Alabama Department of Workforce

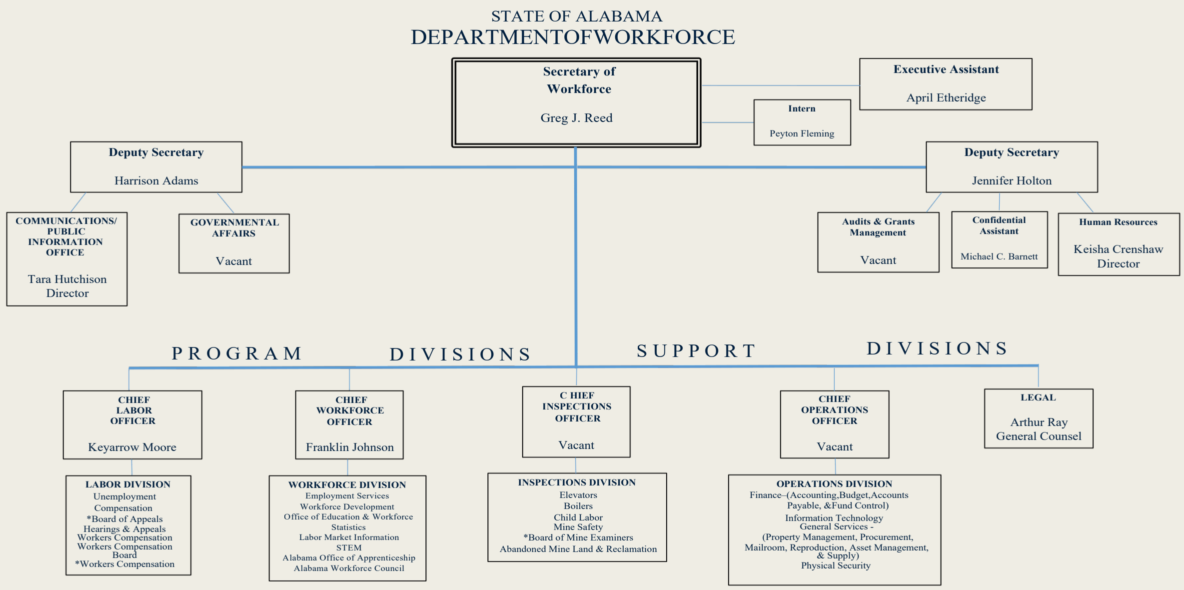
2025 Annual Report

Workforce Alabama

Table of Contents

Letter To The Governor

Organizational Chart



UNEMPLOYMENT COMPENSATION DIVISION

Quality Assurance

Based on the Benefit Accuracy Measurement (BAM) 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) Investigation procedures and (3) Additional requirements for the National Director of New Hires cross match., case completion, timeliness, and sample selection.

Alabama is required to review 480 paid claims and 450 denied claims (150 each of the following types: monetary denials, separation denials and non-separation denials) each year. Quality Assurance (QA) exceeded the requirements for number of cases selected for review for both paid and denied claims. 487 paid claims were sampled for review and 466 denied claims were sampled for review.

The federally mandated case completion time for paid claims is 70% completed within 60 days and 95% completed in 90 days. QA Investigators completed 100% within 60 days. Mean completion time for the 487 selected cases was 30 days. The mandated time lapse for denied claims is 60% within 60 days and 85% completed in 90 days. QA Investigators completed 100% within 60 days. Mean completion time for the 466 selected cases was 29 days.

Claims found to be improper because of QA audits are presented to Technical Services Unit for review on monthly error reports. These error reports provided to Technical Services are distributed to units within agency to correct issues in order prevent repeated errors in payments and denials.

The only non-compliance issue was the comparison report for denials. ADOW did not meet the acceptable variation limits between the number of QA denials and the UI population for monetary and non-separation denials for the Improper Payment Information Act.

The non-compliance issue is a result of Data Validation. The Data Validator is working directly with the vendor (Netacent) to correct extract files as needed from the modernized system to correct the non-compliance issue.

Due to Federal cuts and shutdown, there were no cross regional peer reviews for 2025.

Quality Assurance staff assisted the UC Division in adjudication of separation and non-separation issues as well as other duties under approved overtime during the first half of 2025.

Benefit Operations

Benefit Payment Control

Alabama has participated in the Unemployment Compensation (UC) Treasury Offset Program since 2012. In 2025 a total of $5,532,491.70, as of September 30, has been intercepted and applied to unpaid debt. Since our initial participation in the Treasury Offset program, Alabama has recovered over $55,013,431.40 in past due UC overpayments.

Per federal mandate, Alabama implemented in 2015 a penalty amount of 15% on all fraudulent UC overpayments, followed in 2016 by the implementation of an assessment of 2% interest on claimants' total debt resulting from fraud. As of September 30, 2025, the total amount of penalty collected is $2,541,338.98 and the amount of interest collected is $81,864.04.

State Revenue offset money applied to past due debt from the period beginning 10/1/2024 up to 09/30/2025 totals $3,833,924.19.

A total of 105 warrants were filed in 2025 as of September 30, 2025, and there has been zero convictions, and a zero-dollar amount collected in restitution. The amount of restitution remaining for those cases for which warrants have already been signed totals $1,411,272.80. A total of 251 cases have been assigned for prosecution which consists of $3,147,720.00 in possible restitution to be collected.

From 10/01/2024 to 09/30/2025, Benefit Payment Control and the Internal Security Division identified 1,104 potential identity theft cases using Catch intelligence and/or by other means that resulted in the denial of the receipt of benefits.
An additional 22,192 claims were found to have unmatching or missing data for which issues were created. Of the claims found to have missing or unmatching data, a total of 3,313 have either been denied or withdrawn.

While it remains our objective to deter fraud and recoup fraudulent and improper payments, the agency continues to broaden efforts to grant reprieve to citizens determined to be overpaid but have been found not at fault. Per the existing waiver programs, that include the Lost Wage Assistance Program, 15,625 claimants, as of September 30, 2025, have been granted relief with a breakdown as follows: $252,084.00 in regular unemployment, $41,789.00 in Pandemic Unemployment Assistance, $29,425.00 in Pandemic Emergency Unemployment Compensation, $602,790.00 in Federal Pandemic Unemployment Compensation, and $22,301,772.00 in Lost Wage Assistance benefits.

Special Programs

During FY 2025, twenty-two companies were certified for Trade Adjustment Assistance (TAA) pending investigation list that have not been certified for TAA benefits. On July 1, 2022, the termination provision under Section 285(a) of the Trade Act of 1974, as amended, took effect. Unfortunately, the Department of Labor is unable to start new petition investigations. A list of all company petitions filed after the termination date are pending and currently on hold awaiting a decision from Congress regarding the TAA program.

At the end of 2025, there were 0 participants in the Alternative Trade Adjustment Assistance/Reemployment Trade Adjustment Assistance (ATAA/RTAA) programs.

At the end of 2025, there were 70 participants in TAA funded training.

At the end of 2025, there were 0 disasters declared for Alabama that resulted in individual assistance by way of disaster unemployment payments.

Benefit Services

Benefit Services consists of Combined Wage, Federal Programs, Redetermination and SAVE program.

Combined Wage Unit

The Combined Wage Unit is continuing to assist the Netacent group with the configuration of the ICON System applications in Data Station to work through malfunctions and needed enhancements by providing information which includes employees' daily work task that requires the use of ICON in the Data Station System. The Combined Wage unit staff has continued to be successful reporting and identifying fraudulent claims from fraud alerts in the NASWA's Integrity Data Hub. Lastly, in November, the supervisors in the Combined Wage and Federal Programs units participated in a webinar training hosted by NASWA regarding the ICON Cloud Hub- IB4, IB5, and IB13 applications. When Alabama receives access to these applications via the ICON Cloud Portal, the division will be able to receive batch status, errors, and error queues to unassign, assign, and open to staff to make needed corrections in the system to prevent future errors.

Federal Program Unit

Netacent has implemented a process to have the 931F and 931A to export the day after a wage request has been sent. This implementation has not resolved the issue with the unit being made aware of Federal claims being filed by claimants. In addition, the Federal Programs unit and Netacent are working together to determine how the initial questions in the portal should be listed to prevent the employer type from transferring over as UI employer instead of a federal agency employer into Data Station. Finally, on October 1, 2025, the President issued an order for a Federal Shutdown, which ended on November 12, 2025. The Federal Programs unit is currently working the backlog from this shutdown.

Redetermination Unit

The Redetermination Unit reviews and moves fraud claims to fraud social security numbers. Due to the number of new fraud claims being filed daily the division attempts to successfully review them and delete the fraud claim the day that it is filed. The staff moved approximately 9400 claims to fraud social security numbers and deleted hundreds of claims due to fraud.

Systematic Alien Verification for Entitlements Program (SAVE)

During the 2025 fiscal year, 849 initial claims where the claimant was not a United States citizen were established. There were 620 claims that were verified through the U.S citizenship and Immigration Services' (USCIS) designated automated system. In addition, staff continues to participate the U.S Citizenship and Immigration Services virtual training sessions through webinars for the benefit of improving the way claims are verified through their (USCIS) designated automated system and aid in the process of expediting of Alien status.

Call Center Operations

Call Center staff help unemployed individuals file and manage unemployment claims. Adjudication Center staff review claims, conduct fact-finding investigations, and issue determinations whether to allow or deny unemployment compensation benefits. These determinations are based on the claimant's reason for separation from their job, the employer's reason for the separation and other eligibility requirements of the Alabama Unemployment Compensation Law.

Over the past year, the Call Center has continued to show resilience, flexibility, and a strong commitment to serving Alabama's unemployment claimants needs. The Call Center has also maintained steady performance in customer service, timely resolutions, and accurate claim assistance. Continuous refresher trainings, one-on-one coaching, and cross-training opportunities have strengthened staff knowledge and improved consistency across all operations.

Improvements in technology, especially the claimant portal, along with the implementation of new tracking spreadsheets, have enabled the Call Center to monitor efficiency more closely and enhance service delivery. Overall, the Call Center remains committed to providing responsive, accurate, and claimant-focused support.

All new employees have completed full training in agency policies, UC guidelines, and customer service best practices. In addition to their initial training, the division has held continuous refresher sessions throughout the year to keep all staff—new and existing—updated on policy changes, new procedures, and any adjustments to UC program rules.

The division has also expanded by adding one-on-one training, targeted review sessions, and opportunities for cross-training. These efforts have strengthened the team's confidence and accuracy while ensuring everyone is prepared to assist claimants consistently and effectively.

With a skilled staff and a consistent focus on claimant-first service, the Call Center remains a dependable and efficient public resource.

Adjudication and Fact-Finding

Success in the unit has continued as it relates to reducing the backlog of pending issues. The division continues to use the services of the third-party vendor, with a reduced staff as of June 2024 to assist with our fact-finding process, allowing seasoned staff to continue focusing solely on adjudication.

During FY 2025, fact-finding was completed on 77,835 issues and of that number 66,301 were completed. 95,085 issues were assigned 98,523 were completed. The increase in numbers assigned vs number completed can be explained by adjudicators working all issues pending on a claim, even those not assigned to them.

UC Technical Services

The Technical Services Section continues to provide essential support functions that are critical to the overall success of UC administration. Generally, these functions can be summarized into four (4) categories: Agency Training, Systems Functionality & Support, Data Reporting & Processing, and Administrative Functions.

Agency Training

No formal training sessions were conducted this year, as there was no new employee groups onboarded. However, general support and training continue to be provided on an as-needed basis, including guidance related to system updates and enhancements.

The Technical Services training team continues to actively monitor the quality of calls handled by our claims-taking vendor, reviewing approximately 8 -15 calls per week. Insights from these reviews are communicated to vendor management on an as-needed basis to support overall project performance and ensure adherence to service standards. This process establishes a critical feedback loop, enabling vendor training staff to address areas for improvement and enhance the performance of representatives handling ADOW calls. This year, the UI Technical Services training team visited the vendor on-site for targeted remedial training and strategic discussions. Additionally, Technical Services training staff remain readily accessible to vendor management through Teams, email, and telephone, providing ongoing guidance and support as needed.

The Technical Services Section provides systems training for agency staff and provides support for all UC training to include updating training materials and manuals. During 2024, the primary trainer and the trainer-in-training continued to provide training for newly hired employees and as a remedial service as needed. Training provided includes system training, general UC training, and issue specific adjudication training.

The Technical Services training staff continue to monitor call quality provided by our claims-taking vendor, reviewing approximately 15-20 calls per week, and following up with vendor management bi-weekly to discuss overall project performance. These calls provide a necessary feedback loop such that vendor training staff can communicate improvement needs to representatives taking ADOW calls. The Technical Services section visited the vendor on-site on multiple occasions this year for remedial training and discussions. Technical Services training staff are also available to vendor management on demand via Teams, email, and/or phone.

Systems Functionality & Support

The Systems Functionality and Support role remained an active and demanding area for the Technical Services Section this year. Major accomplishments included numerous system fixes and upgrades, completion of the Plain Language Initiative through the conversion of initial and weekly claims questions into Plain Language, and the successful implementation of Integrity Data Hub (IDH) crossmatches.

The IDH crossmatches implemented during the year included the Death Crossmatch, Multistate Crossmatch, and Identity Verification Crossmatch. When the system receives a match, issues are generated in bulk, a due-process notification letter is sent to the claimant, and staff manually review all issues for which a claimant response is received. During this fiscal year, 1,692 IDH crossmatch issues were identified, and 1,037 were ultimately denied—helping to prevent potentially fraudulent activity within the UI program.

Another major accomplishment involved reinstating billing notices to claimants with overpayments. Technical Services worked closely with the UI system vendor and the Benefit Payment Control Section to restore this essential functionality. Billing statements resumed on May 1, 2025, with 119,336 notices mailed before the end of the fiscal year. Restoring these notifications is critical to the overpayment recovery process, which is a required component of proper UI administration.

Data Reporting & Processing

Following the mainframe conversion, the UI Technical Services Section worked closely with the Database Administration (DBA) Unit in a business analysis role to identify and map data within the new table structure. The Section has also assumed responsibility for most ad hoc reporting for UI, including generating data sets for AL Examiners during audit reviews, creating targeted queries to support adjudication backlog management, and conducting testing to verify system functionality and identify staff or system errors.

In 2025, Technical Services continued to utilize SQL and the Data Load feature in Data Station to process bulk due process activities and adjudicate identity-related issues. This workflow includes issuing letters for all identified issues, mass-denying cases when no response is received, and bulk-assigning issues for review when claimants provide a reply. With the conclusion of COVID-related overtime, Technical Services also assumed responsibility for most identity adjudications requiring manual review. Since this process began, the Section has completed 187,299 bulk transactions and 13,057 manual reviews, including 15,844 bulk transactions and 3,862 manual reviews this year, to ensure proper due process for identity-related issues.

Additionally, Technical Services continues to leverage SQL and the Data Load function to support large-scale cleanup of adjudication issues in collaboration with the Adjudication Section, and to provide targeted adjudication queries, in an effort to reduce the overall UI backlog.

Administrative Functions and Federal Reporting

The UI Technical Services Section continued to support the agency's administrative functions, including strategic planning, state and federal audits, and the administration and reporting of grant activities. This year, the section worked toward the successful completion of Corrective Action Plans (CAPs) related to the SQSP, as well as audits such as the Alabama Examiners audit, USDOL monitoring of the DUA program, and USDOL monitoring of Integrity and Equity initiatives.

During this fiscal year, Technical Services made substantial progress toward resuming UI Data Validation (DV), a required USDOL activity that ensures the accuracy of UI reporting. Since the agency's conversion from the Mainframe in 2020, many of the reports and datasets needed for successful validation had been unavailable, inaccurate, or produced in unusable formats. Throughout the year, the UIDV Coordinator worked closely with the system vendor and USDOL to address these longstanding data issues and restore validation functionality. As a result of this collaborative effort, ten Tax and Benefits populations were submitted for review, with three successfully passing validation—marking meaningful progress toward full compliance and improved data accuracy going forward.

Technical Services managed applications, project oversight, and reporting for all UI grants. Funding for the Equity Grant ended on March 31, 2025, resulting in the removal of the twenty-eight UI ombudsperson positions overseen by the section. The project was considered highly successful, helping many UI claimants become more self-sufficient in meeting their responsibilities when filing for UI benefits.

This year, Technical Services continued 9178 quarterly reporting for twenty-seven different grant projects, while monitoring progress on active initiatives related to system upgrades and development. On May 22, 2025, USDOL ended funding for Tiger Teams and Integrity Grants, effectively ending several ongoing projects. However, multiple efforts were successfully completed before funding expired, including Dynamic Fact-Finding, Appeals System Enhancements, and the Plain Language Initiative.

Overall, despite significant funding changes and shifting federal priorities, the UI Technical Services Section maintained strong performance, completed major modernization efforts, and supported the agency's mission through consistent oversight, effective project execution, and reliable grant administration.

Tax Operations

The Alabama Workforce Transformation Act, signed into law on October 1, 2024, aimed to enhance the state's workforce development efforts. As part of the legislation, a segment of the Alabama Department of Commerce was merged with the Alabama Department of Labor to create a new state agency known as the Alabama Department of Workforce.

The balance of the Unemployment Trust Fund remained positive throughout fiscal year 2025. The balance of the Trust Fund as of September 2025, was $1,194,425,011.07.

Electronically filed wage reports average 100 percent, while electronic remittances averaged 99 percent for the fiscal year. The total number of tax returns processed for the year was 454,067. Tax Operations staff continue to work closely with Netacent, our mainframe system provider, to refine and improve the programs and processes used every day. Tax Operations experienced many achievements throughout the course of the year including:

Audits & Cashiering and Delinquency Control

The Audits/Delinquency Control section deposited a total of $113,400,804.62 into the Unemployment Compensation Trust Fund for the period October 1, 2024, through September 30, 2025.

