

ALABAMA DEPARTMENT OF LABOR



Employment
Services



Unemployment
Compensation

2019 ANNUAL REPORT



Hearings and
Appeals



Labor Market
Information



Workers'
Compensation



Inspections

SUBMITTED BY
SECRETARY OF LABOR FITZGERALD WASHINGTON



Letter to the Governor
The Honorable Kay Ivey
Governor of Alabama

Dear Governor Ivey,

2019 was a very successful and productive year for the Alabama Department of Labor. During this year, all of our economic metrics reached record lows or highs, respectively, while we continued to serve the citizens of Alabama, connecting jobseekers with available jobs.

The biggest news of 2019 is our unemployment rate. By November 2019, Alabama had reached its record low unemployment rate of 2.7%, which we maintained in December. This followed a succession of record lows, ranging from 3.7% to its current low. Along with the record-breaking low unemployment rate, we also surpassed records in the number of people working, the number of people counted as unemployed, the number of people in the labor force, and the number of jobs our economy supports.

This year, we counted more than 2.1 million jobs, which allowed us to greatly surpass the number of jobs economists predicted we would gain in 2019. We gained nearly 75,000, compared to the prediction of 27,000.

In fact, we met or surpassed national job growth for the past 11 consecutive months. Wages also rose with employment, and Alabama saw near record high weekly earnings of \$875.44 in December 2019.

Our Career Centers grew this year, as well, as we added a new center in 2019, the Choctaw County Career Center, and more are scheduled to open next year.

Our Career Centers registered 284,000 jobseekers with 380,000 customer visits in search of job assistance. We also saw 8,300 employers posting more than 217,000 job postings, representing more than 300,000 job openings.

JobLink, the state's free online jobs database, registered 310,000 sessions, consisting of more than 9.9 million page views. More than 140,000 jobseekers posted 156,740 résumés on the site, and 1,603 individual employers viewed more than 530,000 jobseeker résumés.

More than 82,000 jobseekers entered employment after receiving employment services through the Career Center System, representing almost two-thirds of all jobseekers exiting the labor exchange system. Nearly

80% were still employed six months after exiting with a job, with median earnings of \$17,012 per year.

The Rapid Response team, which is comprised of both Career Center staff and staff from the Alabama Department of Commerce, assisted workers at 26 major closing and layoffs, affecting 7,563 dislocated workers.

Our job fair initiative, which began in 2015, continued into 2019, with ADOL hosting major job fair events in both Montgomery and Selma. The Montgomery event coordinated with the Governor's Job Fair for Those With Disabilities, as we hosted the third annual event of this name. In Selma, we hosted our first ever job fair in coordination with the Governor's Office of Minority Affairs, to promote interest in Alabama's Historically Black Colleges and Universities. More than 2,500 jobseekers attended these events, with more than 100 employers participating. Smaller job fairs were held throughout the state, with Career Center staff collaborating with local employers and governments to bring focus to available jobs.

Alabama's veteran unemployment rate remained low in 2019, registering 2.5% (12 month rolling average) in December. Our Jobs for Veterans State Grants (JVSG) staff provided services to 23,688 veterans.

The Alabama Unemployment Insurance Trust Fund has grown to more than \$717 million, representing an increase of \$75 million over 2018. We collected more than \$203 million in unemployment insurance taxes in 2019.

The Unemployment Compensation Division processed 122,656 claims in 2019, down 7.5% from 2018, and our claims and inquiry calls were down by 20% from 2018.

Several divisions have been working collaboratively to upgrade our UI software, working with Netacent, an outside contractor, which will make the claims process easier for both claimants and staff. The new software is expected to launch in January 2020.

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.

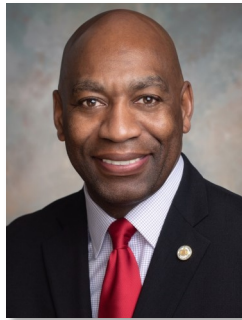
I present the 2019 Alabama Department of Labor Annual Report, which reflects a high level of commitment to positive, proactive, and ongoing efforts to adapt to ever-changing times and to position Alabama for the future.

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**
GAGE PREGNO
(ACTING MANAGER)



