



ANNUAL REPORT

2023





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Letter to the Governor
The Honorable Kay Ivey
Governor of Alabama

2023 was a continuation of the pandemic era, and ADOL is still working to accommodate the massive influx of claims received during 2020 and 2021. We are happy to report that we have made progress on our claims backlog, our appeals backlog, and that we have successfully waived millions in pandemic overpayments. Our staff continues to work hard every day to serve Alabamians.

To this end, we have worked on modernizing the Hearings & Appeals portal, to allow for more direct and faster appeals in order to reduce the appeals backlog. Our UC Division has also hired new workers and contracted with a new third-party vendor to conduct fact finding research which continues to decrease the UC backlog.

We are working on launching both the new and improved Claimant Portal and the new Hearings & Appeals portal, which will reduce wait times for Alabamians and provide better customer service all around.

A lingering pandemic related topic is unemployment compensation fraud. This is a national problem, and Alabama is not exempt. We continue to identify fraud in the system, and are working with local, state, and federal law enforcement agencies to prosecute those who deliberately defrauded the system.

Economy wise, Alabama had a very successful year, reaching a new record low unemployment rate several times over, along with also setting multiple records for the largest number of jobs supported by the economy, the most people counted as working, and the lowest number of people counted as unemployed.

Wage growth continued in 2023, with many sectors and our average wages reaching new record highs. Wage growth has been remarkable over the past few years.

Our ES staff in our Career Centers are continuing to work daily to connect jobseekers with employers, hosting job fairs and other hiring events throughout the state.

Additionally, ADOL continued its successful partnership with Gray Media to bring events to every major market, including the 5th Annual Governor's Job Fair for Those With Disabilities.

As the state's focus turns away from the pandemic and turns toward the future, each division at ADOL will keep service at the forefront for all Alabama citizens.

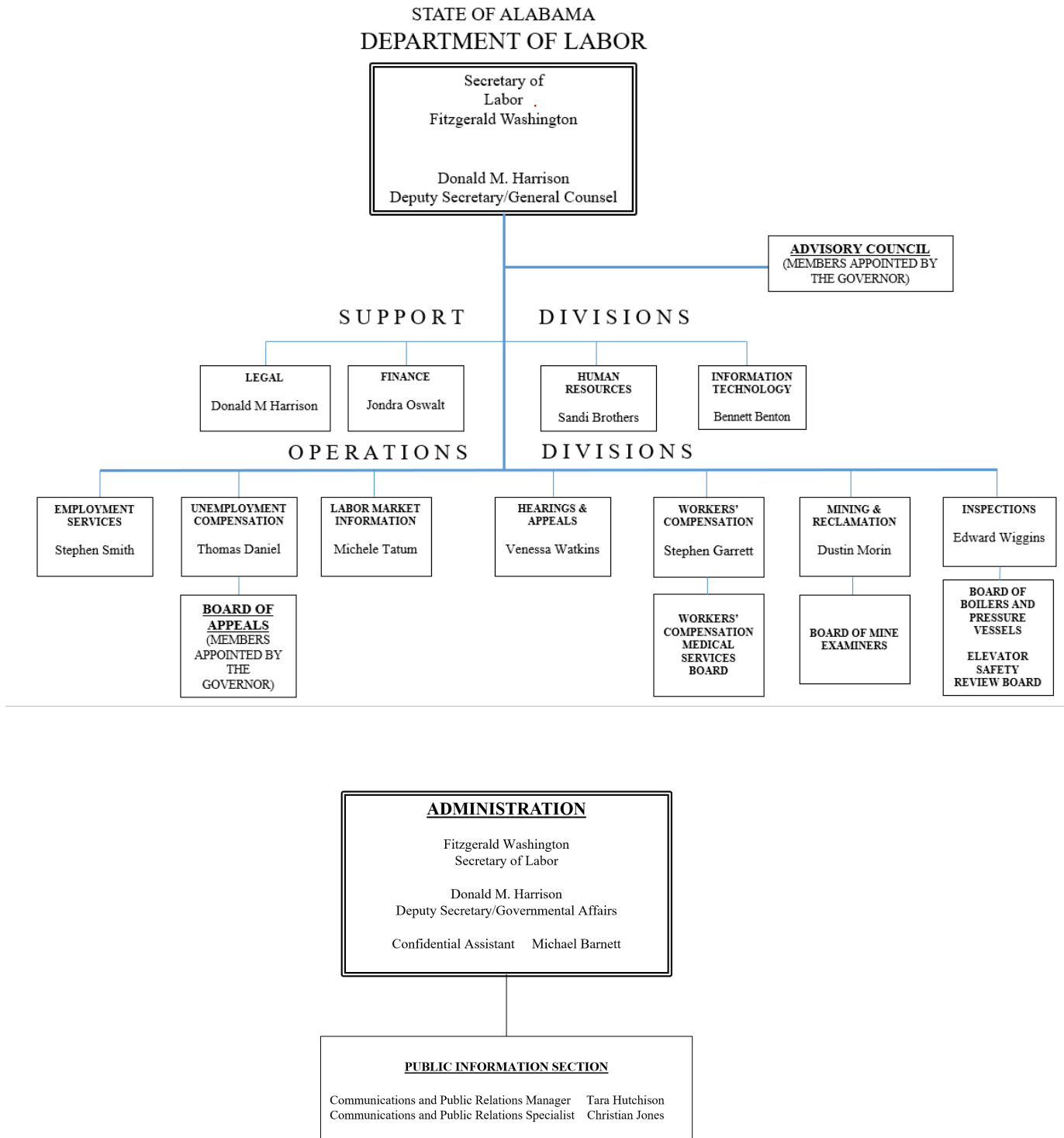
Sincerely,



Fitzgerald Washington

Organizational Chart

Alabama Department of Labor 2023



ADMINISTRATION

Fitzgerald Washington
Secretary of Labor

Donald M. Harrison
Deputy Secretary/Governmental Affairs

Confidential Assistant Michael Barnett

PUBLIC INFORMATION SECTION

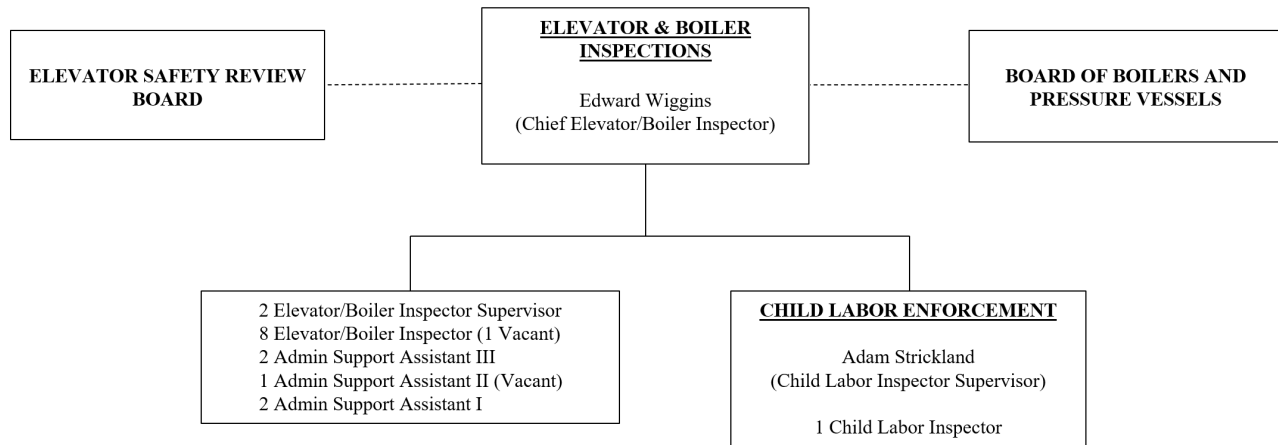
Communications and Public Relations Manager

Tara Hutchison

Communications and Public Relations Specialist

Christian Jones

ELEVATOR & BOILER INSPECTIONS DIVISION



ELEVATOR & BOILER INSPECTIONS DIVISION

ELEVATOR INSPECTIONS

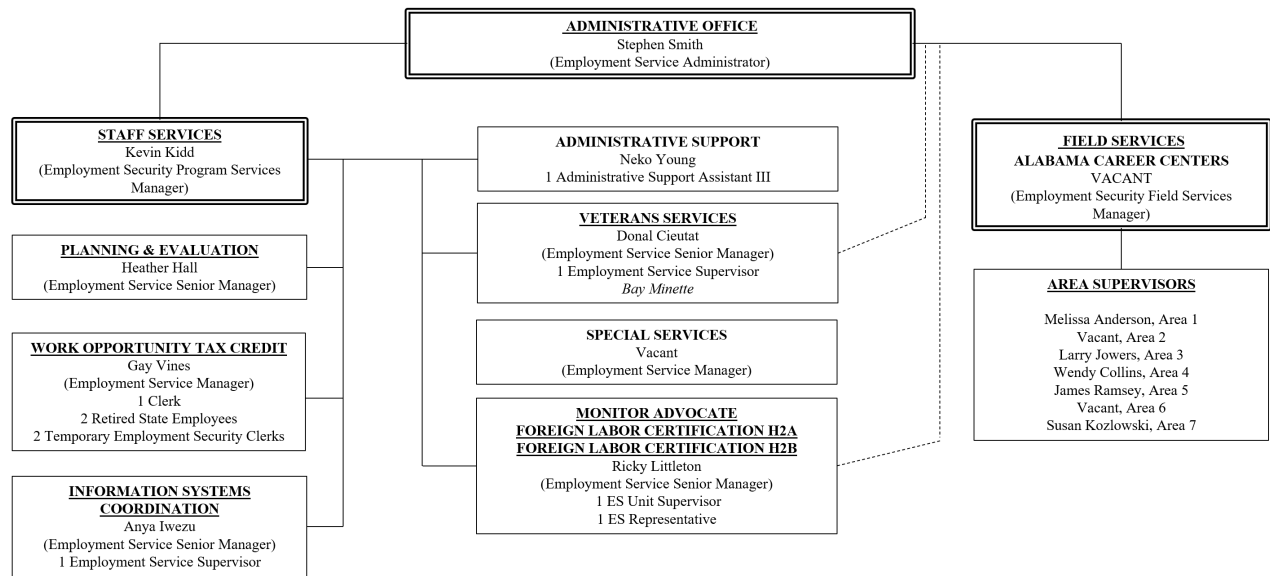
The legislation (Act No. 2003-349) mandates all elevators, other than those located in industrial facilities that are not accessed by the general public, be inspected annually and that inspections be made on elevators under construction to make sure they are properly installed and maintained. In addition to overseeing safety inspections, the Department is also required to keep accident reports and licensed persons who are engaged in construction, repair, and dismantling of elevators.

BOILER INSPECTIONS

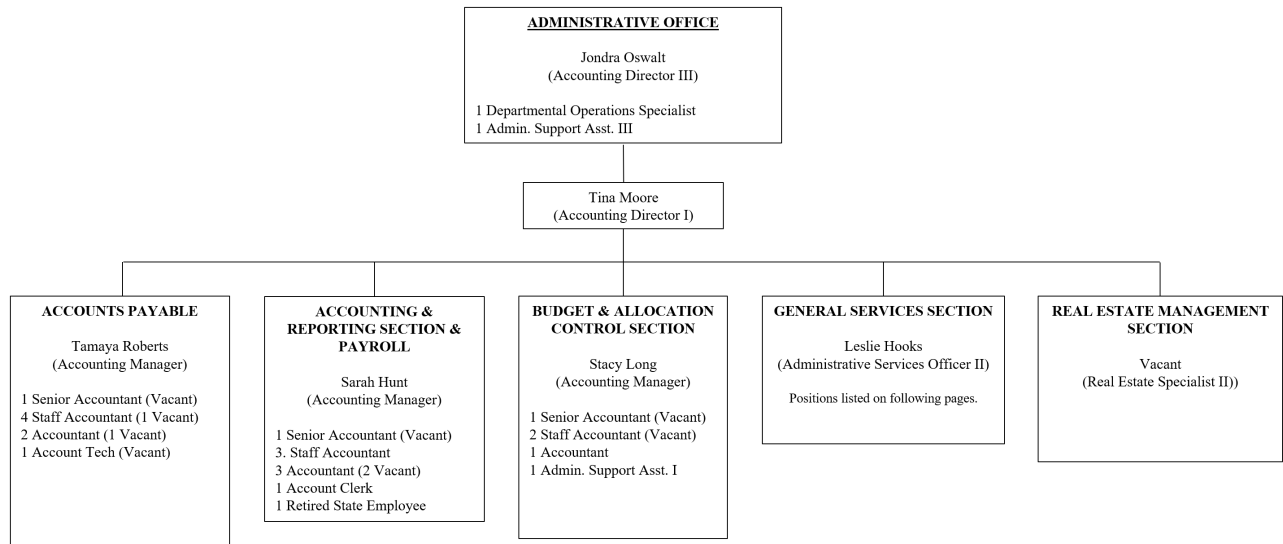
The Alabama law (Act No. 2000-315) requires boiler and pressure vessel inspections on a regularly established basis unless exempted by law. Operating Certificates must be maintained on equipment regulated by the ACT. This includes water heaters over 200,000 btu or over 120 gallons and Portable Water Heaters (PWH's) from 5 gallons to 120 gallons (any btu) located in buildings owned by or under the control of the state, county, municipality, separate school district, or other public entities. Permits must also be obtained to install boilers and pressure vessels except for PWH's. Currently there is no requirement for an installer, operator, or maintenance/service company to be licensed under the ACT.

CHILD LABOR ENFORCEMENT

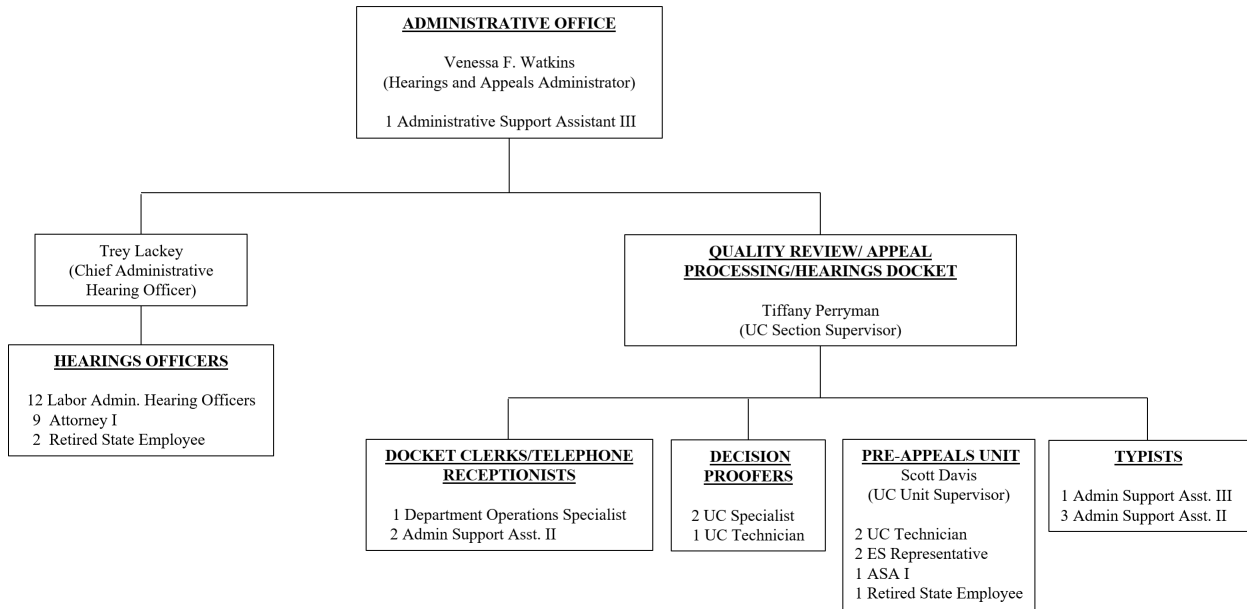
The Alabama Child Labor Law was enacted to protect working minors. The law prohibits youths from working in occupations or places of employment, which could be harmful to their health or moral well being. By regulating the hours during which youths are allowed to work, the law ensures minors sufficient time to take advantage of their educational opportunities.