Online automated adjustments to employer accounts numbered 4,570 for the year. That included 2,304 adjustments electronically filed by bulk filers (ADP, Paychex, etc.), bringing the combined total for automated adjustments to employer accounts to 6,874. Employer unemployment tax refund checks are issued several times a month as requests are received from employers or their representatives.

The Delinquency Control Staff issued 114,177 employer billing statements during the year. Tax due for the year totaled $34,782,586.20; employment security assessment due was $1,187,839.89; interest due totaled $26,521,101.28; and penalties totaled $4,960,509.84.

The Delinquency Control Unit had a beginning balance of 11 Tax Appeal hearings for FY 2025. Disposition of these cases follows:

1. Three cases were affirmed
2. Zero cases were overturned
3. Two cases were withdrawn
4. Eight new cases were received
5. Fourteen cases are pending for a hearing

Experience Rating

Our Experience Rating Section mailed 22,860 Ben-8As (Notice of Potential Unemployment Charges) to employers during 2025. Tax rate notices for employers for 2025 totaled 103,981. All tax rates notices are posted to the ADOW website for employers and are no longer mailed. The only tax rate notices mailed are those for IVR (telephone) filers, and those are less than a hundred. The 2026 tax rate calculations are complete; and those notices were available on the website on December 16, 2025. It is standard practice to send an email to employers directing them to the website to retrieve their new tax rate notice. The 2026 rate schedule is the “A” schedule and shared costs will remain at 0.00 percent.

Currently, ADOW has no active program in place to detect SUTA dumping. SUTA dumping is an illegal practice by some employers to “shift” employees to a different company with a lower unemployment tax rate. Tax staff has provided Netacent with specifications for a SUTA dumping detection system. It is our hope that Netacent will be able to produce a SUTA dumping detection program for ADOW in the new year.

Status

The Status Unit assigned 14,654 new employer accounts. Of that total, 13,427 (or 91.6 percent) were entered online. Additionally, Status assigned 483 successor employer accounts. A total of 363 (or 75.6 percent) successor accounts were entered online. Employer name and address changes numbered 7,629. Name changes on employer accounts totaled 2,682: 2,566 were legal and 126 were changes to "Doing Business As" names.

The Status Unit is the recipient of the majority of AFAST assignments. Status processed 7,686 AFAST assignments; as well as 12,883 drops (employer accounts changed from active account to inactive account.)

New account registrations continue to be screened for fraudulent employer account setups. This process was begun in 2024 and has been successful in identifying fraudulent employer registrations. It involves a review of the registration form received; and if the information provided appears suspicious, the registration is sent to the Tax Field Services for investigation. Field staff conduct on-site visits to confirm the employer is legitimate. In 2025, 104 fraudulent registrations were identified and removed from the database preventing the filing of fraudulent unemployment claims.

Tax Field Services

ADOW Field Services continues to utilize the FTI data, tips from the public and other resources to identify employers who are possibly misclassifying their workers. Misclassified workers result in underreported employment and employment taxes, as well as depriving Alabama workers of basic rights granted them under the Fair Labor Standards Acts, Workers' Compensation and Unemployment Compensation Acts. Additionally, misclassification of workers creates businesses with an unfair business advantage over competitors.

Field Services auditors completed 1,828 total audits during the fiscal year, 33 of which were considered large audits because the employers had over 100 employees on staff or paid in excess of $1,000,000.00 in taxable wages. Because of these audits, 1,765 misclassified workers were discovered and in turn reported to the department. This created an increase of $22,413,417 in total wages and an increase of $7,436,237 in taxable wages and produced an addition of $131,195 in tax assessment.

Personnel turnover in Field Services during the year saw the loss of nine agents, along with the departure of two supervisors. There are at present 23 agents. Because most of the positions are classified as conditional employment, the agents seek permanent opportunities with other state agencies and the private sector.

Tax Performance Systems is the federal study of the UC tax functions that make up the operations of the UC Tax Division in the Alabama Department of Workforce. Studies are conducted throughout the year by the Tax Performance Systems representative. The results of those studies are reported to the US Department of Labor. These studies are to ensure the integrity of data elements used for all unemployment tax operations, such as employer report filings and payments of unemployment taxes. The Alabama Department of Workforce passed all thirteen program reviews for 2024.

Board of Appeals

The Board of Appeals Section serves as administrative support and clerk for the Board Members, a statutorily created board that reviews and hears unemployment compensation cases at the highest administrative level. In FY 2025, the Board received and reviewed 3,290 appeals and scheduled 342 hearings to be conducted. Of the 342 hearings, 319 were processed and received decision letters.

Fund Control

The Fund Control Section is responsible for managing the Unemployment Compensation Trust Fund, the Benefit Payment Account, and the Clearing Account. In addition, this section

performs all accounting procedures for the Unemployment Compensation Division, and processes all re-issuances of unemployment checks, debit card and direct deposit payments. The Fund Control Section also acts as a liaison between ADOW and the bank through which unemployment payments are made.

As the treasurer's office, this section processes requests from the local unemployment offices for copies of checks, forged checks, affidavits for lost or stolen checks, direct deposits and debit cards returned by the bank, and request for duplicate 1099-G's.

Internal Security

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, conducting audits and reviews of UC operations, and assisting in external UC fraud investigations.

ADOW’s Internal Security unit worked with a multi-agency Federal, State, and Local task force to investigate UC Fraud where suspects participate in fraudulent activities on a large scale. The ADOW Internal Security Unit continues to coordinate the task force efforts and leads the department's efforts in combatting fraud schemes to block improper payments.

The Disclosure Unit oversees the release of ADOW confidential information and prepares all Informational Disclosure Agreement contracts for the release of confidential information. Requests are received from various clients (claimants, attorneys, employers, payroll companies, etc.).

The ADOW Physical Security Section continues to train and maintain certifications for our one unarmed and five-armed security personnel. Security officers have developed and piloted an office security/active shooter training course that will be offered to the out-stationed offices throughout the state. The Security staff continues to provide basic Unemployment assistance to walk-ins. The Security staff also responds to all emergency fire and medical calls.

LABOR MARKET INFORMATION DIVISION

The Labor Market Information (LMI) Division is responsible for collecting, analyzing, and disseminating data essential for evaluating the condition of the Alabama economy. The LMI website, http://labor.alabama.gov/lmi allows public and professional users access to the LMI data.

BLS
BUREAU OF LABOR STATISTICS
U.S. DEPARTMENT OF LABOR

The LMI division operates five Federal-State cooperative programs in agreement with the Bureau of Labor Statistics (BLS), the statistical branch of the United States Department of Labor (USDOL). Each of these programs were temporarily halted with the government shutdown from October 1 through November 12, 2025. These core programs include:

- Current Employment Statistics (CES)
- Local Area Unemployment Statistics (LAUS)
- Occupational Employment and Wage Statistics (OEWS)
- Occupational Safety and Health Statistics (OSHS)
- 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. As of June 2025, CES reported 2,219,500 jobs in nonagricultural employment, the largest ever in Alabama.

These sample-based estimates are revised monthly and annually to re-anchor them back to the near universe counts of employment (QCEW). Beginning with the September 2025 estimates, establishment survey data were delayed due to the 2025 government shutdown. Despite these challenges, CES remains one of the earliest sources of economic information available to analyze current 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.
- 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 the 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 unemployment rates for the state, metropolitan areas, counties, cities (with a population equal to or greater than 25,000), and Workforce Regions each month. Beginning with the September 2025 estimates, the release of LAUS data was delayed due to the government shutdown. Even so, the program has continued to deliver critical insights and, in recent years, has reported record-breaking milestones. In 2025, Alabama's civilian labor force reached an unprecedented 2,386,087 workers, the largest estimate ever recorded. Just two years earlier, in 2023, the state achieved a historic low unemployment rate of 2.3%, underscoring the resilience and strength of its labor market. Beyond publishing these estimates, the LAUS Unit provides historical context by helping data users understand how current trends compare with past performance. These estimates are key indicators of local economic conditions, and 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 numerous conceptual and methodological differences between the household and establishment surveys result in important distinctions in the employment estimates derived from the surveys. Among these are:

- The household survey includes agricultural workers, self-employed workers whose businesses are unincorporated, unpaid family workers, and private household workers among the employed. These groups are excluded from the establishment survey.
- The household survey includes people on unpaid leave among the employed. The establishment survey does not.
- The household survey is limited to workers 16 years of age and older. The establishment survey is not limited by age.
- The household survey has no duplication of individuals, because individuals are counted only once, even if they hold more than one job. In the establishment survey, employees working at more than one job and thus appearing on more than one payroll are counted separately for each appearance.

The Occupational Employment and Wage Statistics (OEWS) program surveys nonfarm establishments to collect 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 3,800 employers. One panel starts in November and ends in June, and the other begins in May and ends in December. The goal of each cycle is not to have any overlap of survey panels. No overlap enables OEWS staff more time to focus on data quality and establish relationships with employers by sending thank you emails and including the current employment and wage data for their respective areas.

LMI's cooperative agreement with BLS states that OEWS staff 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 4 balance of state areas. It is currently not mandatory for Alabama employers to respond to the OEWS survey as it is in some states. As a result, it is challenging for the OEWS 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 OEWS survey. This unit continues to explore new methods to gain employer responses and increase efficiency during the collection process.

The OSHS Unit collects and disseminates detailed information on all work-related illnesses and injuries through the Survey of Occupational Injuries and Illnesses (SOII) and information on work-related deaths through the Census of Fatal Occupational Injuries (CFOI). SOII and CFOI data includes industry, ownership, equipment involved, demographic information, and more. The SOII survey includes a sample of approximately 3,900 companies in Alabama that help develop safety and health standards, control work hazards, and allocate resources for safety inspection, training, and consultation activities. CFOI compiles a wide variety of characteristics related to occupational fatalities to help get better understandings of Alabama's working conditions.

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 the 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 5 months. This is to account for National Office sign-off on preliminary reported data.

In addition to the core BLS programs, LMI includes two units overseen by the United States Department of Labor (USDOL):

- Workforce Development Unit
- Reports Unit

Workforce Information Unit staff have been actively traveling across the state, delivering resource materials, presentations, and data visualizations to a variety of audiences. Engagements included regional workforce board Educator Workforce Academies (EWA), the 2025 Career Coach Conference at The University of Alabama, and numerous career fair events. These outreach efforts provided staff with valuable opportunities to offer direct support to individuals exploring career pathways—placing actionable, relevant information directly into the hands of Alabama's future workforce.

The 2022–2032 Projection Cycle has been completed, with data now available on the LMI website in both interactive visualization and PDF formats. These updated projections ensure that career exploration tools and workforce development resources remain timely and relevant.

Even during non-publication years, LMI continues to play a vital role by conducting calculations for a range of special initiatives. A key focus includes identifying high-demand occupations for the Alabama Committee on Credentialing and Career Pathways (ACCCP) at both the state and regional levels. The Workforce Development Unit also remains committed to improving how information is delivered—leveraging virtual platforms and interactive tools to enhance accessibility and user engagement.

As part of the Department of Workforce (DOW) mission to foster and promote the welfare of job seekers 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. Although COVID-19 still exists, FY2025 employment levels continued to decline throughout the fiscal year. New Initial Claims dropped twelve percent from the previous fiscal year. The gross benefits paid in FY2025 to workers covered by the State insurance program amounted to $70,137,777, reflecting an increase of $16,324,006.

The Reports Unit tracks and submits data on claims and payment levels for the various unemployment compensation programs and provides special requests to government and private agencies. The unit also compiles narratives and publishes monthly data online, revealing claimant totals and trends of the State UI and federal/ex-military unemployment programs.

The following programs were supported in FY2025:

- State Unemployment Insurance (UI)
- Unemployment Compensation for Federal Employees (UCFE)
- Unemployment Compensation for Ex-servicemembers (UCX)
- Trade Act of 1974 (TRA)
- Pandemic Unemployment Assistance (PUA)
- Pandemic Emergency Unemployment Assistance (PEUC)
- Mixed Earners Unemployment Compensation (MEUC)
- Federal Pandemic Unemployment Compensation (FPUC)
- Extended Benefits (EB)

In addition, the Participant Individual Record Layout (PIRL) was submitted. This federally mandated quarterly report tracks participant characteristics and outcomes from training, etc. and reemployment to measure the success of the Trade Act Program.

This section also conducts economic research to provide estimates for Unemployment Compensation Legislation, including the analysis of the benefit costs, tax revenues, and trust fund adequacy.

The Administrative Unit continued updating the LMI website with monthly, quarterly, annually, and semi-annually publications. These updates include importing critical data into our WID (Workforce Information Database) for both our website and a version necessary for the new Workforce System. Monthly updates include LAUS and CES data. Quarterly updates include QCEW data and PIRL. As informational products continue to expand, data visualizations became more important for customers across a broad spectrum of the Alabama economy.

The experience of linking data between various sources has allowed the LMI Division the opportunity to work with the Alabama Commission on Higher Education to link 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.

MINING AND RECLAMATION DIVISION

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 (AML) Reclamation Program

August 3, 2025, marked the 48th 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 Reclamation and Enforcement (OSMRE), state governments, tribal governments, the coal mining industry and environmental communities, the daunting goal of SMCRA continues to be successfully achieved. Alabama has had primacy for its coal regulatory and abandoned mine land programs since 1982.

The work is funded by annual grants from the U.S. Department of the Interior, Office of Surface Mining Reclamation and Enforcement (OSMRE). Grants include the traditional fee-based grant, the Infrastructure Investment and Jobs Act (IIJA), also known as the Bipartisan Infrastructure Law (BIL) grant, and the Abandoned Mine Land Economic Revitalization (AMLER) grant / distribution. The AML Fee-Based Grant collects production fees from active coal operators across the United States. The rate structure was reduced with the passage of the IIJA / BIL, in November 2021, but the fee collection authority was extended through 2034. The fee collection rates were changed from 28¢ per ton to 22.4¢ for surface-mined coal, from 12¢ per ton to 9.6¢ per ton for underground-mined coal, and from 8¢ per ton to 6.4¢ per ton for lignite. The IIJA / BIL grant began distributing approximately $725 million annually to eligible states ad tribes for 15 years, beginning in FY2023. States and Tribes will receive these annual IIJA / BIL grant distributions for the remaining years, subject to any required adjustments. As a result of this new law, the Alabama AML program will receive an additional grant of $20.451M annually. The AMLER grant / distribution is an annual appropriate that provides funding to reclaim eligible AML lands while providing and economic and community development nexus for the projects.

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. Additionally, with the AMLER grant / distribution and IIJA / BIL grant, OSMRE has encouraged state AML programs to explore and implement strategies that return these legacy coal mining sites to productive use through economic and community development. High priority projects (Priority I and II) are those that remove extreme dangers and safety hazards to the public related to past legacy mining. 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. During FY 2025, the Alabama Department of Workforce's (ADOW) AML Reclamation Program:

- Construction Completed on Seven (7) Major Reclamation Projects in 2025
- Successfully closed out seven contract reclamation projects totaling over $28 million, eliminating high-priority hazards (highwalls, dangerous mine openings, subsidence, and acid mine drainage) across Bibb, Jefferson, Tuscaloosa, Walker, and Winston counties.
- Added eleven (11) new high-priority AML projects selected and ranked in May 2025, documenting tens of millions of dollars in new inventory using Bad Elf® Flex Extreme GNSS with RTK precision.
- Fully deployed Skydio X10 quadcopter (FLIR Boson+ thermal sensor + RTK/PPK) and WingtraOne fixed-wing UAS; expanded missions to watershed delineations, preliminary site assessments, and subsurface coal-fire detection. All three Alabama UAS pilots fully trained on both platforms.
- Advanced drone-processing software evaluation (Propeller Aero, Esri Site Scan, Pix4D mapper); Esri Site Scan was selected in July 2025 for programmatic implementation.
- Drafted a statewide Programmatic Agreement with OSMRE Birmingham FO and USFWS to streamline ESA Section 7 consultations across all 21 historic coal counties.
- Completed full overhaul of plans, specifications, CAD templates, and quantity spreadsheets in winter/spring 2025; updated standards now in use on all 2025 bid packages.
- Transitioned to AutoCAD Civil 3D (licensed through OSMRE) while retaining Carlson plug-ins for reclamation-specific design.
- Maintained sustainable staffing despite turnover and continued aggressive hiring to handle the IIJA/BIL project surge.

<u>Planning & Inventory</u>

The Alabama Department of Workforce (ADOW) Abandoned Mine Land (AML) Program sustained efforts to identify and document AML features during the reporting period. Eleven (11) new projects were selected and ranked in May 2025. Each site underwent ground-based verification, incorporating field data acquisition utilizing Bad Elf® Flex Extreme high-accuracy Global Navigation Satellite System (GNSS) equipment to enhance initial data quality. These devices remained essential for field data collection activities. Inspection personnel broadened their application of these units, leveraging

Real-Time Kinematic (RTK) capabilities to improve elevation verification and project boundary delineation. These inventory initiatives resulted in the documentation of tens of millions of dollars in new AML inventory, with projects distributed across the western and central regions of the Alabama coal fields.

The ADOW-AML Program began a comprehensive evaluation and comparison of Propeller Aero, Esri Site Scan for ArcGIS, and Pix4Dmapper software platforms to optimize drone image processing workflows for photogrammetry-based surveying and mapping. The assessment focused on processing accuracy, GIS integration, deployment models, ease of use, cost-effectiveness, and applicability to environmental monitoring tasks. Currently, Esri Site Scan leads the evaluation due to its seamless integration with ADOW-AML's existing ArcGIS ecosystem and its strengths in government reporting and data sharing. A final head-to-head comparison between Propeller Aero and Esri Site Scan is was completed in July 2025 with Esri Site Scan being selected for programmatic implementation.