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**
STEVE GARRETT



INSPECTIONS
JAMES DYE



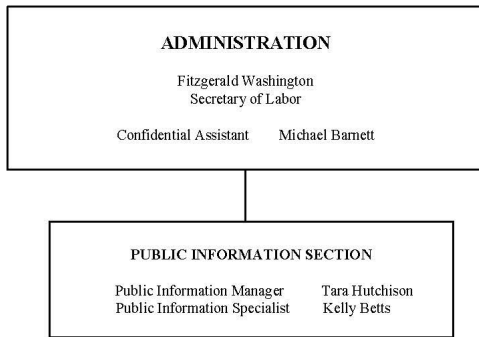
INSPECTIONS
BRIAN WITTWER

**WORKERS'
COMPENSATION
MEDICAL SERVICES
BOARD**

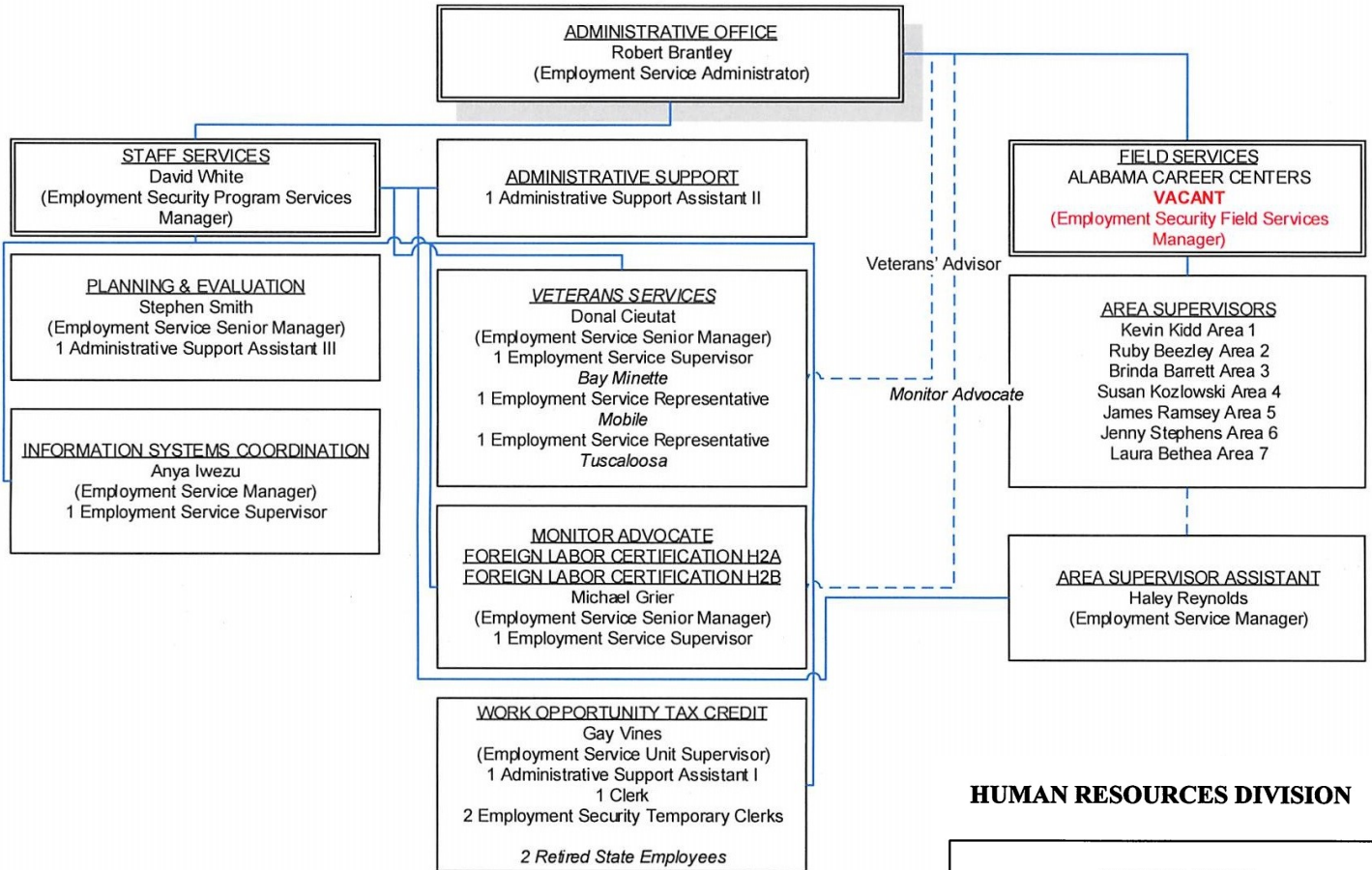
**BOARD OF
BOILERS AND
PRESSURE VESSELS
ELEVATOR SAFETY
REVIEW BOARD**

**BOARD OF MINE
EXAMINERS**

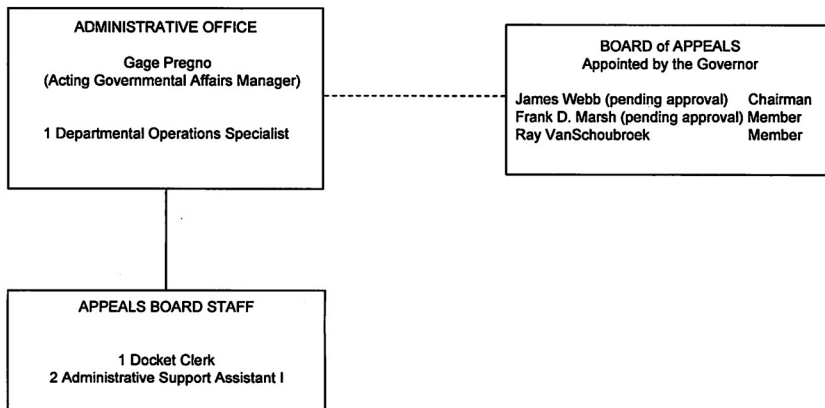
EXECUTIVE DIVISION



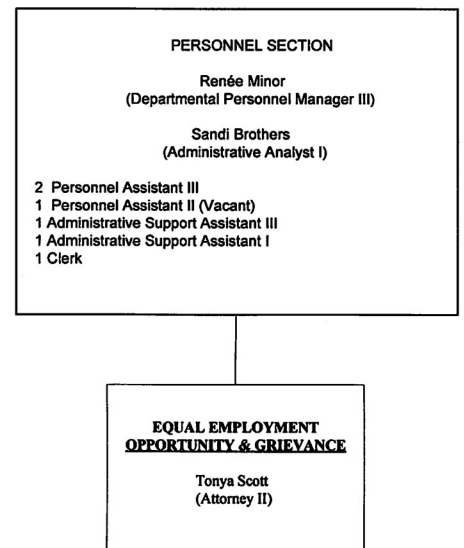
EMPLOYMENT SERVICE DIVISION



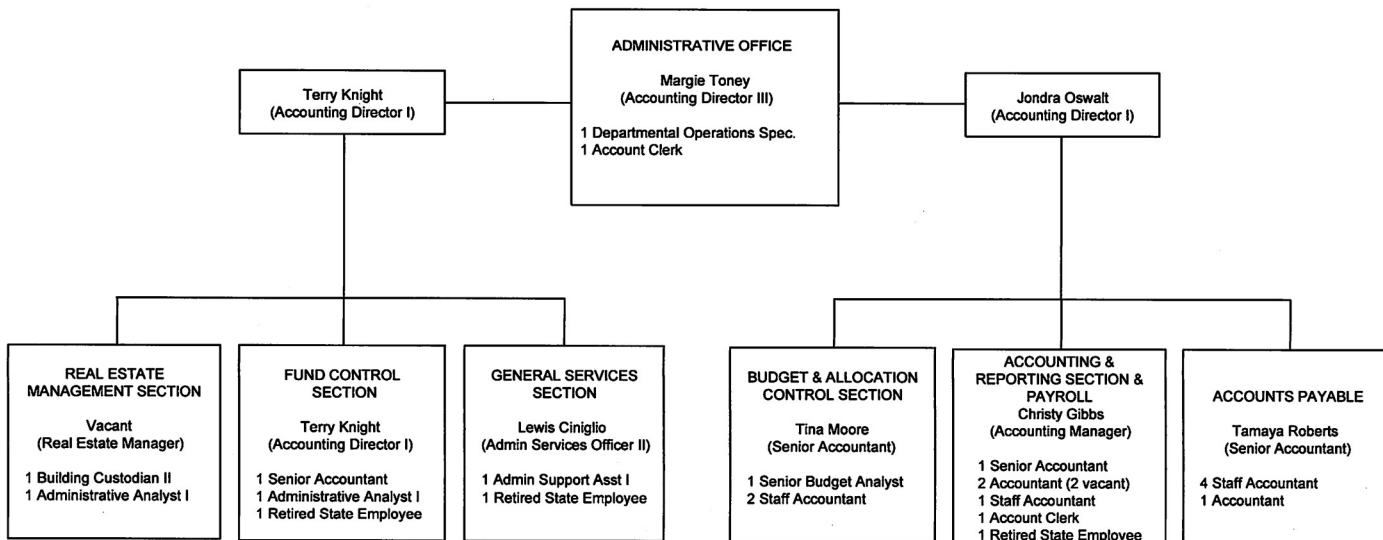
GOVERNMENTAL AFFAIRS DIVISION



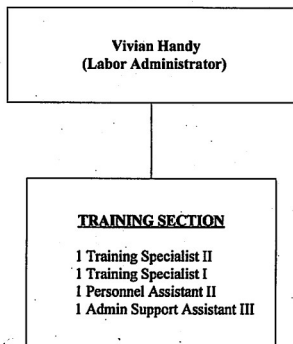
HUMAN RESOURCES DIVISION



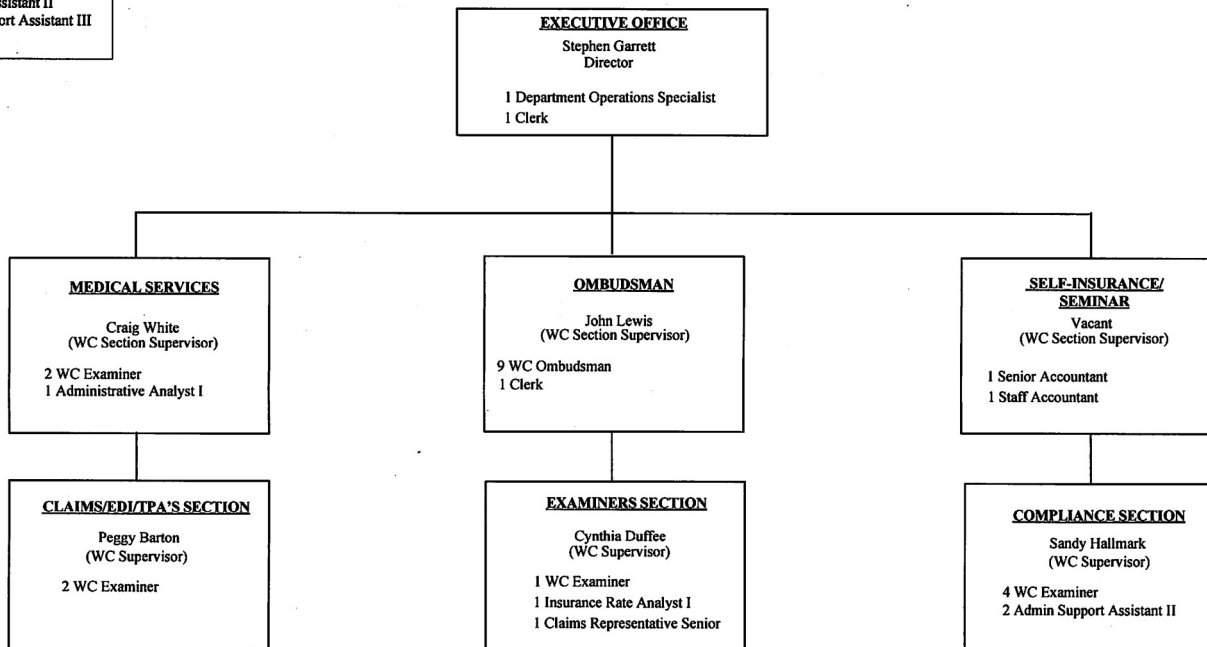
FINANCE DIVISION



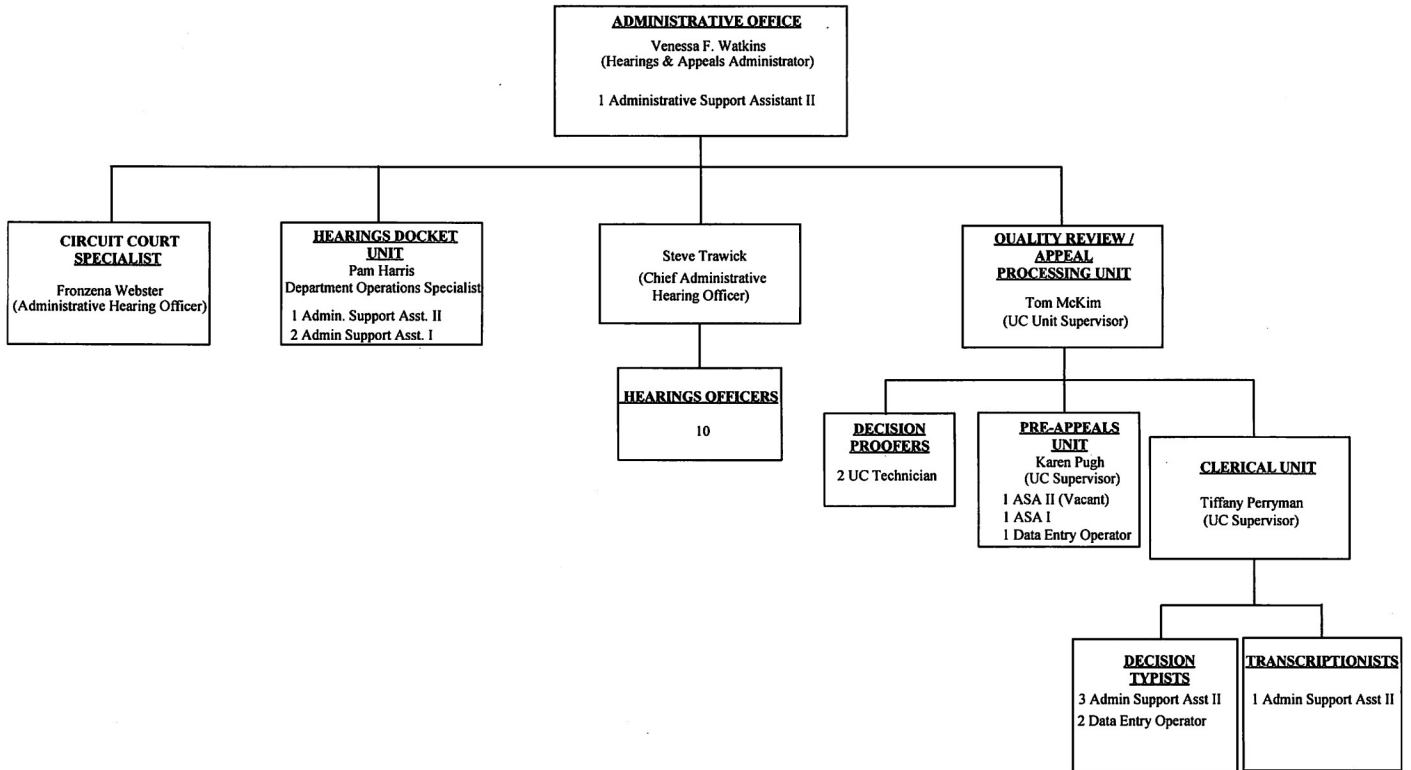
LABOR ADMINISTRATOR



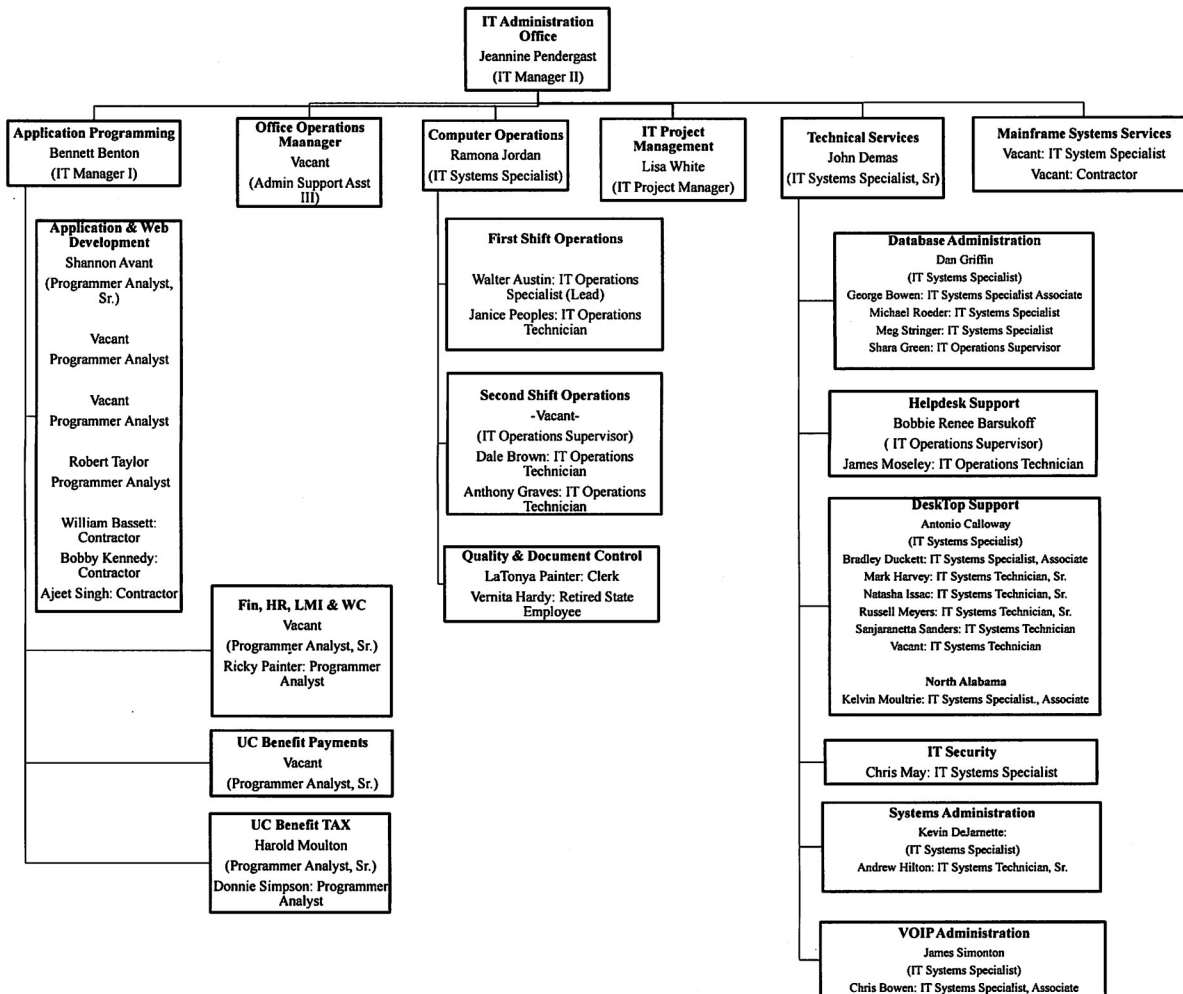
WORKERS' COMPENSATION DIVISION



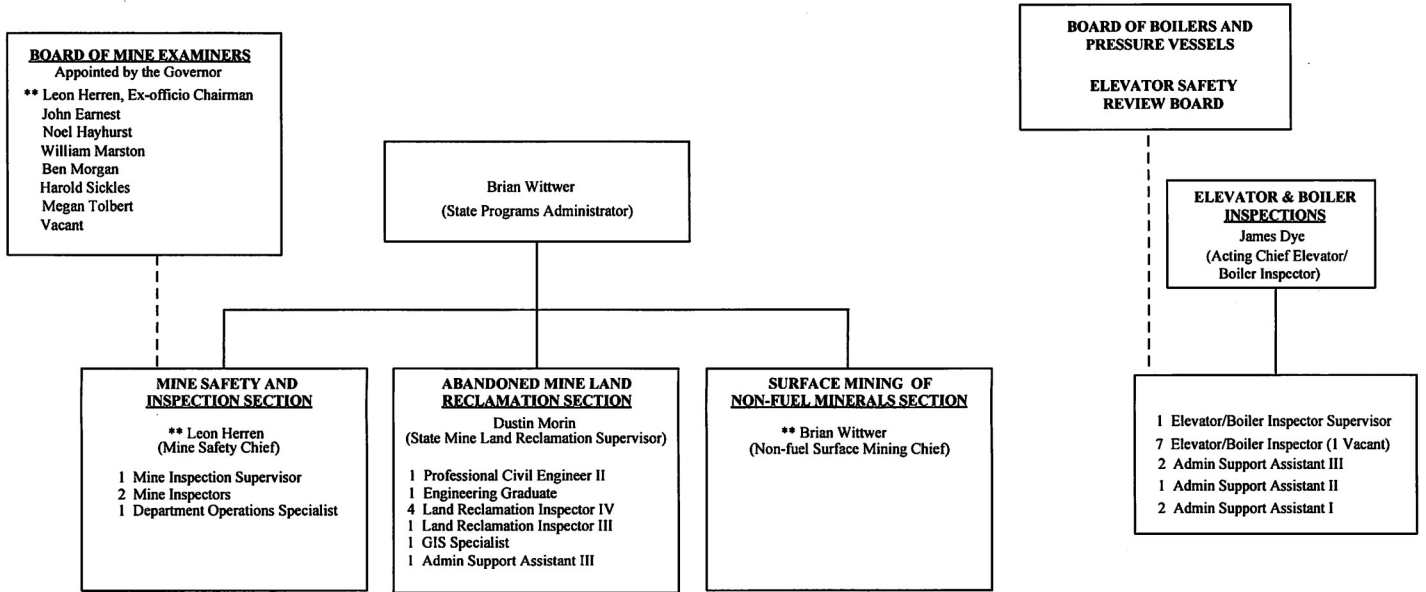
HEARINGS AND APPEALS DIVISION



INFORMATION SYSTEMS DIVISION

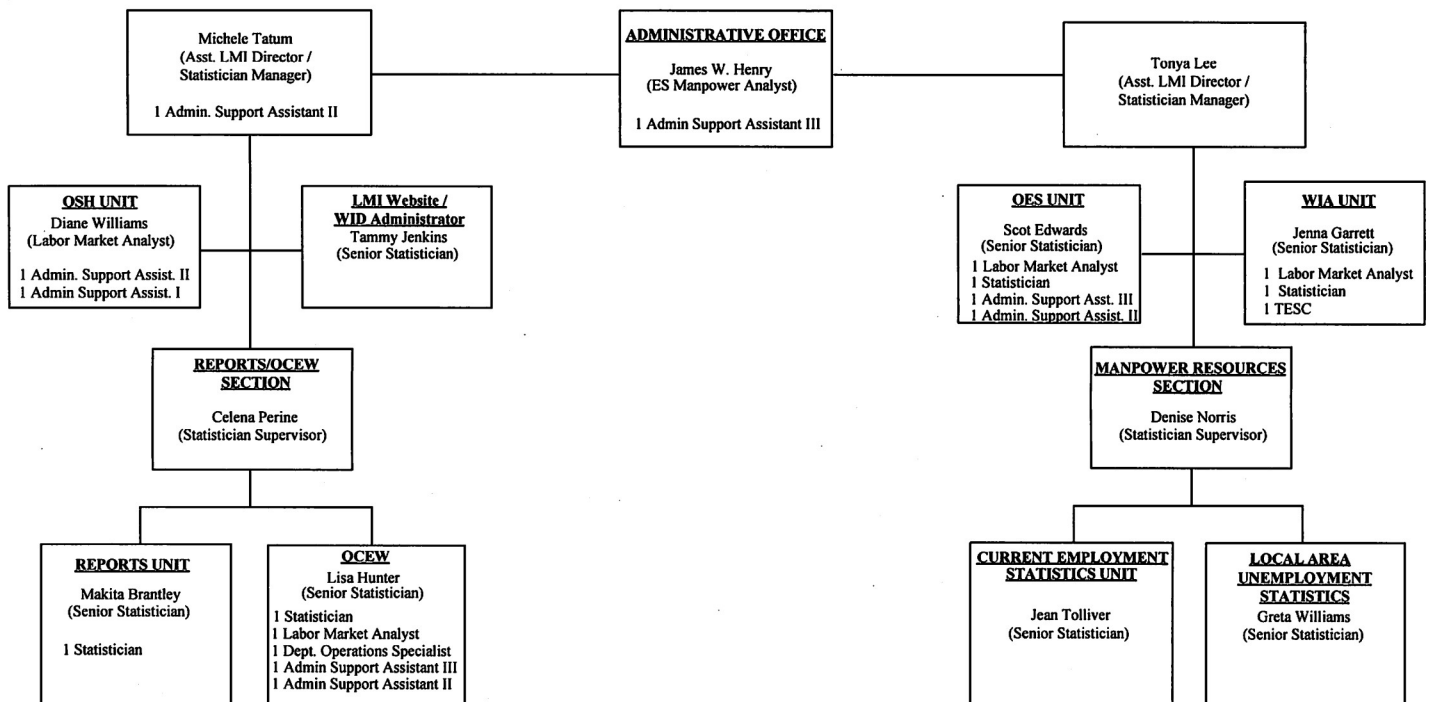


INSPECTIONS DIVISION

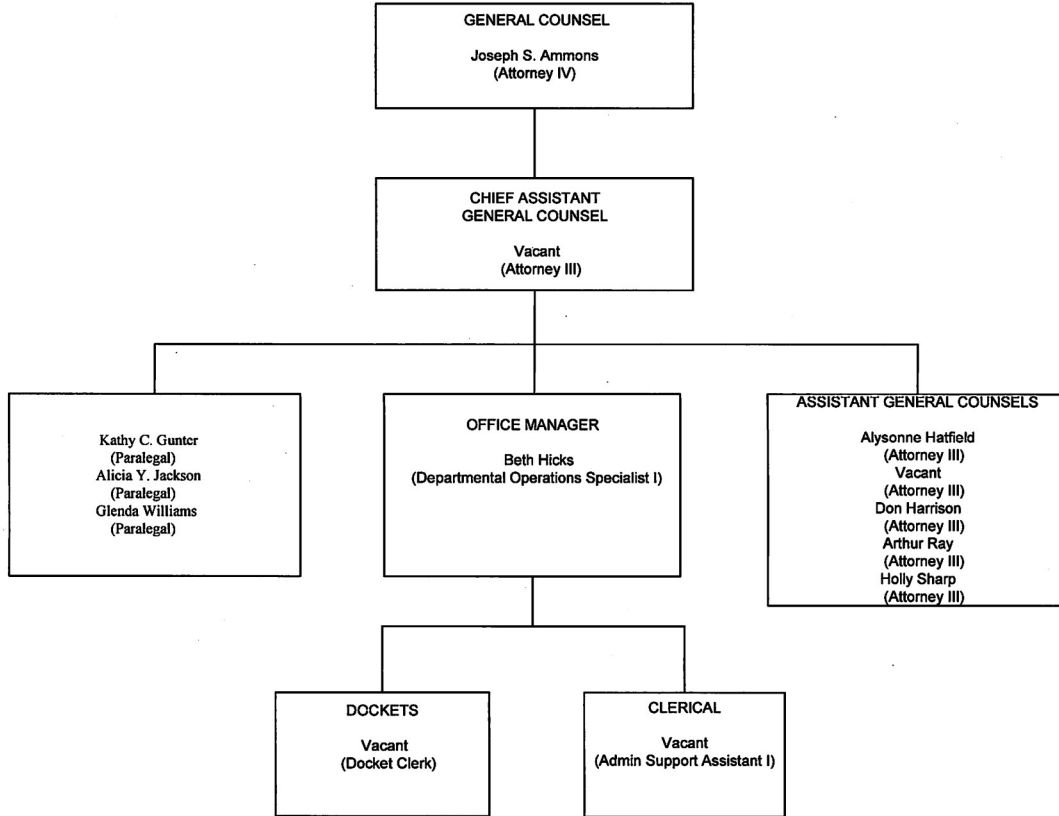


** Dual Capacity

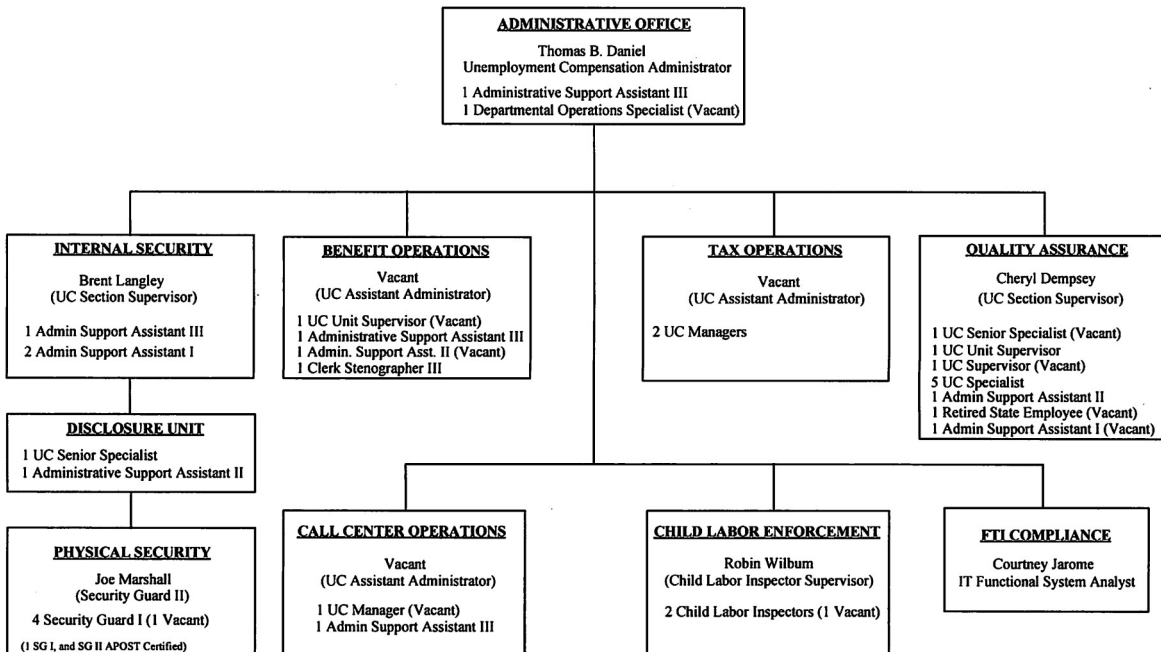
LABOR MARKET INFORMATION DIVISION



LEGAL DIVISION



UNEMPLOYMENT COMPENSATION DIVISION



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, and 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.

2019 started with a special session called by Governor Ivey focused on a gasoline tax for increased funding on road and bridge construction. This tax will increase by 10 cents over three years. An estimated \$320 million annually for construction and maintenance of Alabama roadways. A project for improving the Port of Mobile is also included in the bill.

One of the largest responsibilities for the Governmental Affairs Division is to ensure a successful outcome in the General Fund Budget. The General Fund budget covers only one entity within the Alabama Department of Labor, The Mine Safety Program, where no drop or rise was issued for the fiscal year 2020. The General Fund budget also added \$7 million to ALEA, \$46 million to DOC and included a 2% COLA for state employees.

BILLS OF INTEREST

Unemployment Reduction Act

(passed and signed into law)

- ◆ Lower unemployment benefits from 26 weeks to a variable rate of 14-20 weeks
- ◆ 6.5% unemployment rate= 14 weeks, + 1 week for every 0.5% increase, capping at 20 weeks
- ◆ Raises maximum weekly benefit amount from \$265 to \$275
- ◆ Provides for an additional 5-week extension for claimants who enroll in an ADOL-approved training program

Equal Pay Act

(passed and signed into law)

- ◆ Prohibits employers from paying employees of another sex or race, who perform the same work as others, less wages



- ◆ Exceptions are made for systems of seniority and merit
- ◆ Ensures ability to bring lawsuits at the state and federal level

Coal Mine Safety Act

(passed and signed into law)

- ◆ Clarified requirements of certification for out-of-state coal mine foremen/ fire boss
- ◆ An out-of-state foreman may now only serve as a temporary foreman 60 days before taking the Alabama exam or until the next exam date is available
- ◆ ADOL serves as the final verification in allowing an out-of-state mine foreman to become permanent in Alabama

BOARD OF APPEALS

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 unemployment compensation cases at the highest administrative level. The board holds hearings at seven cities around the state on a rotating basis. The hearings are held in: Birmingham, Decatur, Dothan, Mobile, Montgomery, Oxford, and Tuscaloosa. In 2019, the board reviewed 1818 appeals and held 807 in-person hearings.



HEARINGS & APPEALS

DIRECTOR
VENESSA WATKINS

The Hearings and Appeals Division is the first level of the administrative appeal process for contested unemployment compensation claims. Additionally, the division hears cases on ADOL employee dismissals and disciplinary appeals.

The division is administered in accordance with federal and state laws, administrative rules, and legal code governing the due process rights to a fair hearing for a recipient of services when they have life, liberty, or property at stake. Unemployment compensation appeal hearings are conducted via teleconference, unless an interested party needs an in-person hearing to accommodate a disability

that restricts their participation over the telephone. Hearings are conducted during normal business hours on Monday through Friday. The division is staffed with 31 employees.

At the close of FY 2019, 8,290 appeals were filed with the Hearings and Appeals Division. During the same period, the staff disposed and finalized 8,617 cases. Of the cases disposed, 15.1% were determined to be voluntary quit separations; 48.7% misconduct separations, 0.5% refusal of suitable work issues; 5.2% not able or available for work issues; and 30.5 % other nonseparation issues.

Established federal performance measures require 60% of appeal cases be disposed – hearing conducted and decision issued – within 30 days of the appeal file date. The quality of handling of an appeal case is measured in terms of the hearing officer’s performance in conducting the hearing, ensuring due process is afforded to all interested parties, and issuance of a legally sound decision. In FY 2019, the division exceeded both performance measures in terms of case aging and time lapse, and appeal quality with scores well above the minimum level of acceptable performance (see charts at right).

