inspects businesses for compliance.
- Conducts trainings for new employers and those who have first offenses.
- Issues civil money penalties that are returned to the General Fund.
- Trains 400+ Career Technical Teachers, in four separate sessions each year (as required by the Department of Education).
- Participates in the Annual Fire Explorer Junior Cadet training at the Alabama Fire College (pictured at right).
- Writes, designs, and updates all posters, brochures, forms, and other publications which are provided to

every school system in the state.

- Answers calls and emails from the public, businesses, and school officials.
- Conducts training for employers upon request.

Fiscal Year 2016

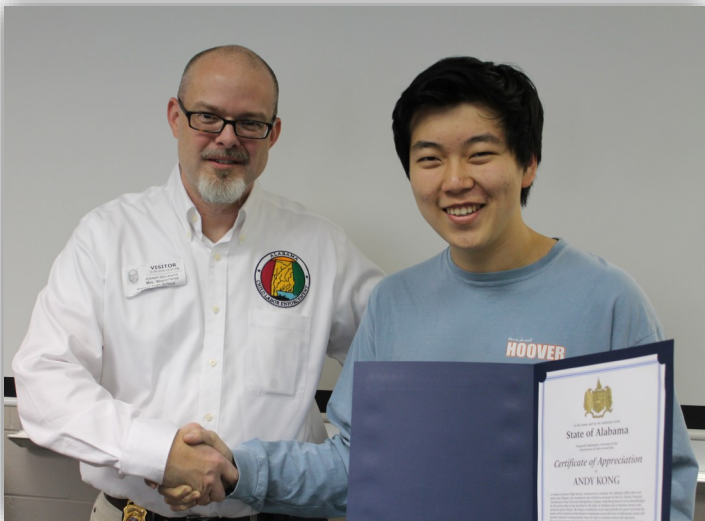
- 1,746 inspections of businesses were conducted.
- 403 violations were identified.
- \$55,700 in civil money penalties was collected.
- \$103,940 in fees were collected for Child Labor Certificates.

Note: Child Labor went from three to two inspectors in May 2016 to cover the entire state.



Robin Wilburn (above) and **Adam Strickland** (below) with the Child Labor Division participated in junior cadet training at the Alabama Fire College.

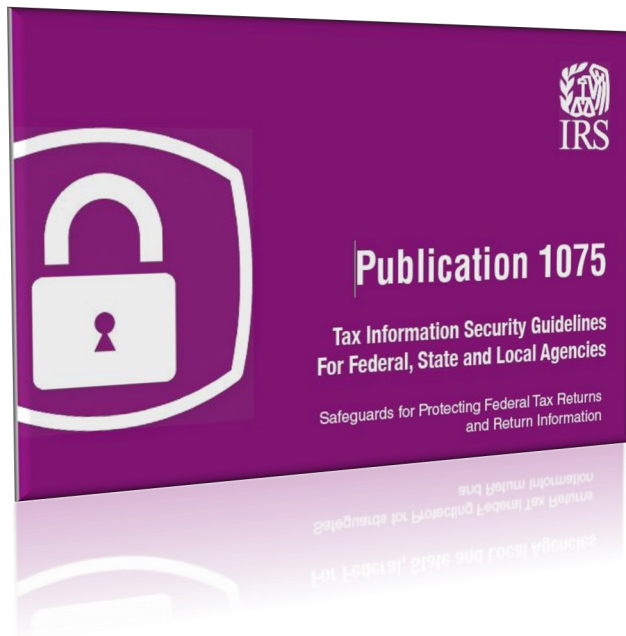




High School student Andy Kong received a certificate of appreciation from Child Labor Inspector **Adam Strickland** for his service to ADOL. He translated the Alabama Child Labor Law poster into Chinese.

INTERNAL SECURITY SECTION

The ADOL Internal Security Section maintains the integrity of the UI program and safeguards program assets. It is comprised of: the Internal Security Unit, the UI Disclosure Unit, Federal Tax Information compliance, and the Physical Security Unit. Authority for Internal Security resides in provisions set forth in the Social Security Act Section 303 (a)(5) and Internal Revenue Code Section 3304(a)(4). Per Employment and Training Handbook 376, Guidelines for Internal Security in UI Operations, all states are required to administer an Internal Security Program.



Internal security activities include conducting risk analyses, reviewing newly automated and manual procedures, conducting investigations of alleged internal violations, and conducting audits and reviews of UI operations. The Internal Security Unit conducted two internal investigations, five internal audits, and responded to more than 10,000 requests from law enforcement agencies.

The Disclosure Unit oversees the release of ADOL confidential information and prepares all Informational Disclosure Agreement contracts for release of confidential information. Requests are received from various clients (claimants, attorneys, employers, payroll companies, etc.) The Disclosure Unit invoices each request and in 2016 processed more than 15,000 records totaling more than \$150,000 in receivables.



Robin Wilburn (above) and **Adam Strickland** (right), with the Child Labor Division, attended the annual Volunteer Fire Department Association Conference in July. They distributed information about child labor law regarding guidelines for minors participating in fire service.



UNEMPLOYMENT COMPENSATION

	Fiscal Year		Net Change	Percent Change
	2016	2015		
State Unemployment Compensation				
Initial Claims				
New	125,750	137,803	(12,053)	-8.7
Additional	43,245	50,838	(7,593)	-14.9
Weeks Claimed *	1,044,539	1,263,579	(219,040)	-17.3
Weeks Compensated	874,679	973,987	(99,308)	-10.2
Gross Benefits Paid	191,420,247	206,634,935	(\$15,214,688)	-7.4
Federal Employees				
Initial Claims				
New	516	705	(189)	-26.8
Additional	97	120	(23)	-19.2
Weeks Claimed *	3,229	5,137	(1,908)	-37.1
Weeks Compensated	2,955	4,713	(1,758)	-37.3
Gross Benefits Paid	701,676	\$1,118,914	(\$417,238)	-37.3
Ex Servicemen				
Initial Claims				
New	791	1,063	(272)	-25.6
Additional	67	112	(45)	-40.2
Weeks Claimed *	7,376	11,020	(3,644)	-33.1
Weeks Compensated	6,474	9,828	(3,354)	-34.1
Gross Benefits Paid	1,698,253	\$2,579,040	(\$880,787)	-34.2
High Extended Benefit Unemployment				
Initial Claims	0	0	0	**
Weeks Claimed *	6	3	3	100.0
Weeks Compensated	6	3	3	100.0
Gross Benefits Paid	0	0	0	**
Trade Readjustment Allowance **				
Initial Claims	403	385	18	4.7
Weeks Claimed	4,413	6,683	(2,270)	-34.0
Weeks Compensated	4,346	6,650	(2,304)	-34.6
Gross Benefits Paid	1,134,106	\$1,727,150	(\$593,044)	-34.3

UNEMPLOYMENT COMPENSATION (Continued)				
	Fiscal Year		Net Change	Percent Change
	2016	2015		
Emergency Unemployment Compensation				
Initial Claims	4	1	3	300.0
Weeks Claimed	35	83	(48)	-57.8
Weeks Compensated (ALL TIERS)	35	83	(48)	-57.8
Gross Benefits Paid (ALL TIERS)	7,354	13,380	(\$6,026)	-45.0
Disaster Unemployment Assistance FEMA No. 4176				
Initial Claims	0	0	0	**
Weeks Claimed	0	12	(12)	-100.0
Weeks Compensated	0	12	(12)	-100.0
Gross Benefits Paid	0	\$3,180	(\$3,180)	-100.0
Alternative Trade Adjustment Assistance Program				
Initial Claims	52	67	(15)	-22.4
Weeks Claimed	1,986	3,137	(1,151)	-36.7
Weeks Compensated	1,986	3,137	(1,151)	-36.7
Gross Benefits Paid	298,836	\$600,925	(\$302,089)	-50.3

WORKERS' COMPENSATION

DIRECTOR
CHARLES DELAMAR



The main function of the Workers' Compensation Division is to ensure that necessary medical attention and compensation benefits are provided to employees injured on the job, or, in case of death, benefits are provided to their dependents. The division also provides information and services to claimants, employers, insurance companies, attorneys, judges, legislators, labor and management groups, government agencies, and other parties. Other functions include gathering statistics on accidents, enforcing reporting requirements, monitoring claim payments, auditing all claim settlements, and taking corrective action on incorrect settlements or improper reporting procedures. The division is also responsible for gathering information on fraudulent claims of employees.



The WC division held a seminar in Birmingham for adjusters that handle or supervise Alabama claims. These adjusters are required to attend one of these seminars annually.

Ombudsmen mediate disputes through the benefit review conference process. The most frequent issue involves requests for information or assistance concerning the law or specific medical topics. The ombudsmen also provide assistance to employees, employers, attorneys, insurance



The Workers' Compensation Ombudsmen meet annually in Montgomery for a holiday lunch. After lunch, they posed for a group photo. Back row from left: Supervisor **John Lewis**, **Theodore Roose**, **Neal Davis** (retired), **Tonya Denson**, and **Gerald Stringer**. Front row from left: **Brett Granger**, **Lou Geiger**, **Patricia Fraley**, **Rudene Crowe**, and **Reylon Richie**.

carriers, and third party administrators via telephone, seminars, and speaking engagements.

The division conducts employer inspections to ensure compliance with the Workers' Compensation Law. The division offers both a formal and informal medical dispute resolution process for any party that may dispute a medical service that has been conducted or that is requested.

Effective May 27, 2016, the State of Alabama's average weekly wage was determined to be \$831.88 for the calendar year 2015. This resulted in the following changes, effective July 1, 2016:

- The minimum weekly compensation payable increased from \$224 to \$229.
- The maximum benefits payable on fatalities increased from \$406,500 to \$416,000.