Personnel maintained and augmented access to the enhanced Abandoned Mine Land Inventory System (e-AMLIS). Sara Bell, Zach Bell, Jennifer Rose, and Jeff Butler retained editing privileges, while Tyler Barton and Ryan Miller preserved viewing privileges consistent with other program staff. Editing privileges entail obligations to uphold data integrity and apply appropriate classifications.

The ADOW-AML Program persisted in the application and enhancement of Unmanned Aerial Systems (UAS). After decommissioning the Parrot Anafi unit in FY 2024, the Program procured and deployed a Skydio X10 quadcopter and a WingtraOne fixed-wing UAS. These platforms substantially augmented operational capabilities. The UAS program's scope was extended to incorporate watershed delineations and preliminary site assessments using the Skydio X10's integrated Teledyne FLIR Boson+ radiometric thermal sensor for detecting subsurface burning, as well as survey-grade RTK/PPK functions for mapping and volumetric calculations. All three members of the UAS team (Matt Trousdale, Zach Bell, and Sara Bell) completed Skydio and Wingtra training to expand pilot licensing.

NEPA / Environmental

The ADOW AML NEPA/Environmental group prepared environmental compliance information and developed projects to be funded by the AML Fee-Based, IIJA, and AMLER grants (current and anticipated future). Public participation was encouraged by placing project narratives on display in public libraries and notices in newspapers serving areas surrounding each of the projects. NEPA consultations continue to impact planning efforts due to increased requirements, staffing turnover, and communication delays at reviewing agencies.

As a proactive measure, the ADOW-AML Program, in collaboration with OSMRE's Birmingham Field Office and the U.S. Fish and Wildlife Service Alabama Ecological Services Field Office, drafted a Programmatic Agreement to streamline Endangered Species Act Section 7 consultations for routine AML actions across Alabama's 21 historical coal-producing counties. The agreement establishes pre-determined effect determinations and incorporates best management practices, significantly enhancing project predictability and accelerating reclamation timelines.

To further streamline planning and performance, ADOW-AML issued a Request for Qualifications (RFQ) to procure professional engineering and environmental firms for multi-year contracts providing environmental studies, WOTUS delineations, endangered species surveys, permitting assistance, and comprehensive reporting.

Engineering & Construction Branch

The ADOW AML Engineering and Construction branch experienced personnel changes with the departures of Dustin Morin, Les Kearley, Charles Otwell, and Ashley Ransdell. Despite these departures, current staffing levels remain sustainable for ongoing and upcoming projects, though additional inspectors and engineers are anticipated as more design and construction projects come online in late 2025 and 2026.

Significant progress was made in winter and spring 2025 on updating and standardizing plans, specifications, CAD templates, and quantity spreadsheets. The temporary pause in federal funding provided dedicated time for this effort, resulting in a fully updated set of design standards now being implemented on all new bid packages. The updates improve designer efficiency and provide inspectors with uniform, legible, and familiar plan sets across projects.

The branch coordinated with OSMRE's technology group to obtain licensing for AutoCAD Civil 3D, recognized as an industry standard, while continuing to utilize Carlson CAD plug-ins for site design and calculations. New technologies continued to be implemented, including expanded use of Bad Elf Flex Extreme GNSS units during construction and increased reliance on drone-derived data for construction coordination and verification.

AML Program Accomplishments

The Alabama Department of Workforce Abandoned Mine Land Program prepared to host the 2025 NAAMLP Fall Conference, "New Horizons 2025," from October 5–8 at The Lodge at Gulf State Park, a Hilton property directly on the sugar-white sands of Gulf Shores.

Planning began in earnest in early 2025. The team secured the entire 346-room beachfront lodge, ensuring every session, meal, and reception could be held on-site with direct access to the Gulf of America. A large room block was reserved at discounted rates, with overflow arrangements at nearby properties. By spring, the Eventbrite registration portal opened and quickly filled, drawing more than 300 attendees from over 30 states and tribes; walk-up registration was accommodated on-site.

The three-day technical agenda was finalized in August, featuring OSMRE leadership updates, focused sessions on IIJA implementation, and other topics. Fifteen sponsors and exhibitors were secured, providing financial support for scholarships and evening receptions.

Working closely with the Gulf Shores & Orange Beach Convention and Visitors Bureau, the team led by Assistant Finance Director Tina Moore infused the event with local flavor: a welcome reception featuring Gulf Coast seafood and live music, optional eco-tours through Gulf State Park, and a closing beachside banquet. Airport shuttles from Pensacola and Mobile, full ADA compliance, hurricane-season contingency plans, and eco-friendly touches (digital materials and a beach cleanup) rounded out the preparations.

Alabama prepared to welcome the national AML community to its restored coastline, blending serious reclamation dialogue with the relaxed beauty of the Gulf—exactly the kind of “new horizon” the conference theme promises.

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 2025, an average of 2,378 miners were employed in the coal and non-coal industry, producing 13,624,285 million tons of coal. Non-fuel surface mine open pits and quarries produced approximately 40 million tons of non-fuel minerals. A total of 565 underground and surface inspections were completed at coal mines statewide. During this fiscal year, there were no mining fatalities.

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 60 underground mine foreman certificates, 13 fireboss certificates, and 2 upgrades from fireboss to mine foreman. Also, 14 surface foreman certifications and 121 hoist certificates were issued. Alabama Mine Rescue Training continued to be provided by Bevill State Community College under contract with the Department.

Our 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, granite, clay, bauxite and shale. This section of the Division makes certain that lands mined for those minerals are reclaimed in accordance with the *Alabama Surface Mining Act of 1969*. In addition, this section issues mining permits, ensures that mine sites are properly bonded for reclamation purposes, makes periodic inspections, and releases bonds once sites have been satisfactorily reclaimed.

In Fiscal Year 2025 the division continued implementation of new technologies for inspection of non-fuel surface mine inspection and permitting. These technologies included providing field inspectors with Bad Elf GNSS Surveyors to assist with geospatial mobile applications. These tools allow inspectors to connect to satellites from remote areas and combined with mobile devices allow inspectors to accurately quantify the precise acreage of disturbance of surface-mine operations. This information is used to accurately tabulate the bond amount due to the Department prior to issuance of permit renewals. The non-fuel section also began the process of updating our permit application and implementing an on-line payment feature to allow applicants to both apply and submit required permit fees via on on-line platform. The intent is for this feature to be operational during FY 2025.

WORKERS COMPENSATION DIVISION

The Workers' Compensation Division's main function is to insure that necessary medical attention and compensation benefits are provided to employees injured on the job, or in case of death, provided totheir dependents. The Division also provides information and services to claimants, employers, insurancecompanies, attorneys, judges, legislators, labor and management groups, government agencies andother parties. Other functions include gathering statistics on accidents, enforcing reporting requirements, monitoring claim payments, auditing all claim settlements and taking corrective actionon 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 15, 2025, the State of Alabama's average weekly wage was determined to be $1,172.15 for the calendar year 2024. This resulted in the following changes, effective July 1, 2025:

- The minimum weekly compensation payable increased from $311 to $322.
- The maximum benefits payable on fatalities increased from $565,000 to $586,000.

During fiscal year 2025 there were:

• Group Fund Certificates issued	3,114
• Group Fund Certificates canceled	4,003
• Self-Insurance certificates issued	4
• Self-Insurance certificates canceled	16
• Self-Insurers audited	330
• Employers brought into compliance	3,211
• Employers in non-compliance	161
• Continuing Education Seminars and Webinar	4
• Continuing Education Certificates	841

- Voluntary Mediations 4,058
- Voluntary Mediations resolved 3,955
- Court Ordered Mediations 112
- Court Ordered Mediations resolved 91
- Utilization Management/Bill Screening Certificates issued 24
- Drug-Free Workplace Certificates issued 284
- Medical Disputes 125
- Third Party Administrators Certified 6
- Professional Employer Organizations Certificates issued 21

Self-Insurance Section

The Workers' Compensation Division also administers the rules and regulations for both the Individual Self-Insurers and Group Self-Insurers. During FY2025 the following activity took place within the Self-Insurance Section:

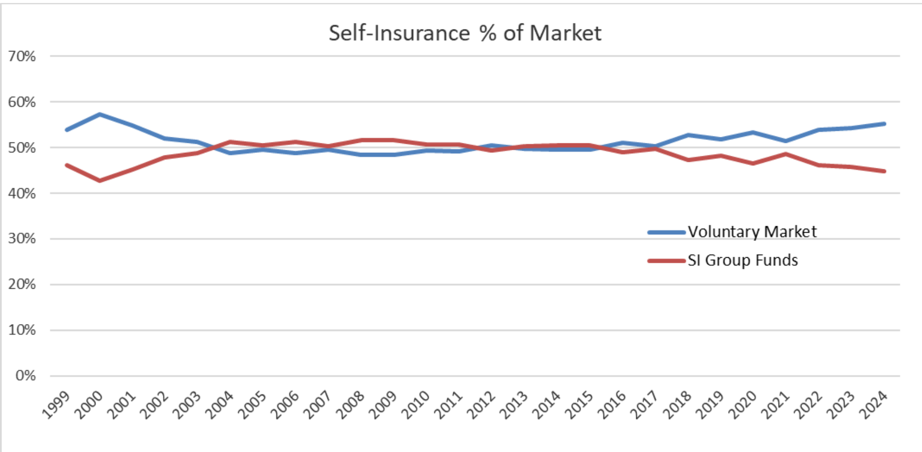
Individual Self-Insurance

Individual Self-Insurance			
	FY 2025	FY 2024	Percent Change
Certificates Issued	4	5	-280.00%
Certificates Canceled	16	6	166.67%
Total Individual Self Insurers	207	219	-5.48%

Group Self-Insurance			
	FY 2025	FY 2024	Percent Change
Certificates Issued	3,114	3,144	-0.95%
Certificates Canceled	4,003	4,282	-6.52%
Total Employers	28,176	28,489	-1.10%
Total Number of Group Funds	17	17	0.00%

Workers Compensation Market Trends

The graph below represents the total dollar amount actually paid for workers' compensation claims for Calendar Years 1999 through 2024, according to the Workers' Compensation Annual Assessment Report for Insurance Companies & Self-Insured Employers. As demonstrated by the graph, the market share has remained steady since 2005 when both markets had an equal split of the insureds in Alabama.



First Reports of Injury by County

	FY 2025	FY 2024	% Change	FY 2025 % of Total
Autauga	51	41	24%	0.45%
Baldwin	347	356	-3%	3.04%
Barbour	45	29	55%	0.39%
Bibb	12	11	9%	0.11%
Blount	31	29	7%	0.27%
Bullock	8	10	-20%	0.07%
Butler	29	45	-36%	0.25%
Calhoun	127	130	-2%	1.11%
Chambers	22	43	-49%	0.19%
Cherokee	25	23	9%	0.22%
Chilton	39	37	5%	0.34%
Choctaw	19	21	-10%	0.17%
Clarke	38	36	6%	0.33%
Clay	11	16	-31%	0.10%
Cleburne	16	21	-24%	0.14%

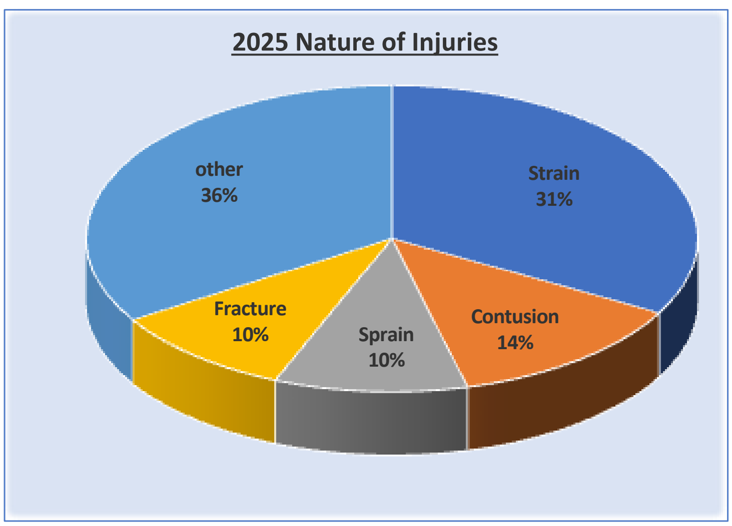
Coffee	87	103	-16%	0.76%
Colbert	103	128	-20%	0.90%
Conecuh	21	16	31%	0.18%
Coosa	11	8	38%	0.10%
Covington	32	51	-37%	0.28%
Crenshaw	26	16	63%	0.23%
Cullman	89	128	-30%	0.78%
Dale	70	90	-22%	0.61%
Dallas	39	35	11%	0.34%
Dekalb	100	131	-24%	0.88%
Elmore	53	46	15%	0.46%
Escambia	30	37	-19%	0.26%
Etowah	160	196	-18%	1.40%
Fayette	23	20	15%	0.20%
Franklin	41	56	-27%	0.36%
Geneva	18	37	-51%	0.16%
Greene	3	4	-25%	0.03%
Hale	9	13	-31%	0.08%
Henry	15	29	-48%	0.13%
Houston	271	264	3%	2.38%
Jackson	62	68	-9%	0.54%
Jefferson	1,802	1,890	-5%	15.81%
Lamar	12	30	-60%	0.11%
Lauderdale	85	96	-11%	0.75%
Lawrence	11	24	-54%	0.10%
Lee	266	282	-6%	2.33%
Limestone	361	408	-12%	3.17%
Lowndes	9	4	125%	0.08%
Macon	14	12	17%	0.12%
Madison	667	736	-9%	5.85%
Marengo	23	24	-4%	0.20%
Marion	43	43	0%	0.38%
Marshall	136	134	1%	1.19%
Mobile	645	687	-6%	5.66%
Monroe	55	61	-10%	0.48%
Montgomery	665	712	-7%	5.83%
Morgan	208	222	-6%	1.82%
Perry	11	10	10%	0.10%
Pickens	19	10	90%	0.17%
Pike	45	41	10%	0.39%
Randolph	11	13	-15%	0.10%
Russell	48	58	-17%	0.42%
Shelby	309	278	11%	2.71%
St. Clair	83	92	-10%	0.73%
Sumter	16	19	-16%	0.14%

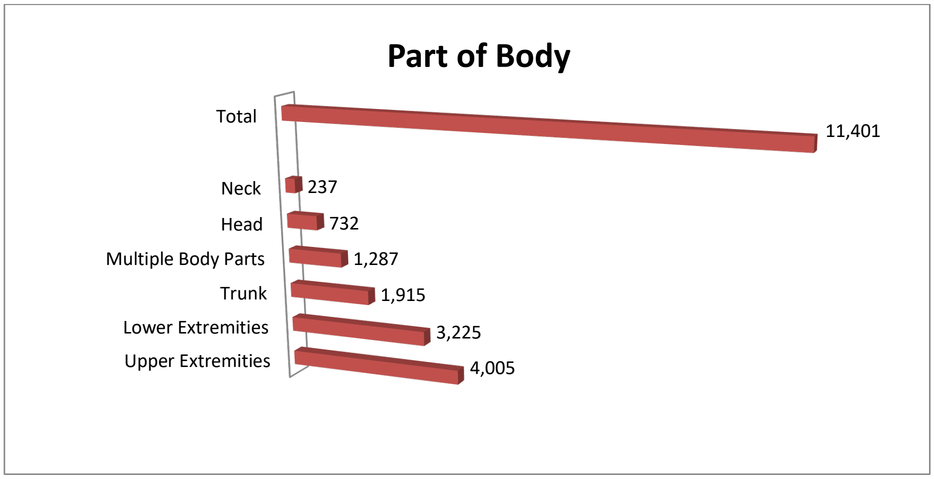
Talladega	129	125	3%	1.13%
Tallapoosa	42	53	-21%	0.37%
Tuscaloosa	344	387	-11%	3.02%
Unclassified	3,143	3,390	-7%	27.57%
Walker	66	64	3%	0.58%
Washington	12	17	-29%	0.11%
Wilcox	17	17	0%	0.15%
Winston	21	42	-50%	0.18%
Total	11,401	12,305	-7%	100%

Nature of Injury

Out of the 11,401 lost time workers' compensation claims reported to the Alabama Workers' Compensation Division the following information displays the four most common types of injury.

2025 Top Four Nature of Injuries		
	# of Reports	# of Total
Strain	3,521	30.88%
Contusion	1,575	13.81%
Fracture	1,135	9.96%
Sprain	1,094	9.60%
Other	4,076	35.75%





Fatality Statistics

- During FY2025 there were 39 fatalities reported.
- Of the 39 fatalities 95% were males with an average weekly wage of $1,122.92.
- The average age was 49 with the oldest fatality being 71 years of age.
- 38% of all work-related deaths involved motor vehicle accidents.