BENEFITS: TIMELINESS AND QUALITY REPORTS

LOWER AUTHORITY APPEALS QUALITY REPORT FOR 10/01/2018 THROUGH 09/30/2019

ALABAMA	Minimum Sample Size	Cases Not Scored	Cases Scored	Number of Scored Cases >= 85	Percent of Scored Cases >= 85
06/30/2019	20	0	20	19	95
03/31/2019	20	0	20	17	85
12/31/2018	20	0	20	19	95
Total	60	0	60	55	92

LOWER AUTHORITY APPEALS TIME LAPSE REPORT FOR 10/01/2018 THROUGH 09/30/2019

ALABAMA	Total Workload	<=30 Days	45 Days	60 Days	75 Days	90 Days	120 Days	> 120 Days
09/30/2019	821	98.9%	99.9%	99.9%	99.9%	99.9%	100.0%	100.0%
08/31/2019	748	95.7%	99.1%	99.6%	99.7%	99.9%	99.9%	100.0%
07/31/2019	763	97.1%	99.5%	99.6%	99.7%	99.7%	99.7%	100.0%
06/30/2019	673	97.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
05/31/2019	724	97.5%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%
04/30/2019	655	96.9%	99.7%	99.8%	100.0%	100.0%	100.0%	100.0%
03/31/2019	734	98.4%	99.6%	99.9%	99.9%	99.9%	99.9%	100.0%
02/28/2019	660	96.2%	99.4%	99.7%	99.8%	99.8%	99.8%	100.0%
01/31/2019	707	96.0%	99.2%	99.7%	100.0%	100.0%	100.0%	100.0%
12/31/2018	682	95.5%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%
11/30/2018	637	96.9%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%
10/31/2018	850	97.1%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%

LOWER AUTHORITY APPEALS CASE AGING REPORT FOR 10/01/2018 THROUGH 09/30/2019

ALABAMA	Total Workload	<=25 Days	26-40 Days	41-90 Days	91-120 Days	121-180 Days	181-360 Days	> 360 Days
09/30/2019	353	96.9%	1.7%	0.6%	0.0%	0.0%	0.0%	0.8%
08/31/2019	426	98.8%	0.5%	0.2%	0.0%	0.0%	0.0%	0.5%
07/31/2019	358	93.0%	5.0%	1.1%	0.0%	0.0%	0.3%	0.6%
06/30/2019	344	95.6%	3.2%	0.3%	0.0%	0.3%	0.0%	0.6%
05/31/2019	377	98.9%	0.3%	0.0%	0.0%	0.3%	0.0%	0.5%
04/30/2019	341	96.5%	2.6%	0.0%	0.3%	0.0%	0.0%	0.6%
03/31/2019	336	97.6%	1.5%	0.3%	0.0%	0.0%	0.0%	0.6%
02/28/2019	338	97.3%	1.5%	0.3%	0.0%	0.3%	0.0%	0.6%
01/31/2019	377	95.2%	3.4%	0.5%	0.0%	0.0%	0.3%	0.5%
12/31/2018	371	97.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.5%
11/30/2018	412	95.6%	3.9%	0.0%	0.0%	0.0%	0.0%	0.5%
10/31/2018	336	97.0%	1.5%	0.9%	0.0%	0.0%	0.0%	0.6%



EMPLOYMENT SERVICES

DIRECTOR
ROBERT BRANTLEY

The Employment Service Division of the Alabama Department of Labor (ADOL) is a core partner in the Workforce Investment and Opportunity Act (WIOA) and corner-stone in Alabama’s Career Center System (ACCS) comprising 50 points of service statewide. Career Centers serve as the gateway to the state’s job and labor markets delivering basic labor exchange services, individualized services to make those with employment barriers job-ready, and training services to jobseekers lacking marketable job skills sought by employers. In FY 2019 Alabama’s Career Centers registered 284,000 jobseekers with 380,000 customer visits in search of job assistance. During this same period, 8,300 employers posted more than 217,000 job postings representing more than 300,000 job openings.

As a partner in the Alabama Career Center System, ADOL works with other partners to build a customer-friendly system providing jobseekers and employers with a full range of seamless employment and training services in 50 “One-Stop Career Centers” located throughout the state. Services may be either self-directed by the customer, or staff-assisted by professional staff available in all Career Centers for assistance. Access to basic online workforce services is also available at www.JobLink.Alabama.gov.

Resource areas are located in all Career Centers offering customers access to high-speed internet and software designed to aid jobseekers, along with a vast array of resource materials, including the latest labor market information to assist career and job searches and to assist employers in finding a quality skilled workforce. Computers are equipped to offer registration assistance to the state’s automated labor exchange, résumé

preparation, labor market / career / information / exploration, as well as a wide range of online resource material and tutorials for job-related assistance.

ADOL continued to reinforce Career Center branding through collaboration with state’s media and local government entities to sponsor two major job fairs in this fall in Montgomery and Selma with 2,500 jobseekers and more than 100 employers participating. Montgomery’s event was the Governor’s Third Annual Job Fair for People with Disabilities, while Selma’s was part of the “Alabama’s Historical Black Colleges and Universities (HBCU) Initiative.” Major events such as these have spawned local grass-roots job fairs at Career Centers statewide attracting thousands of jobseekers and hundreds of employers.

Marketing efforts driven by ADOL remained robust in 2019, with print, digital media, and billboards used to increase public awareness of Career Center services available to jobseekers and employers, particularly in areas with high unemployment. To further focus resources on high unemployment areas, ADOL is planning to open Career Centers in Bullock and Choctaw Counties, both of which have higher unemployment rates than the state.

Alabama is a proud partner in the American Job Center Network, www.jobcenter.usa.gov, designed to unify and brand workforce services as part of a single national network, and AlabamaWorks, www.alabamaworks.com, designed to unify and brand workforce services in Alabama as part of a single state network. The Career



Center System and Alabama Job Link (AJL) brands are part of the Alabama Works branding for workforce development in the state.

Recognition of the immense potential of social media to expand outreach to a vastly wider audience now has all Career Centers with a Facebook page. The commitment to utilize this medium has resulted in a 22% increase in “likes” for the Career Center Facebook pages this year.

The Mobile Career Center Vehicle (MCCV) provided portable on-demand access to jobs and resources in areas where such access is not readily available. During PY 2018, the MCCV was scheduled and participated in 48 events throughout the state to provide workforce related assistance to the residents of Alabama. These events included job fairs, both local and regional, as ADOL and

Career Centers collaborated with television stations, local governments, and community agencies to sponsor these events. MCCV also engaged in business recruitment assistance, Rapid Response services to dislocated workers, outreach to rural communities with workforce development services, assistance to veterans returning home, outreach to soon to be released inmates of correctional institutions and career days at schools.

ADOL was reaffirmed this year with all seven Regional Boards again selecting ADOL-ES as the one-stop operator and provider of WIOA Title I services for each region. ADOL strengthened its management structure of the Career Center System with the addition of three area managers, allowing each region to have its own dedicated manager.

ADOL marketing and services to attract and make Alabama’s workforce “job-ready” continue to positively impact the state’s economy with the unemployment rate dropping to a historical low of 2.7% in December of this year. Employment, likewise, climbed to a record level 2,204,740 in December adding over 83,000 workers since last year. Wage and salary jobs increased to a new record level of 2,113,200 in December spurred by gains in the professional and business services sector (+15,000), leisure and hospitality sector (+7,800), and the government sector (+6,900).

Staff capacity building, emphasized in WIOA, particularly for front-line staff, continued this year with a continued emphasis on customer service. 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 www.joblink.alabama.gov, featuring self-service options for jobseekers and employers. Google Analytics reports that in FY 2019, there have been more than user 310,000 sessions, consisting of more than 9.9 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 and conduct job searches.

Jobseekers use AJL to post résumés, to search for job openings, and to receive automatic e-mail notification when job requirements match jobseeker skills. More than 140,000 jobseekers posted 156,740 résumés to AJL during FY 2019.

5 MOST COMMON RÉSUMÉ OCCUPATIONS	NUMBER
Helpers – Production Workers	17,181
Customer Service Representatives	8,095
Team Assemblers	6,539
Office Clerks, General	4,973
Cashiers	4,806

Employers use AJL to post and manage job openings, search for qualified workers, and to receive automatic e-mail notification when job requirements match jobseeker skills. In FY 2019, 1,603 individual employers have viewed over 530,000 jobseeker résumés.

More than 217,000 job postings from 8,032 employers were available in FY 2019, representing more than 296,000 job openings.

5 MOST COMMON POSTED OCCUPATIONS	NUMBER
Heavy, Tractor-Trailer Truck Drivers	12,727
Registered Nurses	10,831
Helpers – Production Workers	10,713
Retail Salespersons	8,861
Team Assemblers	7,764

AJL includes jobs from the Direct Employers National Labor Exchange (www.usnlx.com) in addition to jobs directly listed by employers with the Alabama Career Center System. The National Labor Exchange represents

the job openings available through an array of leading global employers. Jobs from National Labor Exchange also include jobs in Alabama from USAJOBS, www.usajobs.gov, the federal government’s official one-stop source for federal jobs and employment information.

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 service delivery is borne out in the numbers of jobseekers and employers served by the system with 82,790 new jobseeker accounts and 3,966 new employer accounts established this year. Automation and streamlining 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 FY 2019, more than 82,000 jobseekers entered employment after receiving employment services through the Career Center System, representing almost two-thirds (71.5%) of all jobseekers exiting the labor exchange system during this period. 70.9% were still employed six months after exiting the system with a job. Median earnings for all exited jobseekers were \$17,012 per year.

Responsive adaptation to change serves to support and strengthen the mission of the Employment Services Division to achieve a customer-focused, technologically advanced, outcome-driven workforce delivery system that provides high standards of customer service and satisfaction.

REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT PROGRAM

The RESEA Program is designed to reduce the duration of joblessness for Unemployment Compensation claimants. This is accomplished through quick, early intervention by Career Center staff with UI claimants profiled as most likely to exhaust UI benefits. These claimants are mandated to visit a Career Center for an orientation to services and an interview to have staff assess their needs and offer services designed to return them to work as quickly as possible. These services may 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, résumé preparation, job search workshops, intensified job development and placement services including skills

assessment/transferability tools provided online to claimants by the Career Center and a UI eligibility review.

Alabama's RESEA program operates statewide with 34 full-time Career Centers providing designated RESEA services to profiled UI claimants. In FY 2019, there were 9,362 RESEA claimants scheduled to visit Career Centers for services with 67.5% or 6,320 completing all services.

BUSINESS CONTACTS

In FY 2019, a record 34,549 promotional business contacts were made by Career Center staff with Alabama employers. The Business Services program has trained Business Service Representatives who focus outreach to both new

RAPID RESPONSE

Rapid Response activities provided by Career Center staff 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 search registration, résumé preparation, online job search, job placement, veteran's services, labor market information, and when necessary and appropriate, conduct dedicated on-site job search workshops.

The Rapid Response team assisted workers at 26 major closing and layoffs affecting 7,543 dislocated workers in FY 2019.

TRADE ADJUSTMENT ASSISTANCE FOR WORKERS

Trade Adjustment Assistance (TAA) allows workers whose jobs have been affected by foreign competition to receive a variety of benefits and reemployment services. The goal of the Trade Act is to assist dislocated workers in obtaining suitable (family-sustaining) employment from a combination of reemployment services and possibly training, employment and case management services, job search allowances, relocation allowances, and income support in the form of Trade Readjustment Allowances (TRA). Reemployment TAA (RTAA), which provides wage supplements for reemployed older workers whose reemployment resulted in lower wages than those earned in their trade-affected employment, may also be available.



The Brewton Career Center hosted the Fourth Quarter Business Services Representative Roundtable meeting for Workforce Region 7.

employers and those not previously using Career Center services to help solve workforce problems. This outreach produced 3,781 new employer accounts and 217,000 job orders representing 297,000 job openings.

Employers are apprised of services, programs, and assistance available through the Career Center System to include on-the-job training (OJT), work-based learning, and incumbent worker training programs and apprenticeship opportunities to help in meeting their workforce needs. The goal of the Business Services initiative 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.

TAARA
Trade Adjustment Assistance Reauthorization Act of 2015

Under TAARA, displaced workers may be eligible for:

- ✓ **TRAINING**
- ✓ **JOB SEARCH ASSISTANCE**
- ✓ **RELOCATION ASSISTANCE**
- ✓ **HEALTH COVERAGE TAX CREDIT**

TAARA IS A USDOL PROGRAM. FOR MORE INFORMATION, VISIT DOL.GOV.

A TAA petition may be filed by any of the following: a group of three or more workers, an employer of a group of workers, a union, a state workforce official, a Career Center Operator/Partner, or another duly authorized representative.

In FY 2019 US DOL certified eight new TAA Petitions in Alabama. Two hundred twenty-seven adversely affected workers registered to receive services from a Career Center, and 111 received classroom training. RTAA wage subsidies were paid to 60 workers who found employment paying wages lower than previously earned.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) Employment & Training A-RESET

During FY 2019, 4,440 SNAP recipients visited a Career Center receiving 24,241 services. These services included: résumé preparation assistance (3,485); labor market assistance (2,095); job referrals (1,608); and referral to WIOA services (932).

A total of 3,933 SNAP clients entered employment after receiving services.

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)

During FY 2019, 1,134 TANF recipients visited a Career Center receiving 6,824 services. These services included: résumé preparation assistance (1,012); labor market assistance (597); job referrals (500); and referral to WIOA services (289).

A total of 1,331 TANF clients entered 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: as an aid in helping targeted jobseekers find and retain employment, and saving employers money by

reducing their tax liability. Private-sector employers can reduce their tax costs by employing individuals from any of 11 targeted WOTC designated groups. These include: TANF recipients, food stamp recipients, ex-felons, SSI recipients, veterans, and those with disabilities, among others.

Alabama WOTC issued 31,935 certifications from January 1 - November 12, 2019. This represents a potential tax savings of at least \$81,010,700 for Alabama employers.

The program coordinates with the IRS to verify the qualifications of both supplemental security income and ticket-to-work program on applications with these targeted WOTC groups. 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, as well as uploading both supporting documentation and appeals. This eliminates the cost of mailing decisions in the traditional manner.

Alabama WOTC received 78,749 applications from January 1 - November 12, 2019. Of these applications, Alabama WOTC only received 515 print applications. Currently more than 99% of all certificates received were submitted using electronic filing.

The WOTC program was set to expire on December 31, 2019. Congress reauthorized it and the president signed a one-year extension to December 31, 2020.

Additional information regarding the WOTC is available at:

- www.irs.gov/businesses/small-businesses-self-employed/work-opportunity-tax-credit
- www.doleta.gov/business/incentives/opptax/
- www.wotc.alabama.gov/WOTC.html

SERVICES TO RURAL RESIDENTS

The Alabama Career Center System has 31 Career Centers located in the state’s metropolitan areas. Seven of these are comprehensive Career Centers, one in each of the state’s seven Local Workforce Development Areas. Twenty-four Career Centers operate as full-time affiliate Career Centers serving urban areas. Rural residents are generally served by seven satellite Career Centers and 12 itinerant point Career Centers positioned to facilitate access to workforce delivery

W.O.T.C
WORK OPPORTUNITY TAX CREDIT

services in the state's rural areas.

As a part of this service, the Alabama Career Center System assists the U.S. DOL Migrant and Seasonal Farm Worker Outreach Program contractor and conducts the Agricultural Recruitment Service (ARS). Migrant and seasonal farm workers are offered all services provided to other applicants and referred to other community agencies as needed. Access to bilingual services 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 (FLC) Unit of ADOL assists the U.S. Department of Labor, Office of Foreign Labor Certification, to recruit U.S. Workers for available jobs, and



The Brewton Career Center hosted the Department of Agriculture's Annual Peanut Harvest Job Fair in August. Ag employees (pictured) interviewed applicants for temporary employment as produce inspectors and laborer-samplers in Escambia County. Peanut season usually runs 6-8 weeks beginning in September.

if there are no US Workers, to assist with the conduct of the H-2A Temporary Agricultural Visa Program for nonimmigrant foreign workers. This is done by posting job orders in the state's automated labor exchange with available openings and by conducting agricultural pre-occupancy housing inspections for the workers who do not live within commuting distance of the work site.

In the most recent year, ADOL received 68 new intrastate job orders identified as H-2A, representing 1,660 workers.

In response, FLC staff inspected 153 dwellings, with occupancy approved for 1,541 workers. In some cases, the employer houses the workers in commercial properties, such as hotels, which are inspected by the local Health Departments and do not require a separate inspection by FLC.

FLC 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 FLC unit also assists US DOL with the H-2B Temporary Non-agricultural Visa Program, serving a customer service role responding to employer inquiries and dissemination of comprehensive information concerning the program and guidance in the filing process. In the most recent year ADOL received 139 new intrastate job orders identified as H-2B, representing 3,436 job openings.

VETERANS SERVICES

Alabama Career Centers provide veterans with priority in services and training. Career Center Specialists provide veterans with core services, including initial assessments of job readiness, résumé assistance, and referrals to job openings and job training opportunities. Alabama Career Centers provide comprehensive employment, training, and career placement services to nearly 23,688 veterans a year through a combination of internet-based job services and personal assistance.

A new U.S. Department of Labor program designed to recognize a company or organization's commitment to hiring and retaining veterans in meaningful, long-term careers was officially launched in 2019. The 'HIRE Vets Medallion' is the only federal level award to recognize employers of all sizes for their efforts to recruit, employ, and retain our nation's veterans. In 2018, five Alabama companies were awarded a Gold level 'HIRE Vets Medallion': Patterson Technology Service LLC in Dadeville, Navigator Development Group Inc. in Enterprise, People Tec, Inc. in Huntsville, Black Hall Aerospace, Inc. in Huntsville, and Gregory B. Morris, Sr. DBA GBM3, Inc. in Mobile. In 2019 Alabama achieved 200% of the USDOL VETS' State Targets (for nominations) for the HIRE Vets Medallion.



Navigator Development Group Inc. of Enterprise receiving their 2019 Hire Vets Platinum Medallion Program Demonstration Award during a ceremony held at the company's Enterprise office in December. Pictured from left: Atlanta Regional Administrator of the United States Department of Labor John Savage; Navigator Group Owner and Chief Executive Officer Keith Gay; and Alabama Director for Veterans' Employment and Training at the United States Department of Labor Larry L. Stewart. *Picture courtesy of the Southeast Sun.*

Extensive Outreach to Disabled Veterans and Veterans Facing Special Challenges

To assist veterans and recently separated service members with service-connected disabilities in finding civilian jobs, the State of Alabama operates a Disabled Veterans Outreach Program (DVOP), funded under a federal Job for Veterans State Grant, using specialists to provide intensive services and to guide disabled veterans into vocational training or to develop employment opportunities. The Disabled Veterans Outreach Program also provides statewide outreach programs 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 1,586 veterans with significant barriers to employment, including those due to military service-connected disabilities, to provide them employment services, career counseling, referrals to supportive services, job training, and information about their employment and reemployment rights.

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

Division, DVOP specialists in the Alabama Career Centers work with VR&E's counselors to develop job opportunities for disabled veterans participating in vocational training for employment. Over the last year DVOP specialists assisted approximately 283 veterans referred as 'Job Ready' by VA VR&E counselors.