During fiscal year 2016 there were:

Group Fund Certificates Issued	4,384
Group Fund Certificates Canceled	3,745
Self-Insurance Certificates Issued	10
Self-Insurance Certificates Canceled	17
Self-Insurers Audited	423
Compliance Inspections	15,966
Employers in Non-Compliance	4,375
Continuing Education Seminars	5
Seminar Attendees	1,306
Continuing Education Certificates	1,049
Voluntary Mediations	2,022
Voluntary Mediations Resolved	1,874
Court Ordered Mediations	59
Court Ordered Mediations Resolved	37
Utilization Management / Bill Screening Certificates Issued	32
Drug-Free Workplace Certificates Issued	375
Medical Disputes	226
Third Party Administrators Certified	17
Professional Employer Organizations Certificates Issued	29

SELF-INSURANCE SECTION

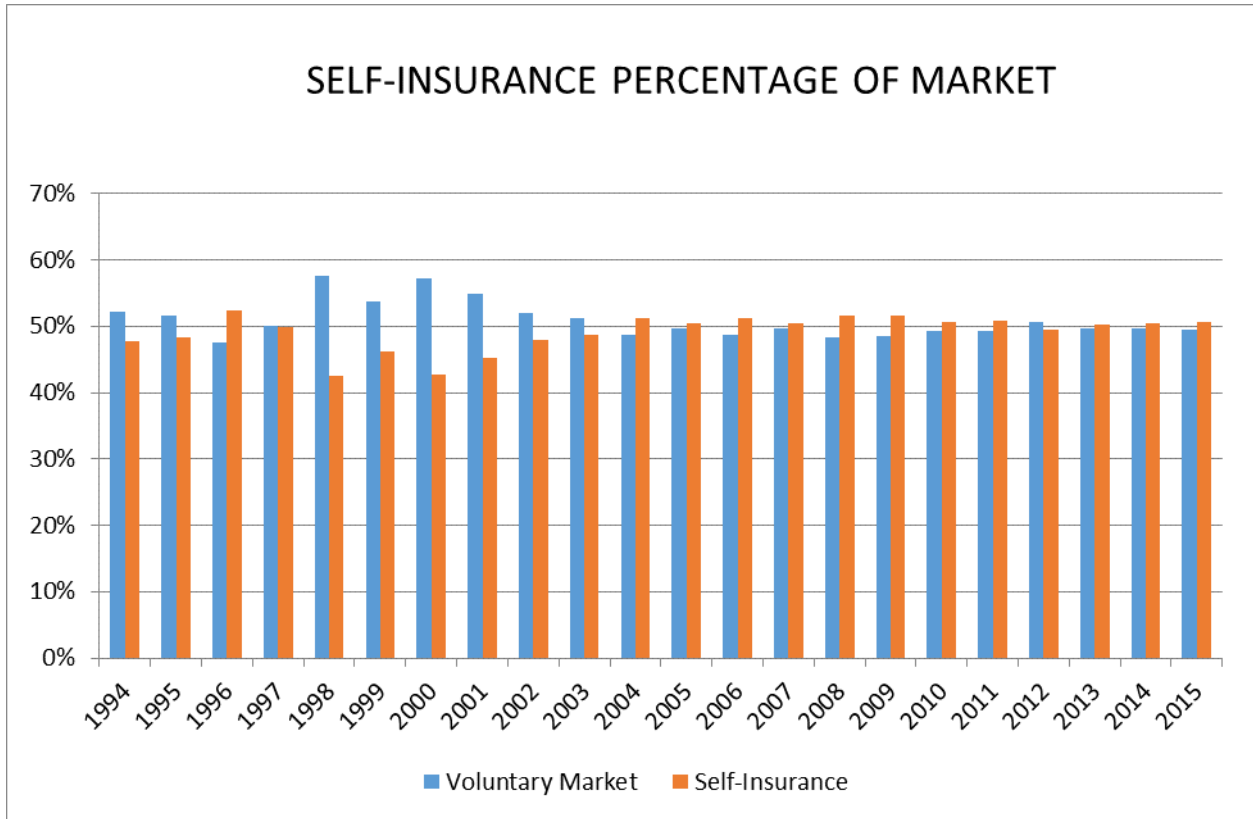
The Workers' Compensation Division also administers the rules and regulations for both the Individual Self-Insurers and Group Self-Insurers. During FY2016, the following activity took place within the Self-Insurance Section:

INDIVIDUAL SELF-INSURANCE			
	FY 2016	FY 2015	Percent Change
Certificates Issued	10	10	0.00%
Certificates Canceled	17	18	-5.56%
Total Individual Self-Insurers	267	274	-2.55%

GROUP SELF-INSURANCE			
	FY 2016	FY 2015	Percent Change
Certificates Issued	4,384	4,325	1.36%
Certificates Canceled	3,745	3,822	-2.01%
Total Employers	27,644	26,871	2.88%
Total Number of Group Funds	17	17	0.00%

WC MARKET TRENDS

The graph below represents the total dollar amount actually paid for Workers' Compensation claims for Calendar Years 1994 through 2015, according to the Workers' Compensation Annual Assessment Report for Insurance Companies & Self-Insured Employers. As demonstrated by the graph, the trend for the voluntary market (private insurance) shows a steady decrease in market size of 60% in 1993, to 50% in 1997; but this market has remained steady since 1997. The Self-Insurance sector increased its market share from 40% to 50% over the past 20-year period.



FIRST REPORTS OF INJURY BY COUNTY AND TOTAL NUMBER OF INJURIES

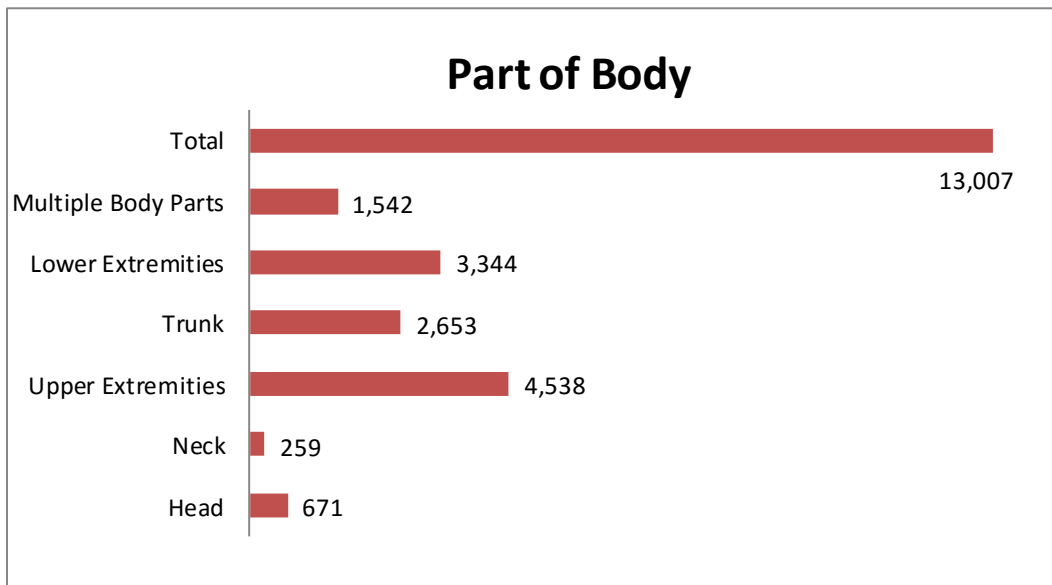
	FY2016	FY 2015	% Change		FY2016	FY 2015	% Change
Autauga	79	91	-13%	Jefferson	1,993	2,043	-2%
Baldwin	471	479	-2%	Unclassified	1,290	1,190	8%
Barbour	62	68	-9%	Mobile	1,032	1,054	-2%
Bibb	35	46	-24%	Madison	856	727	18%
Blount	46	63	-27%	Montgomery	827	801	3%
Bullock	13	15	-13%	Tuscaloosa	620	658	-6%
Butler	94	87	8%	Baldwin	471	479	-2%
Calhoun	226	200	13%	Lee	370	276	34%
Chambers	63	41	54%	Morgan	346	258	34%
Cherokee	28	37	-24%	Etowah	340	334	2%
Chilton	70	79	-11%	Shelby	329	331	-1%
Choctaw	28	41	-32%	Houston	309	314	-2%
Clarke	60	83	-28%	Talladega	306	387	-21%
Clay	42	29	45%	Marshall	240	248	-3%
Cleburne	17	11	55%	Calhoun	226	200	13%
Coffee	119	133	-11%	Colbert	207	150	38%
Colbert	207	150	38%	Lauderdale	173	172	1%
Conecuh	44	28	57%	Cullman	159	150	6%
Coosa	20	18	11%	Limestone	143	123	16%
Covington	57	83	-31%	Walker	135	154	-12%
Crenshaw	57	42	36%	Dallas	127	91	40%
Cullman	159	150	6%	Pike	123	130	-5%
Dale	53	93	-43%	Coffee	119	133	-11%
Dallas	127	91	40%	DeKalb	119	93	28%
DeKalb	119	93	28%	Elmore	119	152	-22%
Elmore	119	152	-22%	Jackson	119	101	18%
Escambia	81	64	27%	Russell	96	80	20%
Etowah	340	334	2%	Butler	94	87	8%
Fayette	23	34	-32%	Franklin	91	112	-19%
Franklin	91	112	-19%	St. Clair	85	126	-33%
Geneva	48	36	33%	Tallapoosa	82	76	8%
Greene	19	18	6%	Escambia	81	64	27%
Hale	14	21	-33%	Autauga	79	91	-13%
Henry	30	41	-27%	Chilton	70	79	-11%
Houston	309	314	-2%	Marion	64	81	-21%
Jackson	119	101	18%	Chambers	63	41	54%
Jefferson	1,993	2,043	-2%	Barbour	62	68	-9%
Lamar	30	20	50%	Winston	61	72	-15%
Lauderdale	173	172	1%	Clarke	60	83	-28%

Lawrence	27	26	4%	Covington	57	83	-31%
Lee	370	276	34%	Crenshaw	57	42	36%
Limestone	143	123	16%	Dale	53	93	-43%
Lowndes	13	18	-28%	Geneva	48	36	33%
Macon	26	37	-30%	Marengo	47	50	-6%
Madison	856	727	18%	Blount	46	63	-27%
Marengo	47	50	-6%	Conecuh	44	28	57%
Marion	64	81	-21%	Monroe	43	34	26%
Marshall	240	248	-3%	Clay	42	29	45%
Mobile	1,032	1,054	-2%	Washington	41	49	-16%
Monroe	43	34	26%	Pickens	40	37	8%
Montgomery	827	801	3%	Bibb	35	46	-24%
Morgan	346	258	34%	Henry	30	41	-27%
Perry	15	27	-44%	Lamar	30	20	50%
Pickens	40	37	8%	Cherokee	28	37	-24%
Pike	123	130	-5%	Choctaw	28	41	-32%
Randolph	22	13	69%	Lawrence	27	26	4%
Russell	96	80	20%	Macon	26	37	-30%
Shelby	329	331	-1%	Fayette	23	34	-32%
St. Clair	85	126	-33%	Wilcox	23	22	5%
Sumter	20	16	25%	Randolph	22	13	69%
Talladega	306	387	-21%	Coosa	20	18	11%
Tallapoosa	82	76	8%	Sumter	20	16	25%
Tuscaloosa	620	658	-6%	Greene	19	18	6%
Unclassified	1,290	1,190	8%	Cleburne	17	11	55%
Walker	135	154	-12%	Perry	15	27	-44%
Washington	41	49	-16%	Hale	14	21	-33%
Wilcox	23	22	5%	Bullock	13	15	-13%
Hale	61	72	-15%	Lowndes	13	18	-28%
TOTAL	13,007	12,814	2%	TOTAL	13,007	12,814	2%

FIRST REPORTS OF INJURY (Continued)