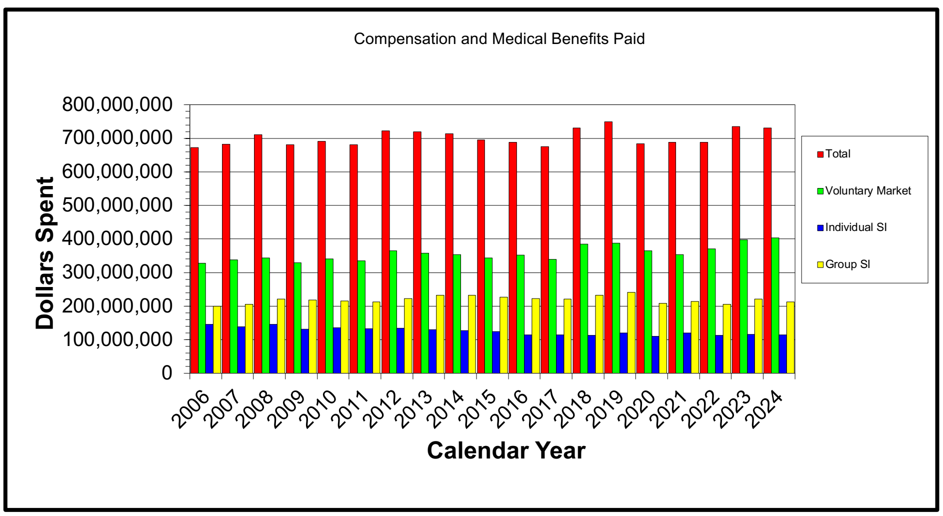
Fatalities Reported in FY 2025

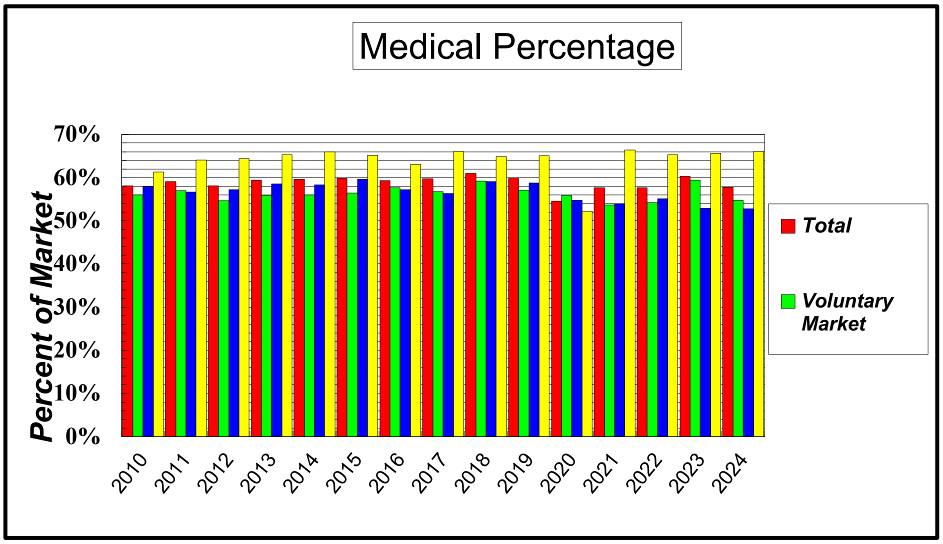
	FY 2025	% of Total
Construction	9	23.08%
Manufacturing	9	23.08%
Administrative & Support	4	10.26%
Retail Trade	4	10.26%
Transportation/Warehousing	3	7.69%
Wholesale Trade	3	7.69%
Non-Classifiable Establishments	1	2.56%
Agriculture, Forestry, Fishing, Hunting	1	2.56%
Arts, Entertainment, & Recreation	1	2.56%
Mining	1	2.56%
Other Services (Except Public Administration)	1	2.56%

Educational Services	1	2.56%
Accommodation & Food Services	1	2.56%
Total	39	**100%**

Compensation and Medical Benefits Paid

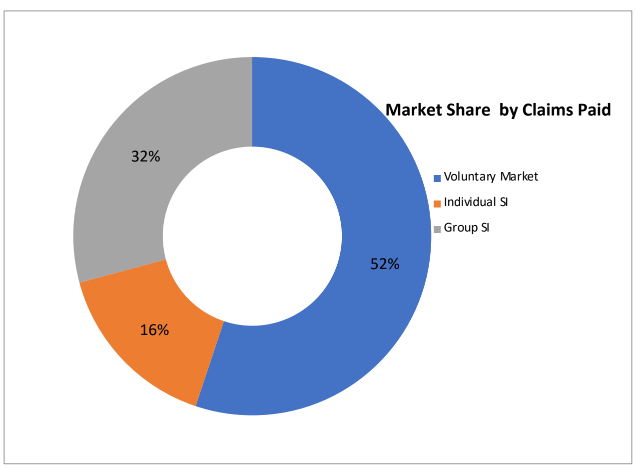
The following graph represents the total dollar amounts actually paid for workers' compensation claims for Calendar Years 2006 through 2024, according to the Workers' Compensation AnnualAssessment Report for Insurance Companies & Self-Insured Employers. These amounts were paid in the calendar year as specified below, regardless of date of original injury, and the totals represent both compensation and medical benefits paid. The second graph represents the medical percentage trend from 2010 - 2024.





2024 Market Share by Payer Type

	Total WC Cost	Claims Paid	Medical %
Voluntary	$402,731,283	55%	58%
Individual SI	$114,669,530	16%	53%
Group SI	$213,153,296	39%	66%
Total	$730,554,283		



LEGAL & GOVERNMENT AFFAIRS DIVISION

The Legal and Government Affairs Division of the Alabama Department of Workforce serves as primary legal counsel for the agency. This year saw the appointment of a new General Counsel, Arthur F. Ray II, by Secretary Greg J. Reed. The Division provides legal advice and guidance to the Secretary of Workforce and other staff members and renders legal opinions and interpretations for Department-related policies, laws, and administrative rules. In addition, ADOW attorneys represent the Department in court matters, and review contracts, agreements, and memorandums of understanding.

Arthur also has served the past four years as the Director of Government Affairs. This position is the governmental and legislative liaison between the Department and local, state, and federal government along with business and labor groups, and monitors, evaluates, and assists in drafting Department-related legislation.

The Division boasts four Assistant General Counsels: Holly Sharp; Tonya Scott; David Huddleston and Mark Waggoner. The Division attorneys 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. Matters handled by ADOW attorneys include:

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

In addition, the Legal Division represents the Department in human resource related matters, such as State Personnel Board hearings and employment law related litigation.

INFORMATION TECHNOLOGY DIVISION

Overview

The year 2025 has been one of significant and necessary transformation for the Information Technology Division (ITD). While change has been continual, much of it has addressed long-standing challenges that had previously constrained progress. Throughout this period, ITD has remained steadfast in its commitment to supporting the Alabama Department of Workforce (ADOW) by applying sound governance principles and leveraging emerging technologies to deliver responsible, resilient, and mission-aligned solutions. These efforts are focused on enabling departmental success, improving service delivery, and establishing a sustainable foundation for the future.

Workforce Transition and Relocation to the Gordon Persons Building

The enactment of the Alabama Workforce Transformation Act presented substantial organizational and operational challenges across the department, including within ITD. In close collaboration with the Office of Information Technology (OIT) transition team, ITD not only met the statutory requirements of the Act but also seized the opportunity to remediate long-standing governance, security, and maintenance issues. This effort included the consolidation of the former Labor and Alabama Career Center (ALCC) domains under the newly established Workforce enterprise, as well as the successful migration of Workforce Development Division (WDD) resources from the Alabama Department of Commerce and Alabama Industrial Development Training (AIDT) accounts.

Given the scale and complexity of this initiative, unforeseen challenges were anticipated. While issues did arise, ITD's networking, security, and systems administration teams worked diligently to ensure the transition was completed without major disruption. Concurrently, the Data and Development teams actively supported the Workforce transition through application rebranding efforts, collaboration with Big Communications, and ongoing support for the rollout of the ADOW website.

Separately, but coinciding with this timeline, ADOW was required to relocate from its former facility at 649 Monroe Street due to persistent and escalating infrastructure concerns. Although not directly mandated by legislation, the relocation to the Gordon Persons Building occurred concurrently with the Workforce transition. ITD remained fully engaged throughout this process, providing comprehensive support. Desktop Support, Service Desk, Systems Administration, Network Operations, Security Operations, Asset Management, and designated move coordinators each played critical roles. Their collective efforts contributed to what can be considered a highly successful relocation initiative.

Realigning IT Strategy

Recognizing the need to better align IT operations with the department's evolving mission, ITD initiated discussions in mid-2024 to reassess and realign its strategic direction. To support this effort, ITD partnered with Info-Tech Research Group, a leading information technology research and advisory organization. This collaboration culminated in May 2025 with a week-long workshop titled Building a Business-Aligned IT Strategy, attended by key ITD stakeholders.

As a result of this engagement, ITD established a refreshed vision and mission, supported by a clear set of guiding principles that will direct future initiatives:

- A commitment to being customer-centric
- The cultivation of strategic partnerships that advance departmental objectives
- A value-focused approach to technology investments
- The development of an engaged and empowered workforce
- A security-first mindset
- Intentional reduction of complexity and duplication
- Delivery of solutions that are fit for purpose

Vision Statement Empowering the future by delivering innovative, secure, and resilient solutions that enable streamlined workforce operations and next-generation Workforce services.

Mission Statement Through teamwork and collaboration to deliver customer-focused IT services that support and enhance the success of our organization.

Strategic Focus Areas

To drive alignment between IT capabilities and departmental objectives, ITD has centered its efforts around a five-point strategic framework.

Modernize Department Technology

ITD is actively replacing outdated systems and adopting modern, scalable technologies to improve efficiency and reduce long-term maintenance costs. A key priority has been identifying a cost-effective replacement for the department's aging infrastructure. This effort is nearing completion and is expected to be transformational, positioning ADOW with capabilities it has not previously enjoyed and providing a strong foundation for future initiatives. An enterprise infrastructure plan is currently in development to formalize and guide this transition.

A major milestone in this modernization effort was the successful migration of production servers from SQL Server 2012, which reached end-of-service in 2025, to SQL Server 2019. This long-neglected issue posed significant security and operational risks.

ITD formed a dedicated team to execute the migration, successfully completing the project with minimal disruption and documenting lessons learned for future initiatives.

In parallel, ITD has addressed the unsustainable burden posed by an aging and expansive application portfolio, which has historically consumed more than 70 percent of Data and Development team capacity. With leadership support, ITD halted new in-house application development to focus on stabilization, rationalization, and risk reduction. Significant progress has been made in identifying applications and processes suitable for decommissioning, supported by a formal and responsible retirement plan. For retained systems, ITD has implemented disciplined application portfolio

management practices, including penetration testing to identify security vulnerabilities, coding deficiencies, and remediation needs.

Another critical modernization effort is the replacement of the department's mainframe-based financial cost and accounting system, which is more than 50 years old. The system's fragility, lack of documentation, escalating maintenance risks, and rising processing costs make continued reliance untenable. ITD is currently pursuing a vendor-led comprehensive system assessment to fully document requirements and inform the subsequent modernization effort.

<u>Improve and Expand Cybersecurity Protection</u>

Strengthening cybersecurity remains a top priority for ITD. Significant progress has been made through organizational restructuring and the addition of highly qualified personnel, resulting in a unified and proactive security posture. In 2025, ITD expanded from a single security analyst to a dedicated security leadership and operations model, including the appointment of a Chief Information Security Officer (CISO), an IT Compliance Officer, and a Cybersecurity Analyst.

In addition, ITD conducted a comprehensive security tooling evaluation, leading to the identification and implementation of modern security platforms that enhance monitoring, threat detection, prevention, and compliance with state and federal requirements. These efforts have significantly improved the department's ability to detect, respond to, and remediate cyber threats.

<u>Improve IT Processes and Services</u>

ITD has made a substantial investment in documentation excellence and knowledge management. Through the development of a robust knowledge base, ITD has implemented effective strategies for capturing, classifying, visualizing, and retrieving business-critical information across both internal and external processes. This initiative represents a foundational shift in operational maturity and has the potential to benefit the broader department beyond ITD.

A key consideration in the ongoing infrastructure refresh is the establishment of comprehensive Disaster Recovery and Business Continuity (DR/BC) capabilities. The current DR/BC plan, implemented in 2022, only supports limited divisions and is insufficient to protect the department as a whole. The new infrastructure will enable full production data replication across ADOW and, in partnership with OIT, the establishment of an offsite disaster recovery location. These capabilities will ensure data protection, service continuity, and rapid recovery regardless of the scale or nature of a disruptive event.

Foster People Development

ITD continues to prioritize staff development through targeted training and career advancement opportunities. Ineffective legacy training partnerships have been discontinued in favor of function-specific curricula and certification pathways. Partnerships with Microsoft and other specialized providers are enabling staff to acquire relevant, role-based skills that directly support departmental objectives.

In January 2025, ITD also began a comprehensive transformation of the IT Service Desk. The goal is to expand service capabilities and resolve issues at first contact, reducing reliance on downstream ticket escalation. In partnership with Info-Tech, ITD implemented a structured training program led by a service delivery expert. This ongoing engagement focuses on process improvement, staff readiness, and service maturity, and will continue until the desired service model is fully realized.

Enable Data-Driven Decision-Making

ITD is committed to leveraging analytics, real-time data, and emerging artificial intelligence (AI) technologies to enable informed decision-making and optimize organizational outcomes. While AI adoption within ADOW is still in its early stages, ITD views it as a transformative capability with significant long-term potential.

AI technologies can improve service delivery by automating routine administrative tasks such as claims processing, eligibility validation, and responses to common inquiries, allowing staff to focus on higher-value work. Intelligent virtual assistants and chatbots can enhance accessibility and customer satisfaction while reducing operational backlogs.

Additionally, AI-driven analytics and predictive modeling can support workforce planning and policy development by identifying labor market trends, skills gaps, and employer demand. These insights will enable ADOW to more effectively align workforce development programs with economic needs, improving outcomes for employers and job seekers alike.

Over the past year, ITD has engaged department-wide stakeholders to identify opportunities where AI may provide meaningful value. These efforts are ongoing, supported by collaboration with external partners to evaluate, pilot, and responsibly implement AI-driven solutions in alignment with ADOW's mission.

Summary

In 2025, the Information Technology Division (ITD) of the Alabama Department of Workforce undertook significant and long-overdue transformations to better align technology, governance, and services with the department's mission. Key accomplishments included successfully supporting the Workforce transition under the Alabama Workforce Transformation Act, consolidating domains and systems, rebranding applications, and enabling the department's relocation to the Gordon Persons Building with minimal disruption. These efforts were carried out through close collaboration, strong project execution, and the dedication of ITD staff across all functional areas.

ITD also realigned its strategic direction through a business-aligned IT strategy, modernized critical infrastructure and legacy systems, strengthened cybersecurity capabilities, and improved operational processes, documentation, and disaster recovery readiness. Investments in staff development, service desk transformation, and emerging technologies—particularly data analytics and artificial intelligence—have positioned the department to make more informed decisions and deliver more efficient, secure, and customer-focused services. Collectively, these initiatives have established a resilient foundation for future innovation and improved service outcomes for the citizens and employers of Alabama.

HUMAN RESOURCES DIVISION

The Human Resources (HR) Department is responsible for managing and coordinating the Alabama Department of Workforce (ADOW) human resources operations and training for approximately 671 employees.

The primary areas of responsibility include processing and monitoring all personnel transactions (e.g. newly hired employees, employee transfers, promotions, demotions, separations, etc.); progressive discipline and oversight; donated leave; military leave; annual and sick leave management; annual and probationary performance appraisals; and policy interpretation, development, and implementation. In addition, HR provides direction regarding State Employee Injury Compensation Trust Fund (SEICTF), Employee Assistance Program (EAP), Parental Leave, and the Family Medical Leave Act (FMLA).

HR also serves as the agency's liaison for information and updates with the Retirement Systems of Alabama, the State Employee Insurance Board, the State Comptroller's Office, the Ethics Commission, and the State Personnel Department.

During 2025 HR supported ADOW's organizational effectiveness through workforce management, employee development, compliance training, and engagement initiatives. A strong emphasis was placed on employee onboarding and legal compliance as Human Resources continued its initiatives in employee wellness, customer service, and access to operational resources.

During 2025, Human Resources successfully completed 675 employee-related transactions, supporting workforce continuity and organizational needs. These transactions included appointments, promotions, separations, performance appraisals, and newly created positions.

The Training Section operates under the HR Department and is responsible for assisting management in identifying training needs and developing and administering employee training as well as coordinating all agency training needs. The Training Section also maintains the training database (PowerDMS) for the agency.

Throughout 2025, the Training Section has been diligently coordinating, facilitating, and supporting a variety of training programs, employee-focused events, and organizational initiatives designed to enhance compliance, engagement, wellness, and operational effectiveness.

A recap of the year's training programs and initiatives includes Supervisor Employment Law Training which was an agency-wide training covering key employment law topics to reinforce legal awareness including the Fair Labor Standards Act (FLSA), Family and Medical Leave Act (FMLA), Harassment Prevention, the Americans with Disabilities Act

(ADA), and related compliance requirements; the implementation of New Employee Orientation which provides employees with an overview of the agency's mission, organizational structure, key policies, and available resources to support successful onboarding and integration through an in-person experience; an Employment Services Customer Service presentation was conducted emphasizing emotional intelligence, empathy, and awareness to improve service delivery and customer interactions; and eStart Training was implemented to introduce the timekeeping system and rules to first time supervisors and to reinforce those rules to existing supervisors. Additionally, the Training Section has launched an initiative to incorporate all Standard Operating Procedures (SOPs) into PowerDMS. This initiative will ensure staff across all divisions have easy and consistent access to the most current operational guidelines.

Planning efforts are underway to expand training by developing an Advanced Leadership and Supervisory Development Course; Diversity, Equity, and Inclusion (DEI) Training; Talent Development and Career Pathing Workshops; Performance Management Refresher Training; and HR Systems and Process Improvement Training. The expansion of PowerDMS for policies and SOPs will continue in 2026 along with enhanced onboarding and offboarding processes, improved workforce analytics and reporting, expanded employee engagement and recognition programs, and strategic workforce planning and succession support.

The training programs, events, and initiatives reflect the Human Resources Department's continued commitment to effective onboarding, workforce development, customer service excellence, compliance, and employee wellness. Through structured scheduling and strategic programming, HR will continue to support organizational goals and foster a knowledgeable, engaged, and healthy workforce.