Veterans Employment Representatives and Disabled Veterans Outreach Program specialists served 378 homeless veterans in Alabama last year, including 15 females. Provided were job search services and intensive services under a strategy of case management. Through innovative partnerships with local agencies and community organizations, homeless veterans were assisted on how to find employment opportunities in their specific locality, as well as how to relate their skills and experience into new work in other industries and occupations.

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. Among the many events this year: The Birmingham Career Center partnered with multiple agencies to host a Second Chance Hiring Fair in June for those who have been justice involved. Grant funded staff in the Enterprise Career Center collaborated with Enterprise State Community College, the Ft. Rucker Transition Assistance Program (TAP), and Army Community Service to host a job fair in the Fort Rucker area in July. The Tuscaloosa Career Center partnered with the Tuscaloosa County Park and Recreation Authority (PARA) and the Association of the United States Army to host a Veteran job fair, also in July. The Mobile Career Center coordinated its annual Veterans Hiring Event at the Fort Whiting Army National Guard Armory in April. The Mobile Career Center also hosted an Apprenticeship Recruiting Event for Veterans with shipbuilder Austal USA in March.

Many agencies and volunteer groups have formed coalitions which plan several Veterans Stand Down events across the state each year.

- In Mobile, grant-funded staff members in the Career Center have developed a partnership with Housing First, a homeless coalition. Staff members also meet regularly with residents of Eagles Landing, a supportive



JVSG staff working veteran job fairs, attending conferences and training sessions throughout the year.

housing complex for homeless veterans operated by Volunteers of America.

- In north Alabama the Career Centers partner with Stand Down Together Huntsville, a 501(c)3 agency that assists homeless and at-risk veterans in north Alabama to become self-sustaining members of their community.
- The Dothan Career Center partners with the South East Alabama Coalition on Homelessness to provide employment services to homeless veterans.
- Montgomery and Birmingham Career Centers have an agreement with Alethia House, which was awarded a grant by U.S. DOL VETS under the Homeless Veterans Reintegration Program Act (HVRP), for grant-funded staff to assist homeless veterans to acquire skills training and employment. In addition, the Birmingham staff are active participants in the annual Metro Birmingham Alabama Veterans Stand Down, sponsored by the Birmingham VA and Disabled American Veterans Chapter #4.

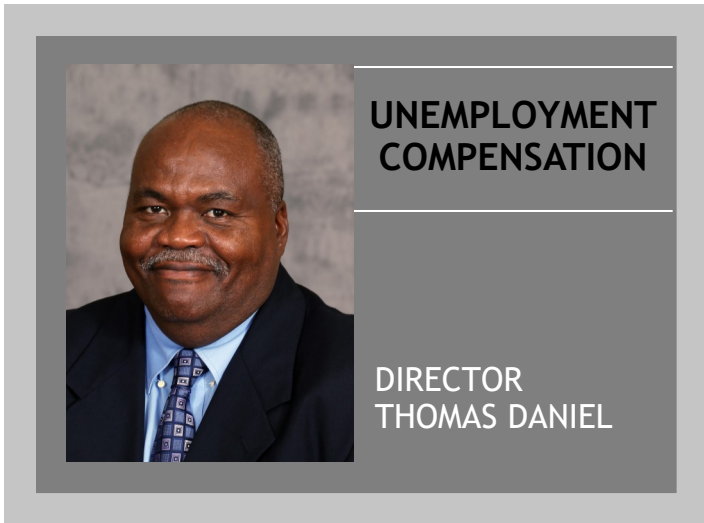
Veterans Employment Specialist Hiring Initiative

When 20% of the grant funded staff positions were remaining unfilled due to an insufficient number of qualified veteran applicants, the Alabama Department of Labor and the Jobs for Veterans State Grant Coordinator initiated publicity to alert job-seeking veterans that these

career opportunities were available. ADOL and Career Center Facebook pages showcased the job announcement, posters were printed and placed in Career Centers and other locations frequented by veterans, and forwarded to active duty, National Guard, and Reserve military units. Additionally, the JVSG Coordinator was interviewed on a radio program hosted by veterans, for veterans, to discuss the career opportunities as well as the state application process. The combined publicity resulted in a significant increase in the number of qualified veteran applicants from which to fill the open positions.

Alabama Veteran Performance Incentive Awards

The Alabama Veteran Performance Incentive Awards are presented annually to Alabama Department of Labor Career Center employees for going above and beyond in their service to Veterans. This year the awards totaled \$29,520.00 and the winners were: Phillip Michael Warren, Ethel ‘Lois’ Harris, Eric Marshall, Leticia Moorer Whitfield, John S. Rutherford, Leslie Hill, Desmond Milliner, Henry ‘Hank’ Lahti, the Montgomery Career Center Veteran Unit, the Gadsden Career Center team, the Bay Minette Career Center, and the Decatur Career Center. Their accolades range from working with the National Veteran Training Institute to develop a new course that will be used nationwide for veterans representatives to working with a homeless veteran get housing and a sustainable salaried job.



BENEFIT OPERATIONS

Benefit Payment Control

This section is responsible for Unemployment Compensation (UC) fraud. In 2019, there were 341 warrants filed and 37 prosecutions won.

Alabama has participated in the UC Treasury Offset Program since 2012. In 2019, \$2,173,897 was intercepted and applied to UC overpayments. Since participation in the Treasury Offset Program in 2012, Alabama has recovered \$38,634,155.04 in outstanding UC overpayments. Alabama has recovered \$550,304.59 in outstanding UC overpayments from the State Offset Program in 2019.

In 2015 Alabama implemented a 15% penalty mandated by the federal government on all fraudulent overpayments. As of September 30, 2019, \$1,359,762.49 of the outstanding penalty assessed has been collected. In 2016 Alabama implemented a 2% interest on total amounts outstanding due to fraud. As of September 30, 2019, \$438,001.72 of the

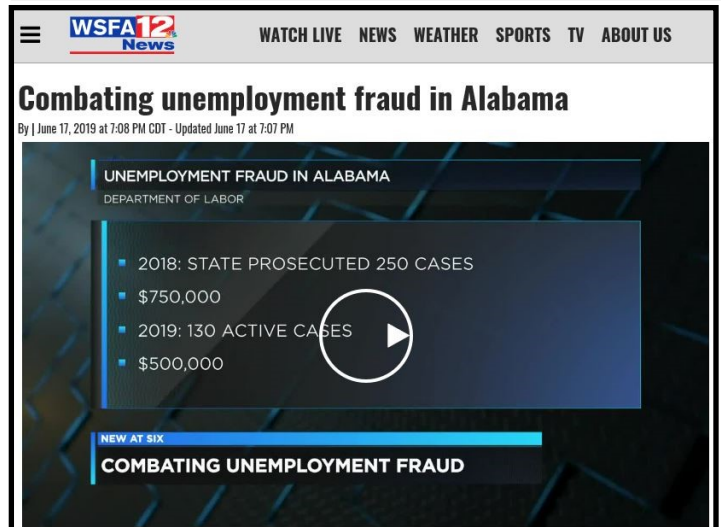
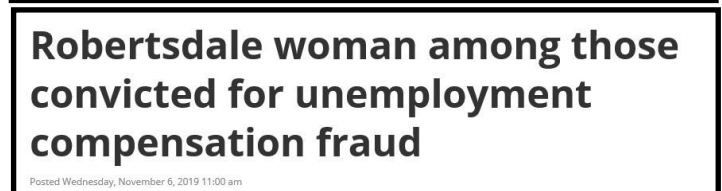
Samples of media coverage of ADOL’s November press release regarding UC fraud convictions.

QUALITY ASSURANCE

Based on the Benefit Accuracy Measurement Annual Letter of Determination from the Regional Office, Alabama met or exceeded requirements in the (1) Methods and Procedures Review, which reviews four main components of the State Workforce Agency: organization, authority, written procedures, and forms; (2) Investigative procedures reviewed during desk and peer reviews; and (3) Additional requirements for the National Directory of New Hires cross match, case completion, timeliness, and sample selection. The only exception was the comparison report for denials. ADOL did not meet the acceptable variation limits for monetary and separation denials for the Improper Payment Information Act.

Alabama is required to review 480 paid claims and 450 denied claims (150 of each type: monetary denials, separation denials, and nonseparation denials) each year. Quality Assurance (QA) exceeded requirements for number of cases selected for review and for case completion time lapse in all cases, both paid and denied.

The federally mandated case completion time for paid claims is 70% completed within 60 days and 95% completed in 90 days. QA investigators completed 99.17% in 60 days and 100% in 90 days. Mean completion time for the 484 cases selected was 33 days. The mandated time lapse for denied claims is 60% within 60 days and 85% completed in 90 days. QA investigators completed 99.56% in 60 days and 100% in 90 days. The mean completion time for the 456 selected cases was 30 days. Improper paid and denied claims are presented to Technical Services for review and recommendations for procedures to correct repeated errors in payments and denials.



outstanding interest assessed has been collected.

For 4th quarter 2018 through 3rd quarter 2019, 40 fraudulent ID claims were identified and either denied or withdrew claims to prevent payment. The majority of these were flagged as LEX issues.

Special Programs

During FY 2019, 12 companies were certified for Trade Adjustment Assistance in Alabama.

At the end of 2019, there were 51 participants in the ATAA / RTAA programs and 100 participants in TAA-funded training.

As a result of severe storms, straight-line winds, and tornadoes that occurred during the period of March 3, 2019, President Trump declared a major disaster in Lee County on March 5, 2019. Representatives from ADOL were sent to the Disaster Recovery Centers in the area to provide information concerning filing for disaster unemployment assistance benefits. There were 23 deaths, multiple injuries, and houses and vehicles were destroyed. There were 11 Disaster Unemployment Assistance (DUA) claims filed and one claim approved. The last week payable for Disaster Unemployment Assistance was September 7, 2019. The total amount expended for Disaster Unemployment Assistance was \$4,370.00 and \$1,970.62 in administrative costs.

Benefit Services

The Combined Wage Unit and Federal Programs is continuing to assist the Netacent group with the configuration of a new UI system to replace the mainframe application by providing information which includes employees' daily work tasks that require use of the ICON system.

Systematic Alien Verification for Entitlements Program (SAVE)

During FY 2019, 759 initial non-citizen claims were filed, of which 732 were verified through the U.S. Citizenship and Immigration Services' (USCIS) designated automated system. This number represents a 22% reduction in the number of initial claims filed in FY 2018.

Also of importance is the U.S. Citizenship and Immigrations Services' roll-out of enhancements to its designated automated system to streamline the verification process.

Benefit Operations U.S. Department of Labor Mandated Self-Assessment

The U.S. Department of Labor's (USDOL) Employment and Training Administration (ETA) has the oversight responsibility for the federal-state Unemployment Insurance (UI) program including routinely monitoring the performance and integrity of the 53 state UI programs.

Beginning in 2015, ETA initiated an effort to re-engineer a variety of processes used by the federal-state UI system for UI benefit program accountability. An important part of this re-engineering effort was the development of a tool to support states in conducting independent self-assessments for the various functional and program areas of UI benefit operations.

The self-assessment tool was rolled-out to states in November of 2017 with an assessment completion and filing deadline of April 15, 2019. Despite a major setback resulting from the departure of the agency's original designated reviewer in June 2018, Alabama was able to meet the assessment deadline of April 15, 2019 with assessments completed for the 14 functional/program areas covered by its Unemployment Insurance Program: adjudications/benefits timeliness and quality review, appeals, benefit payment control, combined wage claims, continued claims and eligibility review, data validation, disaster unemployment assistance, intake-initial claims (including monetary determinations), internal security, overarching operational matters, re-employment, trade readjustment allowances, unemployment compensation for federal employees, and unemployment compensation for former service members.

Findings were presented and recommendations for compliance were made to the functional area supervisors. Issues identified should be resolved as a result of the Benefit Operations Modernization Project that is ongoing.

UC Technical Services

During 2019, the UC Technical Services Section has continued to serve as the central liaison in the development and testing within the UI modernization project. UC Technical Services team members meet with the vendor and in-house programming staff multiple times per week to aid with system development issues, information gathering, data conversion issues, and questions. As the conversion to the new system grows nearer, UC Technical Services

ensured training for all areas of the UC and Tax Divisions by scheduling, tracking, and even conducting training where needed. UC Technical Services will be available to UC and Tax staff after conversion during the crossover period for any additional training needs. After conversion, UC Technical Services staff will continue to work closely with the vendor, before and after conversion, to track any issues with the new system, and monitor corrections being made.

In the early part of 2019, UC Technical Services coordinated the conversion to the new debit card vendor, Conduent. In 2017, UC Technical Services coordinated ADOL's conversion to KeyBank; however, KeyBank was unable to fulfill the needs of DHR (the ADOL counterpart in the contract). UC Technical Services represented ADOL in the proposal review process during March 2018, and continued to serve as the liaison for ADOL throughout the conversion process. This vendor conversion was completed in April of this year. The Benefit Rights and Responsibilities handbook was updated in April 2019 to reflect this vendor change.



Additionally, UC Technical Services spearheaded the implementation of federally-mandated debit card disclosures for all claimants electing to receive the AL Vantage Prepaid Benefits card. The Consumer Financial Protection Bureau (CFPB) mandated that certain disclosures – including certain types of fee amounts – be provided to consumers before a new prepaid debit card account could be opened. This changed normal business practices for ADOL including no longer being able to default to the AL Vantage card as a payment method. This

particularly posed a problem for employer-filed claims as employers often default to the AL Vantage card on behalf of their employees. Preparation for these changes included new programming for claims intake systems and online payment method changes, the addition of a new payment selection telephone line for employer-filed claims, and appropriate training for UC staff. A new issue code was also created for returned direct deposit payments, allowing staff to suspend payments until the claimant can be reached to confirm correct payment method, and to provide debit card disclosures, if applicable.

UC Technical Services played a key role in the completion of the USDOL Mandated Self-Assessment, to include assigning a dedicated team member to the effort. The self-assessment was completed April 15, 2019. Completing this self-assessment was approximately a year-long process, and was both taxing yet enlightening, revealing areas of future improvement for ADOL.

In the later part of the year, UC Technical Services worked to ensure the addition of newly-mandated Limited English Proficiency (LEP) and preferred language questions for all claims intake systems. Basic claims intake systems are updated to collect this information, but work continues to ensure these questions are added to the employer-filed claims taking process. ADOL will utilize the recently developed payment method selection telephone line to collect this information directly from the claimant for employer-filed claims, and an online portal is in development for release in early 2020.

UC Technical Services is working closely with programming staff, upper management, and the ADOL legal team to plan for the new 2020 UC Law changes for the state of Alabama. The new law changes are set to be effective on January 1, 2020, and include a maximum benefit duration decrease, a maximum weekly benefit amount increase, and the addition of a training incentive of five additional weeks of benefits. Planning for the implementation of this new legislation includes interpretation and discussion of the new law, applicable programming changes, adoption of needed administrative rules, and appropriate dissemination of information and training for affected UC staff.

As ongoing responsibilities, the UC Technical Services Section continues to work with the Regional Office for various areas of federal reporting, including the State

Quality Service Plan (SQSP) and Benefits Timeliness and Quality (BTQ) Review, and Data Validation (DV).



The UC Technical Services Section also continues to work closely with the State Information Data Exchange System (SIDES) staff and in-house programming staff to ensure timely connection with all third party administrator

(TPA) requests for SIDES. Due to these efforts, ADOL has remained an ongoing member of the SIDES 100% Club, meaning all current TPAs are connected through SIDES within 12 months of their implementation.

CALL CENTER OPERATIONS

Call Center Operations consists of an administrative unit, one call center, and an adjudication center. Through the call center, unemployed individuals can file unemployment claims by calling a toll-free telephone number and receiving 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 factfinders. 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 separation from their job (separation issues) and based on whether they are meeting other eligibility requirements under the Alabama Unemployment Compensation Law (non-separation issues). There is a small adjudication staff in the Central Office to assist with the adjudication of separation and non-separation issues.

- ◆ Approximately 167,164 claims and inquiry calls were handled through ADOL's Unemployment Compensation Call Center System in 2019, representing a 20% decrease from calls received in 2018.
- ◆ Approximately 122,656 claims were processed through our Remote Initial Claims (RIC) system in 2019, representing a 7.5% decrease from 2018.
 1. 61,913 claims were filed through the call centers by customer service representatives (CSRs).

2. 60,743 claims were filed and completed via our web application.

Fifty-one percent of claims processed were completed by a CSR and 49% of claims processed were completed via the web.

- ◆ Approximately 44,340 issues were adjudicated by staff in 2019. This amounts to a 60% workload decrease from 2018.
 1. 28,839 separation issues
 2. 16,476 non-separation issues

TAX OPERATIONS

In 2019, 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 \$203 million and has exceeded benefit payments for the eighth straight year. The trust fund has grown to over \$717 million from the previous year ending. It has gained well over \$75 million from 2018.



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. Accomplishments for the fiscal year are listed below:

- ◆ 5,705 online automated adjustments were processed to employer accounts. Bulk filers (ADP, Paychex) submitted 1,697 online adjustments bringing the combined total online adjustments to 7,402.
- ◆ Audits/Delinquency Control deposited a total of \$228,778,549.00 for period October 1, 2018 to September 30, 2019.
- ◆ In August 2019, preparations were made to begin issuing letters to employers who are potential candidates for the Treasury Offset Program (TOP). A

list of employers was generated and letters are now being mailed to the prospective employers. At this time, response to the letters has been disappointing as the majority of the businesses are out of business and the owners cannot be located. Full development of an automated TOP system has been delayed due to the modernization the department is going through with Netacent.

- ◆ Special interest assessment payments continue to be received from employers. Fiscal year total of special interest payments was \$2,626.31 from 89 employers.
- ◆ UI Tax modernization is continuing. The contractor Netacent is working with UC Tax to create a system that will fulfill the needs of the UI Tax Division.
- ◆ Tax rate notices will once again be available for download from our website for calendar/tax year 2020. The majority of the tax payers utilize the electronic



version and only 224 paper documents will be mailed. For the fiscal year ending September 30, 2019, calendar year 2020 tax rates produced will be 78,543 for on-line filers, saving postage costs of \$39,271.50.

- ◆ 11,069 new employer accounts were established this year with 91% (10,075) being online filers. 828 successor accounts were registered this year with 56% (465) online. 7,675 address changes were completed this year. 28% (2,149) of those completed were done by employers online. Employers are continued to be encouraged to go online to use the automated systems. With reduced staff, the online system has proven helpful.

Other items of note are as follows:

- ◆ Tax Operations successfully passed all Tax Performance studies in 2019. Tax met or exceeded all minimum requirements mandated by the U.S. Department of Labor.
- ◆ Appeals had 44 cases prior to FY 2019. Tax appeals received 18 additional cases during the fiscal year. Tax implemented a plan to eliminate the back log from FY

2018, and it has been accomplished with hard work and dedication from the staff. At the end FY 2019, Tax Appeals had 10 cases awaiting to be heard. Out of 62 cases this year, 18 cases were affirmed, six cases were overruled, 20 cases were withdrawn and eight cases were defaulted. This was with a beginning back log of 44 cases, meaning the section is now up to date with all cases.

Field Services experienced another productive year in 2019. Some accomplishments are as follows:

- ◆ The field staff has collected \$8,961,546 of delinquent monies this year.
- ◆ Completed 1,253 Employer Wage Audits.
- ◆ Discovered 1,522 misclassified workers and \$16,997,950 misclassified wage dollars.
- ◆ The IRS Data Exchange Program is working well, and the sector is finding many misclassified workers through this initiative. 476 employees were located and an additional \$7,066,760.00 in total wages reported to the Department. Taxable wages found were \$3,025,635.23 which established another \$42,216.00 in taxes due. Total unemployment tax accounts established which employers were not registered with this department. In FY 2019 there were 3,515.