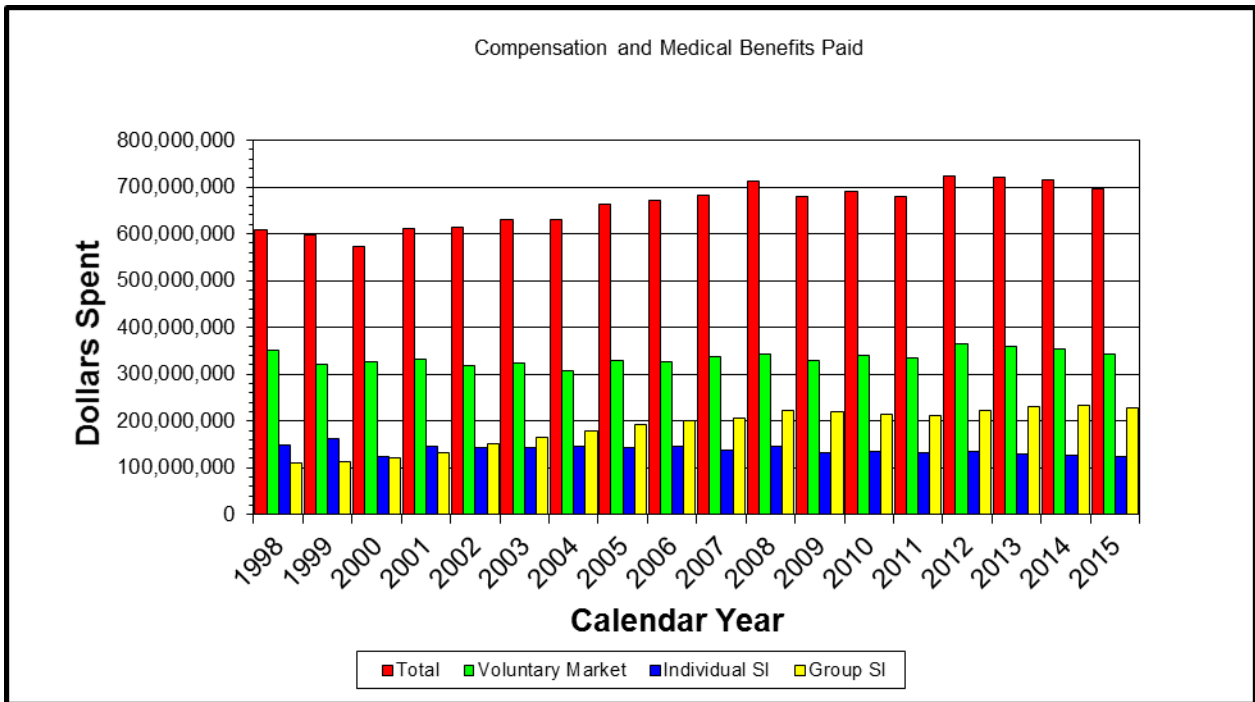
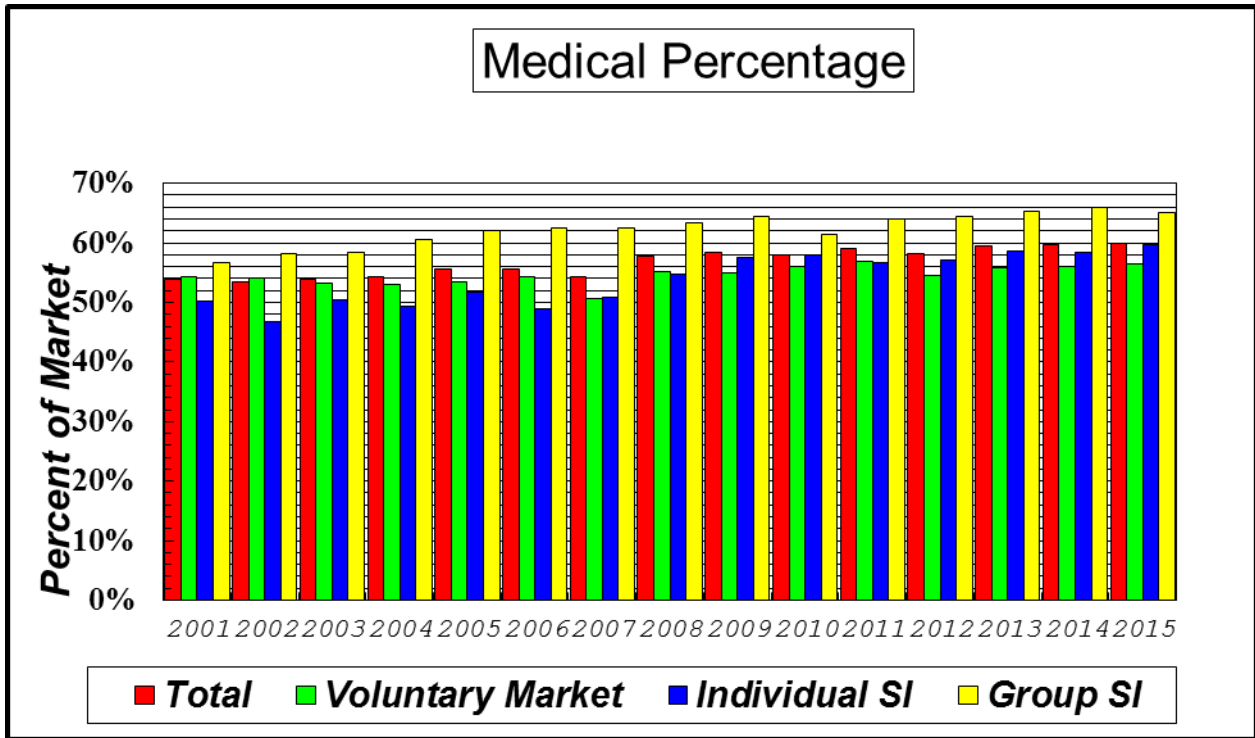
- During FY 2016 there were 43 fatalities reported. Of the 43 fatalities approximately 93% were males with an average weekly wage of \$953.15.
- The average age was 44 with the average time employed being five years.
- Of the 43 deaths, approximately 9% were employed six months or less.
- Six fatalities were 60 years of age or older with the oldest being 68. Seventeen were 40 years of age or younger. Vehicular crashes made up 78% of the cause of death.

TYPE OF INJURIES		
Body Part Injured	Number	Percent
Head	671	5%
Neck	259	2%
Upper Extremities	4,538	35%
Trunk	2,653	20%
Lower Extremities	3,344	26%
Multiple Body Parts	1,542	12%
Total	13,007	100%



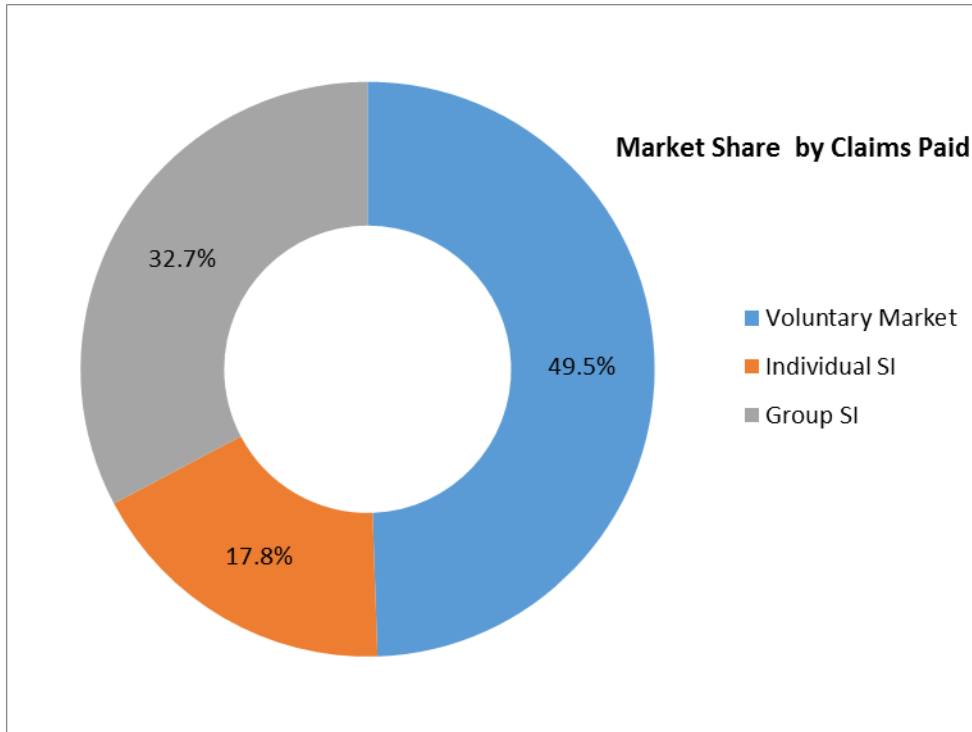
COMPENSATION AND MEDICAL BENEFITS PAID

The first graph represents the total dollar amounts actually paid for Workers' Compensation claims for calendar years 1998 through 2015, according to the Workers' Compensation Annual Assessment Report for Insurance Companies & Self-Insured Employers. These amounts were paid in the calendar year as specified below, regardless of date of original injury, and the totals represent both compensation and medical benefit paid. The second graph represents the medical percentage trend from 2001-2015.



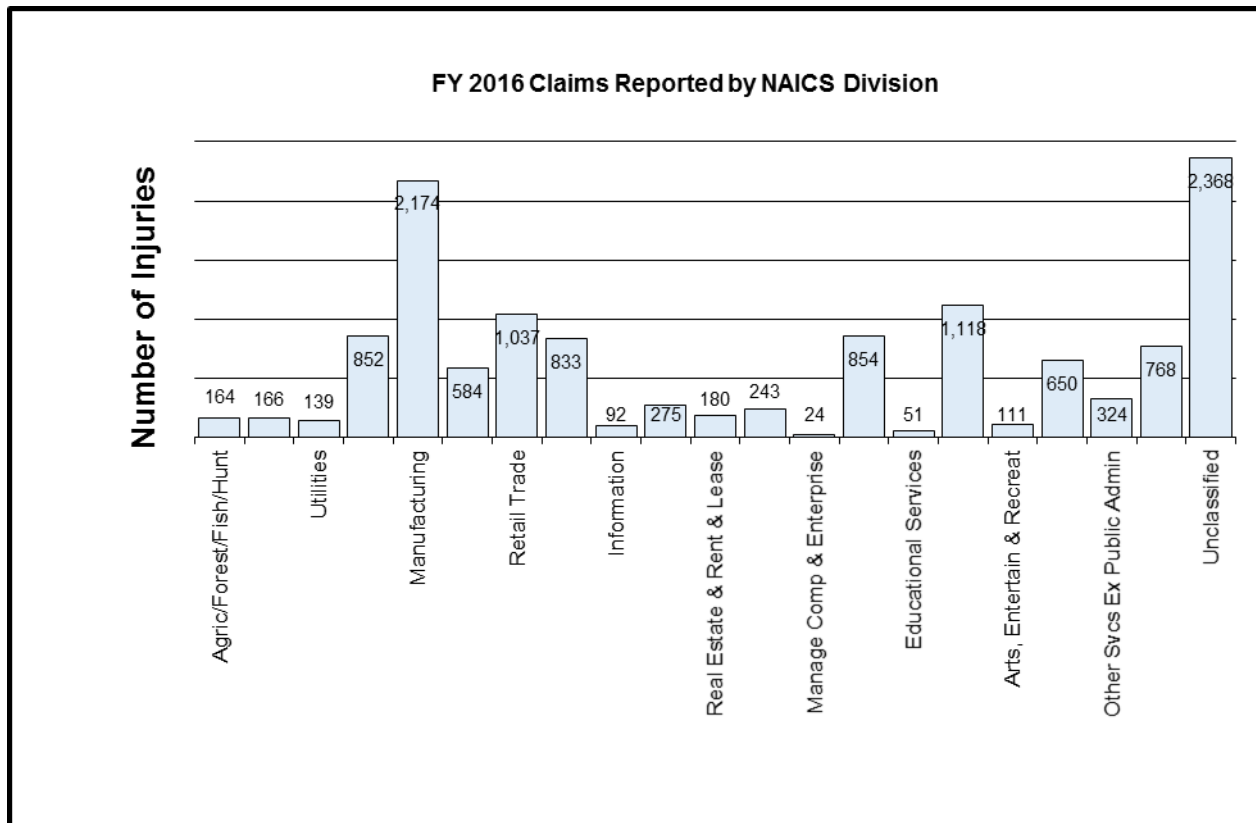
TOTAL COMPENSATION BY MARKET FOR 2015

	Compensation	% Medical
Voluntary Market	\$343,555,673	49.5%
Individual Self-Insured	\$123,731,782	17.8%
Group Self-Insured	\$227,434,090	32.7%
Total	\$713,879,660	100%