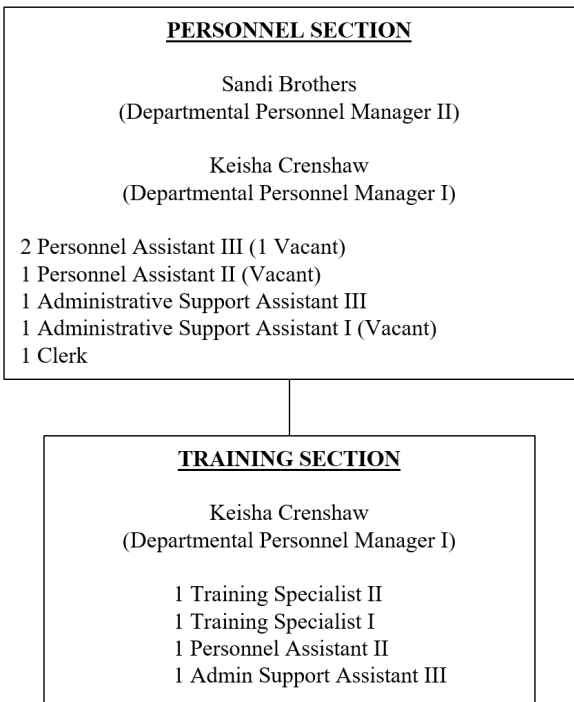
FINANCE DIVISION



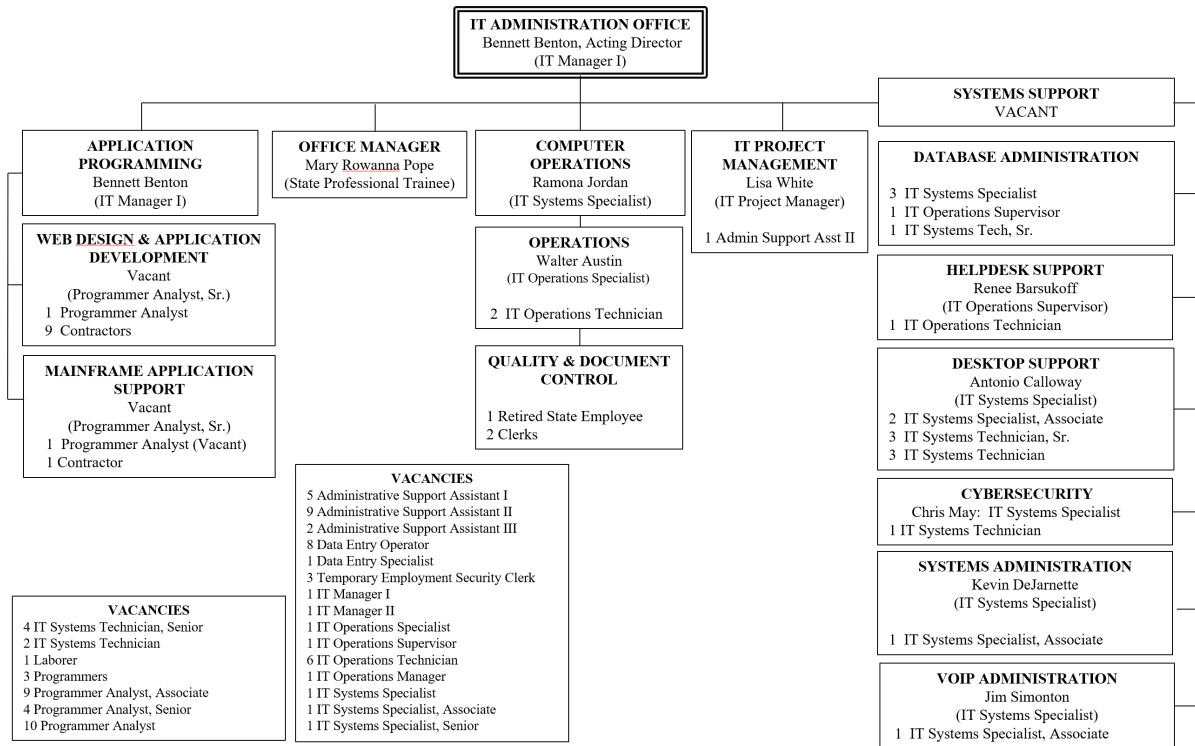
HEARINGS AND APPEALS DIVISION



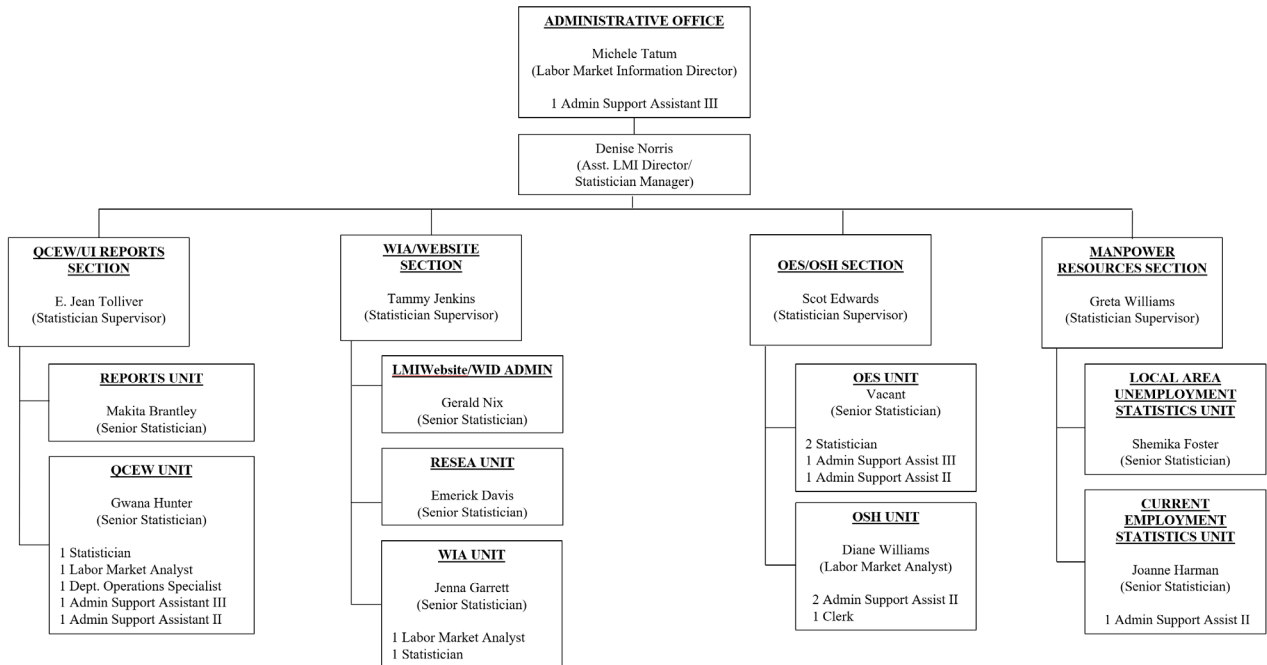
HUMAN RESOURCES DIVISION



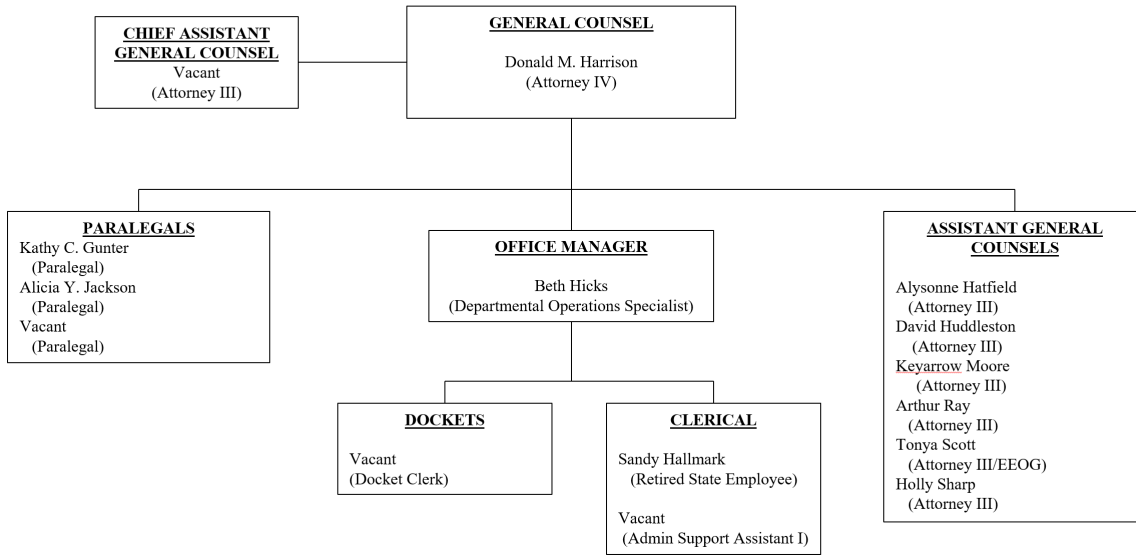
INFORMATION TECHNOLOGY DIVISION



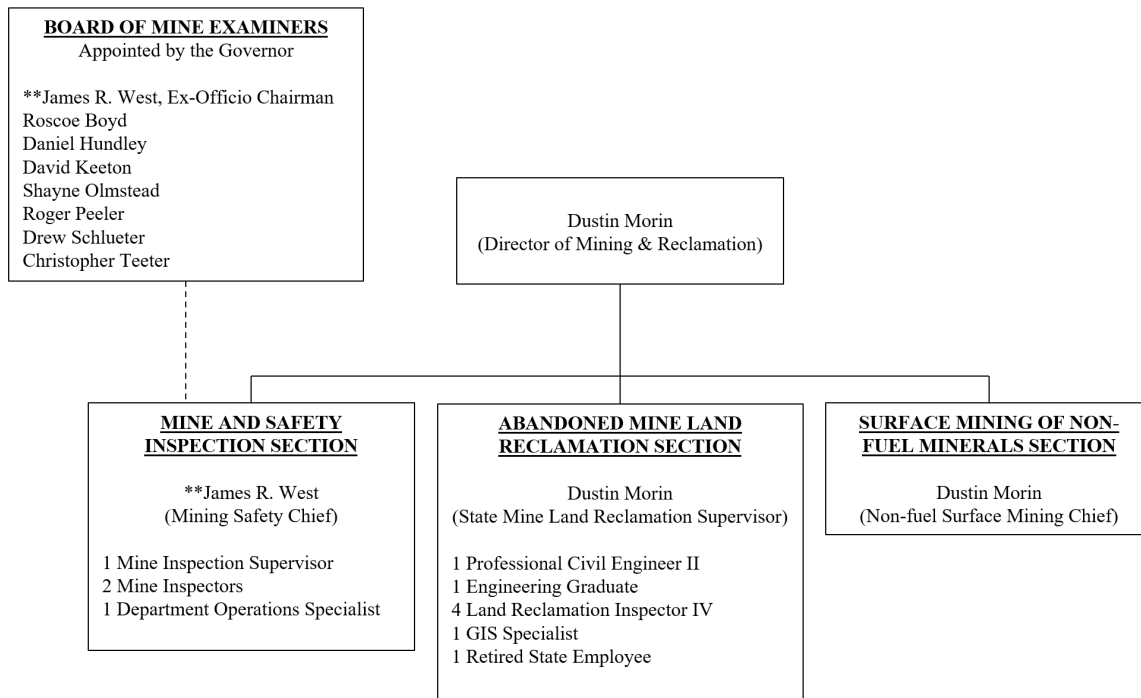
LABOR MARKET INFORMATION DIVISION



LEGAL DIVISION

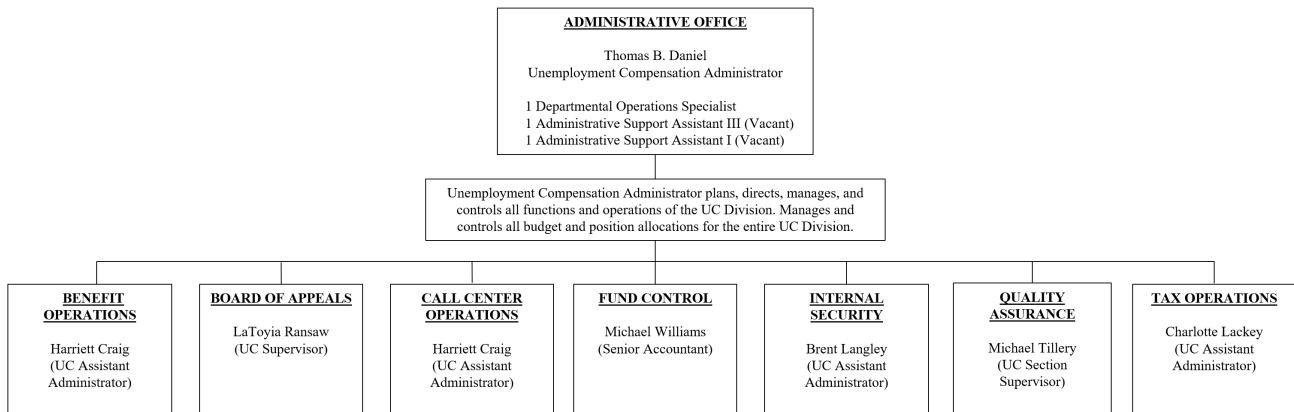


MINING & RECLAMATION DIVISION



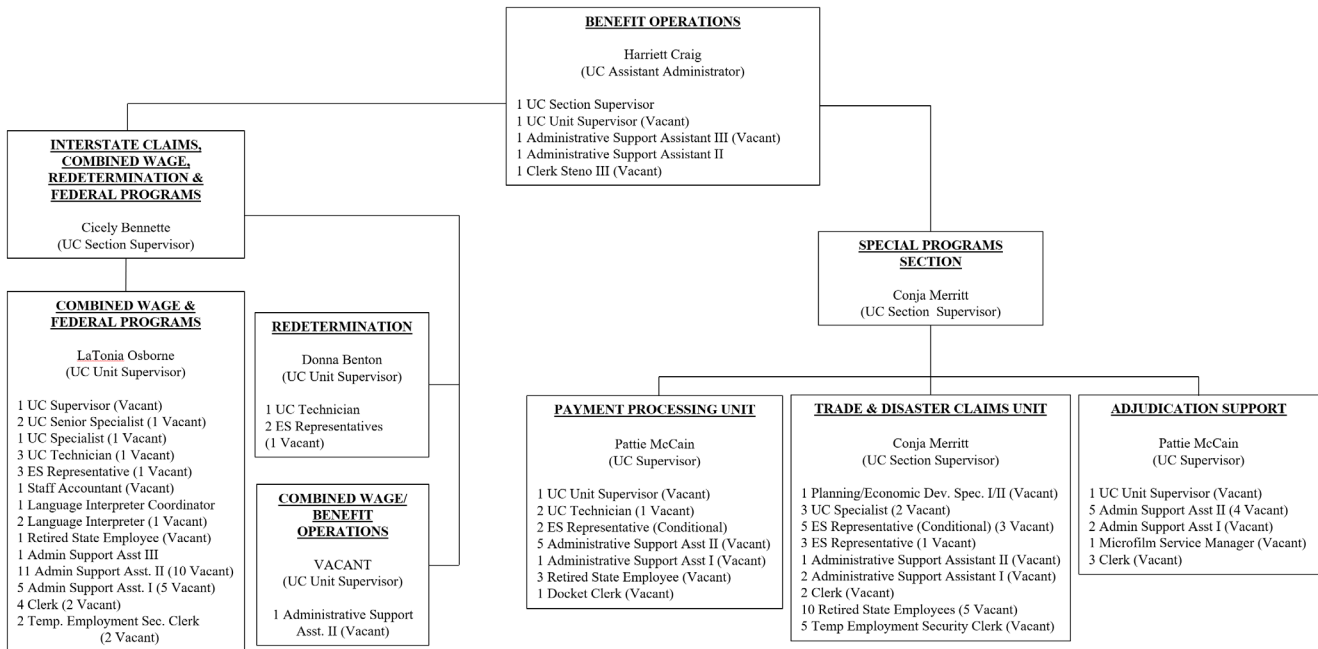
**Dual Capacity

UNEMPLOYMENT COMPENSATION DIVISION



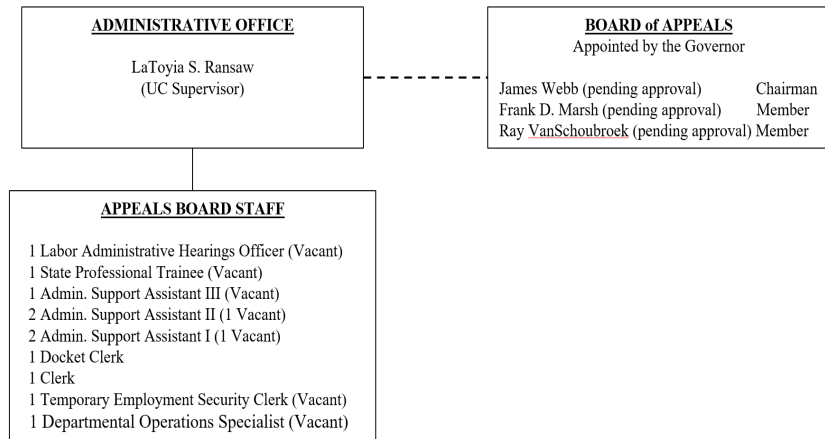
UNEMPLOYMENT COMPENSATION DIVISION

BENEFIT OPERATIONS



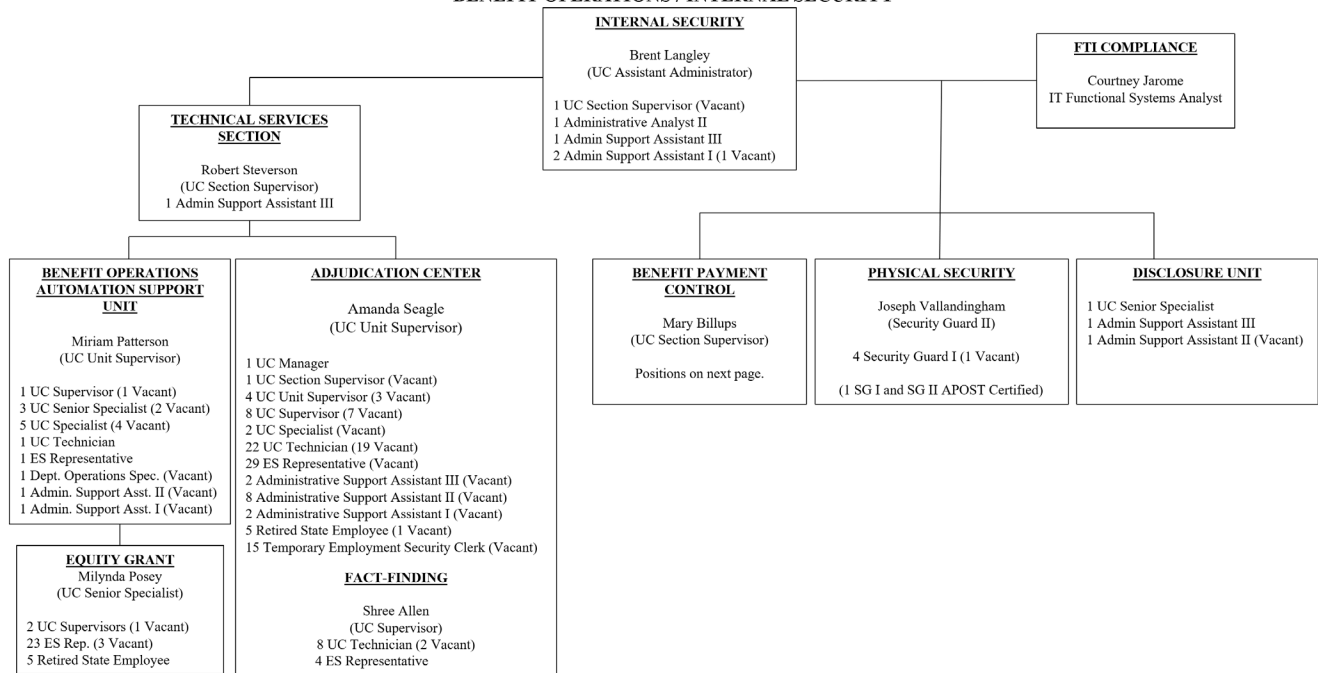
UNEMPLOYMENT COMPENSATION DIVISION

BOARD OF APPEALS SECTION

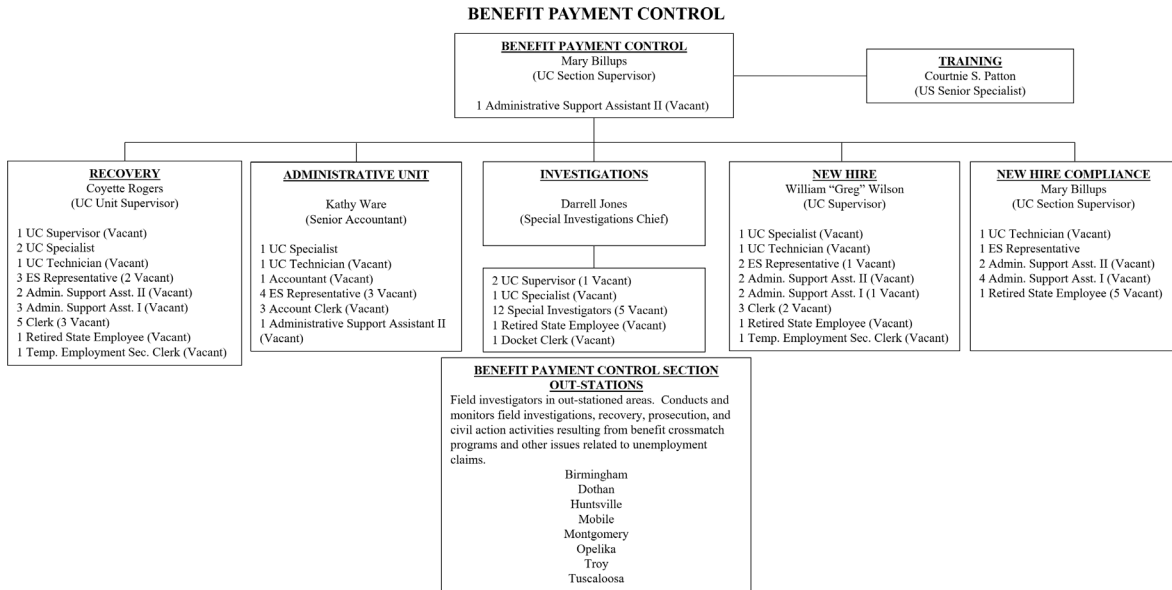


UNEMPLOYMENT COMPENSATION DIVISION

BENEFIT OPERATIONS / INTERNAL SECURITY

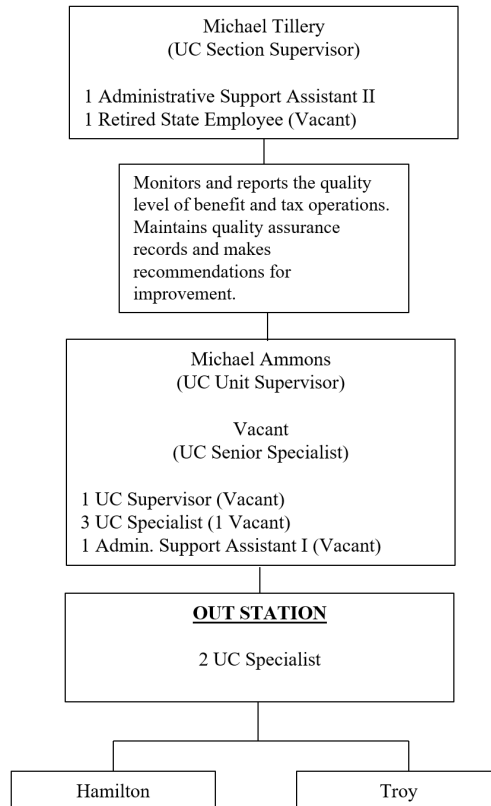


UNEMPLOYMENT COMPENSATION DIVISION



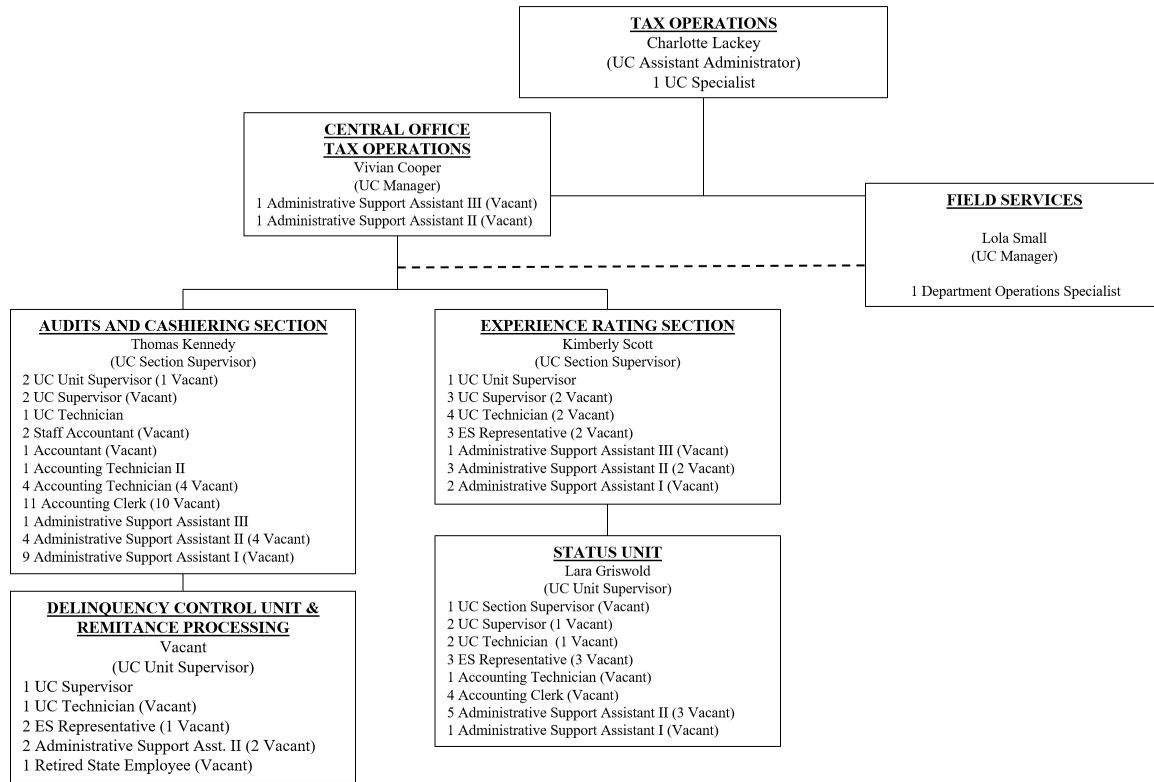
UNEMPLOYMENT COMPENSATION DIVISION

QUALITY ASSURANCE SECTION



UNEMPLOYMENT COMPENSATION DIVISION

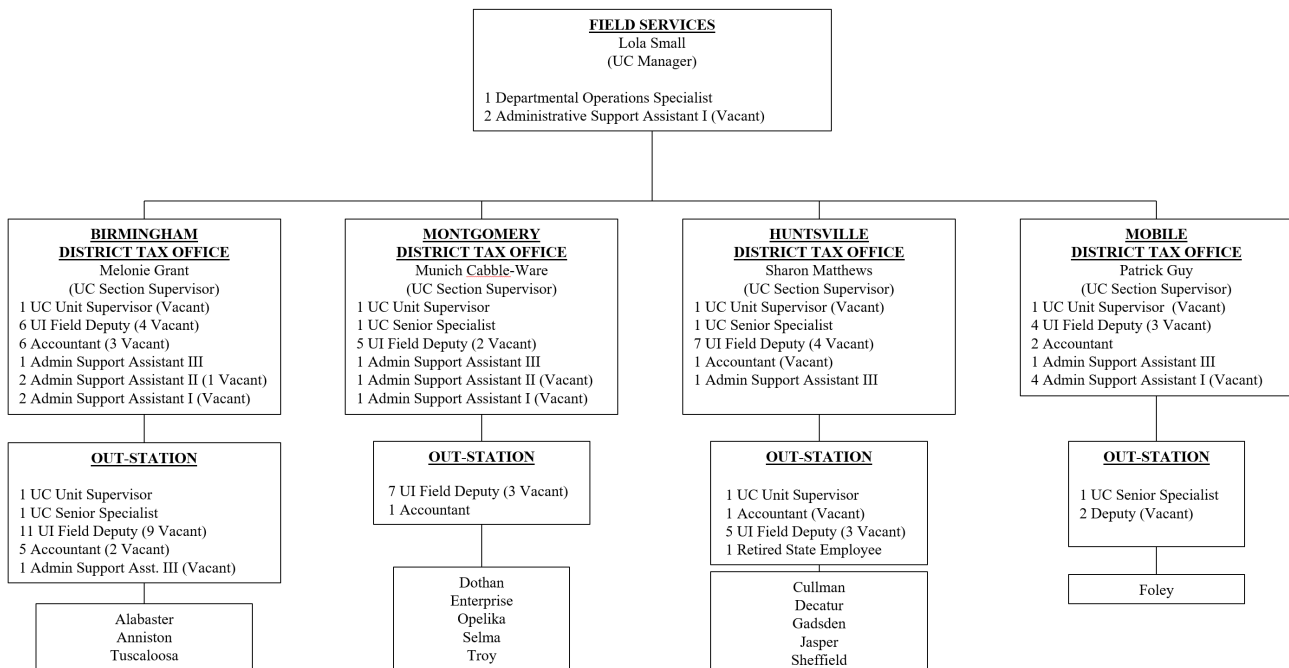
TAX OPERATIONS



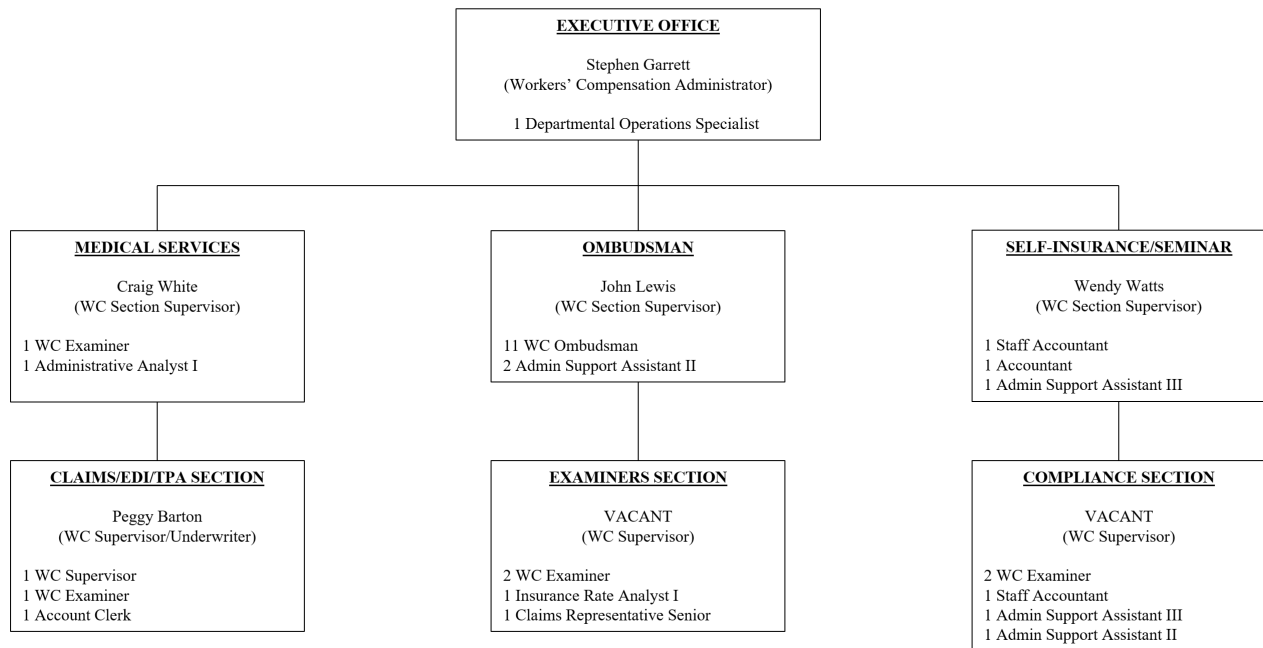
UNEMPLOYMENT COMPENSATION DIVISION

TAX OPERATIONS

FIELD SERVICES



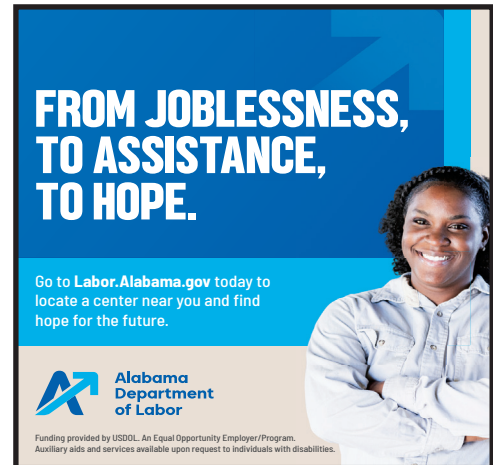
WORKERS COMPENSATION DIVISION



Unemployment Compensation

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 473 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 85.22% in 60 days and 97.74% in 90 days. Mean completion time for the 487 selected cases was 41 days. The mandated time lapse for denied claims is 60% within 60 days and 85% completed in 90 days. QA Investigators completed 87.55% in 60 days and 97.89% in 90 days. Mean completion time for the 473 selected cases was 39 days.

Claims found to be improper because of QA audits are presented to Technical Services for review and recommendations to correct repeated errors in payments and denials.

Quality Assurance staff members Mike Ammons and Ron Tejeda attended the annual BAM Peer to Peer review. This review was conducted in Arlington, VA. Alabama passed the review with minor procedural error exceptions. Alabama continues to have one of the lowest coding error rates in our region and the 25 other states participating in the review.

Quality Assurance staff have continued to assist the UC Division in taking inquiry calls, assisting claimants, and performing fact finding and adjudication of separation and non-separation issues.

Benefit Operations

Benefit Payment Control

Alabama has participated in the Unemployment Compensation (UC) Treasury Offset Program since 2012. In 2023 a total of \$3,067,533.80, as of September 30th, has been intercepted and applied to unpaid debt. Since our initial participation in the Treasury Offset program, Alabama has recovered over \$51,605,770.61 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 30th, 2023, the total amount of penalty collected is \$600,395.48 and the amount of interest collected is \$123,944.70.

State Revenue offset money applied to past due debt from the period beginning 10/1/2022 up to 09/30/2023 totals \$2,227,366.05.

A total of 75 warrants were filed in 2023 as of September 30th and there has been one conviction resulting in \$2,250.49 in restitution collected. The amount of restitution remaining for those cases for which warrants have already been signed totals \$716,815.19. A total of 607 cases have been assigned for prosecution which consists of \$4,885,150.64 in possible restitution to be collected.

From 10/01/2022 to 09/30/2023, Benefit Payment Control and the Internal Security Division identified 3,067.00 potential identity theft cases using Catch intelligence and/or by other means that were denied for the receipt of benefits. An additional 29,185 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 2,952 have either been denied or withdrawn.

While it remains the 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, 233 claimants as of September 30, 2023, have been granted relief with a breakdown as follows: \$6,472.00 in regular unemployment, \$8,532.00 in Pandemic Unemployment Assistance, \$2,760.00 in Pandemic Emergency Unemployment Compensation, \$138,690.00 in Federal Pandemic Unemployment Compensation, and \$269,700.00 in Lost Wage Assistance benefits.

Special Programs

During FY 2023, three companies were certified for Trade Adjustment Assistance (TAA) pending investigation list that have not been certified for TAA benefits. Five certified companies were located in Alabama and three out of state. 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 2023, there were 32 participants in the Alternative Trade Adjustment Assistance/Reemployment Trade Adjustment Assistance (ATAA/RTAA) programs.

At the end of 2023, there were 76 participants in TAA funded training. As a result of severe storms, straight-line winds, and tornadoes that occurred on January 12, 2023, Governor Kay Ivey requested disaster assistance. President Biden declared a federal disaster in Alabama on January 15, 2023. President Biden declared Autauga and Dallas counties in Alabama to be major disaster areas for the purpose of paying Disaster Unemployment Assistance (DUA) benefits. A news release was prepared and distributed to statewide news services and published on the Alabama Department of Labor's website.

On January 20, 2023, three additional counties were added to the federal declaration and a subsequent news release was prepared and distributed to statewide news services and published on the Alabama Department of Labor's website. The additional counties added to the declaration were Coosa, Elmore, and Hale. Alabama requested to extend the filing date for Disaster Unemployment Assistance from the 30-day deadline ending on February 16, 2023, to a uniform filing deadline of March 1, 2023, for Autauga, Dallas, Coosa, Elmore, and Hale counties, and for any additional counties added to the federal declaration.