UNEMPLOYMENT COMPENSATION

	Fiscal Year		Net Change	Percent Change
	2019	2018		
State Unemployment Compensation				
Initial Claims				
New	98,434	104,899	(6,465)	-6.2
Additional	35,438	38,004	(2,566)	-6.8
Weeks Claimed *	761,774	798,546	(36,772)	-4.6
Weeks Compensated	637,756	691,673	(53,917)	-7.8
Gross Benefits Paid	#####	#####	(\$9,295,276)	-6.1
Federal Employees				
Initial Claims				
New	963	476	487	102.3
Additional	88	78	10	12.8
Weeks Claimed *	3,460	2,787	673	24.1
Weeks Compensated	2,761	2,563	198	7.7
Gross Benefits Paid	696,351	\$638,298	\$58,053	9.1
Ex Servicemen				
Initial Claims				
New	364	492	(128)	-26.0
Additional	34	35	(1)	-2.9
Weeks Claimed *	3,249	3,787	(538)	-14.2
Weeks Compensated	2,859	3,606	(747)	-20.7
Gross Benefits Paid	755,315	\$950,814	(\$195,499)	-20.6
High Extended Benefit Unemployment				
Initial Claims	0	0	0	...
Weeks Claimed *	0	0	0	...
Weeks Compensated	0	0	0	...
Gross Benefits Paid	0	0	0	...
Trade Readjustment Allowance **				
Initial Claims	167	42	125	297.6
Weeks Claimed	1,051	1,188	(137)	-11.5
Weeks Compensated	1,027	1,182	(155)	-13.1
Gross Benefits Paid	268,582	\$308,862	(\$40,280)	-13.0
Disaster Unemployment Assistance				
Initial Claims	15	5	10	200.0
Weeks Claimed	43	23	20	87.0
Weeks Compensated	14	14	0	**
Gross Benefits Paid	3,450	\$2,601	849	32.6
Alternative Trade Adjustment Assistance Program				
Initial Claims	41	3	38	1266.7
Weeks Claimed	1,064	536	528	98.5
Weeks Compensated	1,064	536	528	98.5
Gross Benefits Paid	140,526	\$59,962	\$80,564	134.4

* Excludes interstate claims data received through Internet System.

** Includes retroactive payment activity.

*** Less than 0.1 percent change or no activity in prior fiscal year.

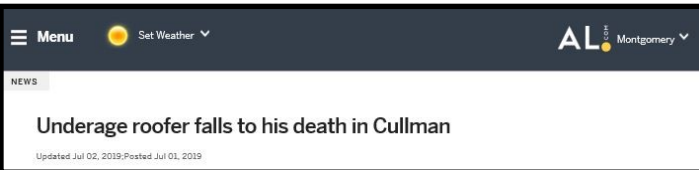
CHILD LABOR ENFORCEMENT

State law currently allows 14 and 15-year-old children to work until 7:00 p.m. during a school year. Children who are 16, 17, or 18 and are still enrolled in high school may work until 10:00 p.m.

Minors under the age of 18 are prohibited from working in many hazardous occupations. There was one fatality during 2019; a 15-year-old male performing roofing operations, a prohibited occupation, in Cullman, Alabama.

'Orphan' roofer, 15, falls to his death in front of his only sibling on first day at work

Jimmy McCloskey Tuesday 2 Jul 2019 2:25 pm



Eight Alabama teenagers have died in prohibited work-related activities since 2000.

Child Labor Enforcement:

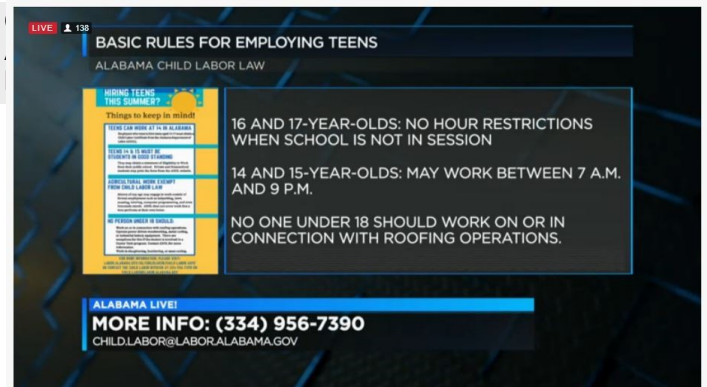
- ◆ Follows up on 8-10 complaints per month involving multiple issues including record keeping, hour violations, prohibited occupations, alcohol, and underage minors.
- ◆ Randomly inspects businesses for compliance.
- ◆ Works with other federal and state agencies on investigations involving underage minors working in prohibited occupations.
- ◆ 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).

- ◆ Partners with other state and federal agencies to facilitate pre-apprenticeship programs.
- ◆ Participates in the Annual Fire Explorer Junior Cadet training at the Alabama Fire College.
- ◆ 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 2019

- ◆ 974 inspections of businesses were conducted.
- ◆ 166 violations were identified.
- ◆ \$23,200.00 in civil money penalties was collected.
- ◆ \$122,053.50 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.



INTERNAL SECURITY SECTION

The ADOL Internal Security Section (comprised of the Internal Security Unit, the UI Disclosure Unit, and the Physical Security Unit) is vital to maintaining the integrity of the UI program and safeguarding program assets. Authority for the section 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 (ET) 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 by agency staff and other perpetrators, and conducting audits and reviews of UI operations. The Internal Security Unit conducted three internal audits, and provided a response to more than 11,000 requests from law enforcement agencies. The section performed in-house Federal Tax Information/Social Security Administration security awareness training to more than 350 employees. A training video was produced to provide this training to out-stationed employees.

The Physical Security Unit staff reinstated safety drills and conducted a successful fire safety drill.

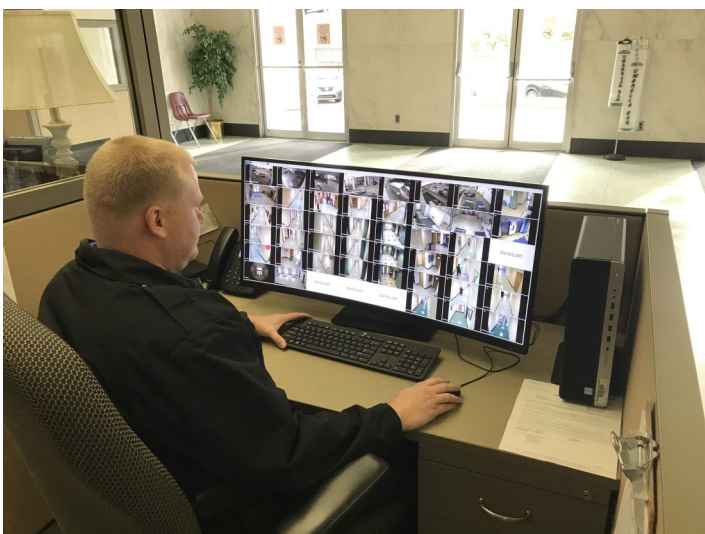
The Internal Security Unit worked with the Alabama Law Enforcement Agency (ALEA) in obtaining a Federal Emergency Management Agency (FEMA) grant that provided much needed upgrades to the ADOL Physical Security's monitoring system. Approximately \$45,000 was



ADOL central office employees were required to attend an Emergency Evacuation Training Class in July. Ten classes were held over two days presented by Brent Langley, Internal Security Chief.

used to completely overhaul the existing video surveillance system. The 16 analog closed-circuit television cameras were replaced with 46 digital day/night cameras along with two curved monitors at security stations and a 50" monitor in Central Control. According to ALEA representatives, ADOL now has the most advanced and best system in the Capitol Complex.

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 FY 2019 produced more than 2,009 invoices totaling more than \$270,410.36 in receivables.



Security Officer Joseph Vallandingham at ADOL Central Office monitoring the new security cameras.



WORKERS' COMPENSATION

DIRECTOR
STEVE GARRETT

The Workers' Compensation Division's main function is to ensure that necessary medical attention and compensation benefits are provided to employees injured on the job, or in case of death, 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.

Ombudsmen mediate disputes through the benefit review conference process. The most frequent issue involves requests for information/assistance concerning the law or specific medical topics. The ombudsmen also provide assistance to employees, employers, attorneys, insurance 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 17, 2019, the State of Alabama's average weekly wage was determined to be \$892.00 for the calendar year 2018. This resulted in the following changes, effective July 1, 2019:

- ◆ The minimum weekly compensation payable increased from \$238 to \$245.
- ◆ The maximum benefits payable on fatalities increased from \$432,500 to \$446,000.

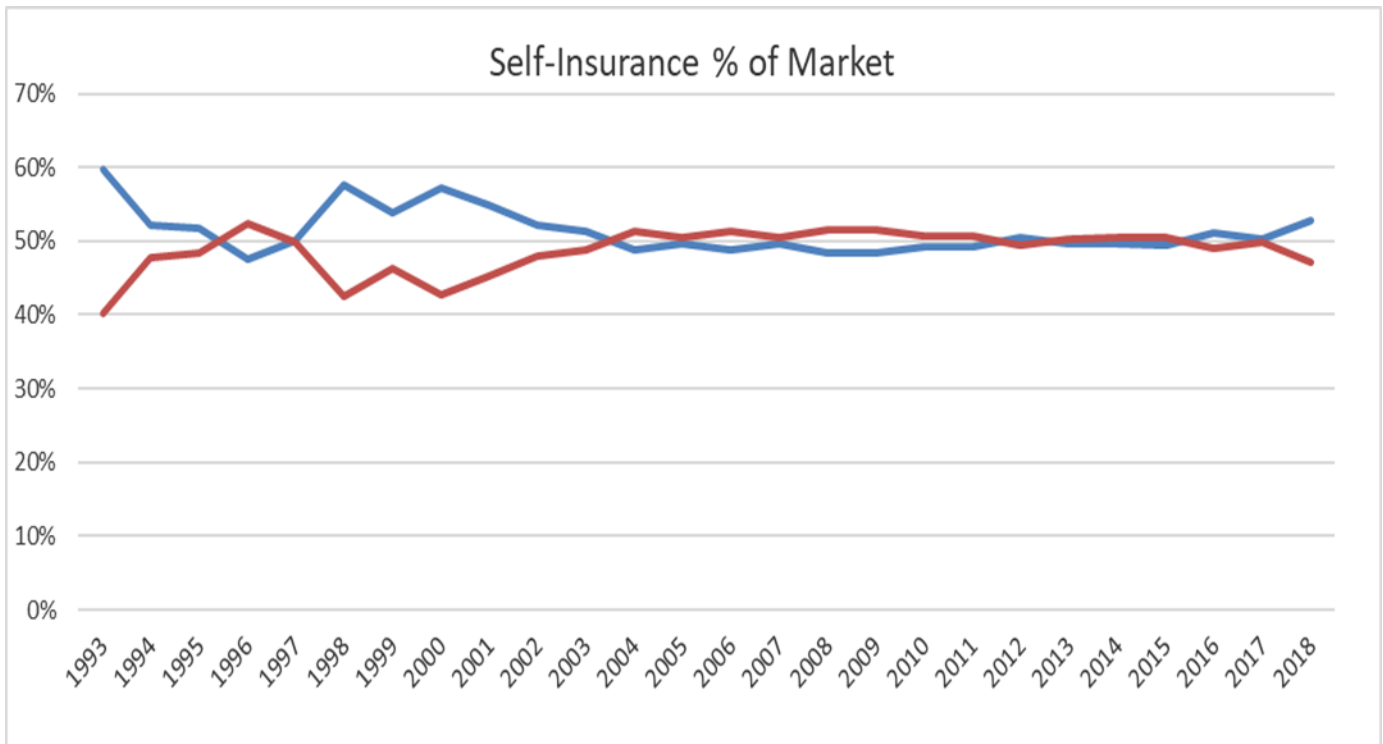
Group Fund Certificates Issued	4,614
Group Fund Certificates Canceled	4,319
Self-Insurance Certificates Issued	16
Self-Insurance Certificates Canceled	17
Self-Insurers Audited	280
Employers Brought Into Compliance	4,184
Employers In Non-Compliance	4,051
Continuing Education Seminars	5
Seminar Attendees	1,170
Continuing Education Certificates	1,170
Voluntary Mediations	3,061
Voluntary Mediations Resolved	2,918
Court Ordered Mediations	45
Court Ordered Mediations Resolved	30
Utilization Management/Bill Screening Certificates Issued	33
Drug-Free Workplace Certificates Issued	397
Medical Disputes	235
Third Party Administrators Certified	18
Professional Employer Organizations Certificates Issued	12

SELF-INSURANCE

The Workers' Compensation Division also administers the rules and regulations for both the Individual Self-Insurers and Group Self-Insurers. During FY 2019 the following activity took place within the Self-Insurance section:

INDIVIDUAL SELF-INSURANCE			
	FY 2018	FY 2017	Percent Change
Certificates Issued	5	12	-58.33%
Certificates Canceled	11	47	-76.60%
Total Individual Self-Insurers	232	238	-2.52%

GROUP SELF-INSURANCE			
	FY 2018	FY 2017	Percent Change
Certificates Issued	4,302	4,303	-0.02%
Certificates Canceled	4,073	3,866	5.35%
Total Employers	28,578	28,230	1.23%
Total Number of Group Funds	17	17	0.00%

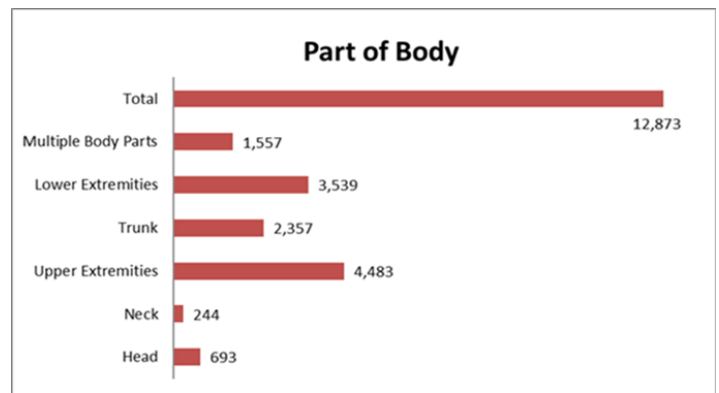


WC MARKET TRENDS

The graph above represents the total dollar amount actually paid for workers’ compensation claims for calendar years 1993 through 2018, 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 twenty-year period.

NATURE OF INJURY

Out of the 12,873 lost time workers’ compensation claims reported to the Alabama Workers’ Compensation Division the following information displays the four most common types of injury and the part of body affected.



FATALITY STATISTICS

During FY 2019 24 fatalities were reported. Of the 24 fatalities 92% were males with an average weekly wage of \$1201.64. The average age was 54 with the oldest fatality being 75 years of age. 42% of all the work-related deaths involved a motor vehicle accident.

Fatalities Reported

	FY 2019	% of Total
Agriculture	1	4%
Construction	6	25%
Transportation/Warehousing	6	25%
Manufacturing	5	21%
Utilities	1	4%
Professional, Scientific, Technical Services	1	4%
Public Administration	1	4%
Unclassified	3	13%
TOTAL	24	100%

2019 TOP FOUR NATURE OF INJURIES

	# of reports	% of total
Strain	4,353	33.81%
Contusion	1,665	12.93%
Fracture	1,379	10.71%
Sprain	1,290	10.02%
Other	4,186	32.52%

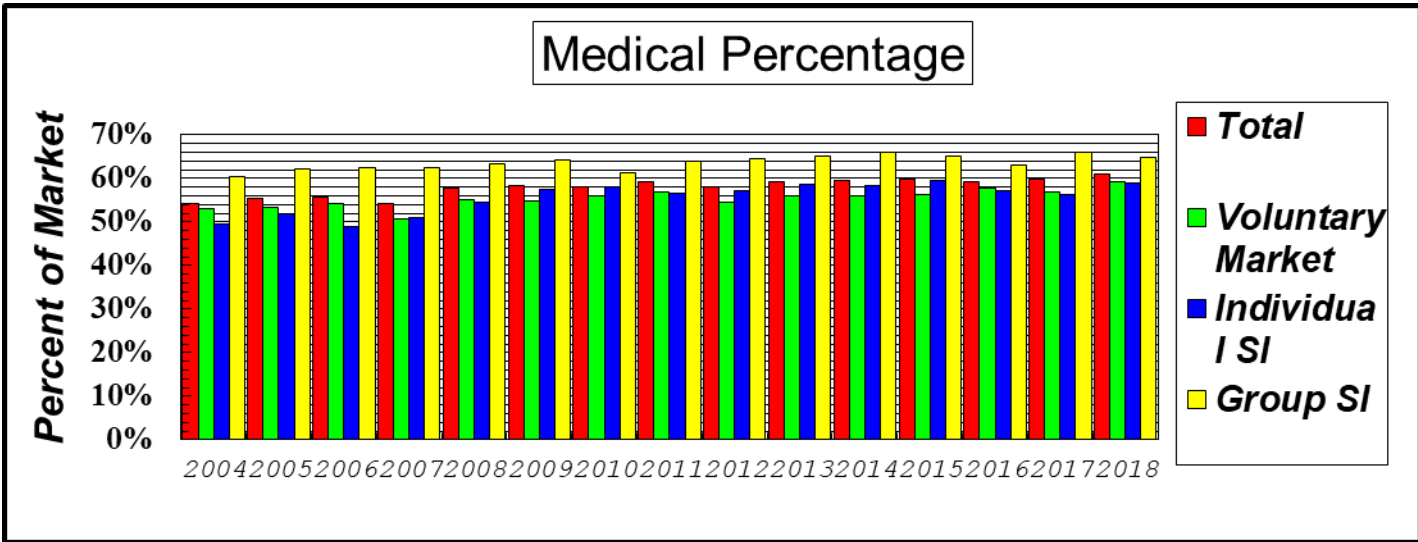
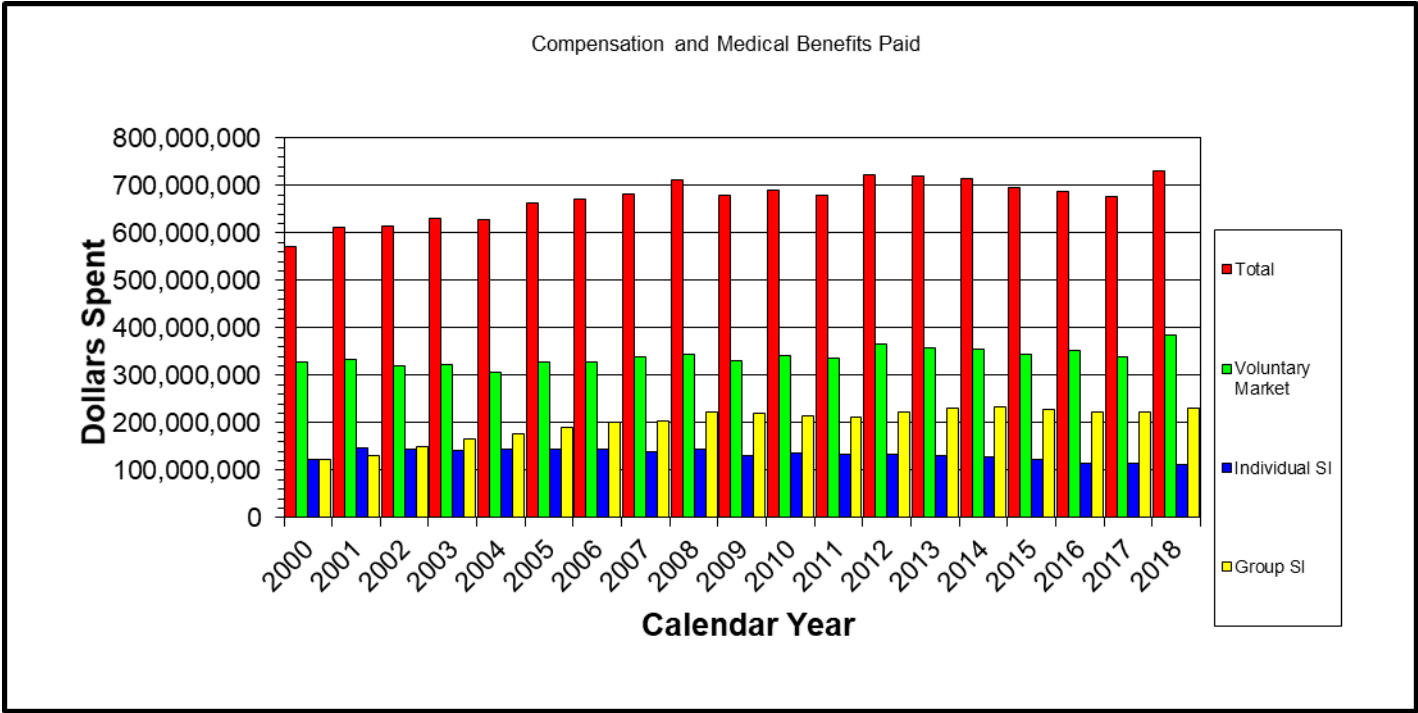
FIRST REPORTS OF INJURY BY COUNTY