FIRST REPORTS OF INJURY CATEGORIZED BY INDUSTRY

INDUSTRY	# INJURIES
Agriculture, Forestry, Fishing, Hunting	164
Mining	166
Utilities	139
Construction	852
Manufacturing	2,174
Wholesale Trade	584
Retail Trade	1,037
Transport and Warehouse	833
Information	92
Finance and Insurance	275
Real Estate/Rent/Lease	180
Professional, Scientific, Technical Services	243
Management Companies and Enterprises	24
ASWMRS	854
Educational Services	51
Health Care and Social Assistance	1,118
Arts, Entertain and Recreation	111
Accommodation and Food	650
Other Services Excluding Public Administration	324
Public Administration	768
Unclassified	2,368
TOTAL	13,007





LABOR MARKET INFORMATION

DIRECTOR
JIM HENRY

The Labor Market Information (LMI) Division is responsible for collecting, analyzing, and disseminating data essential for evaluating the condition of Alabama’s economy. What is the latest unemployment rate? What wages can be expected from a certain occupation? Which industries employ the most people? What occupations are in high demand? These are just a few examples of questions answered with labor market information. The LMI website, www.labor.alabama.gov/lmi, allows public and professional users access to the LMI data.

The LMI division operates four Federal-State cooperative programs in agreement with the Bureau of Labor Statistics (BLS), a statistical branch of the USDOL. These core programs include:



- Current Employment Statistics (CES)
- Local Area Unemployment Statistics (LAUS)
- Occupational Employment Statistics (OES)
- Quarterly Census of Employment and Wages (QCEW)

The CES program is a monthly establishment payroll survey of jobs, earnings, and work hours among the state’s nonfarm businesses using survey data from over 19,000 businesses. CES publishes data on more than 70 detailed industries at the state level as well as industry detail for 12 metropolitan areas each month. Estimates are published by place of employment using a reference period of the week including the 12th day of each month. These sample-based

estimates are revised annually to re-anchor them back to the near universe counts of employment (QCEW).

The LAUS program calculates and publishes civilian labor force, employment, and unemployment data, along with an unemployment rate for the state, metropolitan areas, workforce development regions, counties, and selected cities. This program produces monthly and annual average estimates which are based on place of residence and an individual’s employment status for the week including the 12th day of each month. The LAUS unit is responsible not only for publishing the rates, but providing insight to the rates from a historical standpoint.

The Occupational Employment Statistic (OES) program surveys nonfarm establishments collecting occupational employment data on workers by industry. Data collected produces estimated employment by occupation for the state and selected areas as well as estimated wages for each occupation. The data produced is used by a variety of customers such as economic developers, jobseekers, high school counselors, and secondary education professionals. In addition, the information helps the projections unit to produce projected employment two years and ten years into the future. The survey for 2015 was conducted in two survey panels: May 2015–December 2015 (75.52% response rate) and November 2015 – May 2016 (69.48% response rate).

The QCEW program collects and analyzes quarterly employment and wage data for workers covered by state UI laws. This data is collected through the UI Tax Department and the Multiple Worksite Report (BLS-3020). The QCEW program is responsible for assigning North American Industry Classification System (NAICS) codes and county codes to new employers and surveying (Annual Refilling Survey) established employers to ensure accuracy. QCEW provides the number of establishments, monthly employment, and quarterly wages, sorted by NAICS industry groups, for both the state and counties. In 2016, numerous requests involving both current and historical data were fulfilled using system reports and staff-created progress queries.

In addition to the four cooperative BLS programs, the LMI Division also maintains the responsibility as the official statistical data collection and analysis manager for the Workforce Information System. This responsibility includes

analyzing workforce trends, providing data updates to the Workforce Information Database, and publishing reports to deliver quality workforce information to our customers. In 2016 LMI:

- Published 2014 Statewide, Metro, Workforce Development Region, County, and City Commuting Pattern Reports.
- Updated and published the County Profile Reports with 2015-2016 current data.
- Maintained the online (via Intranet) LMI Product Ordering System for the Alabama Career Center System.
- Produced Help Wanted Online Reports for State, Metropolitan Areas, and Workforce Development Regions. Also continued creating specialized Help Wanted Online Reports at the county level, as well as industry and occupational specific, per customer requests.
- Continued to provide quarterly updates to Alabama Business Employment Dynamics data reports.
- Updated and published the Accelerate Alabama reports.
- Continued to publish Alabama Underemployment reports.
- Continued to update data on the Comprehensive Interactive LMI System.
- Continued generating High Demand Occupations Requiring Associate Degree & Under reports by Workforce Development Region.
- Produced and published (website) quarterly Alabama JobLink Résumés Reports.
- Participated in approximately seven career fairs and six job fairs throughout the state.
- Participated in multiple Ready-to-Work events, two Central Alabama Gateways to Opportunities, and other conferences. Reached well over 8,300 students and jobseekers.
- Presented to two training conferences for new career coaches.
- Made presentations to more than 1,800 high school

students on career resources.

- Continued developing relationships with economic and workforce development associations across the state, presenting LMI information, materials, and statistical data.
- LMI continued to build partnerships with various groups across the state as well as collaborations with Alabama Career Technical Education and with the Alabama Commission on Higher Education.
- Continued to serve on the Department of Youth Services District 210 Committee and Career Technical Advisory Council.
- Continued to serve on the Selma and Dallas County Economic Development Authority's Planning Council.
- Served on the OES National Policy Council, representing the southeast region of the country.
- Presented Labor Market Information to the following groups:
 - ⇒ State SHRM Conference and Local SHRM Chapters meetings
 - ⇒ 2016 Adult Education Summer Conference
 - ⇒ State Workforce Investment Board
 - ⇒ Multiple Local Area Workforce Investment Boards
 - ⇒ Workforce Development Regional Board Meetings (seven regions; several have become regular attendance status)



Staff members from the Labor Market Division of ADOL attended the Local Area Unemployment Statistics (LAUS) National Conference in October. Pictured from left: Waltina Perry-Holston with the BLS Atlanta Regional Office, Michele Tatum, Denise Norris, Gwen Davis with the BLS Atlanta Regional Office, and Greta Williams.

- ⇒ Alabama CTE Summer Conference
- ⇒ EDAA Economic Development Support Conference
- ⇒ Alabama Association for Persons Supporting Employment First
- ⇒ Northeast Alabama Human Resources & Manufacturing Conference

As part of the USDOL mission to foster and promote the welfare of jobseekers and provide insured benefits to those who have lost jobs due to no fault of their own, the Reports Unit of LMI compiles ongoing data on unemployment activity levels across the state. In FY 2016, unemployment activities continued to recover from the recession of the previous years.

Total initial claims equaled 168,995 for FY 2016 and reflected a 10% drop from FY 2015. Weeks of unemployment claimed totaled 1,044,539 for the year, and dropped 17% below the prior year. Some \$191 million dollars in benefits were paid from the UC Trust Fund this past year.

The Reports Unit continues to track and submit data on claims and payment levels for the various UC programs along with providing special requests to government and private agencies. The unit also compiles narratives and publishes the monthly Statistical Bulletin on the internet

which reveals claimant totals and trends of the state UI and federal/ex-military unemployment programs.

The following programs were supported in FY 2016:

- State Unemployment Insurance
- Unemployment Compensation for federal employees
- Unemployment Compensation for ex-service members
- Emergency Unemployment Compensation 08 -Tier 1 and 2
- HEB Compensation
- Trade Act of 1974
- Disaster Unemployment Assistance
- Alternative Trade Adjustment Assistance

In addition, the Trade Act Participant Report was submitted and data obtained in conjunction with other federal and state agencies. This federally mandated quarterly report tracks participant characteristics and outcomes from training, etc. and reemployment to measure the success of the Trade Act Program.

This section also conducted economic research to provide estimates for UC legislation, including the analysis of the benefit costs, tax revenues, and trust fund adequacy.

Below is a sample of the information available from LMI found on the ADOL web site: labor.alabama.gov

ALABAMA DEPARTMENT OF LABOR
Labor Market Information Division

out ADOL LMI Ho

[Employment Statistics](#)
[Occupational Statistics](#)
[Quarterly Employment and Wages](#)
[Unemployment Statistics](#)
[Workforce Development](#)

Unemployment Statistics

Current Civilian Labor Force Data - NOV 2016

NOV 2016
Unemployment Situation

Seasonally Adjusted	NOV 2016 Preliminary	OCT 2016 Revised
Alabama:	5.9%	5.7%
United States:	4.6%	4.8%

Tabular data for civilian laborforce, employment, unemployment and unemployment rate for the U.S., State, and County, [Metropolitan Areas](#), and [Selected Cities](#).

The **Monthly (2016) Civilian Labor Force Data** contains current Labor Force data for the U.S., State, Counties, Metropolitan Areas, and Selected Cities for all months in the year.

For a publication schedule [click here](#).

[Alabama Labor Market Newsletter](#)

Maps and Graphs



HEARINGS & APPEALS

DIRECTOR
VENESSA WATKINS

The Fifth and Fourteenth Amendments of our great U.S. Constitution guarantees no person shall be deprived of their privilege to life, liberty and property, and prohibits government, federal and state, from depriving an individual of these rights without due process of law. The mission of the Hearings and Appeals Division of the Alabama Department of Labor is to preserve the integrity of the U.S. Constitution in state government by enforcing the established concepts of “due process of law” and delivering quality public service.