INSPECTIONS DIVISION

Boilers, Pressure Vessels, Elevators and Child Labor

When the Alabama Legislature charged the State Labor Department 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, the Alabama Board of Boiler and Pressure Vessels and the Alabama Elevator Safety Review Board. Board members are appointed for staggered terms.

Board of Boilers and Pressure Vessels

- Paul Bourgeois, Chairman, Travelers Insurance Co., Northport *(insurance companies)*
- Greg J. Reed, Secretary, Alabama Dept. of Workforce *(government)*
- Dr. David F. Dyer, Auburn University, *(public/engineering schools)*
- Lance Coven, Mitternight, Mobile *(boiler/pressure vessel manufacturers)*
- Corey Smith, Georgia Pacific, Brewton (*owners and users, power boilers)*
- Randall S. Mathis, University of Alabama (*pressure vessel owners and users*)
- Gene Canavan, International Paper, Prattville *(owners and users of heating boilers)*
- Steve Speed, Boilermakers, International Representative, Jasper *(labor)*
- John Adams, ADCO, Birmingham *(heating contractors)*

State Boiler and Pressure Vessel Inspectors

- Eddie Wiggins, Chief Inspector
- Kenneth D. Puckett, Deputy Inspector
- Rustin S. Cox, Deputy Inspector
- Randall Fleming, Deputy Inspector
- Mark Herring, Deputy Inspector
- Timothy Nesmith, Deputy Inspector

Elevator Safety Review Board

- Eric Moore, Chairman, Auburn University, Auburn *(professional licensed engineers)*
- Greg J. Reed, Secretary, Alabama Dept. of Workforce (*government)*
- Christopher Wilbanks, Birmingham (*elevator manufacturers)*
- Hunter Bagby, Birmingham (*elevator service providers)*
- Dudley C. Lightsey, University of Alabama *(building owners & managers assn.)*
- Marty Gilbert, Planning and Engineering, City of Hoover *(municipalities)*
- Latoya Beard, UAB Hospital, Hoover (*public)*
- Carlston S. Flemons (*physically disabled community*)
- Lee Alley, Robertsdale (*labor)*
- Mary Melissa Taddeo, Auburn, *(architectural design)*

State Elevator Inspectors

- Eddie Wiggins, Chief Inspector
- Daniel S. Chandler, Jr, Supervisor Inspector
- Anthony E. Barry, Deputy Inspector
- David A. Baccus, Deputy Inspector
- Frank (Scott) Mato, Deputy Inspector

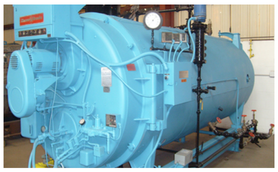
Child Labor Enforcement

- Adam Strickland, Supervisor Child Labor Inspector
- Lucretia M. Tolbert, Child Labor Inspector

Office Staff

- Natasha Fields, Executive Assistant, ASA III
- Kara Smith, Office Manager, ASA III
- Debbie McLain, ASA II
- Cecily Hudson, ASA I

Boilers and Pressure Vessels

When the boiler and pressure vessel safety inspection program was established by the State Legislature in 2000, Alabama became the 49th state in the nation to begin conducting boiler and pressure vessel safety inspections. The Alabama Department of Labor estimates Alabama has 28,280 active registered boilers and pressure vessels. During FY 2025, a total of 15,245 inspections were performed by state and insurance inspectors. 2,005 violations were found, and 1,872 were corrected. There were 1,208 new boiler permits received and 14,642 certificates issued during the reporting period.

From the 1840s-1920s around 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 inspections by state governments and insurance companies have reduced boiler explosion 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 relief device not working, are shut down immediately. Minor violations require a 30-day completion schedule.

There were several changes made by the Boiler Pressure Vessel Board to the Alabama Boiler Administrative Code which included inspections of potable water heaters located in public entity buildings (schools, state, county, municipal buildings) to further increase public safety. Our department and the Boiler Board continues to promote public safety for the people of Alabama.

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 per year.

The Alabama Department of Workforce estimates Alabama has 11,961 elevators and 144 escalators. During FY 2025, state and private inspectors conducted 11,974 safety inspections on elevators and escalators in Alabama. In the process, 9,093 violations were uncovered and 9,605 were corrected with new code violations found each day. There were 1,511 new elevator permits received and 11,337 Certificates issued during the reporting period.

Most common Alabama elevator violations:

- Annual and five-year safety checks past due;
- Maintenance logs missing;
- Inoperable / missing 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.

During FY 2025, the Elevator Safety Review Board made several changes to the Elevator Safety Rules which resulted in increased safety standards along with millions of dollars of savings to elevator owners in Alabama.

Child Labor Enforcement

State law currently allows children ages 14 and 15 to work only until 7:00 p.m. during the school year and 10:00 p.m. for those 16, 17 and 18 years old who are still enrolled in high school.

Minors under the age of 18 are prohibited from working in many hazardous occupations. Eight Alabama teenagers have died in prohibited work-related activities since 2000.

In FY 2025, Child Labor Enforcement continued to conduct training for teachers, business owners, and community stakeholders to improve compliance. However, due to labor shortages there has been an increase in the number of teens being hired, which resulted in more violations being identified. Many businesses who never hired minors under the age of 16 have begun doing so. An investigation into undocumented minors working in an auto industry supply chain has continued. As the number of migrants has increased, the quality of counterfeit identification has progressed as well. It has become increasingly difficult to identify those who may be working using stolen identification. The division continues to work with other agencies to pursue employers who may be working undocumented minors in exploitative conditions. Fortunately, there were no deaths or significant injuries involving minor employees reported this year.

What Does Child Labor Enforcement Do?

- Follows up on complaints. These complaints involve 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 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 2025

- 604 inspections of businesses were conducted.
- 137 violations were identified.
- $16,150 in civil money penalties were collected.
- $164,500 in fees were collected for Child Labor Certificates.

HEARINGS AND APPEALS DIVISION

The Hearings and Appeals Division's mission is to provide due process to the interested parties of a contested unemployment compensation claim in the most efficient and expeditious manner, and to render reasonable and unbiased decisions in accordance with federal and state statutes for unemployment compensation laws. Division operations involve reviewing appeal requests for validity and timeliness of filing, creating appeal files for entry in the agency database, conducting administrative hearings, and rendering decisions.

The appeal decision of the lower authority is appealable to the Board of Appeals. The conduct for the administrative hearing is governed by federal and state statutory and common laws for due process as stipulated in Title III of the Social Security Act of 1935, for a right to a fair hearing for all individuals whose claims for unemployment compensation benefits are denied, as well as employers whose unemployment tax charges are calculated based on the payment of benefits.

Fiscal Year 2025

During FY2025, the Hearings and Appeals Division conducted hearings and issued decisions on 22,890 appeal cases for regular state unemployment compensation benefits (UI), unemployment insurance for ex-service members (UCX) and unemployment compensation for federal employees (UCFE). The employer filed 39.45% of the appeals on these programs while the claimant filed 60.55%.

Of the decided appeals cases involving the aforementioned programs, the hearing officers ruled in favor of the appellant in 27.28% of the cases. Rulings in favor of the claimant appellant occurred in 13.01% of such cases and the employer appellant was favored in 14.27% % of those cases. 72.72% of the appeal decisions affirmed the determinations of the Unemployment Insurance Division adjudicators.

Of the issues addressed in the decided appeal cases, 13.73% were appeals on voluntary quit separations from work, 38.98% involved discharge for misconduct, 8.44% pertained to a claimant's ability to perform and availability for work, and 38.85% for issues categorized as "other". The "other" category includes issues relating to refusals of suitable work, monetary determinations, reporting requirements, overpayments, alien status, and any other issues excluded from addressing a cause for separation from work.

Appeal cases decided on COVID-19 related claims for FY 2025 totaled 7,335. There were 6,192 decisions issued on claims for Pandemic Unemployment Assistance and 1,143 for Pandemic Emergency Unemployment Compensation (PEUC). The employer is not subject to benefit charges on PUA claims. Therefore, they are not an interested party to an appeal case. Thus, there is no statistical data recorded for employer appeals specifically regarding claimant eligibility for the PUA program. Recorded data shows the claimant as the appellant in 80.66 % of the appeal decisions for PEUC benefits, and the employer appealed in 19.34 % of the decided appeal cases for the same benefit program.

The 2025 FY saw the Hearings and Appeals division overcome and eliminate the remaining backlog resulting from the enormous volume of claims and cases created by the COVID pandemic of 2020. As of the end of May of 2025, H&A had eliminated the backlog and were meeting federal requirements regarding the timely processing of appeal requests. The quality of our hearings, both in terms of process and outcome, has continued to meet the quality standards set for both by US Department of Labor.

The 2025 fiscal year was also a transitional one for the division and agency as the former Alabama Department of Labor transformed into the Alabama Department of Workforce. While the mission of the Hearings & Appeals division has not changed, it enters FY 2026 with desire to improve upon our past efforts and, as a means of accomplishing this, embracing and incorporating artificial intelligence and other new technology in order to more efficiently and effectively carry our duties to the citizens of the State of Alabama.

Employment Services

The Employment Service Division of the Alabama Department of Workforce (ADOW) is a core partner in the Workforce Investment and Opportunity Act (WIOA) and cornerstone of the ADOW Workforce Pathways Division comprising 57 Career Center or American Job Center points of service statewide. Career Centers serve as the gateway to the state's job and labor markets delivering basic labor exchange services, individualized career services to make those with employment barriers job-ready, and training services to jobseekers lacking marketable job skills sought by employers. In Program Year (PY) 2024 Alabama's Career Center System registered 60,482 new jobseekers with 325,159 customer visits (both in-person and virtual) in search of job assistance. During this same period, 3,916 employers posted more than 74,078 job postings representing more than 99,412 job openings.

As a partner in the Alabama Career Center System, ADOW 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 57 "One-Stop Career Centers" located throughout the state. Services may be self-directed by the customer, virtual through the assistance of staff, or in-person staff-assisted by professional staff available in all Career Centers for assistance. Access to basic online workforce services is also available at AlabamaWorks.Alabama.gov.

Resource areas are located in all Career Centers offering customers access to high-speed internet, WIFI and software designed to aid jobseekers, along with a vast array of resource materials and assessments, 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.

ADOW continues to reinforce and update Career Center branding through collaboration with state's media and local government entities to sponsor major job fairs in 2024. A multi-Agency recruiting event was hosted at the Crampton Bowl in Montgomery Alabama. The event was dubbed 'State of Alabama Day' and was designed to recruit workers to state government jobs. This event averaged over 1000 jobseekers per day and is scheduled again for 2026. Events such as these have spawned local grass-roots job fairs at Career Centers and larger events within local communities statewide attracting thousands of jobseekers and hundreds of employers.

Marketing

Marketing efforts driven by ADOW remained robust in 2024, 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.

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 Workforce Alabama, www.workforce.alabama.gov, designed to unify and brand workforce services in Alabama as part of a single state network.

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.

ADOW was reaffirmed this year with all seven Regional Boards again selecting ADOW-ES as the one-stop operator and provider of WIOA Title I services for each region.

ADOW 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 near historical low of 2.9.% in October of this year.

Staff capacity building, emphasized in WIOA, particularly for front-line staff, continued this year with an ongoing emphasis on customer service and employer outreach efforts. Staff will be provided with the knowledge and skills required to serve jobseekers and employers under WIOA.

AlabamaWorks!

Driving Alabama's workforce development system is AlabamaWorks!, an internet-based, customer-driven service delivery system www.alabamaworks.alabama.gov, featuring self-service options for jobseekers and employers. AlabamaWorks! (AW!) reports a total of 1,145,388 total visits recorded to the site while 748,312 Career Center services have been performed in PY 2024.

For jobseekers, AlabamaWorks! 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. AW! offers the ability to upload a résumé to the system and conduct job searches.

Jobseekers use AW! to post résumés, to search for job openings, and to receive automatic e-mail notifications when job requirements match jobseeker skills. More than 40,114 new resumes were posted while 49,233 résumés were updated during PY 2024.

Employers use AW! to post and manage job openings, search for qualified workers, and to receive automatic e-mail notifications when job requirements match jobseeker skills. In PY 2024, 2,789 individual employers have viewed over 41,974 jobseeker résumés.

More than 500 ONET job occupations from 49,706 employer job orders were available in PY 2024, representing more than 104,696 job openings.

More than 499 NAICS job occupation codes from 45,977 job orders were available in PY2024, representing more than 92,911 job openings.

AW! 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 57,886 new jobseeker accounts and 1,819 new employer accounts established this program 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 PY 2024, more than 41,454 jobseekers, after receiving employment services through the Career Center System and exiting, remained employed through half of the Program Year representing over two-thirds 75.0% of all jobseekers exiting the labor exchange system during this period. 74.9% were still employed a year after exiting the system with a job. Median earnings for all exited jobseekers were $7,344 for the 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.

Re-Employment Services

The Reemployment Service and Eligibility Assessment (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 UI eligibility, review of job search efforts, orientation to Career Center services, provision of labor market and career information, skills assessments, Individual Employment plans, job search assistance and referrals, résumé preparation, job search workshops, intensified job development and placement services including assessment/transferability tools which are provided online to claimants by the Career Center.

Alabama’s RESEA program operates statewide with 36 full- time Career Centers providing designated RESEA services to profiled UI claimants. In PY2024, there were 9,833 RESEA claimants scheduled to visit Career Centers for services with 63.7% or 6,270 completing all services.

Business Contacts

In PY 2024, 14,504 noted 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 employers and those not previously using Career Center services to help solve workforce problems. This outreach produced 1,819 new employer accounts, 102,738 successful staff employer services, and 86,229 new and edited job orders.

Employers are apprised of services, programs, and assistance available through the Career Center System to include on-the-job training (OJT), work-based learning, 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. Virtual services are available when desired or needed.

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 27 major closing and layoffs affecting 3,510 dislocated workers in PY 2024.

Trade Adjustment Assistance

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.

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 PY2024 there were no US DOL certified new TAA Petitions in Alabama. This is due to USDOL TEGL 13-21 which advised the authorization of expiration of TAA effective July 1, 2022. 13 adversely affected workers received services from a Career Center, and 12 received training services. There were no RTAA wage subsidies paid to workers who found employment during this time.

Supplemental Nutrition Assistance

During PY2024, 65,129 SNAP recipients received 84,083 services. These services included: résumé preparation assistance (5,717); labor market assistance (4,749); and referral to WIOA services (1,486).

Temporary Assistance for Needy Families

During PY 2024, 138 TANF recipients received 1,062 services. These services included: résumé preparation assistance (93); labor market assistance (79); and referral to WIOA services (32).

Foreign Labor Certification

The Foreign Labor Certification (FLC) Unit of ADOW Employment Service Division assists the U.S. Department of Labor, Office of Foreign Labor Certification, to recruit U.S. Workers for available jobs, and 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 and promoting outreach.

In the most recent year, ADOW received 257 new intrastate job orders identified as H-2A, representing 2,864 workers. The FLC has documented 1,318 noted employer/MSFW (Migrant Seasonal Farmworker) outreach contacts to market program services.

In response, FLC staff inspected 500 dwellings, with occupancy approved for 5,744 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 ADOW received 202 new intrastate job orders identified as H-2B, representing 7,088 job openings.

The FLC unit provides annual virtual training on addressing Farmworker Complaints as well as setting a goal to visit each Career Center in person to discuss the entire FLC process and answer questions

Work Opportunity Tax Credit

The Work Opportunity Tax Credit (WOTC) program is a federally funded program that provides incentives to businesses to hire individuals who have historically faced barriers to employment. The benefits of WOTC are twofold: it is an aid in helping targeted job seekers find and retain employment, and it saves employers money by reducing their tax liability. Private-sector employers can reduce their tax costs by employing individuals from any of fourteen 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 33,915 certifications from January 1 through December 4, 2025. This represents a potential tax savings of at least $89,059,400.00 for Alabama employers.

WOTC continues to work with the Social Security Administration (SSA) to verify the qualifications of both supplemental security income and ticket-to-work program on applications with these targeted WOTC groups. WOTC works with the Alabama Department of Human Resources to verify the qualifications of for applicants who received their SNAP/TANF benefits in the State of Alabama, the criminal justice system, and the Alabama Department of Rehabilitation Services for applicants placed in jobs through the Alabama Vocational Rehabilitation Services. Alabama WOTC continues efforts to eliminate the need for “hard copy” applications by providing encouragement and 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 104,359 applications from January 1 through December 4, 2025. Of these applications, Alabama WOTC only received 795 print applications. Currently more than 99% of all certificates received were submitted using electronic filing.

The Work Opportunity Tax Credit program is authorized until December 31, 2025 (Section 113 of Division EE of P.L. 116-260 – Consolidated Appropriations Act, 2021). WOTC has been extended 13 times since its enactment in 1996. The United States Congress is currently negotiating a bill with a five-year extension of WOTC. The bill includes eliminating age requirements for SNAP, an increase in the maximum wages by indexing the tax credit to inflation going forward, increasing the maximum wages for all Veteran target groups, and adding a new category for military spouses. This bill has both Republican and Democratic co-sponsors.

Veterans Services

Alabama Career Centers provide Veterans with priority in all services and training provided by the Alabama Career Center system and Alabama Department of Workforce. The Alabama Works application offers self-service features and the convenience of access by internet to provide job matching and many other services. Nevertheless, nearly half of registered veterans also took advantage of personal assistance offered by Career Specialists, Local Veterans Employment Representatives, and partnership agencies located at local Career Centers. The Alabama Career Center System served 3,171veterans and other eligible persons in program year (PY) 2024, while the number of newly registered veterans increased to 3,538 for the PY. There was a total of 49,872 services provided to the state's Veterans and other eligible persons in PY 2024. Also, in PY 2024, Disabled Veterans Outreach Program (DVOP) specialists counseled approximately 845 veterans with significant barriers to employment, providing them employment services and career counseling.