				FY 2019%
	FY 2019	FY 2018	% Change	of Total
Autauga	48	94	-49%	0.37%
Baldwin	342	465	-26%	2.66%
Barbour	39	67	-42%	0.30%
Bibb	12	40	-70%	0.09%
Blount	30	71	-58%	0.23%
Bullock	5	28	-82%	0.04%
Butler	62	83	-25%	0.48%
Calhoun	132	207	-36%	1.03%
Chambers	38	61	-38%	0.30%
Cherokee	32	52	-38%	0.25%
Chilton	48	80	-40%	0.37%
Choctaw	13	31	-58%	0.10%
Clarke	42	75	-44%	0.33%
Clay	24	40	-40%	0.19%
Cleburne	15	15	0%	0.12%
Coffee	73	113	-35%	0.57%
Colbert	83	147	-44%	0.64%
Conecuh	27	30	-10%	0.21%
Coosa	12	22	-45%	0.09%
Covington	64	63	2%	0.50%
Crenshaw	36	47	-23%	0.28%
Cullman	119	164	-27%	0.92%
Dale	68	112	-39%	0.53%
Dallas	63	106	-41%	0.49%
Dekalb	119	100	19%	0.92%
Elmore	73	110	-34%	0.57%
Escambia	50	84	-40%	0.39%
Etowah	190	275	-31%	1.48%
Fayette	24	28	-14%	0.19%
Franklin	53	95	-44%	0.41%
Geneva	20	32	-38%	0.16%
Greene	6	15	-60%	0.05%
Hale	13	21	-38%	0.10%
Henry	25	22	14%	0.19%
Houston	237	301	-21%	1.84%
Jackson	57	105	-46%	0.44%
Jefferson	1,818	2,038	-11%	14.12%
Lamar	22	33	-33%	0.17%
Lauderdale	127	149	-15%	0.99%
Lawrence	16	20	-20%	0.12%
Lee	233	345	-32%	1.81%
Limestone	91	141	-35%	0.71%

				FY 2019%
	FY 2019	FY2018	% Change	of Total
Lowndes	7	26	-73%	0.05%
Macon	20	24	-17%	0.16%
Madison	622	829	-25%	4.83%
Marengo	41	54	-24%	0.32%
Marion	38	55	-31%	0.30%
Marshall	181	292	-38%	1.41%
Mobile	807	1,019	-21%	6.27%
Monroe	33	48	-31%	0.26%
Montgomery	688	789	-13%	5.34%
Morgan	242	346	-30%	1.88%
Perry	18	10	80%	0.14%
Pickens	35	26	35%	0.27%
Pike	78	86	-9%	0.61%
Randolph	10	22	-55%	0.08%
Russell	56	78	-28%	0.44%
Shelby	386	408	-5%	3.00%
St. Clair	87	97	-10%	0.68%
Sumter	15	15	0%	0.12%
Talladega	1,218	331	268%	9.46%
Tallapoosa	62	60	3%	0.48%
Tuscaloosa	445	641	-31%	3.46%
Unclassified	2,979	1,246	139%	23.14%
Walker	130	140	-7%	1.01%
Washington	8	32	-75%	0.06%
Wilcox	13	17	-24%	0.10%
Winston	53	51	4%	0.41%
TOTAL	12,873	12,869	0%	100%

COMPENSATION AND MEDICAL BENEFITS PAID

The first graph at right represents the total dollar amounts actually paid for workers’ compensation claims for calendar years 2000 - 2018, according to the Workers’ Compensation Annual Assessment Report for Insurance Companies and 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 benefits paid. The second graph represents the medical percentage trend from 2004 - 2018.



2018 MARKET SHARE BY PAYER TYPE			
	WC Cost	Claims Paid	Medical %
Voluntary	\$385,410,247	50.5%	59%
Individual SI	\$113,077,028	18.6%	59%
Group SI	\$231,818,557	30.9%	65%
Total	\$730,305,832		



The Labor Market Information (LMI) Division is responsible for collecting, analyzing, and disseminating data essential for evaluating the condition of the Alabama 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, <http://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 United States Department of Labor. 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 Current Employment Statistics (CES) program produces detailed industry estimates of employment, hours, and earnings of workers on nonfarm payrolls. Each month CES surveys approximately 19,000 businesses and publishes data at the state level and for the 12 metropolitan areas. These sample based estimates are revised monthly and annually. CES estimates are among the earliest economic information available to analyze current economic conditions. Because of this, CES estimates are heavily used in both the private and public sector. Below is

a short list of some of the uses for CES estimates:

PRIVATE SECTOR

- ◆ Guide decisions on plant location, sales, and purchases.
- ◆ Comparing business and industry or economy as a whole.
- ◆ Negotiate labor contracts based upon industry or area hourly earnings and weekly hours series.
- ◆ Determine the employment base of states and areas for bond ratings.
- ◆ Detect and plan for swings in the business cycle using the average weekly hours series.

PUBLIC SECTOR

- ◆ Evaluate the economic health of state and areas.
- ◆ Guide monetary policy decisions.
- ◆ Assess the growth of industries.
- ◆ Forecast tax revenue for states and areas.
- ◆ Measure employment, hours, and earnings as a means of determining growth in the economy.

The Local Area Unemployment Statistics (LAUS) program calculates and publishes civilian labor force, employment, unemployment, and an unemployment rate for the state, metropolitan areas, counties, cities (with a population equal to or greater than 25,000), and workforce regions each month. The LAUS unit is responsible not only for publishing the rates, but providing insight to the rates from an historical standpoint. These estimates are key indicators of local economic conditions.

A wide variety of customers use these estimates:

- ◆ Federal programs use the data for allocations to states and areas, as well as eligibility determinations for assistance.
- ◆ State and local governments use the estimates for planning and budgetary purposes and to determine the need for local employment and training services.
- ◆ Private industry, researchers, the media, and other individuals use the data to assess localized labor market developments and make comparisons across areas.

The concepts and definitions underlying LAUS data come from the Current Population Survey (CPS), the household survey that is the source of the national unemployment rate. State monthly model-based estimates are controlled in "real time" to sum to national monthly employment and unemployment estimates from the CPS. These models combine current and historical data from the CPS, the Current Employment Statistics (CES) survey, and state unemployment insurance (UI) systems. Estimates for counties are produced through a building-block approach known as the "Handbook Method." This procedure also uses data from several sources, including the CPS, the CES program, state UI systems, and the Census Bureau's American Community Survey (ACS), to create estimates that are adjusted to the statewide measures of employment and unemployment. Estimates for cities are prepared using disaggregation techniques based on inputs from the ACS, annual population estimates, and current UI data. The QCEW program collects quarterly employment and wage data for workers covered by state unemployment insurance (UI) laws. This program is responsible for assigning NAICS (North American Industry Classification System) and county codes to new employers and surveying established employers to ensure accuracy. The QCEW provides the number of establishments, monthly employment, and quarterly wages, by NAICS industry groups, for the state and counties. The primary source for the QCEW is administrative data from state's UI program. These data are supplemented by data from two Bureau of Labor Statistics (BLS) surveys: the Annual Refiling Survey and the Multiple Worksite Report. This data enables QCEW to provide an employment benchmark and sample frames for other BLS programs, as well as a basis of estimation of the wage and salary component for the Bureau of Economic Analysis Personal Income statistic. The QCEW has a longitudinal database in which it can link data over time and capture business mergers and acquisitions. QCEW data is published quarterly but lags the last month of the quarter by roughly seven months. This is to account for any adjustments and revisions that need to be made to preliminary reported data. In 2019, numerous requests involving both current and historical data were fulfilled using system reports and staff created progress queries.

The OES program, under the management of the USDOL Bureau of Labor Statistics (BLS), surveys nonfarm establishments to collect occupational employment and

wage data by industry. BLS pulls a sample from the state's QCEW files, ensuring that it is evenly distributed across employer size, industry, and area. Data is collected in two survey panels every year, each having a sample size of approximately 3,700 employers. One panel starts in November and ends in June, and the other begins in May and ends in December, creating a month overlap in the schedule. LMI's cooperative agreement with BLS states that LMI will meet, at minimum, 75% response of the sample; either 75% of the employers or 75% of the total employment. This response rate is required for every area in which data is published; 13 metropolitan and four balance-of-state areas. It is currently not mandatory for Alabama employers to respond to the OES survey, as it is in



The LMI staff participate in the ADOL Job Fair Initiative by setting up and working a booth to provide employers and jobseekers valuable information regarding industry and occupation trends.

some states. As a result, it is challenging for the OES staff to convince employers to respond and meet the requirements of BLS.

Through several years of outreach by the LMI Workforce Development Unit, work with Career Center managers and business service reps across the state, and involvement in workforce development boards more employers understand the significance of their responses to the OES survey. These efforts combined with an energized OES staff have increased the success of the survey. In April 2019, with new leadership, this OES unit surpassed 80% response in all areas (excluding Mobile) four weeks ahead of schedule. Alabama finished with the highest response rate in the region, even higher than the three states that require employers to respond. This group continues to explore new methods to gain employer responses and increase efficiency during the collection process.

The long-term goal of the unit is to not have any overlap of survey panels in the future, making it easier for staff to focus on data quality and establishing relationships with employers. Without overlap in the survey panel, OES staff had time to send responding employers with more than 100 employees a thank you email which included the current employment and wage data for their respective areas.

The workforce development unit hired two new members to the team, bringing the total to four full-time staff plus a manager, which allowed the unit to be fully staffed for the first time in over a year. This allows for two people to handle all job fairs and career fairs. New staff are assigned two regions to allow them to forge relationships with regional councils and their respective staff so that LMI can better serve them. The unit is beginning development of 2018-2028 long-term employment projections for both industries and occupations. This information will be published in the summer of 2020. LMI is dependent on USDOL national employment projections as an important

Success Plus is Alabama's program for improving the statewide level of education beyond high school. Whether it's a degree earned in a four-year or community college, a professional certification or a credential, this additional preparation creates improved opportunities for Alabamians to better their lives by participating in the workforce and assures that Alabama businesses can continue to grow with the skilled workforce they need.



Attainment Goal

+ 500,000

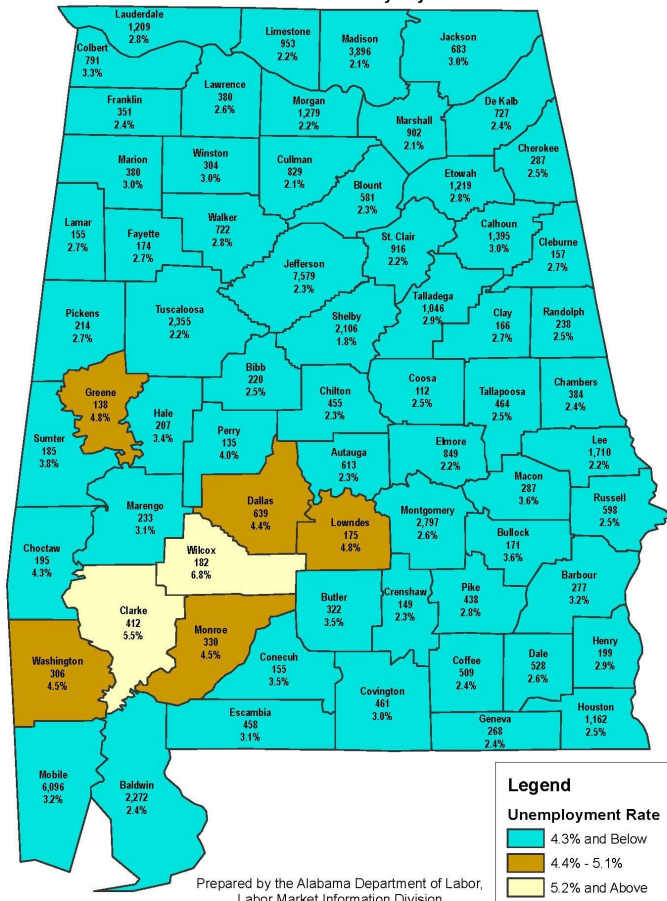
high-skilled employees to Alabama's workforce by 2025

variable to develop state projections. USDOL has recently made the decision to develop employment projections annually rather than biennially. LMI will follow suit beginning with the 2018-2028 projections, which means that the following year the unit will publish 2019-2029 employment projections.

An LMI Assistant Director, who manages the workforce development unit, has been heavily involved in the development of a statewide longitudinal data system for several years. This includes managing the WDQI grant, awarded by USDOL to ADOL in 2017, to develop a state data system. This led to extensive work with the newly formed Governor's Office of Education and Workforce Transformation (GOEWT), which manages the Governor's Consolidated Workforce Development Strategic Plan. Part of this plan includes the development of a longitudinal data system. The plan also includes the SUCCESS+ program to add 500,000 new credentialed workers in Alabama by 2025 to bring the state's postsecondary attainment to 60%. Several strategies to build the state's skilled workforce, including creating a state specific list of industry recognized valuable credentials, increasing state apprenticeships through Alabama's new Office of Apprenticeship, the development of Alabama's Terminal for Linking and Analyzing Statistics (ATLAS) on Career Pathways, and the new Alabama College and Career Exploration Tool (ACCET) which will be a one-stop AlabamaWorks website for students, parents, adults, and employers to gain assistance to meet their respective needs, are currently under development. GOEWT has set an aggressive goal to have these plans in place by the end of June 2020.

The Assistant Director's participation in this plan has increased awareness about the responsibility, the LMI division, and how it is the best partner to provide the data

Alabama
Number Unemployed and Unemployment Rate
 December 2019 Preliminary
 State Rate Seasonally Adjusted: 2.7%
 State Rate Not Seasonally Adjusted: 2.5%
 Counties Not Seasonally Adjusted



necessary to support the new initiatives. As a result, the Workforce Development unit has gotten the opportunity, more than ever before, to work closely with the GOEWT. The unit developed regional annual goals for the SUCCESS+ Initiative, providing goals by career cluster and by special population groups. The unit also suggested a strategy to provide goals to increase the state's labor force participation rate, which is also part of the statewide strategic plan. LMI has also provided expert input toward data driven criteria that would qualify occupations as demand occupations within each of the 16 career clusters, for each of the workforce regions. LMI has developed resources to indicate demand occupations meeting the required criteria, and continues to increase its role to support the partners with data to highlight workforce supply gaps in certain regions of the state and for certain types of industries and occupations.

As part of the Department of Labor (DOL) 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

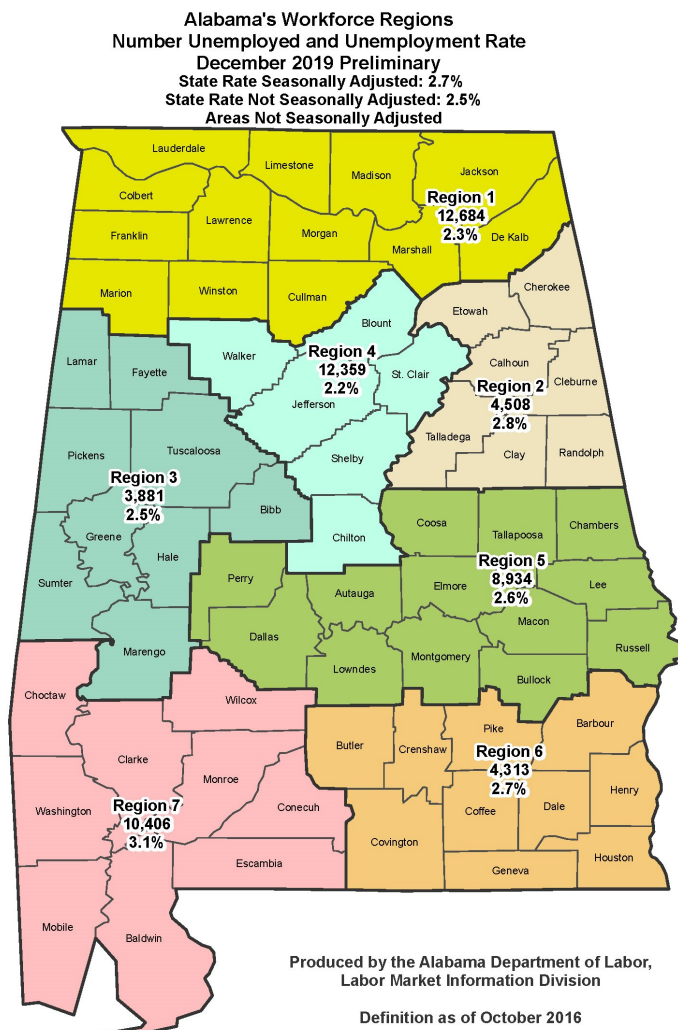
own, the Reports Unit of LMI compiles ongoing data on unemployment activity levels across the State. In FY 2019, unemployment activities continued to decrease from the previous years. New initial claims dropped 6% over the previous fiscal year.

The Reports Unit continues to track and submit data on claims and payment levels for the various unemployment compensation 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 2019:

- ◆ State Unemployment Insurance,
- ◆ Unemployment Compensation for Federal Employees,
- ◆ Unemployment Compensation for former service members,
- ◆ Trade Act of 1974,
- ◆ Alternative Trade Adjustment Assistance, and
- ◆ Disaster Unemployment Assistance (DUA).