Appeals are administered and processed in accordance with prescribed federal and state laws, administrative codes, guidelines, and formal administrative hearing procedures to meet acceptable performance levels established by the

USDOL. While the majority of the appeal cases involve contested determinations on unemployment compensation claims, the division also decides cases relating to departmental personnel matters and other due-process hearings relative to the operations of the department as deemed necessary. Hearings on contested unemployment compensation claims are conducted via teleconference, unless special accommodations are required.

The USDOL measures the performance of the division by examining the timeliness of finalizing a case and the quality of lower authority appeal hearings and decisions. The minimum acceptable level of performance for timeliness requires that 60% of appeal cases be finalized within 30 days of the appeal file date. For the fiscal year beginning October 1, 2015, and ending September 30, 2016, the division finalized 12,224 appeal cases on contested unemployment compensation claims with an average of 92.8% of the cases being finalized within 30 days. To meet the minimum acceptable performance measures for quality, at least 80% of the cases evaluated must rate 85% of the potential points for quality. Of the 60 cases appraised for the report period October 1, 2015 through September 30, 2016, there were 59 cases with an average quality rating of 98%.

Below is a snapshot of the USDOL web page showing Alabama’s Timeliness and Quality Report.

A to Z | Site Map | FAQs | Forms | About
UNITED STATES DEPARTMENT OF LABOR
 Employment & Training Administration

Enter Search

ETA Home
Find Job & Career Info
Business & Industry
Workforce Professionals
Grants & Contracts
TAA Program
Foreign Labor Certification
Perform & Re

Benefits: Timeliness and Quality Reports

LOWER AUTHORITY APPEALS QUALITY REPORT FOR 01/01/2016 THROUGH 12/31/2016

STATE	Minimum Sample Size	Cases Not Scored	Cases Scored	Number of Scored Cases >= 85	Percent of Scored Cases >= 85
Alabama					
<i>*Waiting week from 01/01/2016 to 12/31/2016.</i>					
09/30/2016	20	0	20	20	100
06/30/2016	20	0	20	20	100
03/31/2016	20	0	20	20	100
Total	60	0	60	60	100

**LABOR
ADMINISTRATOR**



VIVIAN HANDY

The Office of the ADOL Labor Administrator was established in January 2016.

The ADOL Labor Administrator is responsible for planning and directing the internal and external programs necessary to achieve the strategic goals for the department, as well as being responsible for other high level administrative duties and decision making.

The 2016 ADOL Strategic Goals included:

1. Continue the efforts of identifying key staff personnel to develop the next generation of leadership;
2. Enhance the agency's training programs, with a specific focus on cross-training among divisions;
3. Preserve and communicate the successes of staff personnel and the outcome of services provided to the community;
4. Adopt strategies for more transparency;
5. Foster fellowship and relationship building by increasing staff participation with local non-profit organizations; and
6. Improve building security policies and procedures.

Periodic reports are provided to the Secretary of Labor on the status of the strategic goals.

Additionally, in 2016, the Labor Administrator established and administered departmental policies to conform with state and federal laws. The office also maintained and updated master sets of policies and procedures on the intranet, updated and distributed the ADOL Employee Handbook, and updated the departmental training

procedures. Goals were coordinated and reviewed to ensure that the overall strategic ADOL goals and services are being implemented on a continuous basis. Various activities associated with carrying out the goals were coordinated, such as building relationships with private, public, and non-profit entities. The office supervised and directed the training section and served as the supervisor/advisor over the Equal Employment Opportunity and Grievance Manager and staff. Additionally, the Labor Administrator planned and presided over quarterly meetings with the Performance Improvement Team and developed the Confidential Employee Survey which is administered to all ADOL employees as a part of the Succession Planning and Cross Training Strategy. The Labor Administrator also served as a non-partisan member of the selection and interview panels for supervisory level positions during job interviews. Networking opportunities such as attending professional conferences, non-profit leadership meetings, and professional associations internally and externally to exchange ideas and gather pertinent information were also developed.



Labor Administrator Vivian Handy and Human Resources Director Renee Minor attended the North Alabama Society for Human Resource Management Conference in September. The theme of the conference was *HR Rocks*. Handy (pictured) presented a session on Succession Planning and Cross Training - The Alabama Department of Labor Approach.

**THE OFFICE OF EQUAL EMPLOYMENT
OPPORTUNITY AND COMPLIANCE**

The Equal Employment Opportunity and Grievance Section was placed under the supervision of the Labor Administrator in January 2016. Tonya Powell serves as EEO Manager.

**Equal Employment Opportunity is
THE LAW**

The Equal Employment Opportunity and Grievance Section is responsible for ensuring that the Alabama Department of Labor complies with federal equal opportunity and nondiscrimination laws and regulations. The unit conducts compliance reviews of departmental programs, activities, and services and provides technical assistance as needed. Employees in the EEO section listen to and counsel

employees on various confidential subjects such as discrimination based on race, sex, and other protected classifications, harassment, fairness in promotions, etc. and investigate grievances arising out of alleged misconduct. Additionally, EEO staff members receive, investigate and/or mediate complaints and grievances filed by departmental employees or customers served by the department and make recommendations for corrective action when appropriate.

During the 2016 calendar year, four grievances were filed by ADOL employees. Three of these complaints were mediated or settled by the EEO Section with no further appeal/charges filed. One was mediated unsuccessfully and is still pending. Two charges were filed with the Federal EEOC in Birmingham. The EEOC dismissed one charge and issued a Notice-of-Right-to-Sue letter. The department has responded to the allegations made in the remaining charge and is awaiting the outcome of the EEOC investigation.



HUMAN RESOURCES

DIRECTOR
RENEE MINOR

The Human Resources (HR) Division provides administrative support to all divisions, sections, units, and individual employees of the Alabama Department of Labor. Administrative duties include the processing and monitoring of all personnel transactions (e.g., newly hired employees, transfers, promotions, demotions, separations, etc.), disciplinary procedures, Family and Medical Leave Act administration, leave donations, military leave actions, annual and sick leave management, annual and probationary performance appraisals, policy development, counseling, providing recommendations, and other HR related matters. HR works closely with the department's

Finance Division in ensuring that all transactions are maintained within the assigned budget for service areas.

HR also serves as the liaison with the Retirement Systems of Alabama, the State Employee Insurance Board, the State Comptroller's Office, and the State Personnel Department for information, updates, and other changes that are to be disseminated throughout the Department of Labor. HR is responsible for ensuring that all federal and state laws are followed as they relate to these activities.



In 2016, HR fully implemented the new FLSA overtime regulations as set forth by the USDOL Wage and Hour Board. At the end of the fiscal year, approximately 350 personnel transactions had been completed and total personnel equaled 916.





FINANCE

DIRECTOR
MARGIE TONEY

In FY 2016, ADOL was one of 21 state agencies to implement the State of Alabama Accounting and Resource System (STAARS), a web-based application. This implementation resulted in major procedural changes in key functional areas within Finance, but the division's managers and employees rose to the challenge.

An outstanding accomplishment of the Finance Division's Real Estate Management section was the long-awaited successful negotiation and approval of a new building lease for ADOL's Birmingham Career Center. The new building is illustrated in the artist's rendering below.



The Finance Division works with the entire department to ensure that all funds are used in accordance with applicable laws and regulations and to maximize the efficient use of resources in providing needed services to the public.

The division's objective has been to seek ways to enhance the department's accounting process, while maintaining the appropriate accounting controls to ensure that expenditures are in compliance with all applicable regulations, as well as fiscal responsibility. In addition, greater transparency and usefulness of financial reports is an ongoing commitment of the division.

Finance's 60+ employees support ADOL's operational divisions by providing essential services in the areas of Accounts Payable, Accounting and Reporting, Budget and Allocation Control, Fund Control, Payroll, Procurement and Supply, Mail and Property, Real Estate Management, Reproduction, Building Maintenance, and Custodial Services.

Currently, Finance is overseeing the re-roofing of the Central Office (pictured below). This project is expected to be completed in March 2017.





GOVERNMENTAL AFFAIRS

DIRECTOR
STEPHEN M^CCORMICK

The Governmental Affairs Division is responsible for serving as the governmental and legislative liaison for the department with other entities of local, state, and federal government along with business and labor groups. The division is also responsible for drafting departmental legislation. The Governmental Affairs Division works closely with the legislature to pass legislation beneficial to the department and the people of Alabama.

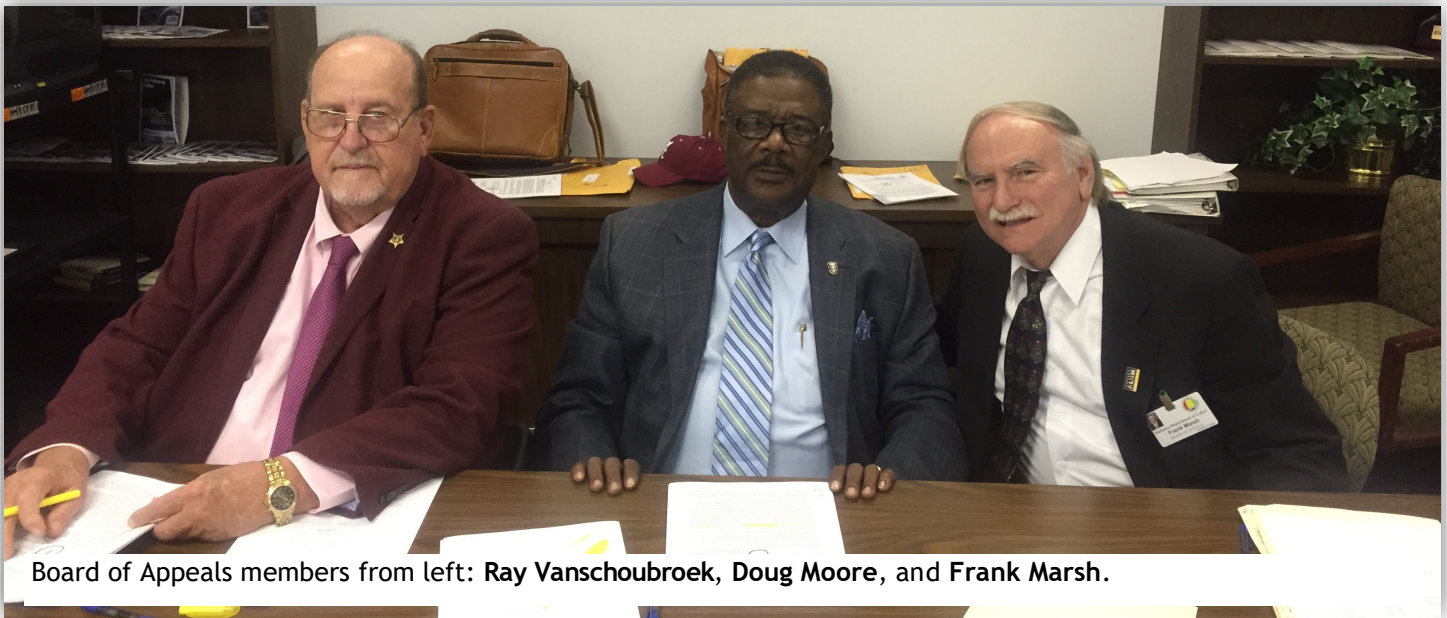
During 2016, the Governmental Affairs Division prepared and passed the following bills:

Senate Bill 264 – Child Labor Circuit Court Authority. Previously, the department lacked an avenue to file any legal action once a penalty had been assessed against an employer for violating the Child Labor laws. This legislation allows ADOL to file suit in the appropriate Circuit Court venue to recoup unpaid fines and penalties assessed by the Child Labor Division. The children working in the state of Alabama will ultimately be safer by strengthening the laws that protects them. The legislation was sponsored by Sen. Steve Livingston (R-Scottsboro) and carried in the House of Representatives by Rep. Kyle South (R-Fayette).