On January 27, 2023, three additional counties were added to the federal declaration

and a subsequent news release was prepared and distributed to statewide news services and published on the Alabama Department of Labor's website. The additional counties added to the declaration were Greene, Sumter, and Tallapoosa.

On February 7, 2023, two additional counties were added to the federal declaration and a subsequent news release was prepared and distributed to statewide news services and published on the Alabama Department of Labor's website. The additional counties added to the declaration were Mobile and Morgan. This brought the total to ten counties declared. Mo-

bile and Morgan counties were not included in the uniform filing deadline and were given a filing deadline of March 10, 2023 to allow a full 30 days for Disaster Unemployment Assistance claims to be submitted.

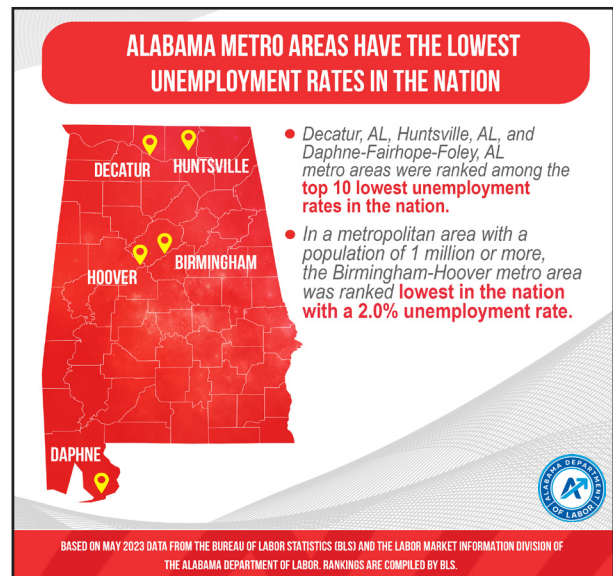
The initial survey indicated that the majority of the Disaster Unemployment Assistance claims would be filed by self-employed individuals, individuals who were monetarily ineligible for regular unemployment compensation, and individuals who were injured due to the disaster. We anticipated 15 claimants to receive an average dollar amount of \$250 for twenty-six weeks. The total amount estimated for benefits was \$30,000 and for administrative costs was \$4,500.

Representatives from ADOL were sent to the Disaster Recovery Centers in Dallas, Autauga, and Elmore counties to provide information concerning filing for disaster unemployment assistance benefits.

On February 16, 2023, Alabama received Disaster Unemployment Assistance (DUA) obligational authority in the amount of \$30,000 for benefits and \$4,500 for the administration of the program.

There were 23 claims filed for Disaster Unemployment Assistance benefits and 18 of the claims were denied benefits as they were not unemployed as a direct result of the disaster. There were five individuals approved and paid DUA benefits.

The total amount expended for DUA benefits was \$4,356. The amount expended for administrative costs was \$4,493.



Benefit Services

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

Combined Wage and Federal Program Unit:

The Combined Wage Unit and Federal Program Unit are continuing to assist the Netacent group with the configuration of a new UI system that went live on January 2020 to work through continued malfunctions and needed enhancements by providing information which includes employees' daily work task that require the use of the ICON and Datastation Systems. The Combined Wage unit staff has continued to be successful reporting and identifying fraudulent claims from fraud alerts in NAWSA's Integrity Data Hub. In addition, the Combined Wage Unit staff along with the Netacent Group volunteered to participate as a web services pilot state to test the modernized IBIQ Cloud Hub exchange with NASWA and UI Professional Services. (Alabama transitioned on 06/29/23 to the UI-ICON Cloud Hub for IBIQ/SIDI). Lastly, the Combined Wage Unit and Federal Program Unit requested to work with the Netacent group to develop a UCFE/UCX discrepancy report to aid as a safeguard to capture any errors in billing for these claims that may have been missed by staff or appear to be questionable. The report does not have a definite target completion date set. However, when the report is completed, it will be reviewed quarterly for corrective action by the Federal Programs unit and IB6 Billing staff.

Redetermination Unit:

The Redetermination Unit staff moved approximately 5600 fraud claims to fraud social security numbers pending further review by the Internal Security Unit and Benefit Payment Control Investigators.

Systematic Alien Verification for Entitlements Program (SAVE)

During FY 2023, 1090 initial claims where the claimant was not a United States citizen were established. There were 4,380 claims that were verified through the U.S. Citizenship and Immigration Services' (USCIS) designated automated system; this includes backlog of claims filed during the COVID-19 Pandemic, where the claimant was not a citizen. In addition, staff continues to participate in the U.S. Citizenship and Immigration Services' virtual training sessions 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.

UC Technical Services

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

Agency Training

The UC Technical Services Section provides systems training for agency staff and provides support for all UI training to include updating training materials and manuals. During 2023, the primary trainer hosted 12 different training sessions, including 72 attendees. The section has also designated an official trainer-in-training, securing the future of the training function within the section.

Technical Services training staff also 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 ADOL calls. Technical Services training staff are also available to vendor management on demand via Teams, email, and or phone.

During 2023, ADOL contracted with a third-party vendor for fact finding. On June 7, 2023, to assist with the onboarding process, the primary trainer traveled to Brewton, Alabama and hosted on-site systems training for more than 50 vendor staff.

Systems Functionality & Support

Technical Services serves as a liaison between the ADOL business units and vendor and/or in-house IT staff. This year proved busy for this support function category as system issues, new development requests, and improvement requests continue to arise related to the new UC system launched in 2020. As UC claims activity has returned to a level of normalcy after the Pandemic, Technical Services has been able to shift focus to revisiting system change needs and enhancements.