The administrative unit continued updating the LMI website with monthly, quarterly, annually, and semi-annually. These updates include importing critical data into the WID (Workforce Information Database) for both the website and a version necessary for the new Workforce System expected to be operation in 2020. Quarterly updates continue for the Participant Individual Record Layout (labeled PIRL) which is 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. The experience linking data between various sources has allowed the LMI Division the opportunity to work with the Alabama Commission on Higher Education with linking institutional data with UI wage records. This same unit also conducted economic research to provide estimates for Unemployment Compensation Legislation, including the analysis of the benefit costs, tax revenues, and trust fund adequacy.





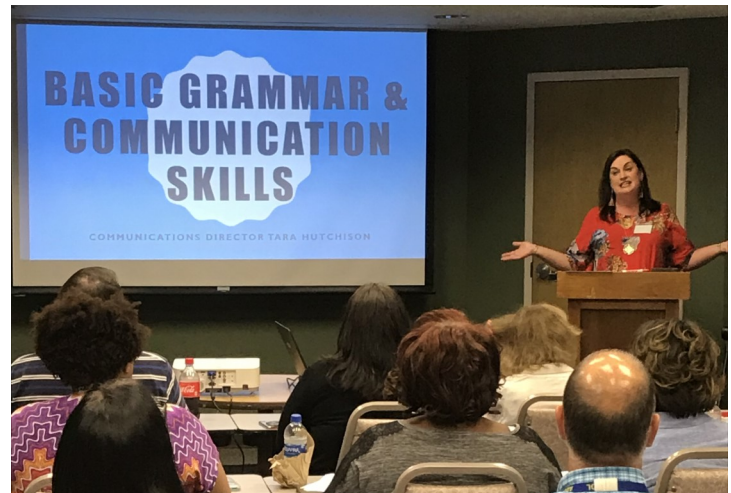
The Labor Administrator (LA) is responsible for planning and directing the internal programs necessary to achieve the strategic goals for the department, directing other high-level administrative duties, and decision making. The LA also supervises the training section.

The LA Division was responsible for the following in 2019:

- ◆ Writing and updating over 90% of the departmental policies and procedures this year. The policies and procedures are signed by the Secretary of Labor.
- ◆ Completing the development of the modernized training database. This was coordinated with the IS division to create a more functional database for the upkeep of all employee training/conference records.
- ◆ Maintaining the Performance Improvement Plans. The purpose is to ensure that the organizational structures, plans, and the overall missions for each ADOL division are being reviewed, and that each is accountable and compliant with the appropriate policies and procedures as they relate to the provided services.
- ◆ Serving as a non-partisan member of the selection and interview panels for upper-level management vacancies during job interviews. Occasionally, the LA is asked to sit on the interview and selection panel at the Alabama Emergency Management Agency.
- ◆ Continuing to build networking opportunities while attending professional conferences, non-profit leadership meetings, and professional association meetings. Some of these contacts were utilized as speakers at ADOL within their areas of expertise. A trainer from the Auburn University Security

Department provided the “Run, Hide, and Fight” exercise and the lead auditor from the Examiners of Public Accounts provided a presentation to ADOL leadership on “What to expect from a State Audit.”

- ◆ Collaborating with the Public Information Office to present a series of Basic Grammar and Communication Skills classes to all employees throughout the agency.



Communications Director Tara Hutchison presented six Basic Grammar and Communication Skills classes around the state to reach all ADOL employees.

- ◆ Developing and completing orientation videos for new and existing employees. The videos are placed on the department’s intranet so that employees can review them any time.
- ◆ Coordinating with a professor and senior/graduate students at the University of Alabama’s College of Business. The project assignment for 2019 was to create the entire “Onboarding Process” for ADOL. The students received a grade for their participation in and creation of this project. ADOL will implement the program as the official onboarding process for employees to use throughout their employment.
- ◆ In 2018, the LA was assigned the task of updating the ADOL Policies and Procedures Manual. The outdated manual contains 10 chapters that represent numerous complex policies and procedures of interest to ADOL employees. The project is ongoing and will be uploaded to the Intranet upon completion.
- ◆ In November, the LA division coordinated the first annual Veterans’ Appreciation Luncheon ADOL veterans. Thanks to various sponsors, there was a big luncheon, door prizes, and certificates of appreciation

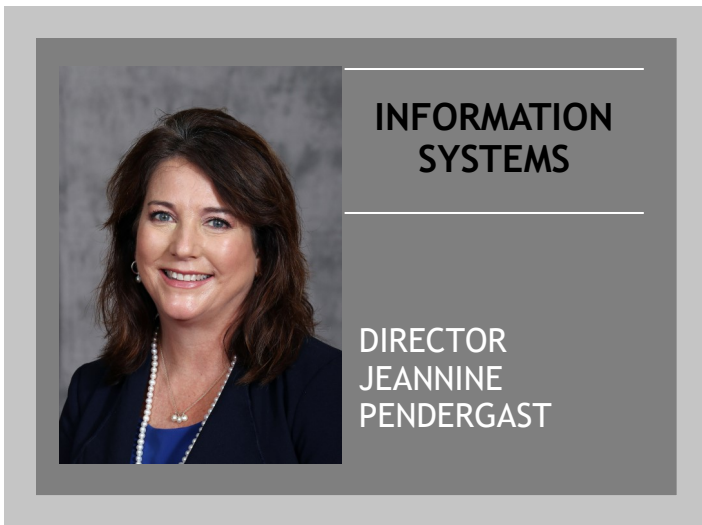


ADOL staff and honored veterans pose outside the ADOL building following the Veterans Appreciation luncheon.

for each veteran in attendance. Veterans who were unable to attend received their certificates afterward. There were 48 veterans at the inaugural event and Governor Kay Ivey provided a proclamation to honor the event and the veterans.

Information Division as a dissertation requirement for her doctorate degree. The project was also used as a project with the Certified Program Managers' (CPM) certification. The approval process and other requirements were monitored by the LA.

- ◆ The training section coordinated the Computer Security Training, which is mandated by the Governor's Office and the Office of Information Technology for the State of Alabama. The annual training is offered to all active and contract employees who have access to a personal computer at ADOL. Reminders are sent to employees who have not completed the training by the end of the calendar year.
- ◆ The training section coordinates the Federal Tax Information (FTI) training with the Internal Security Section. This training is required for all ADOL employees annually.
- ◆ An employee survey was distributed to ADOL central office employees by an employee in the Labor Market
- ◆ The development of various training presentations.



The Alabama Department of Labor's (ADOL) Information Systems (IS) Division delivered technology services and solutions that helped further ADOL's mission of providing excellent customer service to Alabama's citizens. The division is always striving to implement and update services to meet customers' changing needs.

This year, the division has maximized personnel, technology, and infrastructure to transform organizational processes, which has impacted the decision process and elevated functional operations.

UNEMPLOYMENT INSURANCE MODERNIZATION

ADOL has modernized the Unemployment Insurance (UI) system by contracting with Netacent to develop a new cloud-based system that will replace the current mainframe-based legacy system. Netacent's Data Station solution provides a degree of data integrity exceeding that exhibited by ADOL's legacy mainframe based systems, while providing a modern look and feel. Data Station also allows for more flexibility in ADOL's ability to exchange data and interact with other modern systems. ADOL staff will still have direct access to data stored in Data Station allowing ADOL to control the data to and develop peripheral business systems. This control helps ensure the integrity and validity of the data.

MODERNIZATION OF DATA EXCHANGE PROCESSES

ADOL's modernization efforts identified peripheral processes outside the scope of work being performed by Netacent. IS is re-engineering these processes into a modern framework to allow for these applications to function outside of a mainframe environment.

CLOUD STORAGE SOLUTION IMPLEMENTATION

IS has initiated a project to start stepping down the reliance on the on-campus network drives by migrating to Microsoft One Drive storage allowing IS staff to focus less on hardware issues and maintenance. ADOL staff will also experience greater functionality by having access to their documents from anywhere.

PHASE I MIGRATION TO STAARS

IS has also been working closely with the Finance Division to begin the process of consolidating the financial system of record to the state wide financial system known as STAARS. ADOL is developing a solution that would permit the entry of vouchers directly into STAARS, allowing vouchers to be extracted and processed in ADOL's zCloud environment, eliminating the need for two systems. This project has been a coordinated effort between ADOL and State Business Systems (SBS).

INFORMATION SECURITY UPGRADES

Safety and security has always been a top priority for ADOL, and it cannot be pursued on a single front. Cases of identity theft, malware (malicious software), and scam emails are on the rise worldwide. As computing is a field that continues to evolve, hackers are also utilizing new technologies to find more sophisticated ways to deceive users and find avenues to attack computer systems. It is the goal of ADOL's IS division to stay vigilant against emerging threats. A new tool to limit security threats, Varonis, was implemented this year to protect against crypto locker threats which have cost other state and local entities millions of dollars.

TELECOMMUNICATIONS

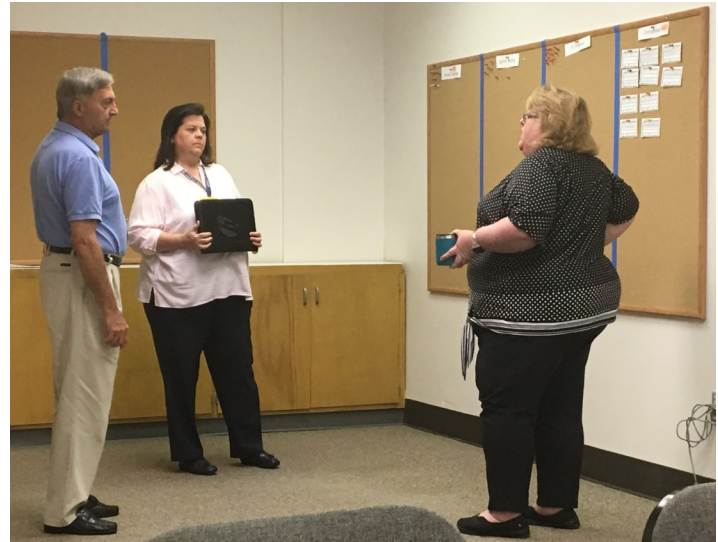
IS completed a multi-year project converting all ADOL campus offices to Voiceover Internet Protocol (VoIP) resulting in a substantial cost savings while offering increased functionality. VoIP is a combination of hardware and software that enables ADOL to use the Internet as the transmission medium for telephone calls by sending voice over data circuits rather than by traditional analog circuits.

PROJECT MANAGEMENT

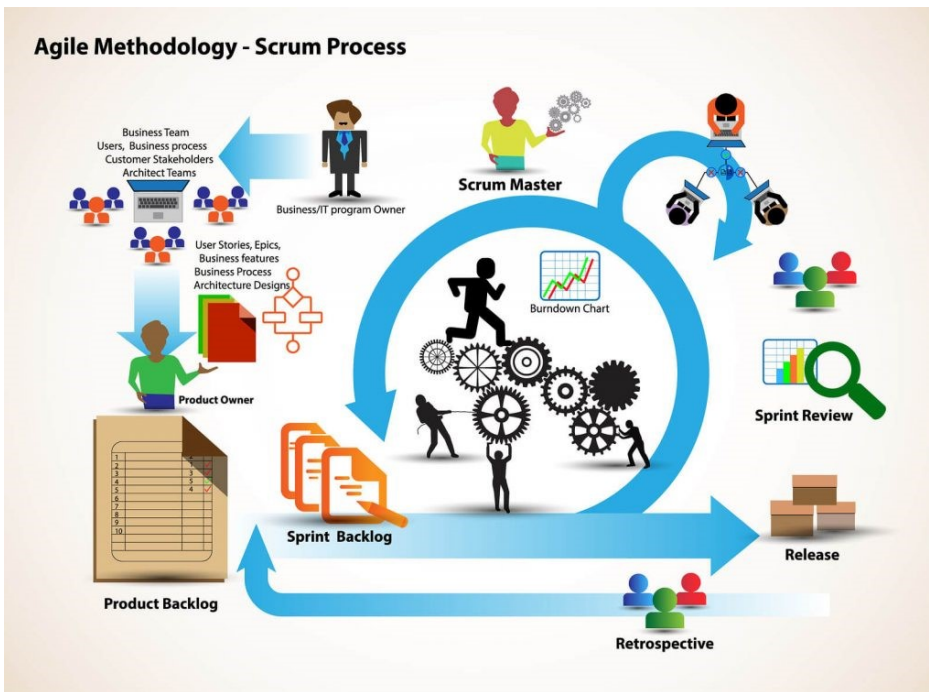
ADOL has recently adopted a more strategic approach for project management and system development. This approach is known as Scrum and is an agile methodology employed throughout the entire project development life-cycle. Scrum is a sharp contrast to how IS previously managed project and development by actively targeting

projects, and prioritizing them based on each division’s mission and available funding. Scrum helps teams work together and encourages learning through experiences, while working on problems via a self-organized team, and focuses on continuous advancement through small achievable goals.

While Scrum is frequently used by software development teams, its principles and lessons can be applied to a variety of projects. This is one of the reasons why ADOL has chosen Scrum. Scrum emphasizes continual “stand-up” meetings that are designed to keep forward momentum.



IS staff members Bill Bassett, Lisa White, and Shara Green work on a project in the Scrum room at ADOL.



ADOL has established a Scrum room to facilitate these “stand-up” meetings, Room 5222. (All meetings are open to anyone in the building.) These meetings provide an unprecedented level of transparency into how IS works.

SCRUM PROJECTS AT ADOL

Modernization of ADOL’s Training Section

IS delivered a modern solution to replace an antiquated training system with new training application, “ADOL Training,” that provides a user-friendly interface with modern look and feel features, the ability to manipulate course catalogs, schedule employees for training, generate automated email notifications and reminders, etc. The application went online in November with very positive feedback.

Implementation of Limited English Proficiency Mandate

ADOL’s Equal Employment Opportunity Division in ensuring compliance with recently mandated Federal regulations requiring the collection of English language deficiencies and preferred language data of all UI claimants.

Workers’ Compensation Modernization

The Workers’ Compensation Division migrated off the WC mainframe application in April of 2019 and are using a modern application called WCCA (a solution developed by IS). Workers’ Compensation and IS are currently working on Phase II which will include the automation of key services.



The Legal Division of the Alabama Department of Labor serves as primary legal counsel for the entire agency. In that regard, the division is responsible for providing legal advice and guidance to the Secretary of Labor and other staff members and for rendering legal opinions and interpretations for all department-related policies, laws, and administrative rules. In addition, departmental attorneys represent the department in all court matters, assists the Governmental Affairs Division with drafting, reviewing, and evaluating proposed administrative rules and legislation, and reviewing all contracts/agreements and memorandums of understandings.

The General Counsel and Assistant General Counsels have represented the department before all Circuit Courts across the state, the Alabama Court of Civil Appeals, the Alabama

Supreme Court, the United States Bankruptcy Court, the United States District Courts, the United States 11th Circuit Court of Appeals and the United States Supreme Court. These cases involve the following:

- Unemployment compensation benefit appeals;
- Unemployment compensation overpayment cases;
- Unemployment tax cases;
- Workers' compensation compliance litigation;
- Objections to subpoenas and requests for confidential or privileged department records;
- Child labor enforcement cases;
- Inspection violation cases (mining, elevator, pressure vessel)
- Board of Adjustment matters; and
- Bankruptcy issues.

The Legal Division is additionally responsible for representing the department in all human resource related matters, in-house termination or suspension proceedings, State Personnel Board hearings, and employment law related litigation.

During 2019, counsel for the department made more than 119 court appearances in state courts. In addition, counsel has collected more than \$27,000 in workers compensation fines and penalties and \$247,209.12 from overpaid unemployment claimants.

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. To that end, Finance staff conducted in-person meetings with each division director to review monthly reports, provide funding updates, and explore solutions to identified concerns. Finance staff also conducted department-level budget briefings with ADOL Secretary Fitzgerald Washington.

Finance's 65+ employees support ADOL's operations 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. All functions of the division must collaborate with the state's central oversight entities, including the Office of Information Technology, the Division of Purchasing, the State Comptroller's Office, the Examiners of Public Accounts, and the Executive Budget Office.

In FY 2019 Finance Division supervisors honed their skills at State Personnel training classes in Performance Appraisal and Progressive Discipline. In addition,



accounting staff volunteered on committees with the Montgomery Chapter Association of Government Accountants (AGA) and received training on government financial management and related topics through AGA's monthly luncheons and annual professional development training conferences.

Additional accomplishments include:

- ◆ Finance staff represented ADOL on the Attorney General's relaunched Economic Crimes Alliance of Alabama (ECAA), a collaboration of state and federal law enforcement agencies, audit agencies, and regulatory bodies, formulated to fight corruption and financial crime.
- ◆ Finance staff attended trainings and worked closely with the State Comptroller's Office and ADOL's Information Systems (IS) staff in preparation for the launch of Concur, the State's new fully automated, web-based travel program.



ADOL Finance Director Margie Toney (second from left) attended a proclamation signing in March by Governor Kay Ivey recognizing the Montgomery Chapter of the AGA. Toney is a long-time member of the association.

- ◆ Finance staff served on the National Association of Workforce Agency (NASWA) Administration and Finance Committee, representing ADOL at regional meetings in Washington, DC, Park City, Utah, and Asheville, SC.
- ◆ Finance staff provided information and assistance to the United States Department of Labor (USDOL) site monitors during a Real Property Monitoring Visit.
- ◆ Finance staff attended USDOL's SMART training in Dallas, which focused on monitoring, accountability, risk mitigation, and transparency in the management of federal awards.
- ◆ Finance staff worked with the IS Division to begin the migration of ADOL applications from our mainframe to OIT's logical partition (LPAR).
- ◆ Fund Control staff continue to work with IS and the contract vendor toward the development and implementation of the agency's UI Modernization Project.
- ◆ Finance staff provided information and assistance to the Examiners of Public Accounts in performance of ADOL's FY 2018 Single Audit of Federal Award Programs and the Legal Compliance Audit for the Alabama Women's Commission.
- ◆ The Real Estate Management Section negotiated favorable renewal leases for various career center sites around the state.
- ◆ Finance Division section leaders and staff worked diligently throughout the year to provide the best service possible to internal as well as external customers of ADOL.

Finance staff served on the NASWA Administration and Finance Committee at several meetings throughout the year. The committee meeting below was from the NASWA Winter Policy Forum held in Washington, D.C., in March.



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, the Ethics Commission, 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.

At the end of the fiscal year, approximately 402 personnel transactions had been completed and total personnel equaled 853.

EQUAL EMPLOYMENT OPPORTUNITY AND GRIEVANCE

The EEO&G Section operates under the HR Division with Tonya Scott, Esq. serving as EEO&G Manager. The section is responsible for ensuring that the Alabama Department of Labor complies with federal equal opportunity and nondiscrimination laws and regulations. In fulfillment of this goal, the section conducts compliance reviews of departmental programs, activities, and services and provides technical assistance and training as needed;



processes requests for reasonable accommodation under the ADA; counsels employees on various confidential subjects such as discrimination/harassment based on race, sex, and other protected classifications; and investigates grievances arising out of alleged misconduct. EEO&G recommends corrective action when appropriate.

During FY 2019, six grievances were filed by ADOL employees. As of October 2019, four were investigated and resolved by EEO&G with no further appeal/charges filed. In 2019, one charge was filed with the Federal Equal Employment Opportunity Commission (EEOC).

It is the intent of the Alabama Department of Labor to ensure compliance with Title VII of the Civil Rights Act of 1964, as amended, and related codes, statutes and regulations. It is also the intent that applicants and employees are treated equally during employment without regard to their race, religion, sex, color, national origin, age, or disability in accordance with all federal and state laws. Action covered by this statement include employment, promotions, demotions, transfers, recruitment, training, and other terms of employment.





dangers and safety hazards to the public. During the abatement of the health and safety hazards, AML reclamation projects 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.