Senate Bill 344 – Unemployment Compensation: Private Companies Providing Direct Services to School Systems. SB344 was introduced to revise language of a statute that had been passed in the 2015 Regular Session. The original bill gave private companies who provide temporary employees to local school systems the same determinations under the UC law as any county or city school system. If the employee has reasonable assurance that employment will be available after a break in years or terms, their unemployment eligibility will be determined without the temporary employee wages in their base period wage determination. The 2016 revision was technical in nature



Secretary Fitzgerald Washington with Governor Robert Bentley signing SB 322 into law.



Board of Appeals members from left: Ray Vanschoubroek, Doug Moore, and Frank Marsh.

and did not alter the original intent of the bill. The legislation was sponsored by Sen. Bill Holtzclaw (R-Madison) and carried in the House of Representatives by Rep. Phil Williams (R-Huntsville).

Senate Bill 322- Department head title change. The ADOL cabinet position will be titled Secretary of Labor effective July 1, 2016. This change will give a distinction from the head of ADOL and commissioners on the local level. The legislation was sponsored by Sen. Greg Reed (R-Jasper) and handled in the House of Representatives by Rep. Kyle South (R-Fayette).

SUNSET BILLS

Every year the Alabama Legislature is tasked with reviewing and auditing dozens of boards, agencies, and commissions to recommend whether these entities will be given additional years of operation or if they will be “sunset,” which means to terminate their functions and responsibilities. In 2016, ADOL had two entities up for Sunset Review: The Boiler and Pressure Vessel Board and the Board of Examiners of Mine Personnel. After careful consideration by the Sunset Committee both boards were nominated to be taken out of the purview of the Sunset Review process. Each entity is housed within ADOL and administered with the help of department employees. This is a credit to the great job conducted by the department representatives and the members of the respective boards to elicit such positive reviews that the committee would entrust the boards to be removed from the Sunset Laws.

Senate Bill 25- Board of Boilers and Pressure Vessels. The board was approved to be removed from review under the Alabama Sunset Law.

Senate Bill 52- Board of Examiners of Mine Personnel. The board was approved to be removed from review under the Alabama Sunset Law.

The Governmental Affairs Division is also responsible for the administration of employer tax appeals with respect to the UC statute. Employers may appeal determinations or assessments to an independent hearing officer to hear the aggrieved parties show cause motions. The Governmental Affairs Division receives the files from the Tax Division, sets the hearing, appoints the independent hearing officer, attends the hearing for administrative purposes, and completes the decision in preparation for mailing to the parties. The division has received 33 appeals in 2016 and rendered decisions on 35 cases. There are currently 25 pending cases on the docket.

The Governmental Affairs Division also acts as a liaison for the Board of Appeals. The Board of Appeals is a statutorily created board that reviews and hears UC cases at the highest administrative level. The board holds hearings at seven cities around the state on a rotating basis. The cities in which the hearings are held are: Birmingham, Decatur, Dothan, Mobile, Montgomery, Oxford, and Tuscaloosa. In 2016, the board reviewed 2,226 appeals and held 871 in-person hearings.



In addition, the division represents the department in all employment related litigation, including, but not limited to, pre-termination/pre-suspension hearings, and State Personnel Board matters.

During 2016, the department had one case in Federal District Court. Counsel for the department made more than 225 court appearances during the past year, and has collected a total of \$368,086.99 from overpaid claimants through November. It is estimated that during the month of December 2016, an additional \$30,000+ will be added to the overpayment collection figure.

The Legal Division serves as legal counsel for the department. In that regard, the division renders legal opinions and interpretations of the department’s various laws, and represents the department in all court matters.

The General Counsel and Assistant General Counsels have represented the department before all Circuit Courts throughout the state, the Alabama Court of Civil Appeals, the Alabama Supreme Court, the United States Bankruptcy Courts, the United States District Courts, and the United States Supreme Court. These cases involve the following:

1. Unemployment compensation benefit appeals
2. Unemployment compensation overpayment cases
3. Unemployment tax cases
4. Workers’ compensation compliance cases
5. Objections to subpoenas for confidential records
6. Child labor enforcement cases
7. Child support withholding cases
8. Surface mining violation cases
9. Board of Adjustment matters
10. Bankruptcy matters
11. Inspections Division matters

INSPECTIONS

MINING &
RECLAMATION

DIRECTOR
BRIAN WITTMER



The Mining and Reclamation Division is responsible for administering programs in:

- Abandoned Mine Land Reclamation
- Mine Safety and Inspection
- Surface Mining of Non-Fuel Minerals

ABANDONED MINE LAND RECLAMATION

The mission of the Abandoned Mine Land (AML) Reclamation Program is to restore land and water resources which have been adversely impacted by past coal mining and for which there is no continuing responsibility under state or federal law. The work is funded by annual grants from the U.S. Department of the Interior, Office of Surface Mining Reclamation and Enforcement, which collects production fees from active coal operators at a rate of 28¢ per ton for surface-mined coal and 12¢ per ton for underground-mined coal, approximately 50% of which is granted back to Alabama. High priority projects are those that remove past mining related extreme dangers and safety hazards to the public, but also correct a multitude of significant adverse environmental impacts throughout the 21 coal producing counties in northern Alabama. The program also impacts positively on local economies as reclamation dollars are expended on earthmoving, construction materials, revegetation supplies, and fund contractors utilizing local manpower to carry out the work. During FY 2016:

- Six AML reclamation projects were completed with two others under contract and/or under construction.
- Eleven different significant public hazards were eliminated, including two dangerous highwalls totaling

2,985 linear feet, five vertical openings and three open mine portals, one dangerous pile/embankment, including 47 acres of spoil area which were reclaimed and revegetated.

- Engineering design was completed on four upcoming AML reclamation projects, three of which were in-house designs and one was performed by an outside engineering consulting firm. There are seven projects currently under in-house designs. One of the designs completed includes the upcoming proposed Radiant City Road II Reclamation project that is located adjacent to Phase I of this project. In 2015, a death occurred due to an individual falling from the dangerous highwall. Three projects are currently being designed by outside engineering consulting firms, and are scheduled to be completed by winter/spring 2017. Once the National Environmental Policy Act (NEPA) documentation has been completed, all three should be ready to let-for-bid shortly thereafter. NEPA documentation is also being prepared for consulting agency submittals on three additional potential AML reclamation projects currently under design. An Aerial Photography and Topographic Mapping Contract was prepared for 14 potential reclamation projects for FY 2017.



- Maintenance was performed on 20 previously reclaimed AML project sites.
- Twenty-five acres on one previously reclaimed site were planted in trees under Alabama's AML reforestation program. In the past 38 years, ADOL has reestablished approximately eight million trees on its reclaimed sites.



BEFORE

The Barton Creek AML Project in Cordova was adjacent to a county road and several houses. A portion of the 1,485-foot long highwall ran below two water tanks. The height of the highwall was between 30 and 60 feet.



AFTER

The dangerous highwall has been reclaimed.

During this fiscal year the Barton Creek AML Project was completed which reclaimed two dangerous highwalls totaling 1,485 linear feet, three impoundments encompassing one acre, and 39 acres of mine spoil. The highwalls and other features were within 300 feet of several homes. Also located on top of the highwalls were two water tanks that serve the town of Cordova, which is located approximately four miles to the east of this site. This project is the first for which the contractor was required to obtain a National Pollutant Discharge Elimination System storm water permit from the Alabama Department of Environmental Management (ADEM). This is also the first project for which the contractor was required to obtain Pollution Liability Insurance for the project. Construction on the Barton Creek AML Project began on November 2, 2015, and was completed on September 6, 2016.

Also during FY 2016, the Alabama AML program completed three emergency reclamation projects which brought the total to 194 since the program's inception. All

three of these projects stabilized subsidence prone areas including sudden occurrence subsidences near two residences in Walker County and one in Winston County. The emergency provision in Alabama's AML program allows ADOL to respond to sudden, life threatening abandoned mine-related problems within 24 hours.

The Alabama AML Program was represented at the National Association of Abandoned Mine Land Programs' (NAAML) Winter Business Meeting in February held in California and the NAAML Annual Conference and Business Meeting in September held in Montana. At the conclusion of the meeting in Montana, the Alabama State Mine Land Reclamation Supervisor ended his tenure as the association's president for the past year, and as an officer for the previous three years. The NAAML is supporting reauthorization of the National AML Reclamation Program Law (Title IV of the Surface Mining Control and Reclamation Act {SMCRA}) which would extend the program beyond 2021, and also transitioning to



BEFORE
The Dudley airshaft prior to reclamation.



AFTER
Reclamation complete of the Dudley airshaft.



AFTER
The Dudley airshaft six months later.

the new incoming federal administration.

August 3, 2016 marked the 39th anniversary of the enactment of the SMCRA. When Congress passed SMCRA, it presented a unique challenge – to strike a balance between our country’s need for the energy produced by coal and the protection of our environment. Through vital

partnerships between the U.S. Office of Surface Mining, state governments, tribal governments, the coal mining industry, and environmental communities, the daunting goal of SMCRA is being achieved. Alabama has had primacy for its coal regulatory and abandoned mine land programs since 1982.

MINE SAFETY AND INSPECTION

The Mine Safety and Inspection Program inspects all mines (+600 mines statewide) to ensure compliance with state laws which protect the safety of persons working in the mining industry. This section also coordinates rescue efforts in the event of a mine disaster and investigates mine accidents.

During FY 2016, 1,758 miners were employed in the coal industry, producing 9.3 million tons of coal. An additional 2,000 miners were employed in open pits and quarries producing approximately 29 million tons of non-fuel minerals. A total of 324 underground and surface inspections were completed at coal mines statewide. During this fiscal year, there was no mining fatality.

A continuing program provided education and training for mine foreman and underground blasting certification. Two underground certification examinations were administered, resulting in the issuance of 42 underground mine foreman certificates, four fireboss certificates, and two upgrades from fireboss to mine foreman. Also, 19 surface foreman certifications and 65 hoist certificates were issued. Mine rescue training continues to be provided by Beville State Community College under contract with ADOL.

The two state mine rescue teams continue to train and prepare for performing mine rescue and recovery in extreme and potentially lethal environments. Their efforts, along with those of the entire mine safety staff, help to provide safe working conditions for all miners within the state.