The Alabama Department of Workforce continues to implement Jobs for Veterans State Grant (JVSG) provisions, which directs Career Center specialists to provide priority of service with individualized services to Veterans, including initial assessments of job readiness, resume assistance, and referrals to job openings and job training.

Alabama's Job for Veterans State Grant staff (JVSG) provided individualized services to Veterans with significant barriers to employment at an annual average rate of 95.6%.

Extensive Outreach to Veterans with Significant Barriers to Employment

Disabled Veterans, Veterans recently released from active duty, Homeless Veterans, economically and educationally disadvantaged Veterans, incarcerated Veterans, and Veterans with significant barriers to employment are referred to Disabled Veterans Outreach Program (DVOP) specialists, funded under a federal Job for Veterans State Grant, to guide Veterans into vocational training or to develop employment opportunities. Individualized services provided by the DVOP specialists include career coaching, assistance to locate and apply for supportive services, and personalized assistance in navigating today's complex and challenging job market. Additionally, DVOP specialists provide referrals to Veteran Service Officers for assistance in applying for veterans' benefits and information about their employment and reemployment rights. DVOP specialists conducted outreach to and established creative collaborations with other state agencies and outside organizations such as the Alabama Department of Veterans' Affairs (ADVA), Alabama Department of Rehabilitation Services (ADRS), Wounded Warrior Project, Priority Veterans, the House of Ruth, Alethia House, Still Serving Veterans, Eagles Landing, and Veterans' Service Organizations. Many veterans and military service members preparing for separation from active duty are provided career counseling and assistance to enroll into state and federally funded workforce training or into vocational or four-year degree programs under one of the GI Bill programs.

The JVSG grant provides that Local Veterans Employment Representatives (LVER) promote the Veterans Services Program to employers as well as conduct job development activities and workshops to assist veterans in finding employment and encouraging the hiring of veterans. The Local Veterans Employment Representatives are well-acquainted with the needs of local employers and how to assess military skills to determine a service member's transferable skills related to civilian occupations. The LVERs have ongoing collaborative efforts with the Military Affairs Committees of their local Chambers of Commerce as well as the Community Services Employment Readiness counselors who are located on active military posts for transitioning service members. The Local Veterans Employment Representatives are assigned to the Business Services Teams at Alabama Career Centers as Veterans' employment advocates to locate potential employment opportunities and encourage employers to offer Veterans priority consideration for their job openings. LVER's also work with DVOP specialists to explore job development opportunities for their clients.

Partnerships to Serve Veterans

Alabama Career Centers collaborate with colleges, universities, and trade schools, to coordinate job fairs and career expositions, including events held at military installations and National Guard armories. These intensive efforts make an important difference for recently separated military Veterans and Veterans returning from deployment. Other community partnerships developed by Alabama Career Centers and the Alabama Department of Workforce include Homeless Veterans Stand-Down events in Mobile, Birmingham and Montgomery, along several rural areas. Local Veterans Employment Representatives and Disabled Veterans Outreach Program specialists served 76 homeless Veterans in Alabama during Program Year 24. Jobs for Veteran State Grant staff provided job search services, individualized services under a strategy of case management, and through innovative partnerships with local agencies and community organizations assisted in finding employment for homeless Veterans.

JVSG staff partnered with the ADVA in multiple locations to hold Town Halls which included a resource & job fair component.

Crampton Bowl Auditorium, Montgomery

JVSG staff also partnered with the Alabama Community College Systems (ACCS), Domestic Violence Shelters, Chambers of Commerce, and the Alabama Public Libraries for workshops, job fairs and Veteran centered events.

Veterans Home

Enterprise Alabama

University of South Alabama

Veteran Resource Fair

NASWA Vet Conference

Washington DC

JVSG Staff Training

Montgomery

Alabama Department of Workforce is in partnership with the Direct Employers Association, through an initiative supported by the National Association of State Workforce Agencies (NASWA) that automates the posting of Federal contractor job and career openings into Alabama's data system. Jobs are posted directly to the Career Center located at the site of the contract. Veterans have 24-hour priority access to employment openings posted by member companies holding federal contracts in Alabama.

In partnership with the U.S. Department of Veterans Affairs, Veteran Readiness and Employment (VR&E) Division, DVOP specialists in the Alabama Career Centers work with VR&E counselors to develop job opportunities for Disabled Veterans participating in vocational training for employment. In Program Year 24 there were 282 Veteran referrals from VA VR&E Counselors.

<u>The Alabama Veteran Incentive Awards</u>

The Alabama Veteran Incentive Awards are presented annually to Alabama Department of Workforce Career Center employees for going above and beyond in their service to Veterans. The awards totaled $25,455.00 this year. The awardees were: Robert B. Wilson (Opelika), Phillip Michael Warren (Enterprise), Michael A. Watson (Montgomery), Victor Cordier (Decatur), Ashley Nicole Hughes (Enterprise), Kerry F. Cornelius (Dothan), James R. Wilson (Montgomery), and Monroe D. Neal (Opelika). Among their many accolades are: assisting Veterans such as a justice involved single mother to avoid eviction, overcome food insecurity, and obtain employment leading to self-sufficiency; and individually assisting 34 Veterans to obtain employment with a Program Year income total of $1,489,163.00.

James R. Wilson

Monroe D. Neal

Robert B. Wilson

2025 Performance Incentive Awardees

The HIRE Vets Medallion Program Award

The HIRE Vets Medallion Program recognizes employers for their efforts to recruit, employ, and retain our nation's veterans, and is the only federal level award for hiring veterans. The award signals to veterans that an employer is committed to and supports our nation's heroes. The U.S. Department of Labor's Veterans' Employment and Training Service (USDOL VETS) administers the HIRE Vets Medallion Program. There are different awards for large employers, medium employers, and small employers, and two award tiers: Gold and Platinum.

For each award, the employer must satisfy a set of criteria. The criterion for recognition varies by level and employer size. JVSG staff conduct outreach to employers to inform them of the program and encourage them to apply. In PY 2024 there were 48 HIRE Vets Medallion Awardees in Alabama (24 Gold, 24 Platinum), up from 43 awardees in PY23.

Alabama Career Centers
December 1, 2025

Alabaster Affiliate Career Center 8524
Kristina Lawrence
Monday thru Friday 8:00 – 5:00
Alabaster@alcc.alabama.gov
109 Plaza Circle
Alabaster AL 35007
Phone: (205) 663-2542 FAX: (205) 664-9229

Albertville Affiliate Career Center 8503
Rhonda Dyar
Monday thru Friday 8:00 - 4:30
Albertville@alcc.alabama.gov
5920 U S Highway 431 North
Albertville AL 35950
Phone: (256) 878-3031 FAX: (256) 878-7728

Alexander City Affiliate Career Center 8505
Rhonda Walker
Monday thru Friday 7:45 – 4:45
AlexanderCity@alcc.alabama.gov
1375 CACC Drive
Alexander City AL 35010
Phone: (256) 414-6146 FAX: (256) 414-6147

Aliceville Career Center Itinerate Point 7543
Tracie Bates
Wednesdays 9:30 – 4:00
Tuscaloosa@alcc.alabama.gov
416 Third Avenue, NE
Aliceville AL 35442
Phone: (205) 758-7591 ext.859816 FAX: (205) 758-1925

Andalusia Career Center Itinerate Point 7538
Mandy Waters
Wednesdays 8:30 – 3:30
Enterprise@alcc.alabama.gov
212 S 3 Notch Street
Andalusia AL 36420
Phone: (334) 328-6739 FAX: (334) 393-0958

Anniston Comprehensive Career Center 8510
Cynthia Watts
Monday thru Friday 8:00 – 5:00
Anniston@alcc.alabama.gov
1731 Coleman Road
Anniston AL 36207
Phone: (256) 832-0147 FAX: (256) 832-1183

Athens Career Center Itinerate Point 7530
Mike Fowler
Closed until further notice
Huntsville@alcc.alabama.gov
406 South Jefferson Street
Athens AL 35611
Phone: (256) 851-0537 FAX: (256) 851-8278

Bay Minette Affiliate Career Center 8512
Peggy Boykin
Monday thru Friday 8:00 – 4:30
BayMinette@alcc.alabama.gov
201 Faulkner Drive
Bay Minette AL 36507
Phone: (251) 937-4161 FAX: (251) 937-2859

Birmingham Comprehensive Career Center 8522
Alicia Anderson
Monday thru Friday 8:00 – 5:00
Birmingham@alcc.alabama.gov
3216 4th Avenue South
Birmingham AL 35222
Phone: (205) 582-5200 FAX: (205) 582-5201

Brewton Affiliate Career Center 8523
Angie Kelley
Monday thru Friday 8:00 – 5:00
Brewton@alcc.alabama.gov
1023 Douglas Avenue Suite 314
Brewton AL 36426
Phone: (251) 867-4376 FAX: (251) 867-5798

Camden Career Center Itinerate Point 7588
Shirley Salter
Tuesdays 9:00 – 3:00
Monroeville@alcc.alabama.gov
223-A Claiborne Street
Camden AL 36726
Phone: (334) 682-6366 FAX: (334) 682-4097

Centre Career Center Itinerate Point 7582
Summer Patterson
Tuesday 9:00 – 4:00
Gadsden@alcc.alabama.gov
310 Mary Street
Centre AL 35960
Phone: (256) 927-5838 FAX: (256) 927-2800

Alabama Career Centers
December 1, 2025

Chatom Career Center Itinerate Point 7540
Tonya Faith
1st and 3rd Tuesday 9:00 – 3:00
Jackson@alcc.alabama.gov
14102 St. Stephens Avenue
Chatom AL 36518
Phone: (251) 847-2097 FAX: (251) 847-2098

Enterprise Affiliate Career Center 8538
Amanda Waters
Monday thru Friday 7:30 – 4:30
Enterprise@alcc.alabama.gov
2021 Boll Weevil Circle
Enterprise AL 36330
Phone: (334) 347-0044 FAX: (334) 393-0958

Clanton Career Center Itinerate Point 7596
Kristina Lawrence
1st and 3rd Thursday 9:00 – 4:00
Alabaster@alcc.alabama.gov
324 Health Center Drive
Clanton AL 35045
Phone: (205) 663-2542 FAX: (205) 664-9229

Eufaula Itinerate Point Career Center 8539
Terran Condrey
Wednesdays 9:00 – 3:00
Eufaula@alcc.alabama.gov
Bevill Center Room 4 3235 S Eufaula Ave
Eufaula AL 36027
Phone: (334) 687-8251 FAX: (334) 687-9964

Cullman Affiliate Career Center 8527
Billy Dussett
Monday thru Friday 7:30 – 4:30
Cullman@alcc.alabama.gov
1201 Katherine Street Northwest
Cullman AL 35055
Phone: (256) 734-5580 FAX: (256) 734-6460

Fayette Affiliate Career Center 7555
Sharron M. Owens
Monday thru Friday 8:00 – 4:30
Fayette@alcc.alabama.gov
2631 Temple Avenue N, Tom Bevill Center Room B-37
Fayette AL 35555
Phone: (205) 303-6030 FAX: (205) 303-6031

Decatur Affiliate Career Center 8530
Timothy Simpson
Monday thru Friday 7:45 – 4:45
Decatur@alcc.alabama.gov
1819 Bassett Avenue SE
Decatur AL 35601
Phone: (256) 355-0142 FAX: (256) 355-0174

Foley Affiliate Career Center 8545
Jennifer Lucassen
Monday thru Friday 8:00 – 4:30
Foley@alcc.alabama.gov
200 West Michigan Avenue
Foley AL 36535
Phone: (251) 943-1575 FAX: (251) 943-8867

Demopolis Affiliate Career Center 8531
Magdalena Easterling
Monday thru Friday 7:30 – 4:30
Demopolis@alcc.alabama.gov
1074 Bailey Drive
Demopolis AL 36732
Phone: (334) 289-0202 FAX: (334) 289-8024

Fort Deposit Career Center Itinerate Point 7551
Ebony Moore
2nd and 4th Tuesday 9:00 – 12:00
Montgomery@alcc.alabama.gov
101 Milner Street
Fort Deposit AL 36032
Phone: (334) 404-4400 FAX: (334) 382-9066

Dothan Comprehensive Career Center 8533
Cara Reeves
Monday thru Friday 7:30 – 4:30
Dothan@alcc.alabama.gov
787 Ross Clark Circle
Dothan AL 36303
Phone: (334) 792-2121 FAX: (334) 792-2124

Fort Payne Affiliate Career Center 8547
Emily LeRoy
Monday thru Friday 8:00 – 4:30
FortPayne@alcc.alabama.gov
2401 Calvin Drive SW
Fort Payne AL 35967
Phone: (256) 845-2900 FAX: (256) 845-5139

Alabama Career Centers
December 1, 2025

Gadsden Affiliate Career Center 8550
Summer Patterson
Monday thru Friday 8:00 – 5:00
Gadsden@alcc.alabama.gov
216 North 5th Street
Gadsden AL 35901
Phone: (256) 546-4667 FAX: (256) 546-6603

Huntsville Comprehensive Career Center 8556
Mike Fowler
Monday thru Friday 7:45 – 4:45
Huntsville@alcc.alabama.gov
2535 Sparkman Drive NW
Huntsville AL 35810
Phone: (256) 851-0537 FAX: (256) 851-8278

Gilbertown Career Center Itinerate Point 7559
Tonya Faith
2nd and 4th Tuesday 9:00 - 3:00
jackson@alcc.alabama.gov
251 College Street
Gilbertown AL 36908
Phone: (251) 843-5265 FAX: (251) 843-2420

Jackson Affiliate Career Center 8558
Tonya Faith
Monday thru Friday 7:30– 4:30
Jackson@alcc.alabama.gov
205 Walker Springs Road
Jackson AL 36545
Phone: (251) 246-2453 FAX: (251) 246-4797

Greenville Affiliate Career Center 8551
Tara Jones
Monday thru Friday 8:00 – 4:30
Greenville@alcc.alabama.gov
117 West Commerce Street
Greenville AL 36037
Phone: (334) 382-3128 FAX: (334) 382-9066

Jasper Affiliate Career Center 8561
Deidra Tidwell
Monday thru Friday 8:00 – 4:30
Jasper@alcc.alabama.gov
2604 Viking Drive
Jasper AL 35501
Phone: (205) 221-2576 FAX: (205) 221-4595

Haleyville Career Center Itinerate Point 7552
Alissa Nichols
1st and 3rd Monday 8:00 - 4:30
Hamilton@alcc.alabama.gov
2010 9th Avenue North
Haleyville AL 35565
Phone: (205) 486-4154 FAX: (205) 486-4157

Jefferson State Itinerate Career Center 7562
Kenneth King
Monday, Tuesday & Friday 8:00 – 4:30
Birmingham@alcc.alabama.gov
2601 Carson Road
Birmingham AL 35215
Phone: (205) 856-8029 FAX: (205) 856-6033

Hamilton Affiliate Career Center 8552
Alissa Nichols
Monday thru Friday 8:00 – 4:30
Hamilton@alcc.alabama.gov
1481 Military Street South
Hamilton AL 35570
Phone: (205) 921-5672 FAX: (205) 921-1127

Livingston Career Center Itinerate Point 7531
Larry Jowers
Tuesday,9:00 - 4:00
Demopolis@alcc.alabama.gov
210 Monroe Street
Livingston AL 35470
Phone: (334) 289-0202 FAX: (334) 289-8024

Hayneville Career Center Itinerate Point 7550
Ebony Moore
1st and 3rd Thursday 8:00 – 4:00
Montgomery@alcc.alabama.gov
22 Washington Street
Hayneville AL 36040
Phone: (334) 548-6307 FAX: (334) 288-7286

Luverne Career Center Itinerate Point 7595
Rachel Gregory
Closed unitl further notice
Troy@alcc.alabama.gov
886 Glenwood Road
Luverne AL 36049
Phone: (334) 566-3920 FAX: (334) 566-9450

Alabama Career Centers
December 1, 2025

Mobile Comprehensive Career Center 8568
Derrick Turner
Monday thru Friday 8:00 – 5:00
Mobile@alcc.alabama.gov
515 Springhill Plaza Court
Mobile AL 36608
Phone: (251) 461-4146 FAX: (251) 461-4443

Pell City Affiliate Career Center 8516
LaShanna McKinney
Monday thru Friday 8:00 – 5:00
PellCity@alcc.alabama.gov
311 Miles Parkway
Pell City AL 35125
Phone: (205) 338-5440 FAX: (205) 338-5443

Monroeville Affiliate Career Center 7558
Shirley Salter
Monday thru Friday 7:30 – 4:30
Monroeville@alcc.alabama.gov
2119 Highway 21 Bypass, Suite 100
Monroeville AL 36460
Phone: (251) 575-3894 FAX: (251) 575-3351

Phenix City Satellite Career Center 7575 **Kristin Nicole Johnson**
Monday thru Friday 8:00 – 4:30 EST
PhenixCity@alcc.alabama.gov
2602 College Dr. Brassell Hall, C Building, Rm 132 Phenix City AL 36869
Phone: (334) 214-4828 FAX: (334) 214-4826

Montgomery Comprehensive Career Center 8570
Ebony Moore
Monday thru Friday 7:45 – 4:45
Montgomery@alcc.alabama.gov
1060 East South Boulevard
Montgomery AL 36116
Phone: (334) 286-1746 FAX: (334) 288-7286

Phil Campbell Career Center Itinerate Point 7553
Alissa Nichols
1st Wednesday 8:00 – 4:30
Hamilton@alcc.alabama.gov
2080 College Rd
Phil Campbell AL 35581
Phone: (256) 331-6284