Technical Services assisted with an overhaul of the online Appeals filing portal. The new portal requires different data input to include a unique identifier, eliminating the possibility of duplicate appeal requests, and streamlining the

online appeal process. New development within the UC system now integrates with the online appeal requests, allowing ADOL staff to more easily process these requests and schedule needed hearings.

As another major project, Technical Services worked with the system vendor to finalize business requirements and test development for a new claimant portal of online and in-house claims filing. As 2023 ends, the new system is only live for claims filed in-house by internal staff. However, the project is nearly complete and has an anticipated full go-live date of January 2024.



Data Reporting & Processing

Since go-live with the new system, the Technical Services section has worked closely with the assists Database Administration (DBA) Unit in a Business Analysis capacity to identify proper data for reporting, and validating outputs. During 2023, much of the SQL work required for ad hoc reporting was absorbed by Technical Services, including data sets needed for AL Examiners during audit reviews. Work also continues to provide query data for targeted Adjudication work to help alleviate the UC Adjudication backlogs.

During 2023, Technical Services worked with the vendor to finalize business requirements for a new functionality within the system that allows for bulk transactions via upload of an Excel file. Technical Services has utilized this tool to finalize corrective actions related to the CARES Act programs, send out claimant notices in bulk, and to process bulk transactions related to issue management as needed. The Technical Services team has also launched a project to assist with fraud issue reviews in bulk via this process.

Administrative Functions

Technical Services Section continues to support the agency in UC administrative functions such as strategic planning, state and federal audits, and administration of grant activities and reporting. Technical Services continues to coordinate the creation and submission of the State Quality Strategic Plan (SQSP) package. The SQSP package continues to be significantly larger than historically required due to the increase in claims, workload, and fraud caused by the pandemic. This SQSP plan is essential to help establish strategic goals and meet required performance measures, prevent fraud, and reduce improper payments.

During 2023, Technical Services Section participated in multiple audits and monitoring reviews to include AL Examiners audit, USDOL monitoring of the DUA program, and USDOL monitoring of Integrity and Equity. Technical Services develops corrective action plans (CAPs) for any audit findings as needed and monitors these plans to ensure timely and successful completion. Outstanding milestones identified in the 2022 annual report have all been completed.

Technical Services coordinates applications, project management, and reporting for UC grants. Under the Equity Grant, Technical Services now manages 28 UC ombudspersons across 25 different local office locations. These ombudspersons are overseen by two supervisors. This project continues to prove valuable, serving to improve overall customer service and UC presence for the general public. Throughout 2023, Technical Services completed 9,178 quarterly reporting for 20 ongoing projects and applied for new grant funding under UIPL 11-23 encompassing seven new projects to be undertaken.

During 2023, Technical Services also coordinated the 2023 Annual Summit with the UC system vendor. Vendor management, programmers and business analysts traveled to ADOL Central Office to meet with management, business units, and other key staff to discuss outstanding issues and upcoming development within the UC system of record, Data Station. The Technical Services section reserved meeting space, set the agenda ensuring each business unit was allotted time to meet with

Call Center Operations

Call Center Operations is a section in the Unemployment Compensation Division that once consisted of the Montgomery Call Center, the Birmingham Adjudication Center, and an administrative unit at ADOL's Central Office location in Montgomery. Given the strong economy and steady drops in the unemployment rate at the start of 2020, the decision was made to close the off-site centers and consolidate the Call Centers into the Central Office location.

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.

2023 included a major development in the adjudication unit. In June 2023, the agency contracted with a third-party vendor to assist with the fact-finding process, which provided many representatives focused on fact-finding while allowing seasoned agency staff to focus solely on adjudication or determination of issues. Extensive planning, systems and network configurations, onboarding, and on-site training efforts for a team of 50 representatives began in the first quarter 2023.

As reported in November 2022, the backlog was 99,437 claims. As of November 2023, the backlog is 70,436. A total of five full-time staff were onboarded in 2023 and four retired-state employees were utilized to the maximum extent allowed, thereby increasing overall staff.

In addition to the hiring of new staff and utilization of retired-state employees the agency looked inward and enlisted other trained and capable staff from throughout the Unemployment Compensation Division where possible to assist with adjudication duties. These staffing moves resulted in substantial progress toward reducing the backlog.

In addition to being responsible for fact-finding and adjudication, the unit provided several auxiliary services in support of claims taking activities. These included managing daily reports, addressing specialized claim issues, and facilitating the placement and retention of incoming claimant and employer documentation necessary to complete a claim.

The overall quality of non-monetary determinations, as indicated in the USDOL Employment and Training Administration (ETA) 9056 Report, improved over samples from 2022. Each USDOL mandated quarterly review of quality is an opportunity for agencies to identify strengths and weaknesses in the quality of determinations or decisions issued. Management implemented a formal dialog of training points for each quarter to provide staff with feedback and to communicate weakness trends and areas needing improvement.

During the period October 1, 2022 - September 30, 2023, factfinding was completed on 199,358 issues. There were 129,855 issues assigned to Factfinders and of that number, 76,254 were completed. 126,884 factfinding claims were assigned to Adjudicators and factfinding was completed on 125,854.

Tax Operations

The balance of the Unemployment Trust Fund maintained positive throughout FY 2023. The balance of the Trust Fund as of September 30, 2023, was \$994,192,776.00.

Alabama continues to be one of the most efficient states in electronic wage filings and payment processes. Electronically filed tax returns averaged 100 percent, while electronic remittances averaged 99 percent for the fiscal year. The total number of tax returns processed for the year was 444,129. Other accomplishments for UC Tax Operations are:

The Audits/Delinquency Control section deposited a total of \$216,995,305.00 into the Unemployment Compensation Trust Fund for the period October 1, 2022, through September 30, 2023.

Online automated adjustments to employer accounts numbered 7,465 for the year. That total included 2,094 adjustments electronically filed by bulk filers (ADP, Paychex, etc.).

Employer account billing statements were produced all four quarters of the fiscal year for the first time since conversion of mainframe computer to Netacent. Employers were billed all four quarters for non-filed reports, taxes, penalty, and interest. A total of 109,138 billing statements were sent to employers during the year. Total amount of taxes, penalty and interest billed was \$71,092,064.00.

The production of billing statements revealed the negative effects of Covid on businesses. The ADOL tax field deputies submitted a record number of assignments to the Status Unit for closure of employer accounts after investigating those employers who had “missing” wage reports. The Status Unit closed 10,292 employer accounts from October 1, 2022, through September 30, 2023. They continue to see large numbers of requests for employer account closures that occurred during 2020 and 2021.

The beginning balance of Tax Appeal hearings for FY 2023 was 11 pending cases. Ten additional appeal requests were received during the year. Disposition of these cases follows:

1. Two cases were affirmed

2. Seven cases were withdrawn
3. Once case had a split decision
4. Zero cases were overturned
5. Eleven cases are pending for a hearing

Experience Rating saw a normalization of their workload during the 2023 fiscal year after the volumes of work created by Covid claims the previous year. Thus far, 23,273 Form BEN-8As have been mailed out through September.

There were 91,673 tax rate notices generated to employers in FY 2023. Two hundred thirty-three of those were mailed to IVR (telephone) filers. Currently, the 2024 tax rate notices are being reviewed and are expected to be released on the Alabama Department of Labor website mid-December.

The Status Unit assigned 17,499 new employer accounts. Of that total, 15,585 (or 89%) were submitted online. Additionally, Status assigned 502 successor accounts. A total of 360 (or 71.7%) successor accounts were completed online. Employer name and address changes numbered 10,037; and 2,627 (or 26%) of that total were submitted online.

A Tax Summit was conducted in the last week of August 2023. Attendees included Tax representatives from the Status, Experience Rating, and Audits and Cashiering Sections. Representatives from Netacent attended and addressed recurring issues with the Datastition program.

Tax Field Services

ADOL 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 under the Fair Labor Standards Act, Workers' Compensation and Unemployment Compensation Acts. Additionally, misclassification of workers creates businesses with an unfair business advantage over competitors.

Field services auditors completed 1,735 total audits during the fiscal year, 50 of which were considered large audits because the employer had over 100 employees on staff or paid in excess of \$1,000,000,000.00 in taxable wages. Because of these audits, 3,628 misclassified workers were discovered and in turn reported to the department. This created an increase of \$81,829,873.00 in total wages and an increase of \$17,531,337.00 in taxable wages and produced an addition of \$234,411.00 in tax assessment.

Board of Appeals

The Board of Appeals Section serves as administrative support and clerk for the Board of Members, a statutorily created board that reviews and hears unemployment compensation cases at the highest administrative level. The board conducts hearings at seven different Career Centers around the state on a rotating basis. In the FY 2023, the board reviewed more than 1200 appeals and held more than 400 in-person hearings.

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 ADOL 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.

The ADOL'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. The ADOL 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 ADOL confidential information and prepares all Informational Disclosure Agreement contracts for release of confidential information. Requests are received from various clients (claimants, attorneys, employers, payroll companies, etc.). The Disclosure Unit invoices each request and in FY 2023 produced more than 429 invoices totaling more than \$71,107.00 in receivables.

UNEMPLOYMENT COMPENSATION

	Fiscal Year			
	2023	2022	Net Change	Percent Change
State Unemployment Compensation				
Initial Claims				
New	105,532	122,911	(17,379)	-14.1
Additional	16,613	18,799	(2,186)	-11.6
Inter Agent (New & Add.) ****	6,177	8,363	(2,186)	-26.1
Weeks Claimed *	374,761	248,540	126,221	50.8
Weeks Compensated	213,985	270,051	(56,066)	-20.8
Gross Benefits Paid	53,813,771	61,582,565	(\$7,768,794)	-12.6
Federal Employees				
Initial Claims				
New	243	384	(141)	-36.7
Additional	45	58	(13)	-22.4
Inter Agent (New & Add.) ****	21	27	(6)	-22.2
Weeks Claimed *	1,337	1,723	(386)	-22.4
Weeks Compensated	1,012	1,771	(759)	-42.9
Gross Benefits Paid	456,521	\$707,511	(\$250,990)	-35.5
Ex Servicemen				
Initial Claims				
New	220	296	(76)	-25.7
Additional	18	32	(14)	-43.8
Inter Agent (New & Add.) ****	5	5	0	0.0
Weeks Claimed *	882	1,146	(264)	-23.0
Weeks Compensated	696	1,137	(441)	-38.8
Gross Benefits Paid	207,337	\$355,818	(\$148,481)	-41.7
Extended Benefit Unemployment				
Initial Claims (UI, UCFE & UCX)	0	11	(11)	-100.0
Weeks Claimed *	0	0	0	***
Weeks Compensated (UI, UCFE, UCX)	0	29	(29)	-100.0
Gross Benefits Paid	0	\$14,392	(14,392)	-100.0
Trade Readjustment Allowance **				
Initial Claims	4	29	(25)	-86.2
Weeks Claimed	355	3,584	(3,229)	-90.1
Gross Benefits Paid	96,240	\$1,009,929	(\$913,689)	-90.5
Pandemic Unemployment Assistance (PUA)				
Initial Claims	92	1,229	(1,137)	-92.5
Weeks Claimed	181	638	(457)	-71.6
Weeks Compensated	6,775	29,852	(23,077)	-77.3
Gross Benefits Paid	3,279,938	\$8,304,267	(\$5,024,329)	-60.5
Pandemic Emergency Unemployment Compensation (PEUC)				
Initial Claims	2,130	10,950	(8,820)	-80.5
Weeks Claimed	91	362	(271)	-74.9
Weeks Compensated	16,321	56,355	(40,034)	-71.0
Gross Benefits Paid	1,444,394	\$10,389,239	(\$8,944,845)	-86.1
Disaster Unemployment Assistance				
Initial Claims	5	0	5	***
Weeks Claimed	30	0	30	***
Weeks Compensated	29	0	29	***
Gross Benefits Paid	4,135	\$0	4,135	***
Alternative Trade Adjustment Assistance Program				
Initial Claims	0	19	(19)	-100.0
Weeks Claimed	281	1,143	(862)	-75.4
Weeks Compensated	281	1,143	(862)	-75.4
Gross Benefits Paid	24,322	\$178,699	(\$154,377)	-86.4

* Excludes interstate claims data received through Internet System.

** Includes retroactive payment activity.

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

**** Effective January 1, 2020, Interstate claims no longer included in Initial New and Additional claims



Finance

Overview

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

The division's objective has been to seek ways to enhance the department's accounting process while maintaining the appropriate accounting controls to ensure expenditures are in compliance with all applicable regulations, as well as being fiscally responsible. In addition, greater transparency and usefulness of financial reports is an ongoing commitment of the division. To that end, finance staff conduct in-person meetings, upon request, with division directors and their staff to review monthly reports, provide funding updates, and explore solutions to identified concerns. Finance staff also conduct department-level budget briefings with Secretary Washington, agency head, to ensure he's kept abreast of current budgetary items and various funding opportunities.

Scope of Work

Finance's 45+ employees support ADOL's operations divisions by providing essential services in the areas of Accounts Payable, Accounting and Reporting, Budget and Allocation Control, Procurement and Supply, Mail, Real Estate Management, Reproduction, and Building Maintenance. Practically all functions of the division must collaborate with the State's central oversight entities, including the Office of Information Technology, the Division of Purchasing, the State Comptroller's Office, the Examiners of Public Accounts, and the Executive Budget Office. The Fund Control Section was reorganized from ADOL Finance to ADOL Unemployment Division in April 2023 after his retirement due to their handling of the UI Trust Fund and benefit payments.



Training & Development

In FY 2023, Finance Division supervisors and staff continued their participation in training classes and seminars offered by ADOL Human Resources and IT staff, State Personnel, and the Montgomery Chapter Association of Government Accountants' (AGA). Finance staff continue to be involved conferences and training at the National and Regional levels with the National Association of State Workforce Agencies' (NASWA), NASWA's regional Administration & Finance Committee meetings, and the National Association of Abandoned Mine Land Programs.

The Finance Division continues to work towards better communications and processes to gather and transmit information between other ADOL Divisions and within Finance Sections. Finance staff also offers guidance to managers and staff on travel forms, payroll assistance, procurement processes, and any other accounting functions to assist with their understanding of procedures and program budgets.

Employment Services Collaboration

The collaboration of the Finance Division continued with ADOL's Employment Services (ES) Division and the Alabama Department of Commerce Workforce Development Division to administer WIOA contracts and budgets in the agency's role as One-Stop Operator for WIOA Services. Finance's Budget Section coordinates with seven local workforce boards governing seven geographical areas, along with multiple state partner agencies, to ensure financial transactions meet state and federal contractual requirements.



The continued work with ADOL's Information Services and Human Resource divisions in modernizing our financial system is progressing well. The advancements that have been made over this last year with the time distribution sub-system and making access more user friendly while maintaining internal controls have expanded to include other aspects currently on ADOL's mainframe.

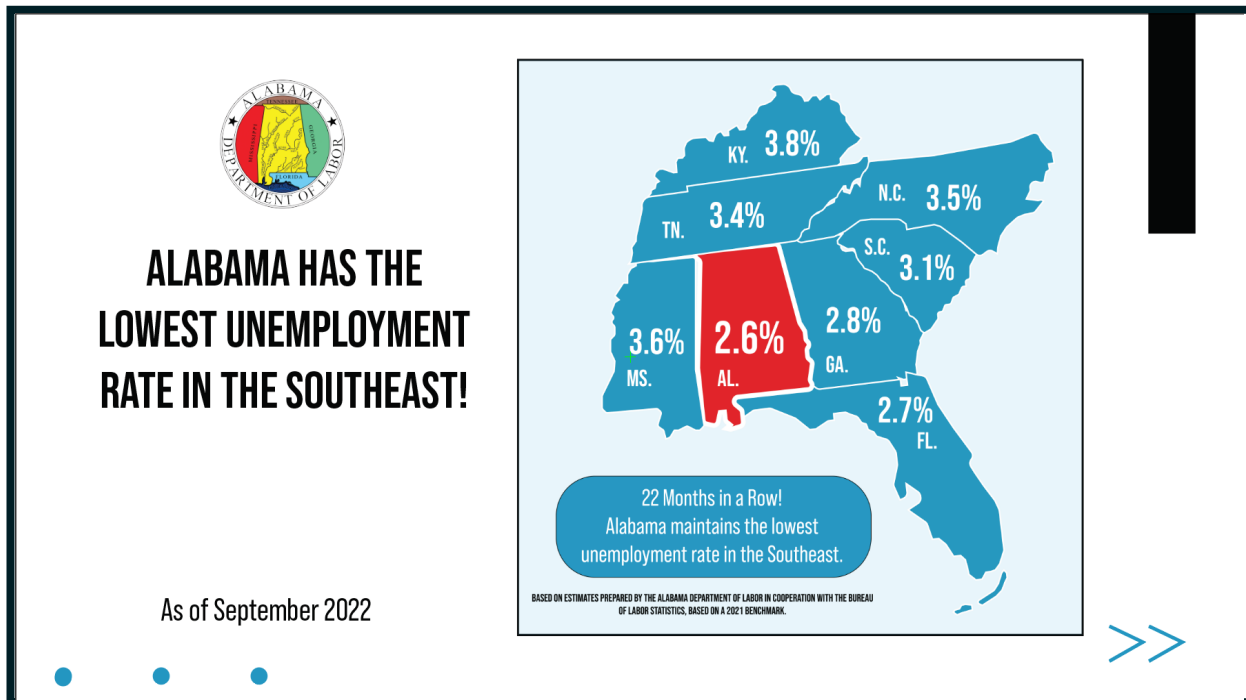
Hiring & Retirements

As in 2022, the Finance Division had several staff changes through retirements and hiring which affected multiple sections. Mrs. Tina Moore was officially named Assistant Finance Director. Finance's organizational structure was changed to only one assistant director after the retirement of Terry Knight. Mrs. Moore now oversees all sections of the division under Jondra Oswalt, Finance Director.

Finance Division section leaders and staff work throughout the year to provide the best service possible to internal as well as external customers of ADOL.



Labor Market Information



Overview

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.



Alabama Department of Labor LABOR MARKET INFORMATION

[LMI Homepage](#) [CES](#) [OES](#) [QCEW](#) [LAUS](#) [OSHS](#) [Workforce Development](#)

RECENT UPDATES

- [October 20, 2023 - September Unemployment Statistics](#)
- [October 20, 2023 - Alabama Labor Market Newsletter](#)
- [October 20, 2023 - Current Employment Statistics updated](#)
- [October 20, 2023 - September HWOL](#)
- [October 11, 2023 - Short-Term Projections 2022-2024](#)
- [August 4, 2023 - Occupational Wages updated to 2nd Quarter 2023](#)
- [COVID-19 Questions & Answers](#)
- [Interactive Unemployment Insurance Claims by Industry](#)
- [Interactive Unemployment Insurance Claims by County](#)
- [Interactive Unemployment Benefits and Claims Paid](#)

September 2023 Unemployment Situation

Seasonally Adjusted	September 2023 Preliminary	August 2023 Revised
Alabama:	2.2%	2.1%
United States:	3.8%	3.8%

Alabama's labor force participation rate remained at steady at 57.0%. The percentage of prime-age workers increased by two-tenths of a percentage point to 78.0% over the month. Prime-age workers are those aged 25-54 years.

Alabama's preliminary, seasonally adjusted September unemployment rate increased slightly from August's rate of 2.1% to 2.2%. September's rate is well below September 2022's rate of 2.6%. The rate represents 50,179 unemployed persons, compared to 48,590 in August and 60,488 in September 2022.