AML division accomplishments for FY 2019 include:

- Four AML reclamation projects were completed with two others under contract and/or under construction.
- Six different significant public hazards were eliminated (or are currently being eliminated), including four dangerous highwalls totaling 7100 linear feet, 147.6 acres of spoil area, 12.75 acres of pit, over three acres of impoundments, and two subsidence areas. Each of the projects were protected with erosion and sediment control best management practices and revegetated upon completion.
- Engineering design plans were either under development or completed on 14 current/upcoming projects.
- NEPA documentation and consultation was prepared for each of the AML reclamation projects that were completed or are currently in construction. Additional NEPA documentation and consultation has been completed or is in process for each of the 14 projects currently under design and scheduled for construction within the next two years.
- Through the AML Post-Monitoring Program, seven completed projects were identified as requiring either maintenance or corrective work. Two additional small subsidence projects were included in the bid for maintenance work and all tasks were accomplished by a contractor selected through the state of Alabama bid process.
- AML investigated 10 different emergency complaints; one of which was declared an AML emergency and reclaimed by a contractor.

The AML Program officially terminated its annual cooperative agreement with the Walker County Soil and

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

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

ABANDONED MINE LAND RECLAMATION

August 3, 2019 marked the 42nd anniversary of the enactment of the Surface Mining Control and Reclamation Act (SMCRA). When Congress passed SMCRA, it presented a unique challenge – 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 still being successfully achieved. Alabama has had primacy for its coal regulatory and abandoned mine land programs since 1982.

The mission of the Abandoned Mine Land (AML) Reclamation Program is to abate AML health and safety hazards and 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 (OSMRE), 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 (Priority I and II) are those that remove past mining related extreme

Water Conservation District Board (WCB), effective September 30, 2018. The determination to not renew the annual cooperative agreement was the result of a detailed financial analyses of costs associated with reclamation construction completed by the WCB compared to costs of reclamation construction completed by contractors. It was determined that the administrative costs incurred by continuing to use the WCB could not be justified by the benefit provided. AML personnel concluded that all services provided by the WCB cooperative agreement could be effectively bid out as needed and completed by an AML contractor at a substantially reduced price, thus reserving funds to complete reclamation of additional AML features. All heavy equipment from the WCB was sold at auction and the funds from the sale were returned to the AML program fund. The spring 2019 topdressing and maintenance were conducted through the state bid process and provides the same services previously completed by the WCB at a substantially lower cost.

The AML Program continued contribution to the AMD set-aside account made possible by the adoption of the revised State Reclamation Plan (SRP). The revised SRP includes provisions to set aside the maximum amount allowed by OSMRE's allocation of available AML funds distributed annually and placed into a separate AMD Set-Aside Account for the abatement of the causes and treatment of the effects of AMD (Acid Mine Drainage) resulting from past coal mining practices. AMD treatment is a Priority III health and safety hazard.

The AML Program continued implementation of electronic field data collection using iPad Pros assigned to their Land Reclamation Inspectors. The iPads are equipped with the Environmental Systems Research Institute (ESRI) collector and Avenza Maps® software applications. Utilization of the iPad Pros for field data collection will allow inspectors to collect real-time inventory information and photos remotely from the field and upload collected information to "Cloud" storage. The implementation of this technology has streamlined AML inventory collection and allows inspectors to provide a much more precise description of the location, priority, and safety hazard of AML features within each problem area. AML staff has fully implemented the daily report form, emergency complaint investigation, and post monitoring inspection reports into the Survey123 mobile application. This software allows AML inspectors to

complete daily reports and monthly inspection reports remotely while conducting field oversight and inspection duties. Utilization and implementation of this technology has significantly streamlined and expedited completion of daily construction reports and monthly post-monitoring reports while inspectors are in the field. AML staff will continue to develop applications and methods to streamline

The AML division continued the implementation of an Unmanned Aerial Systems Team.



THREE FORKS SOUTH PROJECT



NARL CEMETERY PROJECT

data collection and reporting; and will begin updating the large AML inventory across the coal fields in the upcoming year.

The AML Program continued the implementation of an Unmanned Aerial Systems (UAS) Team. AML personnel worked cooperatively with OSMRE Mid-Continent Region's Technical Services Branch to conduct unmanned aerial drone flights of two AML reclamation projects; the Three Forks South AML project and the Narl Cemetery AML project. AML coordinated with MCR personnel and provided project boundaries and available geospatial information to OSMRE for flight planning purposes prior to each mission. AML personnel accompanied and assisted with field drone operations. MCR Technical Services personnel operated the drones and provided aerial photography and videography of both sites during different phases of construction. In addition to assisting with OSMRE drone flights, four AML personnel attended an FAA 107 certification. AML also began to work cooperatively with the Alabama Department of Transportation to develop a programmatic standard operating procedures manual for UAS systems.

Also during FY 2018, the Alabama AML Program completed one additional emergency reclamation project. This brings the total emergency projects completed to 198 since the program's inception. This project stabilized a subsidence prone area, including sudden occurrence subsidence near one residence in Walker County within the city limits of Carbon Hill. 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 P) Winter Business Meeting in February 2019 held in St. George, UT, and the NAAML P Annual Conference and Business Meeting in September 2019 held in Pittsburgh, PA. The Winter Business Meeting in St. George provided Alabama an opportunity to give input into the development of a strategy for reauthorization of the fee collection authority on active mining. The current fee collection is set to expire in 2021. This fee collection is the sole source of funding for each of the state AML Programs. Reauthorization is vital to continue the great work done in Alabama and across the nation.

Additional discussions about reauthorization continued at the Annual Conference in Pittsburgh. ADOL Secretary Fitzgerald Washington accompanied AML staff to accept the 2019 National Small Project award for the Marvel Gob Fire ER II project. Alabama was among five recipients of the 2019 Abandoned Mine Land Reclamation Awards recognizing reclamation excellence. Awards are presented for the best reclamation project nationally, as well as the best projects from around the country, and for the project that costs less than \$1 million and is in a state that receives less than \$6 million in annual AML funds. The Marvel Gob Fire ER II AML project was considered small in scale by reclamation standards, but for people living nearby, Alabama's AML Program solved an important community concern.

The AML Program was awarded a \$10 million grant last year for the 2017 AML Pilot Program for qualified Economic and Community Development benefits associated with qualified high priority AML features and previously reclaimed AML projects to revitalize Alabama's coalfields region. Nine applications were received with three applicants recommended for selection by the AML Selection Committee and approved by OSMRE. Two of the awarded projects are currently under construction and the



The ADOL AML Division team receiving the Small Project Award at the National Association of Abandoned Mine Land Programs annual conference in September. Pictured from left: Planning and Maintenance Branch Chief Jeff Butler, Engineering and Construction Branch Chief Les Kearley, State Mine Land Reclamation Supervisor Dustin Morin, Chuck Williams (AML retired), Acting OSMRE Director Glenda Owens, and Secretary Fitzgerald Washington.

third is under design and development and should be starting by the end of the year.

During the second year of the AML Pilot program FY 2018, ADOL received eight applications. Four applications have been recommended for selection by the AML and are currently undergoing review and vetting by OSMRE. Once the applications have been vetted and approved by OSMRE, and funding recommendations have been made, the selected projects will be awarded funding from the \$10 million grant.

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.

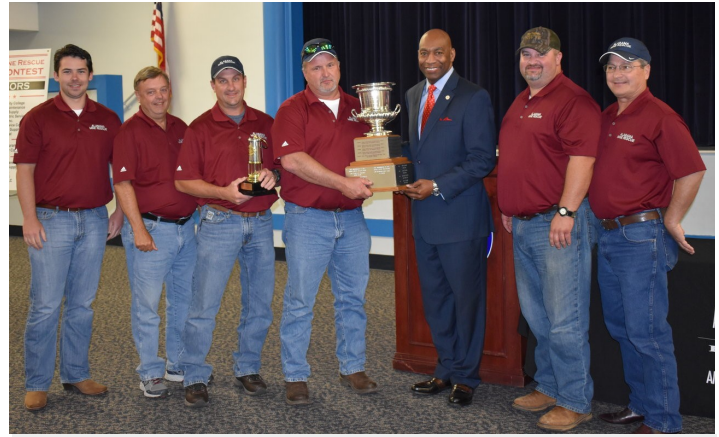
During FY 2019, 2,633 miners were employed in the coal industry, producing 14 million tons of coal. An additional 2,000 miners were employed in open pits and quarries producing approximately 40 million tons of non-fuel minerals. A total of 293 underground and surface inspections were completed at coal mines statewide. During this fiscal year, there was one mining fatality.

A continuing program provided education and training for mine foreman and underground blasting certification. Four underground certification examinations were administered, resulting in the issuance of 45 underground mine foreman certificates, two fireboss certificates, and one upgrade from fireboss to mine foreman. Also, eight surface foreman certifications and 108 hoist certificates were issued. Mine rescue training continued to be provided by Beville State Community College under contract with the department.

The two state mine rescue teams continued 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 of Alabama.

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,



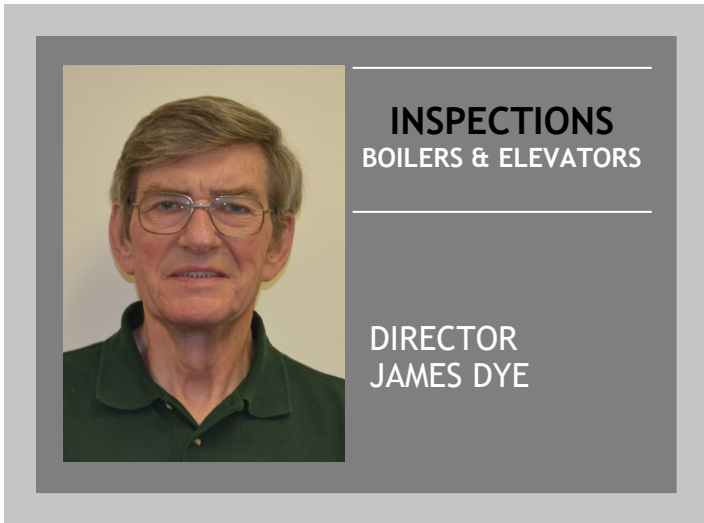
Six coal mining safety teams from around Alabama and one from southern Illinois competed in the 43rd Alabama Coal Commission Mining Rescue Contest held at Beville State Community College in Sumiton. The contest field was configured to simulate a mining disaster and teams were judged on all aspects of the mining rescue and recovery process. Secretary Fitzgerald Washington presented awards to the overall winners of the competition.

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.

FY 2019 was a good year for Mine Reclamation. Twenty-three mines were reclaimed, involving 364-acres. Seven more mine sites are reclaimed and awaiting department approval.

One company tried to start a new mine for Alabama graphite, however the mine never opened. The graphite was to be sized and then sold to a processor for a heat insulator on cell phones and electric car batteries. However, there was no established buyer for the ore, and the product was never tested for efficiency.

One large sand & gravel mine (700-acres) could have been reclaimed in a park-like form. The mine operators got production too far ahead of reclamation and could not handle the cost of fixing the property properly. Final disposition has not yet occurred. An additional mine site has been permitted for six years, but so far nothing has been produced for sale. Twenty-one sites were sold to other companies, and all but three of these will be actively mined.



STATE BOILER, PRESSURE VESSEL INSPECTORS

1. James E. Dye, Chief Inspector
2. Michael K. Shaw, Deputy Inspector
3. Kenneth D. Puckett, Deputy Inspector
4. Rustin S. Cox, Deputy Inspector

ELEVATOR SAFETY REVIEW BOARD

Jay Jenkins, Chairman, Anniston (architects)

Fitzgerald Washington, Secretary, Alabama Department of Labor (government)

Stanley House, Birmingham (elevator manufacturers)

Jeff McNorton, Montgomery (elevator service providers)

Betty Swan, Rainbow City (building owners and managers association)

James H. Wyatt, Planning and Engineering, City of Hoover (municipalities)

Vacant seat (public)

Philip R. Meadows, Montgomery (physically disabled community)

Barry Johnson, Montgomery (professional licensed engineers)

David Hallmark, Business Agent, IUEC Local 24, Birmingham (labor)

STATE ELEVATOR INSPECTORS

1. James E. Dye, Chief Inspector
2. Anthony E. Barry, Deputy Inspector
3. Daniel S. Chandler, Jr, Deputy Inspector
4. David A. Baccus, Deputy Inspector

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 conduct boiler and pressure vessel safety inspections. The Alabama Department of Labor estimates Alabama has about 20,051 registered boilers and pressure vessels. During FY 2019, a total of 11,211 inspections were performed by state and insurance inspectors. 2,549 violations were found, and 2,334 were corrected. There were 1,311 new boiler permits received during the reporting period.

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)

Fitzgerald Washington, Secretary, Alabama Department of Labor (government)

Jerry Rhodes, Vice Chairman, Southside, Westinghouse/Anniston (owners and users of pressure vessels)

Tony Millette, Birmingham (owners and users of power boilers)

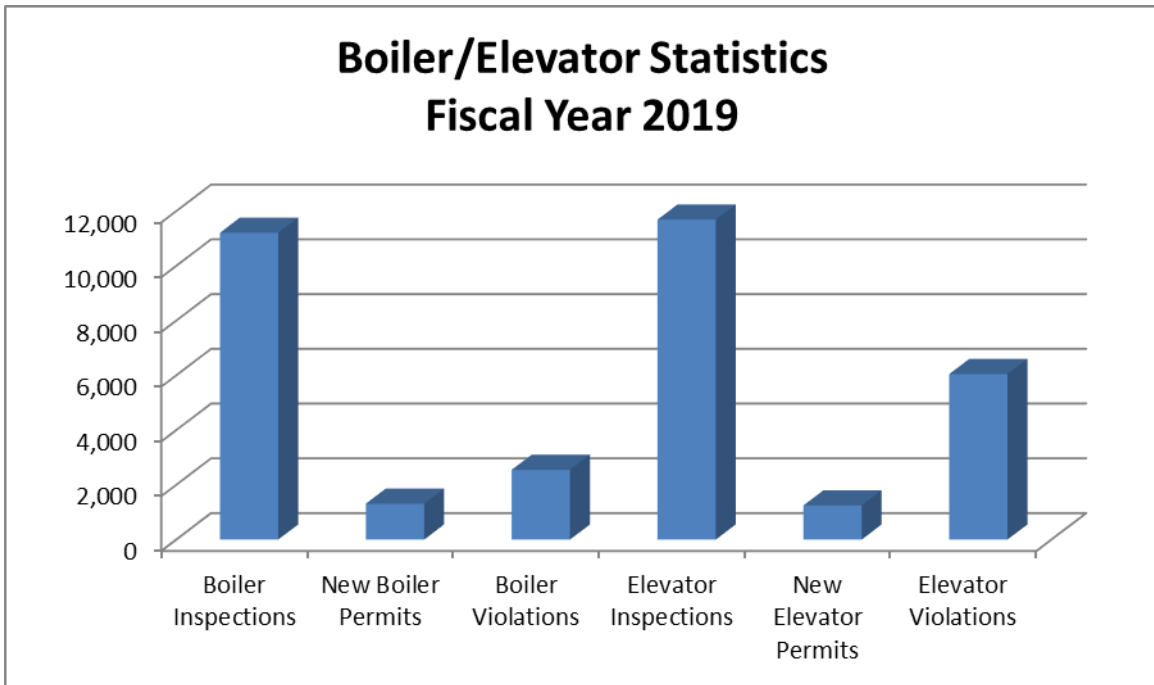
Gene Canavan, International Paper, Prattville (owners and users of heating boilers)

R. Barry Latham, McAbee Construction, Tuscaloosa (boiler and pressure vessel manufacturers)

Steve Speed, Boilermakers, International Representative, Jasper (labor)

Jeffery Lambert, Mechanical Contractors, Montgomery (heating contractors)

Edward F. Wiggins, Wedowee XL Insurance Company (insurance companies)



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

Most common Alabama boiler violations:

- Safety Relief Device not working
- Carbon Dioxide Monitor not installed
- Remote shutdown not installed
- Installed without permit

Boilers and pressure vessels with serious violations, such as safety circuit overridden or not working, are shut down



ADOL inspectors at the Central Office in Montgomery.

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. Before passage of a statewide bill, only the City of Birmingham inspected elevators.

Elevator accidents are much more frequent than boiler malfunctions. Across the country about 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.

The Alabama Department of Labor estimates Alabama has about 10,946 elevators and 57 escalators. During FY 2019, state and private inspectors conducted 11,690 safety checks on elevators and escalators in Alabama. In the process, 6,047 violations were uncovered and 6,305 were corrected. New code violations are found each day. There were 1,246

new elevator permits received during the reporting period.

Most common Alabama elevator violations:

- Annual and five-year safety checks past due
- Maintenance logs missing
- No or broken communication device in elevator
- Emergency lighting/ alarm bell not working

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

William Thornton, of the Alabama Media Group (AL.com), interviewed ADOL Elevator Inspector Anthony Barry. He accompanied Barry throughout the day to get a thorough picture of life as an elevator inspector.



[Elevator inspector at work](#)



ALABAMA CAREER CENTER DIRECTORY

ALABASTER CAREER CENTER

109 Plaza Circle
Alabaster, Alabama 35007
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 Alabama Community College
1375 Jr. College Drive
Alexander City, Alabama 35010
Phone: (256) 215-4494

ANDALUSIA CAREER CENTER

212 S. 3 Notch Street
Andalusia, Alabama 36420
Phone: (334) 328-6739

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) 582-5200

BLOUNTSVILLE CAREER CENTER

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

CENTRE CAREER CENTER

310 Mary Street
Centre, AL 35960
Phone: (256) 927-5838

CHOCTAW COUNTY CAREER CENTER

Coastal Alabama Community College
251 College Street
Gilbertown, AL 36908
Phone: (251) 843-5265

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

EUFULA 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

205 Walker Springs Road
Jackson, Alabama 36545
Phone: (251) 246-2453

JASPER CAREER CENTER

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

JEFFERSON STATE CAREER CENTER

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

LIVINGSTON CAREER CENTER

University of West Alabama
Kelly Land Hall
154 Student Union Drive
Livingston, Alabama 35470
Phone: (205) 652-3836

LUVERNE CAREER CENTER

886 Glenwood Road
Luverne, Alabama 36049
Phone: (334) 335-2300

MOBILE CAREER CENTER

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

MONROEVILLE CAREER CENTER

2119 Highway 21 Bypass, Suite 100
Monroeville, Alabama 36460
Phone: (251) 575-3894

MONTGOMERY CAREER CENTER

1060 East South Boulevard
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 Road
Phil Campbell, Alabama 35581
Phone: (256) 331-6285

ROANOKE CAREER CENTER

3928 Highway 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

UNION SPRINGS CAREER CENTER

Housing Authority Computer Lab
303 MLK Boulevard S.
Union Springs, Alabama 36089
Phone: (334) 738-2625

VALLEY CAREER CENTER

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

VERNON CAREER CENTER

44425 Alabama Highway 17
Vernon, AL 35592
Phone: (205) 932-3221

ALABAMA DEPARTMENT OF LABOR

649 Monroe Street

Montgomery, Alabama 36131

334.309.9000

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