Oneonta Satellite Career Center 7563
Pat Fletcher
Monday thru Friday 8:00 – 4:30
Oneonta@alcc.alabama.gov
728 2nd Ave E, Suite B
Oneonta AL 35121
Phone: (205) 687-9140 FAX: (205) 687-9141

Prattville Career Center Itinerate Point 7571
Ebony Moore
1st & 3rd Tuesday 7:30-4:30 and Thursday 7:30-4:30 montgomery@alcc.alabama.gov
1320 Old Ridge Road
Prattville AL 36066
Phone: (334) 595-6646

Opelika Affiliate Career Center 8574
Julie Wood
Monday thru Friday 8:00 – 5:00
Opelika@alcc.alabama.gov
2300 Frederick Road
Opelika AL 36801
Phone: (334) 749-5065 FAX: (334) 749-5031

Roanoke Satellite Career Center 7574
Rebekah Freeman
Monday thru Friday 8:00 – 4:30
Roanoke@alcc.alabama.gov
3928 Highway 431
Roanoke AL 36274
Phone: (256) 414-6200 FAX: (256) 414-6201

Ozark Career Center Itinerate Point 7533
Cara Reeves
1st & 3rd Thursday 1:00 - 4:00
Dothan@alcc.alabama.gov
3269 South Highway 231
Ozark AL 36360
Phone: (334) 792-2121

Scottsboro Satellite Career Center 7556
Jeff Helton
Monday thru Friday 8:00 – 5:00
Scottsboro@alcc.alabama.gov
23123 John T. Reid Parkway
Scottsboro AL 35769
Phone: (256) 672-6030 FAX: (256) 672-6040

Alabama Career Centers
December 1, 2025

Selma Affiliate Career Center 8588
Clifford Hunter
Monday thru Friday 8:00 – 5:00
Selma@alcc.alabama.gov
1112 Water Avenue
Selma AL 36703
Phone: (334) 872-0471 FAX: (334) 872-4355

Sheffield Affiliate Career Center 8590
Sherry Burdett
Monday thru Friday 8:00 – 4:30
Sheffield@alcc.alabama.gov
500 South Montgomery Avenue Suite 102
Sheffield AL 35660
Phone: (256) 383-5610 FAX: (256) 383-4983

Talladega Affiliate Career Center 8593
Yvonne Bardwell
Monday thru Friday 7:45 – 4:45
Talladega@alcc.alabama.gov
1005 South Street East
Talladega AL 35160
Phone: (256) 521-0500 FAX: (256) 521-0499

Troy Affiliate Career Center 8595
Rachel Gregory
Monday thru Friday 7:30 – 4:30
Troy@alcc.alabama.gov
1023 South Brundidge Street
Troy AL 36081
Phone: (334) 566-3920 FAX: (334) 566-9450

Tuscaloosa Comprehensive Career Center 8598
Jamie Campbell
Monday thru Friday 7:45 – 4:45
Tuscaloosa@alcc.alabama.gov
202 Skyland Drive
Tuscaloosa AL 35405
Phone: (205) 758-7591 FAX: (205) 758-1925

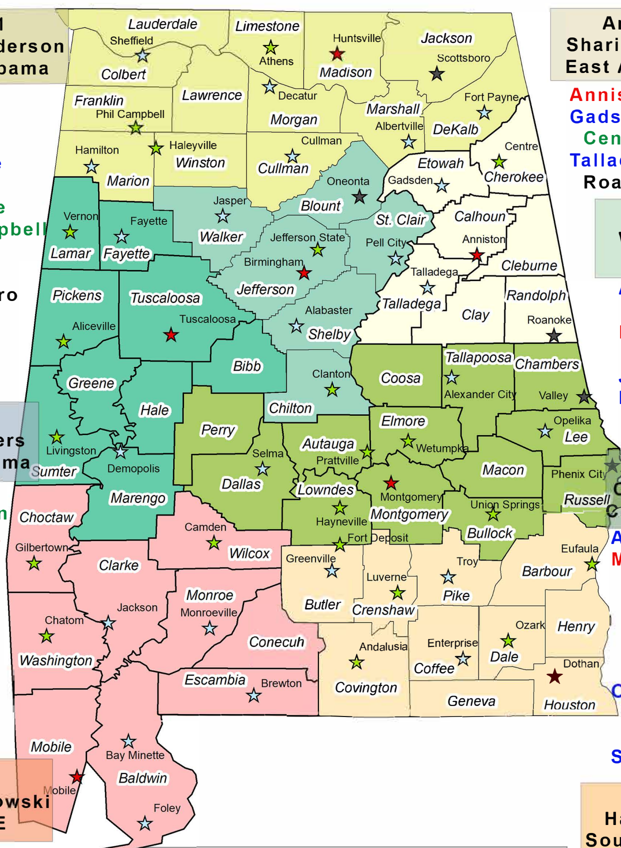
Tutwiler-Ingram Career Center Itinerate Point 7572
Ebony Moore
Mondays 8:00-2:00
Montgomery@alcc.alabama.gov
8966 US HWY 231
Wetumpka AL 36092
Phone: (334) 514-8609

Union Springs Career Center Itinerate Point 7570
Ulanda Burton
2nd and 4th Tuesdays 9:00-3:00
Montgomery@alcc.alabama.gov
104 Conecuh Avenue
Union Springs AL 36089
Phone: (334) 738-2625 FAX: (334) 288-7286

Valley Satellite Career Center 7576
Ronicka Flournoy
M thru Fri 8:00-4:30 EST
Opelika@alcc.alabama.gov
3300 23rd Drive Suite A
Valley AL 36854
Phone: (334) 275-3967 FAX: (334) 275-3968

Vernon Career Center Itinerate Point 7554
Kayla Christian
Every Tuesday 8:30 – 4:30
Fayette@alcc.alabama.gov
44425 Alabama Highway 17
Vernon AL 35592
Phone: (205) 303-6030 FAX: (205) 303-6031

Alabama Career Center System
Area Supervisors



Area 1
Melissa Anderson
North Alabama

- Albertville
- Cullman
- Decatur
- Fort Payne
- Hamilton
  - Haleyville
  - Phil Campbell
- Huntsville
  - Athens
  - Scottsboro
- Sheffield

Area 2
Shari Vickers
East Alabama

- Anniston
- Gadsden
  - Centre
- Talladega
  - Roanoke

Area 3
Larry Jowers
West Alabama

- Demopolis
  - Livingston
- Tuscaloosa
  - Aliceville
- Fayette
  - Vernon

Area 4
Wendy Collins
North Central

- Alabaster
  - Clanton
- Birmingham
  - Jefferson State
- Jasper
- Pell City
  - Oneonta

Area 5
Clifford Hunter
Central Alabama

- Alexander City
- Montgomery
  - Fort Deposit
  - Hayneville
  - Union Springs
  - Prattville
  - Tutwiler-Ingram
- Opelika
  - Phenix City
  - Valley
- Selma

Area 6
Haley Reynolds
Southeast Alabama

- Dothan
  - Eufaula
  - Ozark
- Enterprise
  - Andalusia
- Greenville
- Troy
  - Luverne

Area 7
Susan Kozlowski
SWAPTE

- Bay Minette
- Brewton
- Foley
- Jackson
  - Gilbertown
  - Chatom
- Mobile
- Monroeville
  - Camden

7 Comprehensive Career Centers
24 Affiliate Career Centers
5 Satellite Career Centers
21 Itinerant Career Centers

Updated October 1, 2024

Commented [UJ1]: I may be able to make the background the same color as the document pages.

Alabama Office of Apprenticeship

Overview

SAA Designation and Ongoing National Recognition In March 2020, the Alabama Office of Apprenticeship successfully completed the process to attain recognition as a State Apprenticeship Agency (SAA) by the U.S. Department of Labor (USDOL). Since achieving this status, the AOA has built a solid reputation within the state, and is widely known for approachability, responsiveness, and supportiveness. In retrospect, Alabama's pioneering effort in establishing the first new SAA in over two decades was a watershed moment for the national system as more states have continued to follow in this direction. Nine new SAAs are in place now and several more are under development, especially due to encouragement from the Trump administration to move control to the state level.

The SAA designation is valid for a period of five years. Alabama was eligible to be selected to undergo SAA compliance monitoring as early as March of 2025, though federal backlogs pre-suppose a later date. Conversations with the USDOL Office of Apprenticeship indicate high levels of confidence in the quality and compliance of Alabama's systems and policies that would tend to put the state lower on the list of priorities for compliance monitoring. The AOA team conducts ongoing critical self-evaluation and is well prepared whenever the evaluation comes.

Apprenticeship Council

The Alabama Apprenticeship Council serves as a sounding board for apprenticeship policy. The value of the Council in this role cannot be overstated. As the AOA continues to seek new ways to grow and improve apprenticeship in Alabama, the Council serves as a third-party evaluator of policy ideas and brings to bear critical industry experience and business expertise.

Ex-Officio Members

- Governor Kay Ivey
- Liuetenant Governor Will Ainsworth
- Senator Garlan Gudger
- Representative Nathaniel Ledbetter
- Chancellor Jimmy Baker
- Superintendent Eric Mackey
- Phil Webb, Chair Alabama Workforce Board

Appointed Members

- Casey Shelton
- Representative Napoleon Bracy, Jr.
- Daniel Flippo
- Jerry Grissom
- Kellie Hope
- Robin Ricks
- Amber Turner
- Bridgett Braddock

Apprenticeship Program Data

Program Expansion Under the AOA

The expansion of registered apprenticeship in Alabama is the first goal of the Alabama Office of Apprenticeship (AOA). In 2025, the AOA registered 23 new sponsors of apprenticeship programs training 29 occupations, bringing our total number of registered programs up to 203. The AOA added 2004 new apprentices in 2025, and 880 apprentices completed training, an increase of 14% from the previous year (773). Initial data shows that more than 80% of Alabama's apprentices are retained with the employer with whom they trained two years after completing their apprenticeship.

The primary metric the AOA uses to gauge success is the number of employers served. Throughout 2025, an average of 459 employers had active apprentices on the job at any one time. Data collection limitations with union sponsored programs keep this number artificially low and best estimates place the number closer to 500 employers. As with all metrics in apprenticeship, this number is a snapshot that moves up and down as new employers join and exit and cohorts of apprentices move into and out of training.

At this time last year, the AOA was serving 4,548 apprentices, representing the highest number of apprentices ever in Alabama. This year, the numbers have held steady, with a current total of 4,530 apprentices. Apprentices are currently training in 153 occupations in Alabama (up from 118 last year), demonstrating how scaling a proven model addresses evolving workforce demands. The top occupations by number of active apprentices continue to be related to construction occupations, with the 562 active nursing apprentices being the largest non-construction occupation.

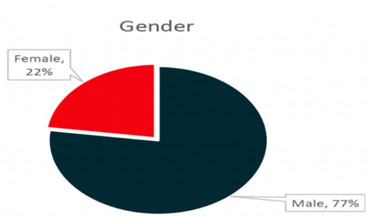
A key priority of the Alabama Office of Apprenticeship (AOA) is connecting high school students to high-demand career pathways through high-quality work-based learning experiences prior to graduation. Central to this effort is close collaboration with local school systems and Career and Technical Education (CTE) programs. A growing number of school systems across the state are actively engaged in registered apprenticeship, and the AOA continues to work toward significantly expanding this participation.

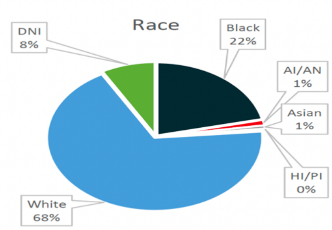
Several school systems are partnering with local employers to deliver apprenticeship programs aligned to regional workforce needs. Hartselle City Schools, Florence City Schools, and Tuscaloosa County Schools are training modern manufacturing technicians in collaboration with area employers. Chickasaw City Schools is utilizing registered apprenticeship to develop in-house information technology support specialists. Limestone County School District is training machinists in partnership with a local employer, and Jefferson County Schools is working with Southland Transportation to prepare diesel technicians through apprenticeship.

In addition, multiple school systems are meeting workforce needs in First Class Pre-K classrooms through participation in the Alabama Department of Early Childhood Education's registered apprenticeship program for Early Childhood Educators. Through the program, participants earn stackable credentials—progressing from a short-term certificate to an associate degree and ultimately to a bachelor's degree with a preschool–third grade teaching certificate—preparing them to advance from auxiliary teacher roles to Lead Teacher positions. Participating school systems include Troy City Schools, Talladega County Schools, Pike County Schools, Florence City Schools, and Cullman City Schools.

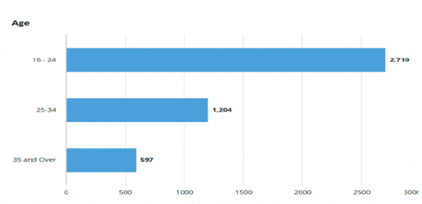
Demographic Data on Apprentices in Alabama

Throughout 2025, the average number of active apprentices at any given point was 4,387 which represents a 5% increase from 2024. In 2025, 2,004 apprentices began apprenticeships. Also, 880 apprentices successfully completed training, representing an increase of 13% over the previous year.





Age	Total Number	Percent of Total
16 - 24	2710	60.07%
25 - 34	1204	26.69%
35 and Over	597	13.23%



Commented [UJ2]: I may be able to make the background the same color as the document pages.

Apprenticeship Incentives

Expansion Incentives

Championed by Senator Arthur Orr and with the support of Governor Kay Ivey during the 2022 legislative session, a new $2 million dollar appropriation was allocated to the Alabama Office of Apprenticeship. The purpose of this allocation was to incentivize employers to create and expand registered apprenticeship programs in Alabama. Specifically, the incentive dollars are used for on the job learning wage reimbursement of 50% for 480 hours per apprentice. This incentive is limited to a maximum of 10 apprentices per employer and per occupation being trained.

In fiscal years 2023 and 2024, the entire amount of the allocation was directed to employers with overhead and administrative expenses of AOA covered by generally appropriated funds to the Department of Commerce, AIDT. For fiscal year 2025, these funds were deemed no longer available to cover AOA's overhead and administrative expenses. Due to this change, AOA was required to use a portion of the funds originally allocated for incentive purposes to cover operational expenses. However, as can be seen in the chart below, more of the incentive dollars went to employers in FY 2025 that in the prior two years due to the continued growth in apprenticeships in Alabama and the reimbursement model of the program.

Expansion Incentive Summary:

FY 23 $385,545.25- Final

- 82 New Apprentices
- 17 Employers
- 15 Different Occupations
- $18.69/hour average starting wage

FY 24 $613,750.24- Final

- 120 New Apprentices
- 41 Employers
- 24 Different Occupations
- $20.28/hour average starting wage

FY 25 $674,749.52

- 136 New Apprentices
- 38 Employers
- 19 Different Occupations
- $19.65/hour average starting wage

Data from the AOA's incentive program shows a 2025 average starting wage of $19.65/hour. Early outcome data from employers receiving apprenticeship incentive funding demonstrate strong returns on investment. On average, 20 months after receiving incentive funding, 71 percent of participating apprentices are retained by their employers, with an average hourly wage of $27.38. It is important to note that incentive funding is provided during the first year of an apprenticeship program; therefore, many individuals included in this data remain actively enrolled as apprentices at the time of measurement.

New Recognition: Apprentice and Journeyworker of the Year

As part of the AOA's role in promoting registered apprenticeship in 2025, awards were presented to regional Apprentices and Journeyworkers of the Year. This designation recognized fourteen exceptional individuals whose dedication, technical skill, and commitment to excellence exemplify the value of registered apprenticeship programs. These honorees represent a broad cross-section of Alabama's workforce and industries, and their achievements highlight the effectiveness of apprenticeship as a workforce development strategy that strengthens employers, supports economic growth, and creates sustainable career pathways across the state.

Apprentices of the Year			
Name	Employee or Sponsor	Occupation	Region
Jacob Tyler	Jesse Stutts, Inc.	Electrician	1
Billie Jean Nelson	Talladega County Schools	First Class Pre-K Teacher	2
Carmaneshia McKinley	IAC Cottondale	Custom Automotive Component Craftsman	3
Justin Shields	Birmingham Ironworkers	Structured Steel Worker	4
Cullen Kennedy	Auburn University Facilities Managment	Electrician	5
Ashton Threatt	Shaw Electric	Mechatronics Technician	6
Elijah Miller	Collins Aerospace	Avionic Technician	7

Journeyworkers of the Year			
Name	Employee or Sponsor	Occupation	Region
Heather Pickett	Huntsville Hospital	Registered Nurse	1
Tyler Crim	Prince Metal Stamping	Tool and Die Maker	2
Judd Drake	Will Bright Foundation	Peer Support Specialist	3
Porschia Jenkins	Connection Health	Community Health Worker	4
Mark Mann	Dixie Electric	Electrician	5
Jessica Sanders	Pike County Schools	First Class Pre-K Teacher	6
Chris Dickens	Southern Culinary, Inc.	Executive Chef	7

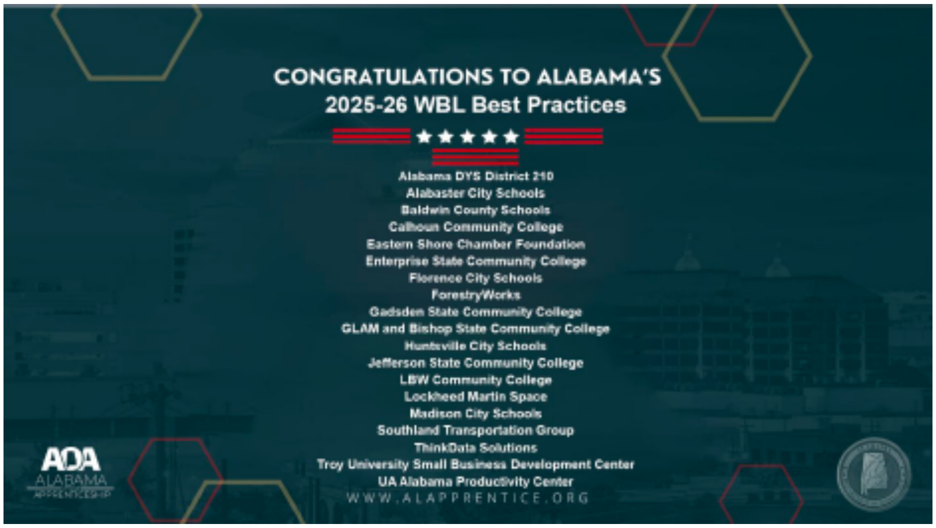
Promotion and Expansion of Other Forms of Work-Based Learning

The Alabama Office of Apprenticeship (AOA) has firmly established itself as the state's lead agency for work-based learning (WBL). In collaboration with state partners and the National Governors Association, AOA developed the Work-Based Learning Handbook to provide clear, consistent definitions of the various forms of WBL and to standardize terminology across Alabama's workforce and education systems. Now in its fifth edition, the handbook serves as the most widely recognized and authoritative resource for work-based learning in the state.