The number of people counted as employed increased by 35,931 over the year to a new record high of 2,259,784. The civilian labor force also reached a new record high of 2,309,963, with 25,622 more people joining the labor force over the year.

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). 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)



Current Employment Statistics (CES)

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 October 2023, the CES Unit reported the number of people working in Nonagricultural Employment at 2,163,400, the largest ever.

These sample-based estimates are revised monthly and annually to re-anchor them back to the near universe counts of employment (QCEW). CES estimates are among the earliest economic information available to analyze current economic conditions. Because of this, CES estimates are heavily used in both the private and public sector. Below is a short list of some of the uses for CES estimates:

Private Sector

- Guide decisions on plant location, sales, and purchases.
- Compare your business and the 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.

Local Area Unemployment Statistics (LAUS)

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. In 2022 the LAUS Unit saw a record-breaking state unemployment rate of 2.6%. The LAUS unit is responsible not only for publishing the rates but providing insight to the rates from an historical standpoint.

These estimates are key indicators of local economic conditions. A wide variety of customers use these estimates:

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

The concepts and definitions underlying LAUS data come from the Current Population Survey (CPS), the household survey that is the source of the national unemployment rate. State monthly model-based estimates are controlled in “real time” to sum to national monthly employment and unemployment estimates from the CPS. These models combine current and historical data from the CPS, the Current Employment Statistics (CES) survey, and state unemployment insurance (UI) systems. Estimates for counties are produced through a building-block approach known as the “handbook method.” This procedure also uses data from several sources, including the CPS, the CES program, state UI systems, and the Census Bureau’s American Community Survey (ACS), to create estimates that are adjusted to the statewide measures of employment and unemployment. Estimates for cities are prepared using disaggregation techniques based on inputs from the ACS, annual population estimates, and current UI data.

Occupational Employment and Wage Statistics (OEWS)

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.

Occupational Safety and Health Statistics (OSHS)

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.

Quarterly Census of Employment and Wages (QCEW)

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.

Additional Programs

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 Development Unit

The Workforce Development Unit strives to better serve local workforce boards and their respective staff by assigning staff to specific workforce regions to give an opportunity to form relationships over time. Long-term employment projections were developed for industry level and occupational level for 2020 – 2030. These projections were published this past summer. USDOL national employment projections are vital to LMI in developing state projections. While the USDOL has developed these employment projections biennially in the past, they have recently decided to produce and publish them

annually. However, LMI will continue to develop projections and publish them on a biennial basis. LMI will also continue to run calculations for special projects during the off years. Special projects include generating the demand occupations for the Alabama Committee on Credentialing and Career Pathways (ACCCP) on a state and regional level. The Workforce Development Unit continues to introduce improvements to ways of delivering products, such as through virtual sessions and interactive data visualizations.

Reports Unit

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 on the internet, revealing claimant totals and trends of the State UI and federal/ex-military unemployment programs.

The following programs were supported in FY 2023:

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

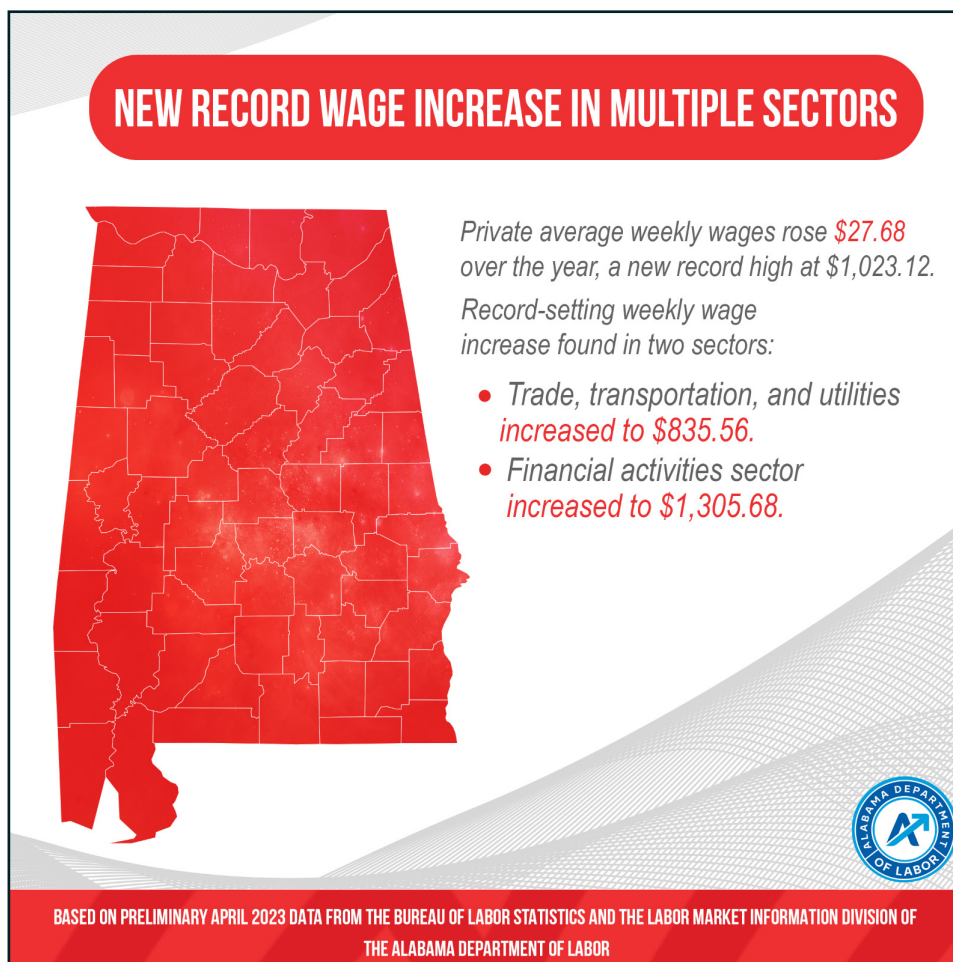
In addition, the Participant Individual Record Layout (PIRL) was submitted. This federally mandated quarterly report tracks participant characteristics and outcomes from training, etc. and reemployment to measure the success of the Trade Act Program.

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.

Administrative Unit

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 & Reclamation



Overview

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

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

Abandoned Mine Land Reclamation

August 3, 2023, marked the 46th anniversary of the enactment of the Surface Mining Control and Reclamation Act (SMCRA). When Congress passed SMCRA, it presented a unique challenge – strike a balance between our country’s need for the energy produced by coal and the protection of our environment. Through vital partnerships between the U.S. Office of Surface Mining, state governments, tribal governments, the coal mining

industry, and environmental communities, the daunting goal of SMCRA is still being successfully achieved. Alabama has had primacy for its coal regulatory and abandoned mine land programs since 1982.

The mission of the Abandoned Mine Land (AML) Reclamation Program is to abate AML health and safety hazards and to restore land and water resources which have been adversely impacted by past coal mining, and for which there is no continuing responsibility under state or federal law. The work is funded by annual grants from the U.S. Department of the Interior, Office of Surface Mining Reclamation and Enforcement (OSMRE), which collects production fees from active coal operators across the United States. The rate structure was reduced with the passage of the Bipartisan Infrastructure Law, 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. 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 2023, the Alabama Department of Labor's (ADOL) AML Reclamation Program:

- Performed (and/or completed) construction on 12 reclamation projects conducted by contract and/or emergency authorization, including two emergency projects.
- ADOL investigated 19 potential emergency complaints, two of which were declared AML emergencies. The declared emergency projects were reclaimed by a contractor. This brings the total number of emergency projects completed by the ADOL AML Program to 207 over the history of the program.
- In-house engineering design plans were either under development or completed on 28 current/upcoming projects. An additional eight projects are in engineering design with outside consultants, which are being managed by AML engineering staff.
- Authorization To Proceed (ATP's) were received from OSMRE for four AML Grant reclamation projects, two AML Grant emergency projects, and four AMLER Grant project.
- Through the AML Post-Monitoring Program, two completed projects were identified as requiring either maintenance or corrective work. The maintenance work was included in the bid for fall or spring packages and all tasks were accomplished by a contractor selected through the State of Alabama bid process.

- Aerial Photography and Topographic Mapping was completed for 17 potential reclamation project sites. An additional 20 project sites are scheduled for the upcoming year.

- One hundred ninety-one acres on five previously reclaimed AML project sites were planted with trees under Alabama's AML reforestation program. Over the 40+ year history of the Alabama AML Program, ADOL has reestablished over eight million trees on reclaimed AML sites.



This year began a new era for AML reclamation with the receipt of the initial grant from the Infrastructure Investment and Jobs Act (IIJA). The IIJA was passed in November of 2021. As a result, OSMRE began distributing approximately \$725 million annually to eligible states and tribes for 15 years, beginning in FY 2023. States and Tribes will receive these annual BIL AML 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. This new grant funding stream combined with the traditional AML fee-based grant and the Abandoned Mine Economic Revitalization Program (AMLER) has bestowed an unprecedented \$34M in grant funds for AML reclamation. This newfound funding is desperately needed to address the outstanding inventory of abandoned mine lands across Alabama. However, a funding increase of this magnitude has posed some significant challenges and difficulties for the AML program this year. Primary among these challenges is staffing capacity. The program needs to exponentially increase the number of engineers and inspectors that will be necessary to increase project development and construction commensurate with the grant funding awarded. Recruitment of the necessary personnel has been difficult. In addition to the staffing challenges OSMRE has instituted a number of new administrative complexities to implement the new grant funding, further complicating the process and burdening the already strained AML staff. The AML program has faced these challenges head-on and continues to actively recruit and train new staff to manage the increase in project development and construction capacity.

Despite the challenges, the ADOL AML Program made significant strides in ramping up the program for the new IIJA funding. The ADOL AML office moved to a new location at Urban Center at Liberty Park in Vestavia Hills. The office space provides for room to grow with anticipated new staff and is much more appropriate for the professional work being performed by the program. The office centrally located in Birmingham with

easy access to the interstate system. Procurement of needed items for the increased staff has continued, and includes laptops, iPads, new office furniture, vehicles, field supplies, etc.

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

The 2022 NAAML P Annual Fall Conference was held in Grand Junction Colorado. Several Alabama AML staff members were in attendance including; Les Kearley, AML Program Manager, Jeff Butler, and Dustin Morin. During the business meeting ADOL Mining and Reclamation Division Director, Dustin Morin was elected as Vice-President of the Association for the upcoming year. The Annual Fall Conference was held in October of 2022.

The ADOL AML Senior GIS Specialist and the Planning and Maintenance Branch added approximately \$45 million dollars to the AMLIS inventory of newly identified potential AML sites through review of satellite imagery and Complaint investigation. The identified potential AML sites were field truthed (in the case of satellite imagery identified sites) and investigated in the case of Complaints and added to the list for review by the ADOL AML Project Selection Committee.

Mine Safety & 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 2023, an average of 2,165 miners were employed in the coal and non-coal industry, producing 11,293,382 million tons of coal. Non-fuel surface mine open pits and quarries produced approximately 40 million tons of non-fuel minerals. A total of 642 underground and surface inspections were completed at coal mines statewide. During this fiscal year, there was one mining fatality.

A continuing program provided education and training for mine foreman and underground blasting certification. Four underground certification examinations were administered, resulting in the issuance of 40 underground mine foreman certificates, six fire-boss certificates, and five upgrades from fire-boss to mine foreman.

and underground blasting certification. Four underground certification examinations were administered, resulting in the issuance of 40 underground mine foreman certificates, six fire-boss certificates, and five upgrades from fire-boss to mine foreman. Also, five surface foreman certifications and 144 hoist certificates were issued. Alabama Mine Rescue Training continued to be provided by Beville State Community College under contract with the Department. Alabama Mine Rescue Team was called to assist in a fire at Peabody Southeastern Mining Company (Shoal Creek Mine), which started March 29, 2023, through May 10, 2023.

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.

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In FY 2023 there was 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 the permit application and implementing an on-line payment feature to allow applicants to both apply and submit required permit fees via an on-line platform. The intent is for this feature to be operational during FY 2024.



Workers' Compensation

Overview

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

Ombudsmen

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 12, 2023, the State of Alabama's average weekly wage was determined to be \$1,084.38 for the calendar year 2022. This resulted in the following changes, effective July 1, 2023:

The minimum weekly compensation payable increased from \$282 to \$298.

The maximum benefits payable on fatalities increased from \$513,000 to \$542,000.

During FY 2023 there were:

Group Fund Certificates Issued.....	3,544
Group Fund Certificates canceled.....	4,155
Self-Insurance certificates issued.....	7
Self-Insurance certificates canceled.....	5
Self-Insurers audited.....	283
Employers brought into compliance.....	3,139
Employers in Non-compliance.....	272
Continuing Education Seminars and Webinar.....	6
Continuing Education Certificates.....	675
Voluntary Mediations.....	3,977
Voluntary Mediations Resolved.....	3,886
Court Ordered Mediations.....	16
Court Ordered Mediations Resolved.....	11
Utilization Management/Bill Screening Certificates issued.....	14
Drug-Free Workplace Certificates issued.....	307
Medical Disputes.....	220
Third Party Administrators Certified.....	13
Professional Employer Organizations Certificates issued.....	26

Self Insurance

The Workers' Compensation Division also administers the rules and regulations for both the Individual Self-Insurers and Group Self-Insurers. During FY2022 the following activity took place within the Self-Insurers and Group Self-Insurers.

INDIVIDUAL SELF-INSURANCE

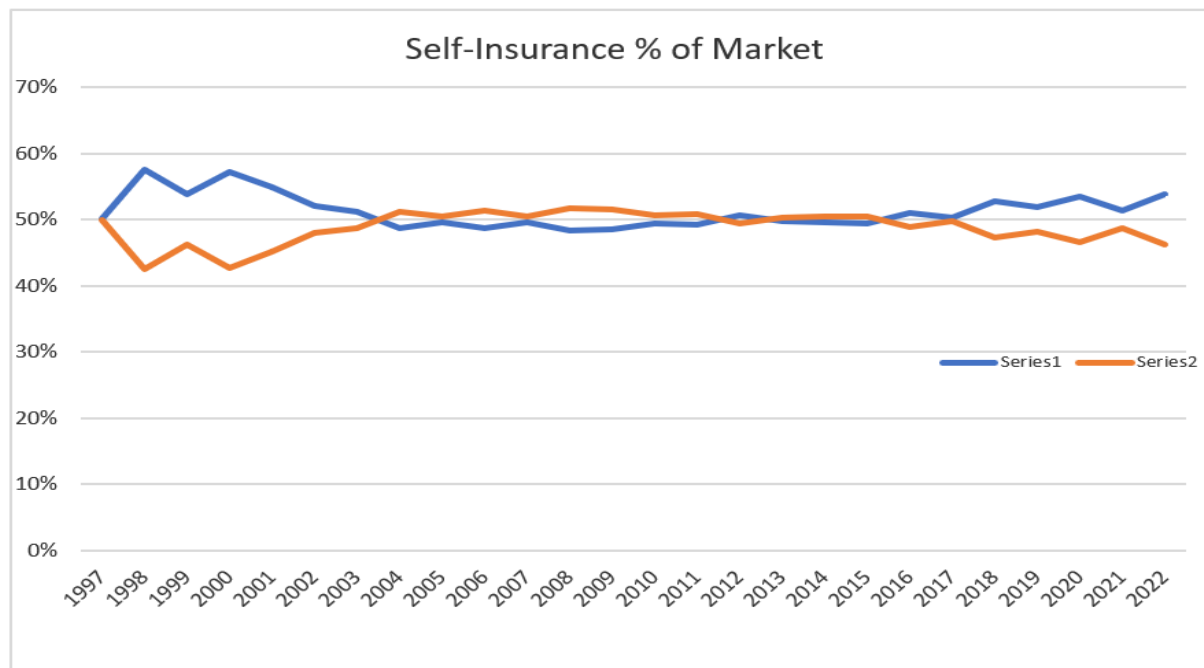
	FY2023	FY2022	Percent Change
Certificates Issued	7	4	75.00%
Certificates Canceled	5	11	-54.55%
Total Individual Self-Insurers	220	218	0.92%

GROUP SELF-INSURANCE

	FY2023	FY2022	Percent Change
Certificates Issued	3,544	3,572	-0.78%
Certificates Canceled	4,155	4,497	-7.61%
Total Employers	28,955	26,048	11.16%
Total Number of Group Funds	17	17	0.00%

WC Market Trends

The graph below represents the total dollar amount actually paid for workers' compensation claims for Calendar Years 1997 through 2022, 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

	<u>FY2022</u>	<u>FY2021</u>	<u>%Change</u>	<u>FY2022% of Total</u>
1 Autauga	37	54	-31%	0.29%
2 Baldwin	388	601	-35%	3.08%
3 Barbour	54	46	17%	0.43%
4 Bibb	17	19	-11%	0.14%
5 Blount	17	30	-43%	0.14%
6 Bullock	12	14	-14%	0.10%
7 Butler	57	41	39%	0.45%
8 Calhoun	143	159	-10%	1.14%
9 Chambers	32	30	7%	0.25%
10 Cherokee	30	33	-9%	0.24%
11 Chilton	38	34	12%	0.30%
12 Choctaw	14	21	-33%	0.11%
13 Clarke	37	40	-8%	0.29%
14 Clay	31	19	63%	0.25%
15 Cleburne	10	14	-29%	0.08%
16 Coffee	97	103	-6%	0.77%
17 Colbert	114	248	-54%	0.91%
18 Conecuh	22	31	-29%	0.17%
19 Coosa	11	9	22%	0.09%
20 Covington	57	90	-37%	0.45%

21	Crenshaw	25	28	-11%	0.20%
22	Cullman	94	119	-21%	0.75%
23	Dale	90	61	48%	0.71%
24	Dallas	52	68	-24%	0.41%
25	Dekalb	135	167	-19%	1.07%
26	Elmore	67	108	-38%	0.53%
27	Escambia	34	39	-13%	0.27%
28	Etowah	190	188	1%	1.51%
29	Fayette	18	32	-44%	0.14%
30	Franklin	55	55	0%	0.44%
31	Geneva	35	41	-15%	0.28%
32	Greene	5	3	67%	0.04%
33	Hale	11	5	120%	0.09%
34	Henry	25	32	-22%	0.20%
35	Houston	298	299	0%	2.37%
36	Jackson	69	63	10%	0.55%
37	Jefferson	1,977	2,073	-5%	15.70%
38	Lamar	23	33	-30%	0.18%
39	Lauderdale	113	193	-41%	0.90%
40	Lawrence	8	14	-43%	0.06%
41	Lee	268	325	-18%	2.13%
42	Limestone	321	227	41%	2.55%
43	Lowndes	10	8	25%	0.08%
44	Macon	14	16	-13%	0.11%
45	Madison	665	725	-8%	5.28%
46	Marengo	27	53	-49%	0.21%
47	Marion	49	58	-16%	0.39%
48	Marshall	157	157	0%	1.25%
49	Mobile	754	797	-5%	5.99%
50	Monroe	59	47	26%	0.47%
51	Montgomery	741	937	-21%	5.89%
52	Morgan	270	341	-21%	2.14%
53	Perry	8	5	60%	0.06%
54	Pickens	20	23	-13%	0.16%
55	Pike	51	71	-28%	0.41%
56	Randolph	13	12	8%	0.10%
57	Russell	73	58	26%	0.58%
58	Shelby	349	350	0%	2.77%
59	St. Clair	94	91	3%	0.75%