SURFACE MINING OF NON-FUEL MINERALS

Non-fuel minerals are mined in all 67 Alabama counties and contribute greatly to the state’s economy. Examples of non-fuel minerals mined in Alabama are: Sand, gravel, granite, clay, bauxite, and shale. This section makes certain that lands mined for those minerals are reclaimed in accordance with the Alabama Surface Mining Act of 1969. In addition, this section issues mining permits, ensures that mine sites are properly bonded for reclamation purposes,

makes periodic inspections, and releases bonds once sites have been satisfactorily reclaimed.

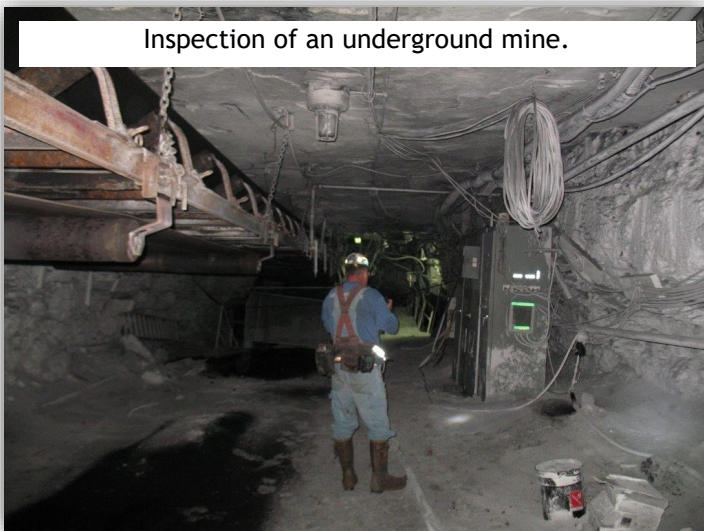
In FY 2016, 325 permits (18 new permits, 307 renewals) were issued to operators for the surface mining of non-fuel minerals - a 15% increase in permit renewals from last year. Meanwhile, efforts continued to bring all unpermitted surface mining operations into compliance.

One half inspector stationed in the Montgomery Central Office and three inspectors stationed in the Birmingham office made 371 site inspections. Of those, 20 inspections were made to verify locations of new permit areas, 211 inspections were made of active operations, 90 inspections were made of unpermitted sites, 30 inspections were made to investigate citizen complaints, and 30 inspections were made of operations with expired permits. During FY 2016, 29 bonds were released for satisfactory reclamation and seven bonds were forfeited for failure to reclaim. A total of 326 acres were reclaimed – a 2% reduction from last year.

Other activities included telephone contacts with operators, surety companies, citizens, other agencies, and landowners. Letters were written to mining operators regarding results of site inspections and action needed to remain in compliance with the Alabama Surface Mining Act of 1969. Citizen complaints involving blasting at quarries, highwalls situated too close to property lines, sediment discharge from uncontrolled runoff, and lack of reclamation were promptly investigated. An estimated 78 sites were abandoned and left unreclaimed at year's end, with insufficient funds to complete any meaningful reclamation. Mining continues at approximately 200 permitted sites, with 240 sites being idle, abandoned, or in the process of being reclaimed.



A large decrease in mining of aggregates (limestone, marble, sand, gravel and crushed stone) was experienced in FY 2016. Road contractors have reacted to new hardness specifications for paving materials by opening new granite and sandstone quarries. As residential areas encroach on the sources of those minerals, increased citizen complaints will need to be addressed.



INSPECTIONS BOILERS & ELEVATORS

DIRECTOR
MARVIN J. BYRUM



When the Alabama Legislature charged the Alabama Department of Labor with administering new state elevator and boiler safety inspection codes, it also created two professional advisory boards to enact rules and regulations and provide program oversight. Members are appointed for staggered terms.

BOARD OF BOILERS AND PRESSURE VESSELS

- ◆ Dr. David F. Dyer, Chairman, Auburn University, former Mechanical Engineering Department Chairman (public/engineering schools)
- ◆ Secretary Fitzgerald Washington, Alabama Department of Labor (government)
- ◆ Jerry Rhodes, Vice Chairman, Southside, Westinghouse, Anniston (owners and users of pressure vessels)
- ◆ Joe Pledger, IBEW international representative, Satsuma, (owners and users, power boilers)
- ◆ Gene Canavan, International Paper, Prattville (owners and users of heating boilers)
- ◆ R. Barry Latham, McAbee Construction, Tuscaloosa,

(boilers and pressure vessels manufacturers)

- ◆ Steve Speed, Boilermakers International Representative, Jasper (labor)
- ◆ Jeffery Lambert, Montgomery, (mechanical contractors) (heating contractors)
- ◆ Edward F. Wiggins, Liberty Mutual Insurance Co. (insurance companies)

ELEVATOR SAFETY REVIEW BOARD

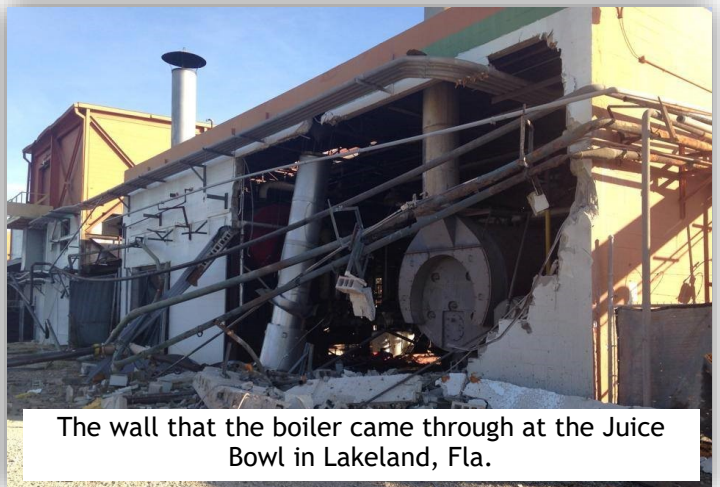
- ◆ Arthur Steber, Chairman, Elevator Maintenance & Repair Co., Prattville (elevator manufacturers)
- ◆ Secretary Fitzgerald Washington, Alabama Department of Labor (government)
- ◆ Jeff McNorton, Birmingham
- ◆ Jay Jenkins, Jenkins, Jenkins, and Monroe, Anniston (architects)
- ◆ Betty Swan, Building Owners & Managers Association, Birmingham (public)
- ◆ James H. Wyatt, Planning and Engineering, City of Birmingham (municipalities)
- ◆ Linda Burkette (public)
- ◆ Philip R. Meadows, Montgomery (physically disabled community)
- ◆ D. Stanley Borden, Montgomery (professional licensed engineers)
- ◆ David Hallmark, Business Agent, IUEC Local 24, Birmingham, (labor)

HISTORY: BOILERS AND PRESSURE VESSELS

When the boiler and pressure vessel safety inspection program was established by the State Legislature in 2000, Alabama became the 49th state in the nation to begin conducting boiler and pressure vessel safety inspections.



This is where a boiler landed after coming through the wall at the Juice Bowl in Lakeland, Fla.



The wall that the boiler came through at the Juice Bowl in Lakeland, Fla.

ADOL estimates Alabama has about 18,432 boilers and pressure vessels. During FY 15-16, a total of 10,512 inspections were performed by state and insurance inspectors. There were 3,051 violations and 2,863 were corrected. There were 1,218 new boiler permits received during the reporting period.

From the 1840s through the 1920s approximately 50,000 people a year were killed in boiler explosions and thousands more injured giving rise to boiler safety inspection programs. Modern day preemptive safety checks by state governments and insurance companies have reduced boiler explosions fatalities nationwide.

Most common Alabama boiler violations:

- Safety valve removed or not working
- Low water safety device missing or not working
- Missing or damaged stack (carbon monoxide danger)
- Unqualified welded repairs

Boilers and pressure vessels with serious violations, such as safety circuit overridden or not working, are shut down immediately. Minor violations require a 30-day completion schedule.

HISTORY: ELEVATORS AND ESCALATORS

When the Legislature adopted an elevator safety inspection code in 2003, Alabama became the 44th state to institute a safety inspection program for passenger lift devices. The program became fully functional in June of 2004. Prior to that date, only Birmingham inspected elevators.

Elevator accidents are much more frequent than boiler malfunctions. Across the country approximately 30 people lose their lives each year in elevator accidents and another 17,000 are injured. The incident rate is probably not that surprising given the fact that more people use elevators each day than all other forms of transportation put together including planes, trains, and automobiles.

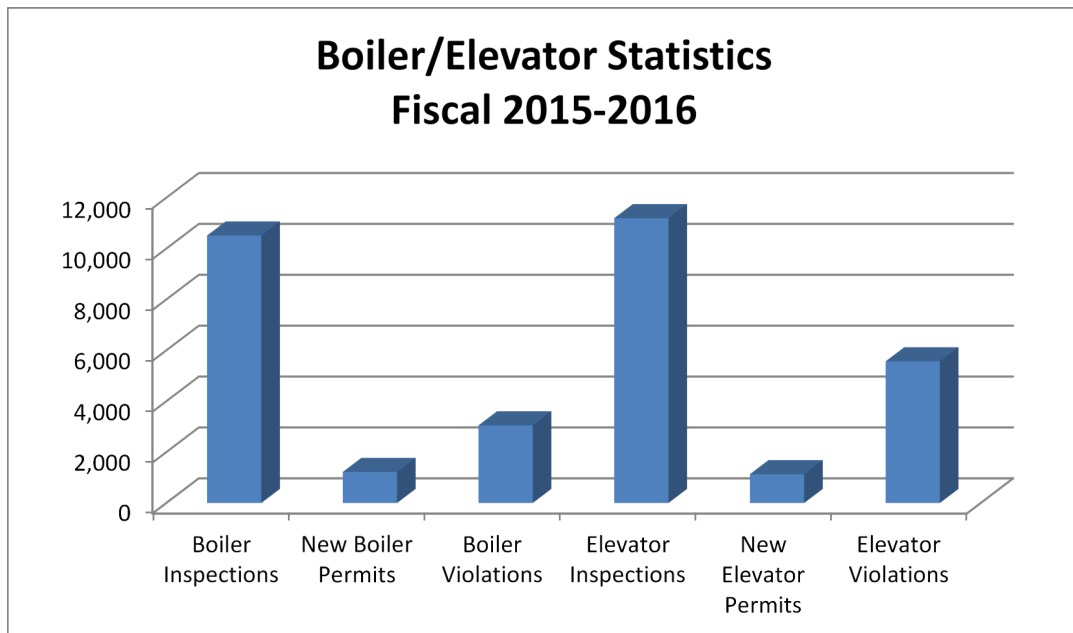
Escalators also cause injuries, especially for children. According to the U.S. Consumer Product Safety Commission, escalator accidents result in more than 10,000 reported injuries a year.

ADOL estimates Alabama has about 10,424 elevators and related conveyances. During FY 15-16, state and private inspectors conducted 11,194 safety checks on elevators and escalators in Alabama. In the process, 5,567 violations were uncovered and 5,119 were corrected. New code violations are found each day. There were 1,131 new elevator permits received during the reporting period.