Following a one-year hiatus due to the transition to ADOW, AOA will convene its fourth Summit on Talent Retention and Work-Based Learning in April 2026. The summit will be held in partnership with the Economic Development Partnership of Alabama's FUEL AL initiative, whose focus on talent retention aligns closely with AOA's mission. The Alabama Community College System (ACCS) will also serve as a host partner, further reinforcing the critical connection between workforce development and education and affirming registered apprenticeship as a postsecondary education pathway aligned with Alabama's workforce priorities.

The summit will highlight Alabama's high-quality work-based learning programs and formally recognize the recipients of the 2025-26 Alabama Work-Based Learning Seal of Excellence: Alabaster City Schools, Enterprise State Community College, Florence City Schools, GLAM

(Girls Learning About Manufacturing) and Bishop State Community College, and the Alabama Productivity Center at The University of Alabama. Conference programming will also emphasize strategies for building communities that attract and retain talent, as well as feature the Federation to Advance Manufacturing Education (FAME) student competition.



National Impact and Leadership

The Alabama Office of Apprenticeship continues to be positioned as a national leader and contributor in aligning education, industry, and workforce systems. The AOA has actively engaged with national and international professional cohorts to advance high-quality work-based learning and apprenticeship models in Alabama. These partnerships have informed strategic planning and have resulted in tangible, sustained outcomes across the state.

Over the past year, the Alabama Office of Apprenticeship participated in the inaugural U.S. Advanced CEMETS Institute, a significant national initiative convening education and workforce system leaders from seven states to design and advance statewide education and training systems informed by Switzerland's Vocational and Professional Education and Training model. The institute marked the beginning of a structured, 18-month process in which participating states will implement action plans to improve employer partnership in system design, governance, and delivery. Participating states committed to sustaining a cross-state learning community focused on ongoing collaboration, shared learning, and accelerating system-level improvements aligned with workforce needs.

US Advanced CEMETS Alabama Leadership Team
pictured with Swiss Education and Training Leaders

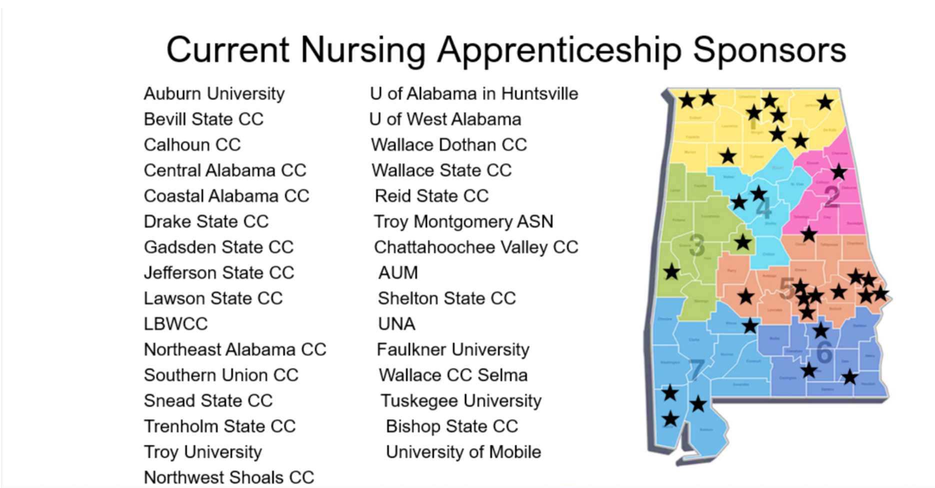
Alabama was also one of six states awarded a Youth Apprenticeship Development Grant through the Partnership to Advance Youth Apprenticeship. This collaboration between the AOA, the Alabama Community College System, and Florence City Schools focuses on increasing youth apprenticeship opportunities in manufacturing while strengthening employer engagement. Working with the five other states in the cohort and PAYA, the Alabama team is developing a replicable model that will strengthen and accelerate the expansion of youth apprenticeship opportunities.

In addition, the Alabama Office of Apprenticeship remains actively engaged with the National Association of State and Territorial Apprenticeship Directors to align Alabama's apprenticeship initiatives with national standards and beneficial, emerging innovations.

In August, representatives from the Alabama Office of Apprenticeship and the Alabama Career and Technical Education Administrators Association were invited to participate in a convening of apprenticeship groups, hosted by the National Governors Association and the National Center for Grow Your Own and sponsored by Craft Education. They studied the United Kingdom apprenticeship model and workforce systems, identifying best practices to support the expansion of youth apprenticeship in Alabama. During this convening, Director Smith was invited to serve on a panel of experts addressing the critical role of high-quality journeyworkers in successful apprenticeship programs.

Alabama’s Nursing Apprenticeship

This year, the AOA hosted groups of healthcare stakeholders and educators from Washington, Massachusetts, South Carolina, Florida, and Georgia, who learned how leaders in Alabama built and scaled the first of its kind nursing apprenticeship for RNs and LPNs, placing over 1,000 nursing apprentices into the state’s workforce since May of 2022. Postsecondary institutions that added nursing apprenticeship programs in 2025 were the University of North Alabama, Wallace Community College Selma, Tuskegee University, Faulkner University, University of Mobile, and Bishop State Community College, bringing Alabama’s total to 31 colleges and universities. In December, Alabama’s nursing apprenticeship was highlighted in a feature from WorkShift, showcasing the state’s accomplishments and the many ways this program benefits both employers and employees, as well as addressing the critical nursing shortage.



Commented [UJ3]: I may be able to make the background the same color as the document pages.

ALABAMA STEM COUNCIL DIVISION

Overview

The Alabama STEM Council leads statewide efforts to strengthen STEM education and align it with Alabama's workforce needs by expanding high-quality pathways from K–12 through postsecondary education. The Council works with education, industry, and community partners to increase educator capacity, broaden hands-on learning opportunities, and connect students to high-demand, high-impact career sectors including aerospace, advanced manufacturing, bioscience, healthcare, cybersecurity, and emerging technologies.

STEM Council Operations Team

The Council's work is grounded in data-driven decision-making, regular evaluation, and a commitment to STEM access across all seven workforce regions. The Council is supported by Acting Director Dr. Cynthia McCarty, Senior Director of STEM Hubs and Alabama STEM Officers Rene McNeal, and Operations Manager Elizabeth Mohr.

STEM Programs' Vision

The Alabama STEM Council's programs strengthen the education-to-workforce pipeline by expanding access to high-quality STEM learning and career pathways. Through partnerships with education, industry, and community leaders, these initiatives align classroom learning with real-world applications to build skills, workforce readiness, and long-term economic growth across the state.

Program Overview

- Alabama STEM Officers (ASO) (formerly known as "Chief Science Officers") empower middle and high school students to lead STEM initiatives and elevate student voice in their schools and communities.
- Alabama STEM Hubs connect education, industry, and community partners to coordinate STEM learning, workforce development, and regional opportunities that meet local needs.
- STEM Teacher Externship Program (STEP) places educators in industry settings to gain real-world experience that informs classroom instruction and strengthens career-connected learning.
- UTeach Alabama (UTA) prepares and supports certified STEM educators by strengthening teacher pipelines and expanding high-quality STEM instruction in classrooms across the state.

By the Numbers

- 100 total Alabama STEM Officers (ASO) Statewide
- 20 schools impacted across **6** workforce regions (ASO)
- 24+ student action plans completed with many more executing (ASO)
- 28 Workforce Incentives (WI) Awarded Across All **7** Workforce Regions
- 400+ total classrooms impacted with over 65,000 students reached (WI)
- 8,000+ parents shared STEM experiences (WI)
- 841 current UTeach Alabama (UTA) students exploring teaching as a career
- 506 classroom teachers have received training and provided student mentorship (UTA)
- 22,500 K-12 students have engaged in lessons taught by UTeach students in field experiences (UTA)
- 15% increase in total Alabama math and science teacher graduates within the first two years of program implementation (UTA)
- 24 STEM Teacher Externship Program (STEP) business and industry participants
- 100% of worksite host participants expressed satisfaction and encourage participation (STEP)

Alabama STEM Officers

In 2025, the Alabama STEM Council developed and launched an independent, Alabama-based student STEM program replacing Chief Science Officers to better meet the needs of students and schools across the state. The 2024–2025 Alabama STEM Officers program engaged middle and high school students in STEM leadership development, action plan implementation, and industry connections. End-of-year surveys captured student insights on learning, growth, and overall program experience, helping inform and strengthen the transition to the new Alabama STEM Officers initiative.

The program strengthened student leadership skills, expanded awareness of STEM career pathways, and supported meaningful community engagement. Student-led action plans ranged from elementary STEM activities to research labs and community outreach efforts. Students reported that leadership opportunities, career exploration, skill development, and teamwork were the most rewarding parts of their experience.

Advisors emphasized the value of hands-on STEM projects, leadership growth, and exposure to future career and postsecondary options. Students from more than 20 schools across six workforce regions participated, representing middle schools, high schools, and specialty schools. The STEM Council is actively growing this program to expand it’s footprint.

Alabama STEM Hubs

The Alabama STEM Council is working with three state-appointed STEM Hubs, designated under Alabama Act 2025-449, to connect education, industry, and communities in support of STEM workforce development. Through partnerships with the Cook Museum of Natural Science, the Saban Center, and the McWane Science Center, this effort aligns schools, employers, and community organizations to ensure STEM programs reflect real job opportunities and regional needs, while supporting high-demand career pathways and clear routes from K–12 through postsecondary education and into Alabama's workforce.

The Council and Hubs advance data-driven planning and continuous improvement by monitoring outcomes, tracking workforce alignment, and supporting accountability across regional programming. Educators benefit from professional development and industry-connected learning, including teacher externships that bring workplace insight directly into classrooms. Students gain access to hands-on learning, internships, and mentorships that prepare them for future STEM careers. Families and communities are engaged through outreach that builds awareness of high-demand, high-wage opportunities available across the state. STEM Council efforts highlight successes and best practices from all seven workforce regions to elevate programs that connect education to employment and promote scalability.

STEM Teacher Externship Program

The STEM Teacher Externship Program continued to provide meaningful professional development for Alabama educators in 2025. Coordinated by the Alabama STEM Council since 2022, the multi-day program places middle and high school teachers within STEM-focused industries to gain firsthand exposure to real-world careers. Teachers return to their classrooms better prepared to connect academic content to practical applications and workforce opportunities. Each year, participating educators reach an estimated 4,485 students, expanding awareness of STEM careers across all Workforce Regions.

In 2025, teachers partnered with a wide range of business and industry hosts, including biotechnology research, advanced manufacturing, regional economic development organizations, technology and engineering companies, agricultural, natural resource management, and additional employers representing Alabama's diverse economy. An overview of 2025 successes are as follows:

- 43 STEM educators participated from 28 schools representing 21 unique school systems
- 1,032 hours of teacher and host engagement
- 4,400 plus STEM and CTE students will be impacted by their lessons
- 87% increase in confidence reached when teaching about STEM careers

UTeach Alabama

Currently in its third year of implementation across six new partner universities, UTeach Alabama is on track to fully establish permanent secondary STEM teacher preparation programs statewide. This builds on the success of the University of Alabama at Birmingham's UTeach program, which has operated for a decade and graduated more than 100 students in its first six years of full implementation. Together, these programs are positioned to significantly increase the number of fully certified middle and high school science and mathematics teachers produced by Alabama universities.

In 2025, the Alabama STEM Council expanded the reach of the UTeach program into local community colleges to recruit more students into this innovative STEM teacher preparation pathway. Through first-of-its-kind partnerships with Calhoun, Lawson State, and Wallace State Community Colleges, the program offers introductory UTeach coursework, creating a clear pathway for STEM majors to seamlessly continue at a four-year UTeach participating institution.

In October, the STEM Council hosted the inaugural UTeach Alabama Summit at the University of Alabama at Birmingham (UAB). Approximately 60 UTeach Alabama staff, students and stakeholders attended the event. Attendees engaged in a dozen presentations and roundtable discussions. Featured speakers included Harrison Adams (Deputy Secretary of the Alabama Department of Workforce and Dr. Alethea Hampton (Alabama State Department of Education).

STEM Council Codification

In May 2025, the Alabama STEM Council was officially codified into law through the passage of Act 2025-449, marking a significant milestone in the state's commitment to building a STEM-ready Alabama. This legislation, which took effect on October 1, 2025, formally establishes the Council within the Alabama Department of Workforce and outlines its structure, responsibilities, and strategic role in advancing STEM education and workforce development across the state.

The codification was strongly endorsed and championed by Representative Terry Collins and Senator Donnie Chasteen, whose leadership was instrumental in securing this achievement. This act not only affirms the importance of STEM in Alabama's future but also ensures the Council's continued presence in shaping policies and programs that prepare students and workers for high-demand STEM careers.

House Bill 365 Signing Ceremony

July 31, 2025

Alabama Department of Workforce Transition

In October 2024, the Alabama STEM Council began its transition to the newly established Alabama Department of Workforce (ADOW), a move that was successfully completed by October 2025. All of the STEM Council team are now fully integrated into ADOW, ensuring a seamless continuation of services and support throughout the transition period.

The STEM Council is proud to now be part of the Workforce Pathways Division, alongside the Alabama Office of Apprenticeship, the Office of Workforce and Education Statistics, and the Alabama Workforce Board. This exciting new chapter would not have been possible without the visionary leadership of Secretary Greg Reed, Deputy Secretaries Harrison Adams and Jennifer Holton and the Chief of the Workforce Pathways Division Franklin Johnson. Their guidance has been instrumental in maintaining uninterrupted service and setting a strong foundation for future workforce development in Alabama.

ANA Evaluation

In alignment with the Alabama Numeracy Act passed in 2022, the STEM Council provides strategic oversight of the Act's external evaluation process by setting evaluator priorities and working closely with the Alabama State Department of Education to ensure access to essential data. Throughout the year, the Council publishes comprehensive quarterly and annual evaluation reports that highlight key findings, assess the implementation of mandated actions, present return-on-investment analyses, and offer informed recommendations for continued improvement.

Focus on STEM Careers and Workforce Development

The Alabama STEM Council works to align education pathways with the evolving needs of industry across the state. Through collaboration with K-12 systems, higher education, and employer partners, the Council supports initiatives that expand access to high-demand fields, strengthen work-based learning, and promote career awareness. By advancing programs such as apprenticeships, educator training, and regional STEM Hubs, the Council is helping build a skilled talent pipeline to meet Alabama's current and future workforce needs.

STEM Pathways and Workforce Readiness

Alabama's Regional Workforce Incentive programs strengthened education, industry, and workforce alignment statewide. As of September 30, 2025, initiatives reached 44 counties, served more than 700 students, and are projected to engage over 1,000 additional students. More than 150 educators completed professional development in high-demand fields, supported by partnerships with over 50 industry organizations providing hands-on learning and career exposure.

Alabama's workforce regions advanced initiatives aligned to regional needs. Efforts included expanded AI and emerging technology training, cybersecurity internships leading to credentials, aviation, aerospace, health science simulations, and bioscience career exploration. Workforce incentives allowed regions to strengthen access to invention and innovation opportunities through university partnerships, museums, industry collaborators, and hands-on learning experiences.

Educator professional development remained a central focus statewide. Teachers received training in AI integration, simulation-based learning, invention curriculum, culturally relevant pedagogy, and advanced STEM content, with an emphasis on immediate classroom application. Programs prioritized project-based learning and expanded access for challenged communities. Programs tracked growth, skill mastery, completion rates, educator confidence, and student interest across 120+ schools, demonstrating strong outcomes and a foundation for scaling workforce-aligned STEM pathways statewide.

Executive Director Sheila Holt Retirement

In May 2025, the Alabama STEM Council bid farewell to Mrs. Sheila Holt, who retired shortly after joining the Council in June 2024. Though her time with us was brief, her impact was immediate and deeply felt. A passionate advocate and educator for over two decades, Mrs. Holt played a pivotal role in advancing STEM education across the state and was instrumental in the development of the Alabama Numeracy Act.

Former Executive Director
Sheila Holt

The Alabama Department of Workforce
50 N. Ripley St. Montgomery, AL 36131

Equal Opportunity Employer/Program
Auxiliary aids and services available upon request to individuals with disabilities. Deaf, hard-of-hearing, speech-impaired, or deaf-blind customers may contact
Alabama Relay: 800-548-2546 (TTY) and 711 (Voice).
Equal opportunity is the law.