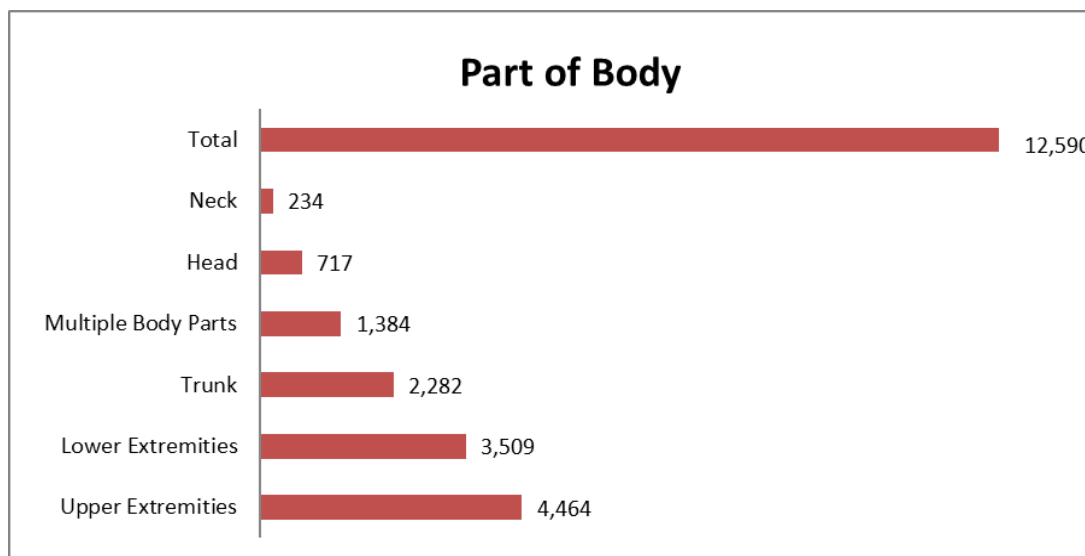
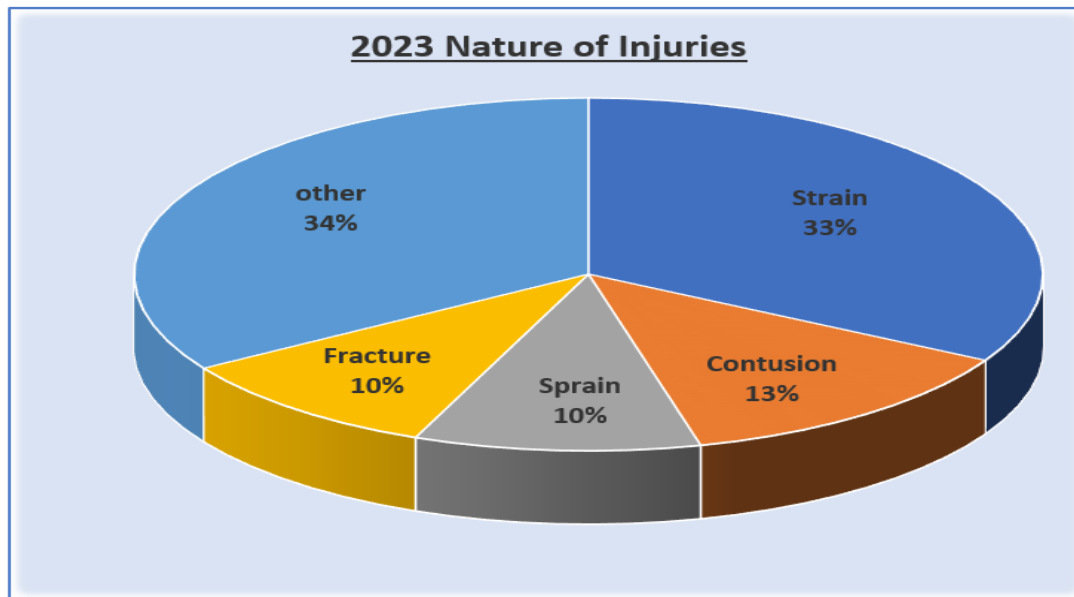
60	Sumter	13	11	18%	0.10%
61	Talladega	222	260	-15%	1.76%
62	Tallapoosa	58	63	-8%	0.46%
63	Tuscaloosa	397	445	-11%	3.15%
64	Unclassified	3,275	2,776	18%	26.01%
65	Walker	58	89	-35%	0.46%
66	Washington	21	22	-5%	0.17%
67	Wilcox	11	10	10%	0.09%
68	Winston	50	66	-24%	0.40%
	TOTAL	12,590	13,300	-5%	100%

Nature of the Injury

Out of the 12,590 lost time workers' compensation claims reported to the Alabama Workers' Compensation Division the following information displays the four most common types of injury.

2023 Top Four Nature of Injuries

	# of reports	% of total
Strain	4,171	33.13%
Contusion	1,625	12.91%
Fracture	1,239	9.84%
Sprain	1,280	10.17%
Other	4,275	33.96%



Fatality Statistics

- During FY2023 there were 39 fatalities reported.
- Of the 39 fatalities 90% were males with an average weekly wage of \$1068.02.
- The average age was 46 with the oldest fatality being 74 years of age.
- 46% of all work-related deaths involved motor vehicle accidents.

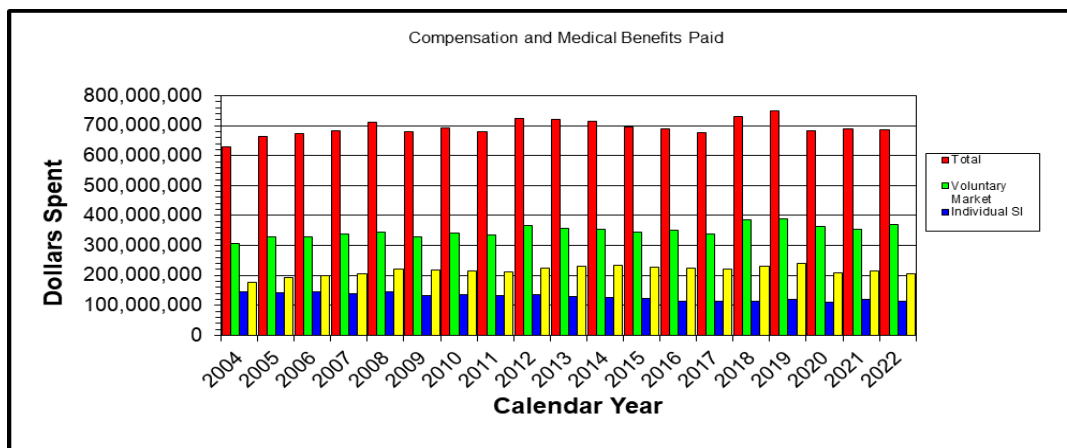
Fatalities Reported in FY2023

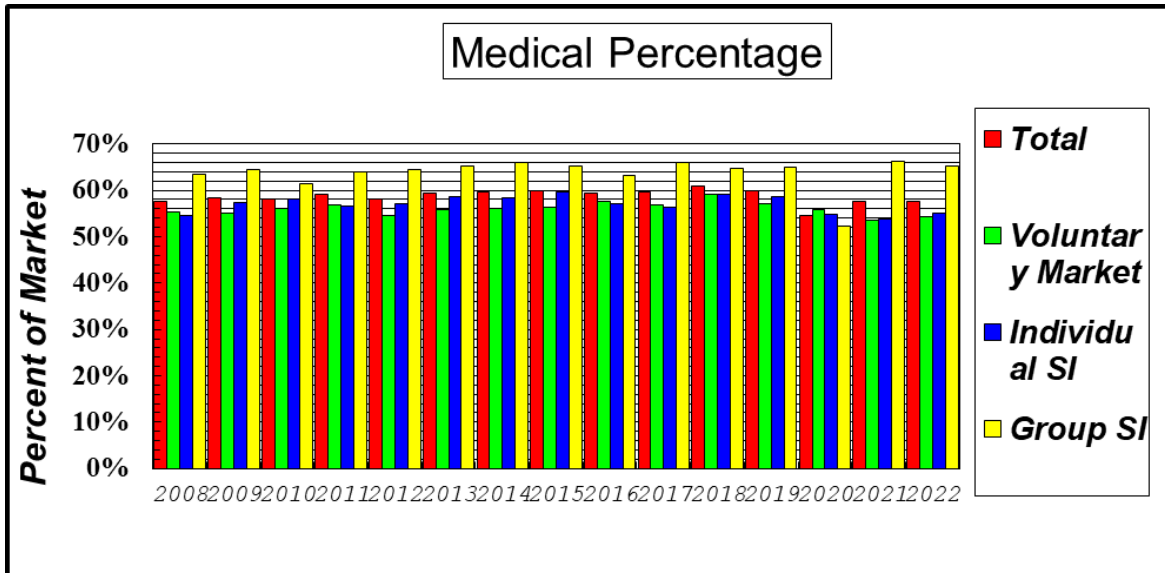
	FY 2023	% of Total
Transportation/Warehousing	9	23.08%
Manufacturing	7	17.95%
Retail Trade	5	12.82%
Construction	3	7.69%
Wholesale Trade	3	7.69%
Administrative & Support	2	5.13%
Arts, Entertainment, & Recreation	2	5.13%
Health Care/Social Assistance	2	5.13%
Public Administration	2	5.13%
Management of Companies & Enterprises	1	2.56%
Other Services (Except Public Administration)	1	2.56%
Real Estate & Rental & Leasing	1	2.56%
Utilities	1	2.56%
	39	100%

Compensation & Medical Benefits Paid

The first graph below represents the total dollar amounts actually paid for workers' compensation claims for Calendar Years 2004 through 2022, according to the Workers' Compensation Annual Assessment Report for Insurance Companies & Self-Insured Employers. These amounts were paid in the calendar year as specified below, regardless of date of original injury, and the totals represent both compensation and medical benefits paid.

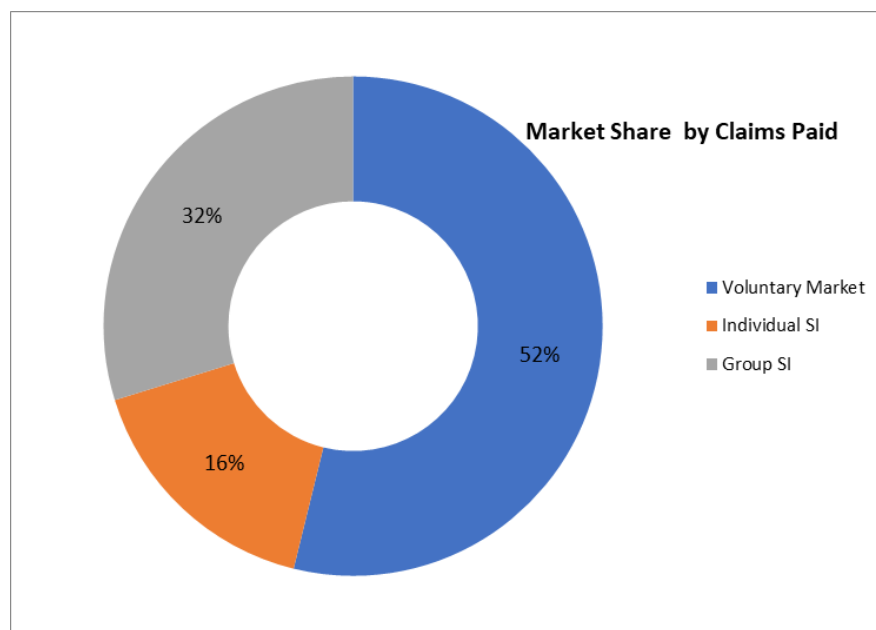
The second graph represents the medical percentage trend from 2008 - 2022.





2022 Market Share By Type

	Total WC Cost	Claims Paid	Medical %
Voluntary	\$370,291,850	54%	58%
Individual SI	\$112,673,455	16%	54%
Group SI	\$204,876,240	30%	55%
Total	\$687,841,850		



Legal & Government Affairs

Overview

The Legal and Government Affairs Division of the Alabama Department of Labor serves as primary legal counsel for the entire agency. In that regard, the division is responsible for providing legal advice and guidance to the Secretary of Labor and other staff members and rendering legal opinions and interpretations for all department-related policies, laws, and administrative rules. In addition, ADOL attorneys represent the department in all court matters, and review all contracts/agreements and memorandums of understanding.

Director of Government Affairs Arthur Ray serves as 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 General Counsel and Assistant General Counsel have represented the Department before all Circuit Courts across the state, the Alabama Court of Civil Appeals, the Alabama Supreme Court, the United States Bankruptcy Court, the United States District Courts, the United States 11th Circuit Court of Appeals, and the United States Supreme Court. These cases involve the following:

- unemployment compensation benefit appeals;
- unemployment compensation overpayment cases;
- unemployment tax cases;
- workers' compensation compliance litigation;
- objections to subpoenas and requests for confidential or privileged departmental records;
- child labor enforcement cases;
- inspection violation cases (mining/elevator/pressure vessel);
- Board of Adjustment matters; and
- bankruptcy issues.

The Legal Division is additionally responsible for representing the department

in all human resource related matters, in-house termination or suspension proceedings, State Personnel Board hearings, and employment law related litigation.

During 2023, counsel for the Department made over 60 court appearances in state and federal courts and collected more than \$60,000 from overpaid unemployment claimants.



Information Technology

Overview

2023 has proven to be a busy year for the Information Technology Division. The focus continued to be on our mission to assist those served in realizing their goals and objectives by bringing to bear technologically responsible solutions designed in such a way that allows the citizens of this state to connect with and access the services offered by the Alabama Department of Labor.

Priorities

Collaboration has continued between ADOL and Netacent on many fronts. The release of the new Claimant Portal, which will bring a fresh approach to the claims taking process, is imminent as final testing is underway and all remaining issues are being remediated. This will replace not only the current RIC system used by claimants to file their internet claims but also the RIC Pro application utilized by call center staff and other departmental personnel to file and monitor unemployment claims, both of which have been in use for nearly two decades. Discussions regarding their development of an Employer Portal have also increased as of late. This system is being developed to assist not only employers in remaining compliant with all departmental requirements but will also allow Tax staff to interact with these employers and their accounts daily. When completed and deployed, it will replace the eGov application currently used by employers and staff for these and other purposes.

In other areas, the *Enterprise Architecture and Infrastructure Management Office* has continued making progress on many fronts:

The Office of Information Security continues to work on improving the overall security management stance. They are continually working to strengthen our security strategy by developing and improving upon current internal controls and auditing capabilities. As important, if not more so in today's world, are the very real possibilities of external threats seeking to do harm. Cybersecurity risk management remains a top priority and one that will continue to grow in the coming years. The division must continue to fortify defenses and reinforce response and recovery activities.



The Tele-Communications arm of the Office of Infrastructure Management has overseen the continued migration to the cloud-based telephony solution, Genesys Cloud.

The Cloud Services section continues to make progress as the division looks to increase its Azure presence. The migration to a cloud environment has proven beneficial and, at times, challenging. Their role of oversight and administration is key to our continued success. There are many benefits to be realized from operating in such an environment. The flexibility and scalability it allows for results in increased productivity and a tremendous reduction in the dependency on on-premises infrastructure. In addition, it allows for advanced security features that assist in putting forth an increased security posture. Many of the current development projects are geared towards such cloud deployments. This group works closely with those project teams to provide the cloud infrastructure necessary to support those activities.

In July of this year, ADOL Information Technology hosted RAVUS Cyber, in order to establish and strengthen the agency's disaster recovery posture. Not only has a critical comprehensive disaster recovery documentation been compiled, but while onsite a number of tabletop exercises geared at measuring adaptability and responsiveness to varying hypothetical situations were conducted. Members the Finance and Unemployment Compensation Divisions were brought in to take part and workshopped the communication processes that would govern the response to an actual event. The discussions concluded with the understanding that the agency should continue with these exercises, possibly on a quarterly basis to ensure continued preparedness should such an actual event occur. The intention is to continue the partnership with RAVUS in the coming years to further solidify the department's readiness.

In a continuation of the partnership with InfoTech, the division hosted a Knowledge Retention workshop in August. The workshop revolved around the processes that should be developed internally that will ensure continuity of operations in the face of an ever-changing workforce. A number of processes were discussed that could be utilized for gathering this information along with what information and from whom it should be gathered. The division has created a central SharePoint repository for the archiving of this information and have begun moving existing documentation to this location. Work will continue to debrief staff regarding their specific duties. While historically this information and these duties have been viewed more from the perspective of an individual rather than a role, this will ensure that the approach and documentation this from a role-based perspective going forward so as to prevent the issues of the past from recurring in the future. This undertaking will realistically take a year or more to complete based upon staff availability, but the benefits realized will be great.

In recent months, the division has begun taking a serious look at how the

department might benefit by increasing knowledge and developing expertise with Microsoft's Power Platform. Power Apps and Power BI could play a tremendous role in the goal of digitizing documents across the department. These tools will be invaluable in defining, creating, and reporting on the workflows that will be dictated by such document automation. Discussion with members of the Microsoft team and others to learn more about this technology and hope to begin realizing its benefits in the coming months is ongoing.

Finance/HR Modernization

The Finance and Human Resources divisions represent the only remaining mainframe footprint. This project, upon its completion, will officially bring an end to that era here at ADOL. There is a multi-faceted approach to this effort and there are various teams working on differing aspects. The Voucher module has been completed and Master Tables modules, much the backbone of the financial system continues. This project team is also currently undertaking development of the Time and Leave portion of the project.

There is another team developing the Supply and Inventory module that will replace the antiquated system currently existing on the mainframe. This team is also working closely with Finance to develop a replacement for the current Form 12 process that the department depends upon. These will both ultimately integrate with the overall modernization project design.

In conjunction with this project, though it will impact all applications going forward as well as transforming the way in which the department works, the division is working with Microsoft and OIT on implementing a Single Sign On solution that will allow for tremendous flexibility if the need to permit remote working is ever required. The need for this was spotlighted during the pandemic when non-essential employees were required to go home. The goal here is to establish a secure single point of entry that allows employees to access remotely the various internal applications that they need to perform their assigned duties.

Lastly, and much a part of the HR modernization effort, a team has developed a badly needed replacement for the current Training application used by the Training section of the Human Resources Division. Phase I of this system,

tentatively scheduled for release before mid-December 2023, will provide for much greater flexibility in all aspects of establishing classes and enrolling participants but also provide for much more robust communication with those enrolled. The team has also ensured that there will be a much stronger reporting component available in this release. The current plan is to allow training staff to become acclimated to the new system and ensure that any issues are fully remediated before initiating Phase II, which as of now is expected to build in the capability that allows for employees to request training as desired.

Public Records

Earlier this year, pursuant to an executive order signed by the Governor, IT collaborated with the Communications Office and the Legal Division to develop a portal that allows records requests to be made by members of the public. The division also sought to work with Tyler Technologies, formerly Alabama Interactive, to process all payments required for such requests. An internal dashboard was created that allows those designated as admins to assign, reply to, and fully track these requests until completion.

There are many other projects that are currently underway at this moment and the Project Management Office (PMO) works diligently to ensure that each one remains on track and makes steady progress each day. The adoption of Scrum as an approach to project development in recent years has proven exceptionally beneficial to all development activities.