Most common Alabama elevator violations:

- Annual and five-year safety checks past due, some by more than several years
- Missing or inoperative/disabled door restrictors
- No communication device in elevator
- Alarm bell not working

A combination of these and other violations could require an immediate shutdown. Owners are required to fix most violations within 30 days.



INFORMATION SYSTEMS

DIRECTOR
JEANNINE
PENDERGAST



The ADOL's Information Systems (IS) Division has concluded another successful year. Some of the focus areas have been customer service, upgrading software and hardware, and savings and increased revenues for the department.

Customer service has been a focus for the past few years. The division believes customer service is fulfilling the needs of ADOL customers (which could be internal or external) by listening and being friendly and helpful to bring about satisfaction. This goal has been emphasized by the division's support of the ADOL regional job fairs. IS assisted in two highly visible phases of the job fairs. The Desktop Support Unit has been instrumental in the planning and execution of the job fairs. They are responsible for setting up and testing any IT systems. The Desktop Support Unit also provides support to the mobile Career Center which is often on-site at public events. They are also responsible for setting up and testing the handheld scanners and transferring the data captured back to the ADOL Central Office. The Applications Development

Programming Unit played a vital role in the development of an online job fair registration system, which was developed as a way to track attendance. The online registration takes the place of handwritten sign-in sheets. The information is saved to an ADOL database and the attendees are able to show their pre-registration bar code and gain immediate entry, cutting down wait time. IS now has reliable information of how many people can be expected to attend ADOL job fairs, their contact info, when they arrive at the event, and follow up to see if the attendee was able to gain employment as a result of the job fair.

The division also assisted in the creation of ADOL's new website which is more user-friendly and customer driven. The new website has a fresh, clean look that allows users to more easily find services. The website upgrade required updates on all ADOL associated applications, headers/ footers, and modifications to other areas. Google Analytics was added to ADOL's website. This is used to generate detailed statistics about the site's traffic, traffic sources, page views, and other useful statistical data.

Upgrading software and hardware is a priority for the IS division. These upgrades range from deploying supported Operating Systems on all desktop computers to upgrading the virtual infrastructure and everything in between. The division was responsible for upgrading work stations with the Windows 10 Operating System. This entire process was done by deploying Windows 10 OS through the creation of scripts designed to handle the entire process after hours. This entailed tasks like executing a scan to examining each machine, backing up profiles, deleting old OS, pushing of Windows 10, and the storing of files and data in temporary files prior to installing them back to each workstation after installation.

The Desktop Support Unit of the IS Division provides a travel team for all of ADOL's regional job fairs. They set up and train for all computer equipment necessary to run onsite registration and the scanning system. They also provide tech support for the mobile Career Center.





The IS division continues to shore up ADOL's infrastructure. Some of these improvements included bringing our access control systems up-to-date, adding more robust security software, adding log aggregation software, upgrading network monitoring software, and the addition of software asset management tools that will allow us to better manage PC software and hardware.

Several new technologies and processes have resulted in significant department savings and increased revenues. A new process was implemented that allows a claimant to receive a call back from the call centers. This system will take the claimant's number, hold their place in line, and call them back when their number reaches the front of the queue. This new system has saved hundreds of thousands in monthly toll costs. Actively working to implement numerous software consolidations has resulted in the non-renewal of some annual contracts for even more software savings.

Being able to prevent or collect on fraudulent overpayments programmatically continues to be a focus of the IS Division. The Penalty and Interest Process was developed to assess, track, collect, and apply the penalty and interest penalties assessed on overpayments found to be fraudulent. Based on

new legislation, ADOL is able to implement this process which increases revenues based on a penalty being assessed at a rate of 15% of the fraudulent overpayment amount. The interest, however, is accrued at a rate of 2% per month on the outstanding balance of both penalty and interest on fraud overpayments. It is deposited into a separate account and these monies can be used to combat fraud. The IS Division has been instrumental in developing and implementing the programming to adhere to this legislation.

The Information Systems Division continues to play a major role in providing excellent customer service for ADOL. This objective is met by making it a priority to keep ADOL software and hardware current which directly impacts both internal and external customers. Also, focusing on processes that promote a reduction of funds and concentrating on applications and operations that will yield increases in revenues ultimately translates into an opportunity to provide more valuable services to both jobseekers and employers for the state.

ALABAMA CAREER CENTER DIRECTORY

ALABASTER CAREER CENTER

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Phone: (205) 663-2542

ALBERTVILLE CAREER CENTER

5920 U.S. Hwy. 431 North
Albertville, Alabama 35950
Phone: (256) 878-3031

ALEXANDER CITY CAREER CENTER

Central AL Community College
1375 Jr. College Drive
Alexander City, Alabama 35010
Phone: (256) 215-4494

ANDALUSIA CAREER CENTER

L B Wallace Community College
1000 Dannelly Boulevard
Andalusia, Alabama 36420
Phone: (334) 881-2304

ANNISTON CAREER CENTER

Gadsden State Community College
1731 Coleman Road
Anniston, Alabama 36207
Phone: (256) 832-0147

ATHENS CAREER CENTER

406 South Jefferson Street
Athens, AL 35611
Phone: (256) 230-0880

BAY MINETTE CAREER CENTER

201 Faulkner Drive
Bay Minette, Alabama 36507
Phone: (251) 937-4161

BIRMINGHAM CAREER CENTER

3216 4th Avenue South
Birmingham, Alabama 35222
Phone: (205) 254-1300

BIRMINGHAM/JEFF STATE COMMUNITY COLLEGE CAREER CENTER

2601 Carson Road
Birmingham, Alabama 35215
Phone: (205) 856-8024

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68644 Main Street, Suite 5
Blountsville, Alabama 35031
Phone: (205) 429-4311

BREWTON CAREER CENTER

1023 Douglas Avenue, Suite 314
Brewton, Alabama 36426
Phone: (251) 867-4376

CAMDEN CAREER CENTER

Camden City Hall
223-A Claiborne Street
Camden, Alabama 36726
Phone: (334) 682-9428

CULLMAN CAREER CENTER

1201 Katherine Street Northwest
Cullman, AL 35055
Phone: (256) 734-5580

DECATUR CAREER CENTER

1819 Bassett Avenue, SE
Decatur, Alabama 35601
Phone: (256) 355-0142

DEMOPOLIS CAREER CENTER

1074 Bailey Drive
Demopolis, Alabama 36732
Phone: (334) 289-0202

DOTHAN CAREER CENTER

787 Ross Clark Circle
Dothan, Alabama 36303
Phone: (334) 792-2121

ENTERPRISE CAREER CENTER

2021 Boll Weevil Circle
Enterprise, Alabama 36330
Phone: (334) 347-0044

EUFAULA CAREER CENTER

122 Paul Lee Parkway
Eufaula, Alabama 36027
Phone: (334) 687-3551

FAYETTE CAREER CENTER

Bevill State Community College
2631 Temple Avenue North
Tom Bevill Center Room B-37
Fayette, Alabama 35555
Phone: (205) 932-3221

FOLEY CAREER CENTER

200 West Michigan Avenue
Foley, Alabama 36535
Phone: (251) 943-1575

FORT DEPOSIT CAREER CENTER

Public Library
24 South Pollard Street
Fort Deposit, AL 36032
Phone: (334) 404-4400

FORT PAYNE CAREER CENTER

2100 Jordan Road, SW
Fort Payne, Alabama 35968
Phone: (256) 845-2900

GADSDEN CAREER CENTER

216 N 5th Street
Gadsden, Alabama 35901
Phone: (256) 546-4667

GREENVILLE CAREER CENTER

117 W. Commerce Street
Greenville, Alabama 36037
Phone: (334) 382-3128

HALEYVILLE CAREER CENTER

2010 9th Avenue North
Haleyville, Alabama 35565
Phone: (205) 486-4154

HAMILTON CAREER CENTER

Bevill State Community College
1481 Military Street South
Hamilton, Alabama 35570
Phone: (205) 921-5672

HAYNEVILLE CAREER CENTER

Family Guidance Center
22 Washington Street N
Hayneville, AL 36040
Phone: (334) 548-6307

HUNTSVILLE CAREER CENTER

2535 Sparkman Drive NW
Huntsville, Alabama 35810
Phone: (256) 851-0537

JACKSON CAREER CENTER

3090 Highway 43
Jackson, Alabama 36545
Phone: (251) 246-2453

JASPER CAREER CENTER

2604 Viking Drive
Jasper, Alabama 35501
Phone: (205) 221-2576

LIVINGSTON CAREER CENTER

University of West Alabama
Livingston, Alabama 35470

LUVERNE CAREER CENTER

886 Glenwood Road
Luverne, Alabama 36049
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MOBILE CAREER CENTER

515 Springhill Plaza Court
Mobile, Alabama 36608
Phone: (251) 461-4146

MONROEVILLE CAREER CENTER

33 Outlet Drive
Monroeville, Alabama 36460
Phone: (251) 575-3894

MONTGOMERY CAREER CENTER

1060 East South Blvd.
Montgomery, Alabama 36116
Phone: (334) 286-1746

OPELIKA CAREER CENTER

2300 Frederick Road
Opelika, Alabama 36801
Phone: (334) 749-5065

OZARK CAREER CENTER

3269 South Highway 231
Ozark, AL 36360
Phone: (334) 443-2000

PELL CITY CAREER CENTER

311 Miles Parkway
Pell City, Alabama 35125
Phone: (205) 338-5440

PHENIX CITY CAREER CENTER

Chattahoochee Valley Community College
Brassell Hall, C Building, Room 132
2602 College Drive
Phenix City, Alabama 36869
Phone: (334) 214-4828

PHIL CAMPBELL CAREER CENTER

Northwest Shoals Community College
2080 College Rd
Phil Campbell, Alabama 35581
Phone: (256) 331-6285

ROANOKE CAREER CENTER

3928 Hwy. 431
Roanoke, Alabama 36274
Phone: (334) 863-8114

SCOTTSBORO CAREER CENTER

23123 John T. Reid Parkway
Scottsboro, Alabama 35769
Phone: (256) 574-1720

SELMA CAREER CENTER

1112 Water Avenue
Selma, Alabama 36703
Phone: (334) 872-0471

SHEFFIELD CAREER CENTER

500 S. Montgomery Avenue, Suite 102
Sheffield, Alabama 35660
Phone: (256) 383-5610

TALLADEGA CAREER CENTER

Central Alabama Community College
1005 South Street East
Talladega, Alabama 35160
Phone: (256) 480-2109

TROY CAREER CENTER

1023 South Brundidge Street
Troy, Alabama 36081
Phone: (334) 566-3920

TUSCALOOSA CAREER CENTER

202 Skyland Drive
Tuscaloosa, Alabama 35405
Phone: (205) 758-7591

VALLEY CAREER CENTER

Southern Union Community College
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Valley, Alabama 36854
Phone: (334) 756-0024

VERNON CAREER CENTER

44425 Alabama Highway 17
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