Additionally, a project recently commenced that will result in the restructuring of the Information Technology Division. The necessity of this not only being undertaken but accomplished in a meaningful way is long overdue. The organizational structure as it stands today, in many ways, is the result of neglect and that of an era long past. As the landscape of information technology has continued to change at a greater and greater velocity, steps have not been taken internally to maintain pace. With an ever-increasing genesis of new and emerging disciplines never imagined in recent years, coming to light seemingly monthly, chances are the division cannot continue to be successful without taking appropriate steps now to chart a new course forward. Work on this IT executive-level project began mid-September of this year and is currently well underway. A team of senior-level managers were convened and charged with developing a new divisional organizational structure that more accurately reflects a modern-day IT design and better positions us to adapt to the changing landscapes of the future. Due to decades of stagnation, this initial transformation will be a monumental endeavor. However, once completed, future adaptations will be more readily implemented thus leaving the IT division and this department in a more stable and formidable position. This has been coordinated with the Human Resources Director and once the initial design of the structure was established, it was presented to the executive team seeking feedback. Work continues as the division now moves to establish roles, working titles, and corresponding classifications. Though there is exceptional progress, the concern is not one of speed but instead that of ensuring that a deliverable that will serve this department well into the future will be established.

HUMAN RESOURCES

Overview

The Human Resources (HR) Division is responsible for managing and coordinating the Alabama Department of Labor's (ADOL) human resources operations for approximately 786 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 SECTIF, Employee Assistance Program (EAP), and Family Medical Leave Act (FMLA) and works closely with the agency's Finance Division in ensuring all transactions are maintained within the assigned budget for service areas.

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

At the end of the fiscal year, HR completed a total of 578 personnel transactions to include hirings, promotions, transfers, name and address changes, and separations. The agency's turnover rate fell from 18% in the 2022 fiscal year to 6% for the 2023 fiscal year.

TRAINING SECTION

The Training Section operates under the HR Division and is responsible for coordinating training needs, assignments, and approvals throughout the entire department. During the last fiscal year, they continued to work to ensure that training was available on the intranet, coordinated with State Personnel when training was available both virtually and in-person, and coordinated the Threat Advice/FTI training which is mandatory for all employees to complete each year. The Training Section also maintains the Training Database for the department.

During the FY2022, the Training Section had some significant achievements. First, the training physical property and recording equipment were upgraded. Ever changing advancements in technology coupled with our statewide workforce mandated the need for recording equipment that would allow us to provide better, more frequent, and more widely available training for our employees.

ADOL's Training Section held classes both in the Central Office and on the road in order to provide training opportunities for those not only in the Montgomery area but also those in field offices. Two thirds of our total staff members received in house training during this fiscal year and the resulting evaluations were stellar. Classes that continued from the prior fiscal year included FMLA, Time & Attendance, Professionalism, Performance Appraisal, Progressive Discipline, and Hiring, Firing, and Some Things in Between. New classes this fiscal year included New Supervisor Training, ADA Reasonable Accommodation, and ADOL Grievance Process training. The Training Section collaborated with the Equal Employment Opportunity Manager who developed and presented the latter two trainings. The Training Section is looking forward to the continual strengthening of the ADOL training program in the next fiscal year.

The Training Section also coordinated onsite wellness checks, blood drives, and flu clinics for employees.

Inspections Division



BOILERS, ELEVATORS, & 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)
- **Fitzgerald Washington**, Secretary, Alabama Dept. of Labor (government)
- **Dr. David F. Dyer**, Auburn University, (public/engineering schools)

- **Lance Coven**, Mitternacht, Mobile (owners and users of pressure vessels)
- **Corey Smith**, Georgia Pacific, Brewton (owners and users, power boilers)
- **Jeremy Peters**, Rheem, Montgomery
- **Gene Caravan**, International Paper, Prattville (owners and users, power boilers)
- **Steve Speed**, Boilermakers, International Representative, Jasper (labor)
- **John Adams**, ADCO, Birmingham (heating contractors)

STATE BOILER AND PRESSURE VESSEL INSPECTORS

- **Eddie Wiggins**, Chief Inspector
- **James E. Dye**, Supervisor Inspector
- **Michael K. Shaw**, Deputy Inspector
- **Kenneth D. Puckett**, Deputy Inspector
- **Rustin S. Cox**, Deputy Inspector
- **Randall Fleming**, Deputy Inspector
- **Mark Herring**, Deputy Inspector



ELEVATOR SAFETY REVIEW BOARD

- **Eric Moore**, Chairman, Auburn University, Auburn (professional licensed engineers)
- **Fitzgerald Washington**, Secretary, Alabama Dept. of Labor (government)
- **Christopher Wilbanks**, Birmingham (elevator manufacturers)
- **J. T. Ray**, Ashville (elevator service providers)
- **Brent Marley**, UA, Tuscaloosa (building owners & managers assn.)
- **Marty Gilbert**, Planning and Engineering, City of Hoover (municipalities)
- **Latoya Beard**, UAB Hospital, Hoover (public)
- **Philip R. Meadows**, Montgomery (physically disabled community)
- **Lee Alley**, Robertsedale (labor)
- **Mary Melissa Taddeo**, Auburn, (architects)

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
- **Thomas Catrett**, Child Labor Inspector

OFFICE STAFF

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

BOILERS & 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 23,636 registered boilers and pressure vessels. During FY 2023, a total of 12,924 inspections were performed by state and insurance inspectors. 1,246 violations were found, and 1,549 were corrected. There were 1,301 new boiler permits received and 11,822 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. 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 & 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 Labor estimates Alabama has 11,446 elevators and 147 escalators. During FY 2023, state and private inspectors conducted 12,139 safety inspections on elevators and escalators in Alabama. In the process, 8,930 violations were uncovered and 7,346 were corrected with new code violations found each day. There were 1,545 new elevator permits received and 11,132 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 shut-down. Owners are required to complete most violations within 30 days.

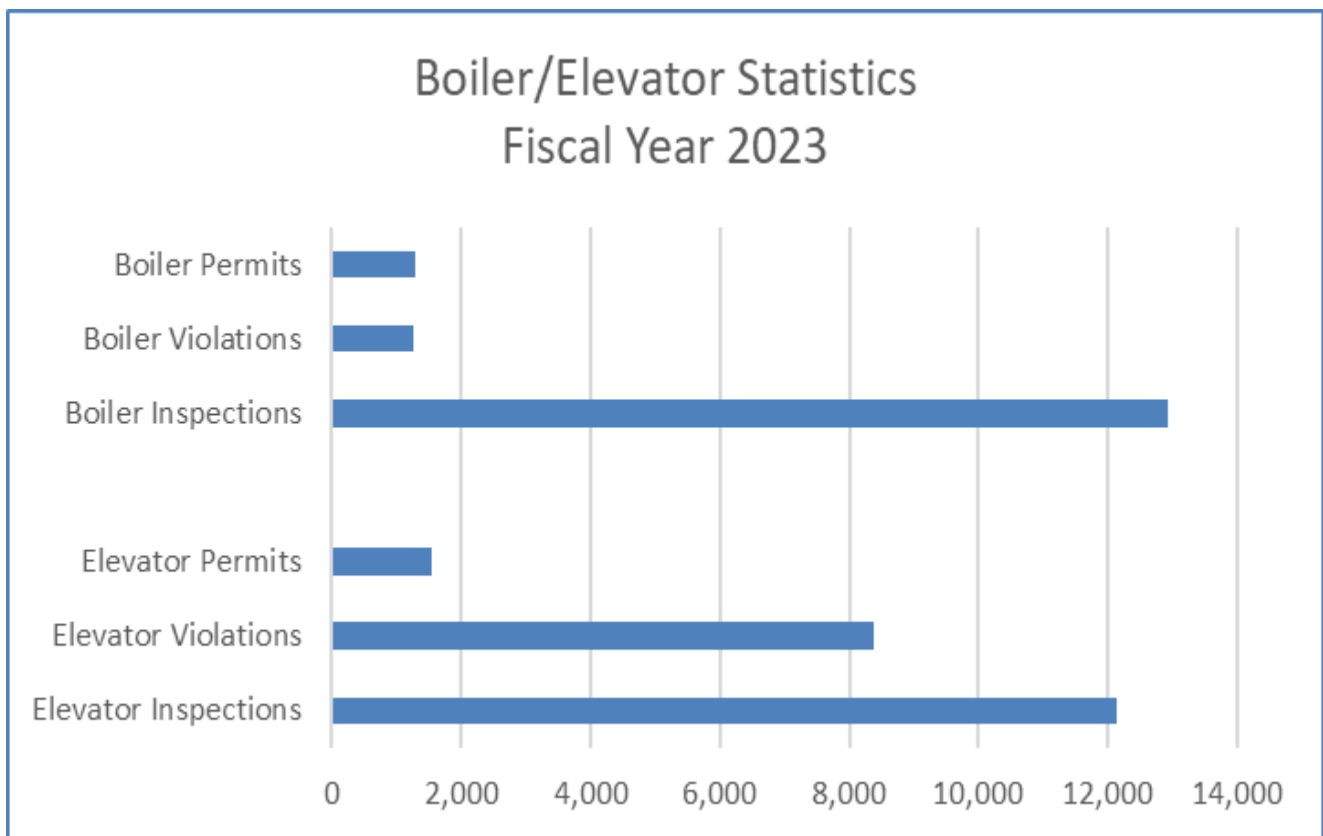
During FY 2023, the Elevator Safety Review Board made several changes to the Elevator Safety Rules which resulted in increased safety standards along with millions of dollars of savings to elevator owners in Alabama.

Covid-19 Effect

Although Covid-19 continued to affect Alabama during the FY 2023, we experienced no change in our safety inspections, violations and permits.

Our Inspection Department was able to maintain less than .05 % overdue inspections in the Boiler/Pressure Vessel department and less than 2.0 % overdue inspections in the Elevator department due to the exceptional efforts of the Deputy inspectors and our office staff.





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 2023, 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 iden-

tification. We continue working 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.

Cops discover as many as FIFTY children as young as 12 working at Hyundai assembly plant in Alabama after they launched search for girl, 14, who ran away with 21-year-old worker

By Stephen M. Lepore For Dailymail.Com and Reuters
09:34 EDT 22 Jul 2022 , updated 13:58 EDT 22 Jul 2022



FISCAL YEAR 2023

- 967 inspections of businesses were conducted.
- 397 violations were identified.
- \$62,900 in civil money penalties were collected.
- \$156,255 in fees were collected for Child Labor Certificates.

The Washington Post
Democracy Dies in Darkness

ECONOMY

Child labor violations soared in fiscal 2023

The Labor Department found 5,792 kids working in violation of child labor laws in the fiscal year that ended Sept. 30



By [Lauren Kaori Gurley](#)

Updated October 19, 2023 at 5:20 p.m. EDT | Published October 19, 2023 at 2:00 p.m. EDT

HEARINGS & APPEALS

OVERVIEW

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 2023

During FY 2023, the Hearings and Appeals Division conducted hearings and issued decision on 18,347 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 53.15% of the appeals on these programs while the claimant filed 46.85%.

Of the decided appeals cases involving the aforementioned programs, the hearing officers ruled in favor of the appellant in 16.94% of the cases. Rulings in favor of the claimant appellant occurred in 8.32% of such cases and the employer appellant was favored in 24.54% % of those cases. 83.06% of the appeal decisions affirmed the determinations of the Unemployment Insurance Division adjudicators.

Of the issues addressed in the decided appeal cases, 15.45% were appeals on voluntary quit separations from work, 8.37% involved discharge for misconduct, 7.36% pertained to a claimant's ability to perform and availability for work, and 68.82% 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 2023 totaled 4,874. There were 3,191 decisions issued on claims for Pandemic Unemployment Assistance and 1,683 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 64.11 % of the appeal decisions for PEUC benefits, and the employer appealed in 35.89 % of the decided appeal cases for the same benefit program.

During the FY 2023, a revamped online portal for filing appeals was made available to the public. The portal matches appeal requests to specific determination issue identification numbers, which enhances the efficiency of the appeal filing process. Written appeals may still be filed by letter and fax as of this time.

Hopefully, this revamped filing portal will eventually serve as a core component of a more expanded portal which would be forward-facing to the public while retaining the security of our agency's other online applications.

Finally, continuous recruitment for hearing officers and support staff is ongoing in an effort to recruit additional personnel for the purpose of reducing the backlog of appeals filed during the height of the COVID-19 pandemic era.

PEUC BY APPLICANT TYPE

September 2023: 109 (48 claimant/61 employer)

August 2023: 125 (37 claimant/88 employer)

July 2023: 106 (42 claimant/64 employer)

June 2023: 146 (58 claimant/88 employer)

May 2023: 144 (69 claimant/74 employer)

April 2023: 129 (71 claimant/58 employer)

March 2023: 161 (125 claimant/36 employer)

February 2023: 153 (123 claimant/30 employer)

January 2023: 197 (156 claimant/41 employer)

December 2022: 138 (110 claimant/28 employer)

November 2022: 125 (105 claimant/20 employer)

October 2022: 150 (134 claimant/16 employer)

Employment Services



Find a job

Search The Alabama Department of Labor's job postings to find a position by job title, company, occupation, military code, and other criteria. You can also search by a specific geographic job radius, minimum acceptable salary, education level, and occupation group. Our virtual recruiter can help narrow down the results for you.

[SEARCH FOR A JOB](#)

OVERVIEW

The Employment Service Division of the Alabama Department of Labor (ADOL) is a core partner in the Workforce Investment and Opportunity Act (WIOA) and corner-stone in Alabama's Career Center System (ACCS) comprising 56 points of service statewide. Career Centers serve as the gateway to the state's job and labor markets delivering basic labor exchange services, individualized services to make those with employment barriers job-ready, and training services to jobseekers lacking marketable job skills sought by employers. In PY 2022 Alabama's Career Center System registered 62,331 new jobseekers with 295,818 customer visits (both in-person and virtual) in search of job assistance. During this same period, 4,842 employers posted more than 85,153 job postings representing more than 143,924 job openings.

As a partner in the Alabama Career Center System, ADOL works with other partners to build a customer-friendly system providing jobseekers and employers with a full range of seamless employment and training services in 56 "One-Stop Career Centers" located throughout the state. Services may be either self-directed by the customer or staff-assisted by professional staff available in all Career Centers for assistance. Access to basic online workforce services is also available at AlabamaWorks.Alabama.gov.

Resource areas are located in all Career Centers offering customers access

to high-speed internet and software designed to aid jobseekers, along with a vast array of resource materials, including the latest labor market information to assist career and job searches and to assist employers in finding a quality skilled workforce.



Computers are equipped to offer registration assistance to the state's automated labor exchange, résumé preparation, labor market / career / information / exploration, as well as a wide range of online resource material and tutorials for job-related assistance.

ADOL continued to reinforce Career Center branding through collaboration with state's media and local government entities to sponsor major job fairs in 2023. An event was hosted at Lawson State Community College and the Central Alabama Community College. The Lawson State event was the Governor's Fifth Annual Job Fair for People with Disabilities. Major events such as these have spawned local grass-roots job fairs at Career Centers statewide attracting thousands of jobseekers and hundreds of employers.

MARKETING

Marketing efforts driven by ADOL remained robust in 2023, 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 AlabamaWorks, www.alabamaworks.com, designed to unify and brand workforce services in Alabama as part of a single state network. The Career Center System and AlabamaWorks! (AW!) brands are part of the Alabama Works branding for workforce development in the state.

Recognition of the immense potential of social media to expand outreach to a vastly wider audience now has all Career Centers with a Facebook page.

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

ADOL strengthened its management structure of the Career Center System with the addition of three area managers, allowing each region to have its own dedicated manager.

ADOL marketing and services to attract and make Alabama's workforce "job-ready" continue to positively impact the state's economy with the unemployment rate dropping to a near historical low of 2.3% in October of this year.

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

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 833,903 total visits recorded to the site while 749,150 Career Center services have been performed in PY 2022.

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 35,842 new resumes were posted while 43,128 résumés were updated during PY 2022.

5 MOST COMMON RÉSUMÉ OCCUPATIONS	NUMBER
Heavy, Tractor-Trailer Truck Drivers	2,057
Helpers - Production Workers	1,885
Customer Service Representatives	1,837
Labor and Freight Stock, Materials Mover	1,068
Office Clerks, General	913

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 35,842 new resumes were posted while 43,128 résumés were updated during PY 2022.

Employers use AW! to post and manage job openings, search for qualified workers, and to receive automatic e-mail notification when job requirements match jobseeker skills. In PY 2022, 43,886 individual employers have viewed over 42,974 jobseeker résumés.

More than 98 ONET job occupations from 4,482 employers were available in PY 2022, representing more than 143,924 job openings

More than 99 ONET job occupations from 6,000 employers were available in PY2020, representing more than 159,156 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 39,445 new jobseeker accounts and 3,010 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 2022, more than 26,256 jobseekers, after receiving employment services through the Career Center System and exiting, remained employed through half of the Program Year representing over two-thirds (76.63%) of all jobseekers exiting the labor exchange system during this period. 74.26% were still employed a year after exiting the system with a job. Median earnings for all exited jobseekers were \$6,662.76 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.

REEMPLOYMENT SERVICES

The RESEA Program is designed to reduce the duration of joblessness for unemployment compensation claimants. This is accomplished through quick, early intervention by Career Center staff with UI claimants profiled as most likely to exhaust UI benefits. These claimants are mandated to visit a Career Center for an orientation to services and an interview to have staff assess their needs and offer services designed to return them to work as quickly as possible.

These services may include: review of job search efforts, orientation to Career Center services, provision of labor market and career information, skills assessment, employability development plans, job search plans, résumé preparation, job search workshops, intensified job development and placement services including assessment/transferability tools which are provided online to claimants by the Career Center and a UI eligibility review.

Alabama's RESEA program operates statewide with 34 full-time Career Centers providing designated RESEA services to profiled UI claimants. In PY 2022, there were 5934 RESEA claimants scheduled to visit Career Centers for services with 59% or 3,497 completing all services.

BUSINESS CONTACTS

In PY 2022, 4,540 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 3,010 new employer accounts, 245, 810 successful staff employer services, and 177,328 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, and incumbent worker training programs and apprenticeship opportunities to help in meeting their workforce needs. The goal of the Business Services initiative is to help employers take advantage of programs in order to grow and create jobs. In turn, employers' feedback is used to adjust services or develop new services to better serve employers. The continued effects of the Covid-19 pandemic have hampered but not eliminated our provision of RESEA. Business related, or any Career Center Services. Arrangements can be made for virtual services if there is a legitimate need.



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 17 major closing and layoffs affecting 2,079 dislocated workers in PY 2022.

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.

TAARA

Trade Adjustment Assistance Reauthorization Act of 2015

Under TAARA, displaced workers may be eligible for:

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

TAARA IS A USDOL PROGRAM. FOR MORE INFORMATION, VISIT [DOL.GOV](https://www.dol.gov).

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

In PY2022 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. 147 adversely affected workers received services from a Career Center, and 97 received classroom training. RTAA wage subsidies were paid to 27 workers who found employment paying wages lower than previously earned.

SUPPLEMENTAL NUTRITION ASSISTANCE

During PY 2022, 7,955 SNAP recipients visited a Career Center receiving 59,850 services. These services included: résumé preparation assistance (4,834); labor market assistance (3,438); and referral to WIOA services (1739).

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

During PY 2022, 107 TANF recipients visited a Career Center receiving 781 services. These services included: résumé preparation assistance (75); labor market assistance (50); and referral to WIOA services (29).

FOREIGN LABOR CERTIFICATION

The Foreign Labor Certification (FLC) Unit of ADOL assists the U.S. Department of Labor, Office of Foreign Labor Certification, to recruit U.S. Workers for available jobs, and 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, ADOL received 187 new intrastate job orders identified as H-2A, representing 2,605 workers. The FLC has documented 1,191 noted employer outreach contacts to market program services.

In response, FLC staff inspected 410 dwellings, with occupancy approved for 4,056 workers. In some cases, the employer houses the workers in commercial properties, such as hotels, which are inspected by the local Health Departments and do not require a separate inspection by FLC.

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

The FLC unit also assists US DOL with the H-2B Temporary Non-agricultural Visa Program, serving a customer service role responding to employer inquiries and dissemination of comprehensive information concerning the program and guidance in the filing process. In the most recent year ADOL received 228 new intrastate job orders identified as H-2B, representing 10,2735 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 eleven 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 37,972 certifications from January 1 through November 29, 2023. This represents a potential tax savings of at least \$99,164,200.00 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 102,518 applications from January 1 through November 29, 2023. Of these applications, Alabama WOTC only received 682 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).

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 Labor. 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 2,270 veterans and other eligible persons and registered 1,796 new veterans for PY 23. A total of 46,115 services were provided to the state’s Veterans and other eligible persons last year, an increase of almost 95%. Last year, Disabled Veterans Outreach Program (DVOP) specialists counseled approximately 782 veterans with significant barriers to employment to provide them employment services and career counseling.

The Alabama Department of Labor 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 98.3%.

ADAPTING SERVICES AS A RESULT OF THE PANDEMIC

The Alabama Career Center System has remained open and continued to provide services throughout PY 23. For Veterans who continued to be uncomfortable with in-person services due to circumstances related to the Covid-19 pandemic, Career Center staff remained available for consultation via phone and email. Additionally, Career Center and JVSG staff utilized virtual meeting software to conduct online resume and interview workshops, assist clients to access virtual job interviews, as well as host online recruiting events for employers.

VETERANS WITH SIGNIFICANT BARIERS 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, 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 occupations in civilian careers. 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 Labor include Homeless Veterans Stand-Down events in Mobile, Birmingham and several rural areas. Local Veterans Employment Representatives and Disabled Veterans Outreach Program specialists served 137 homeless Veterans in Alabama during Program Year 23, a 50% increase over the previous year. 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.

JVSG staff also partnered with the Alabama Community College Systems (ACCS) for "College, Career, & Apprenticeship" workshops and open houses statewide.

Alabama 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.

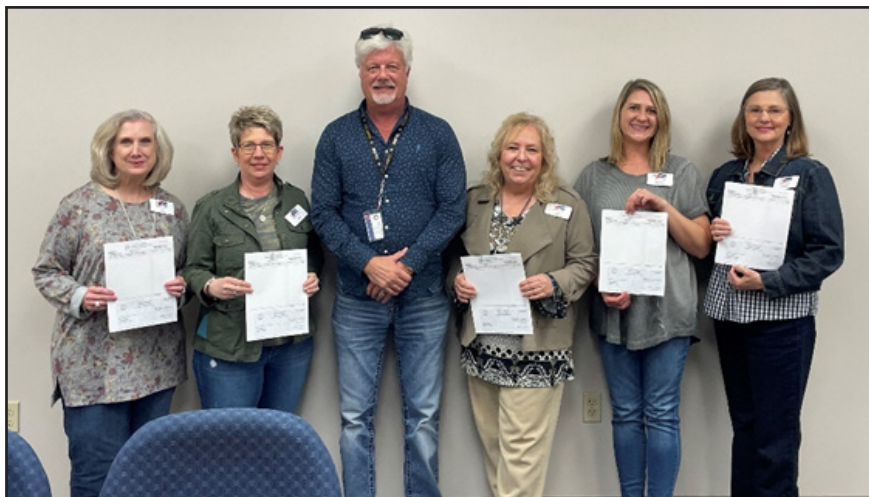
In partnership with the U.S. Department of Veterans Affairs, Veteran Readiness and Employment (VR&E) Division, DVOP specialists in the Alabama Career Centers work with VR&E counselors to develop job opportunities for Disabled Veterans participating in vocational training for employment.

THE ALABAMA VETERAN INCENTIVE AWARDS

The Alabama Veteran Incentive Awards are presented annually to Alabama Department of Labor Career Center employees for going above and beyond in their service to Veterans. The awards totaled \$26,729.00 and the award funds were widely distributed this year. The awardees were: Kerry F. Cornelius (Dothan), Robert Wilson (Opelika), Phillip Michael Warren (Enterprise), Victor Cordier (Decatur), Eric Powell (Decatur), Selena Ricks (Sheffield), Roderick Royal (Birmingham), and the Jasper Career Center staff. Among their many accolades are testifying before a U.S. Congressional Field Hearing for the House Committee on Veterans' Affairs Subcommittee on Economic Opportunity entitled, "Ensuring a Successful Military to Civilian Transition for Servicemembers in Southern Alabama"; coordinating a program that resulted in the Alabama Department of Labor being awarded the Mark Sanders Award by the National Association of State Workforce Agencies; and individually assisting 41 Veterans to obtain employment with a Program Year income total of \$2,219,270.00.

The Alabama Department of Labor was presented with the prestigious Mark Sanders Award at the National Association of State Workforce Agencies' (NASWA) 10th Annual Veterans Conference in Washington, D.C. NASWA's Mark Sanders Award recognizes the efforts of an entire one-stop career center whose efforts to serve Veterans go above and beyond the scope of mandatory service provision, and with a special emphasis on veterans with significant barriers to employment. In 2022, the Opelika Career Center established the Citywide Careers Skills Program (CSP) in conjunction with the Opelika Mayor, Gary Fuller, and the Opelika Workforce Council. To date, 25 businesses have enrolled in the program and are instrumental in offering internships and career opportunities for transitioning service members, veterans, and military spouses. The Citywide CSP also provides employers with a conduit of quality applicants for internship and apprenticeship positions in the community, with approximately 110 transitioning service members signed onto the Career Skills Program to begin career exploration for their post-military lives.

2023 PERFORMANCE INCENTIVE AWARDS



Jasper Career Center Staff



Eric Powell



NASWA Mark Sanders Award



2023 PARTNERSHIPS TO SERVE 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) for “College, Career, & Apprenticeship” workshops and open houses statewide.



Reid State



Enterprise State



Calhoun

Alabama Career Centers
November 1, 2023

Alabaster Affiliate Career Center 8524

Tara Seaborn

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

Athens Career Center Itinerate Point 7530

Mike Fowler

Tuesday 8:00 - 4:45

Huntsville@alcc.alabama.gov

406 South Jefferson Street

Athens AL 35611

Phone: (256) 851-0537 FAX: (256) 851-8278

Albertville Affiliate Career Center 8503

Rhonda Dyar

Monday thru Friday 7:45 - 4:45

Albertville@alcc.alabama.gov

5920 U S Highway 431 North

Albertville AL 35950

Phone: (256) 878-3031 FAX: (256) 878-7728

Bay Minette Affiliate Career Center 8512

Vivian Havel

Monday thru Friday 7:30 – 4:30

BayMinette@alcc.alabama.gov

201 Faulkner Drive

Bay Minette AL 36507

Phone: (251) 937-4161 FAX: (251) 937-2859

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

Birmingham Comprehensive Career Center 8522

Yvette Fields

Monday thru Friday 8:00 – 5:00

Birmingham@alcc.alabama.gov

3216 4th Avenue South

Birmingham AL 35222

Phone: (205) 582-5200 FAX: (205) 582-5200

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

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

Andalusia Career Center Itinerate Point 7538

Robyn Stinson

Wednesdays 8:00 – 4:30

Enterprise@alcc.alabama.gov

212 S 3 Notch Street

Andalusia AL 36420

Phone: (334) 328-6739 FAX: (334) 393-0958

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

Anniston Comprehensive Career Center 8510

Katrina Herring

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

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
November 1, 2023

Chatom Career Center Itinerate Point 7540

Tonya Faith
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

Robyn Stinson
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

Tara Seaborn
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 Affiliate Career Center 8539

Linda Williams
Monday thru Friday 7:30 – 4:30
Eufaula@alcc.alabama.gov
122 Paul Lee Pkwy
Eufaula AL 36027
Phone: (334) 687-3551 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 – 5:00
Fayette@alcc.alabama.gov
2631 Temple Avenue N, Tom Beville 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 7:30 – 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

Scarlet Pearce
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 11:00 – 3:00
Montgomery@alcc.alabama.gov
Public Library
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) 664792-2124

Fort Payne Affiliate Career Center 8547

Emily LeRoy
Monday thru Friday 7:45 – 4:45
FortPayne@alcc.alabama.gov
2100 Jordan Road SW
Fort Payne AL 35968
Phone: (256) 845-2900 FAX: (256) 845-5139

Alabama Career Centers

November 1, 2023

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

Wednesday 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 Brown

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 Satellite Career Center 7562

Kenneth King

Birmingham@alcc.alabama.gov

2601 Carson Road

Birmingham AL 35215

Phone: (205) 856-8029 FAX: (205) 856-6033

Hamilton Affiliate Career Center 8552

Alissa Brown

Monday thru Friday 7:30 – 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

Scarlet Pearce

Thursday, 8:00 - 4:00

Demopolis@alcc.alabama.gov

University of West Alabama, Kelly Land Hall

Livingston AL 35470

Phone: (205) 652-3836 FAX: (334) 289-8024

Hayneville Career Center Itinerate Point 7550

Ebony Moore

1st and 3rd Thursday 8:00 – 4:00

Montgomery@alcc.alabama.gov

Family Guidance Center

Hayneville AL 36040

Phone: (334) 548-6307 FAX: (334) 288-7286

Luverne Career Center Itinerate Point 7595

Rachel Gregory

Tuesday 8:00 – 4:00

Troy@alcc.alabama.gov

886 Glenwood Road

Luverne AL 36049

Phone: (334) 566-3920 FAX: (334) 566-9450

Alabama Career Centers
November 1, 2023

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 Garfield

M-Thur 7am-4pm & Fri 7am-1:30pm 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 Brown

1st Wednesday 8:00 – 4:30

Hamilton@alcc.alabama.gov

2080 College Rd

Phil Campbell AL 35581

Phone: (256) 331-6285

Oneonta Affiliate Career Center 7563

Pat Fletcher

Monday thru Friday 8:00 – 5:00

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

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
November 1, 2023

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

Union Springs Career Center Itinerate Point 7570

Ebony Moore

1st Tuesday 9:00-12:00 and 3rd Tuesday 1:00-4:00

Montgomery@alcc.alabama.gov

313 Martin Luther King Blvd

Union Springs AL 36089

Phone: (334) 738-2625 FAX: (334) 288-7286

Sheffield Affiliate Career Center 8590

Johnny Corbin

Monday thru Friday 7:45 – 4:45

Sheffield@alcc.alabama.gov

500 South Montgomery Avenue Suite 102

Sheffield AL 35660

Phone: (256) 383-5610 FAX: (256) 383-4983

Valley Satellite Career Center 7576

Ronicka Flournoy

M thru TR 6–3:30pm & Fri 6-10am CST

Opelika@alcc.alabama.gov

321 Fob James Drive

Valley AL 36854

Phone: (334) 275-3967 FAX: (334) 275-3968

Talladega Affiliate Career Center 8593

Angelia Todd

Monday thru Friday 8:00 – 4:45

Talladega@alcc.alabama.gov

1005 South Street East

Talladega AL 35160

Phone: (256) 521-0500 FAX: (256) 521-0499

Vernon Career Center Itinerate Point 7554

Kayla Christian

Every Tuesday 8:30 – 5:00

Fayette@alcc.alabama.gov

44425 Alabama Highway 17

Vernon AL 35592

Phone: (205) 303-6030 FAX: (205) 303-6031

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

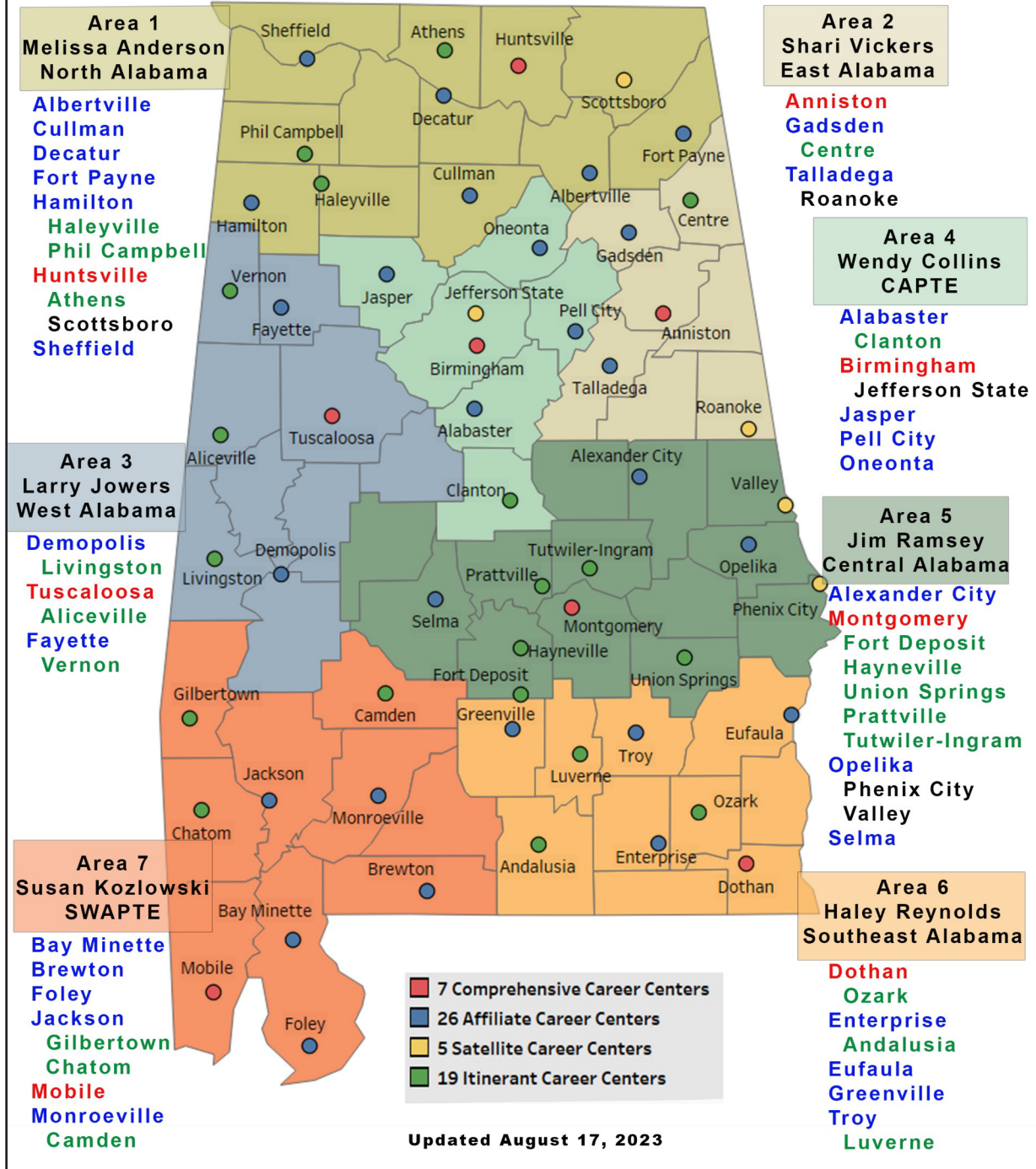
Montgomery@alcc.alabama.gov

8966 US HWY 231

Wetumpka AL 36092

Phone: (334) 514-8609

Alabama Career Center System Area Supervisors



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Campus**

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please call **334-293-7500**

Job Fair Advertisements

Fayette Career Center

**Local Area
JOB FAIR**

**August 2, 2023
1:00pm-4:00pm**

JOB FIELDS INCLUDE

Welding, Construction, Production Assembly and CNC Operation, Industrial Maintenance, Material Handler, Customer Care Representative, Nursing - including: RN, CNA, PCA, and Radiology, Electrician, Millwright, and more!

LOCATION

**Bevill State Community College,
2631 Temple Ave. North, Fayette, AL 35555**

**CONTACT Sharron Owens
205.303.6030
Ext. 75551**

JOB FAIR

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**FOR MORE INFORMATION
(256) 741-8755
careers@kronospanusa.com**

COME VISIT US

**TUESDAY | MAY 16TH, 2023
8:00 AM - 4:00 PM**

**ANNISTON CAREER CENTER
1731 COLEMAN ROAD | ANNISTON, AL 36207**

2023

kronospan



POLARIS **HIRING EVENT**
 AT THE ALBERTVILLE CAREER CENTER
 7/25/2023 FROM 10AM - 2PM

NOW HIRING:
 INJECTION MOLD OPERATOR
 MATERIAL HANDLER
 MOTO OPERATOR
 PRODUCTION OPERATOR
 QUALITY AUDITOR
 TORQUE SPECIALIST
 WELDER



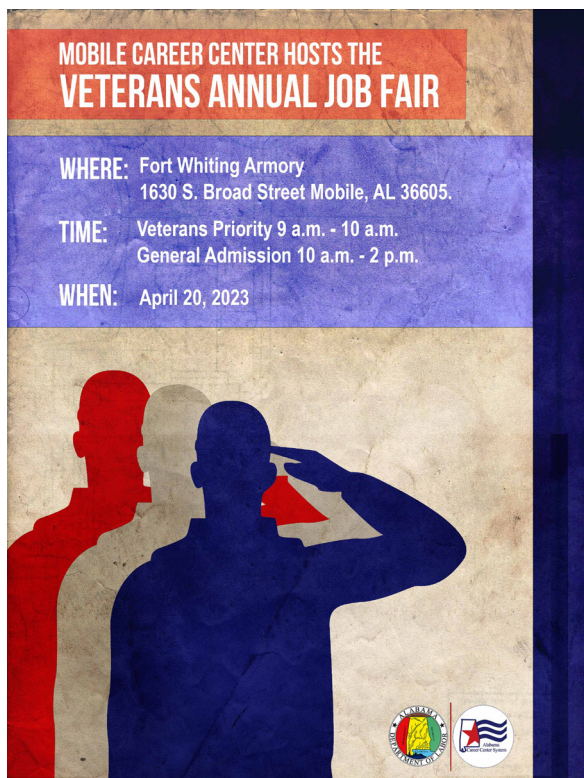
YOUR ABILITY Job Fair
 April 11, 2023 9:00 am - 1:00 pm
Job Seeker Registration

Jasper Civic Center
 204 19th St E
 Jasper, AL 35501

Job Seeker Registration
 Register now
 or upon entry
<https://forms.gle/MSAprewSAFzQyANA>

Your Ability Meets Your Opportunity

CONTACT: Jan Hawkins
 205.221.2576, ext. 85614
janice.hawkins@alcc.alabama.gov

MOBILE CAREER CENTER HOSTS THE VETERANS ANNUAL JOB FAIR

WHERE: Fort Whiting Armory
 1630 S. Broad Street Mobile, AL 36605.

TIME: Veterans Priority 9 a.m. - 10 a.m.
 General Admission 10 a.m. - 2 p.m.

WHEN: April 20, 2023



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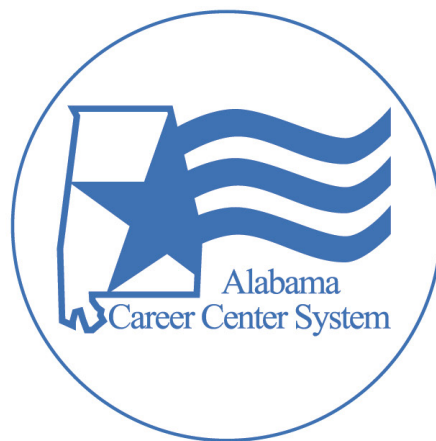
BENEFITS
 Medical and Dental ~ 13 Annual Leave Days ~ 13 Paid Holidays ~ 13 Sick Leave Days ~ 21
 Military Leave Days ~ Longevity Bonus ~ State Retirement Plan ~ Subsistence Pay



NOTES

2023





The Alabama Department of Labor

649 Monroe 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.