

ALABAMA DEPARTMENT OF LABOR



2020 ANNUAL REPORT



TOP STORY

ADOL: State to start sending extra \$300 benefit within two weeks



CORONAVIRUS

ADOL providing extra help to those seeking unemployment benefits

CORONAVIRUS

Alabama Department of Labor works overtime to process 400K unemployment claims



NEWS

Ala. sees lowest initial unemployment claims since pandemic began

More than 100,00 people are still receiving unemployment benefits in Alabama



**SUBMITTED BY
SECRETARY OF LABOR
FITZGERALD WASHINGTON**



Letter to the Governor
The Honorable Kay Ivey
Governor of Alabama

Dear Governor Ivey,

The COVID-19 Pandemic made 2020 an unprecedented year for everyone. It was particularly challenging for ADOL given the unemployment situation. While the Unemployment Compensation Division has been at the forefront in the media, it has taken the effort of all six divisions of the agency to meet the new challenges while still providing required services for the State of Alabama.

Going into 2020, the economic situation was in great shape. The unemployment rate was at a record low of 2.7% along with a record low number of unemployed people. Those numbers started to climb in March and the unemployment rate reached 13.2% in April but then started dropping again in May ending with a revised unemployment rate of 4.7% in December.

The 2020 annual average of Alabama's veteran unemployment rate was higher at 6.3%. The Jobs for Veterans State Grants staff was still able to provide services to 5,634 veterans despite the pandemic restrictions.

The Alabama Career Center System continued to serve the public during the pandemic, if only by phone and online during the lockdown. Once reopened to the public, the centers put strict safety protocols in place. A big change for the state's 53 Career Centers was the transition in April from Alabama JobLink to AlabamaWorks, the state's new workforce platform. Though traffic and numbers were down due to the pandemic, there were still 39,227 job seekers posting 41,584 résumés to AlabamaWorks in 2020.

The Rapid Response team, comprised of both Career Center staff and staff from the Alabama Department of Commerce, assist workers from major closings and layoffs. There were 11 company closures and approximately 1,414 claimants assisted in 2020.

ADOL job fairs continued in 2020 but they looked very different. Virtual events held online and

drive-through events became the norm. However, the goal of bringing employers and jobseekers together remained the same. Employers in the state have struggled to find workers during the pandemic. Career Centers have worked hard to assist these employers to remain fully staffed.

The balance of the Alabama Unemployment Insurance Trust Fund was in good shape going in to 2020. That helped the situation given that a tsunami of claims was about to come in. The fund balance was \$390,134,341.23 as of January 1, 2021 with \$198,736,599.19 collected in unemployment insurance taxes from employers.

The Unemployment Compensation Division processed 322,275 claims in 2020, almost three times the amount from 2019. This tsunami of claims came at a time when the UC staff was at its smallest given budgetary conditions heading into the pandemic.

Luckily for Alabama, the UC system was upgraded to a cloud-based system at the start of 2020 so we were in a much better position to handle the onslaught of claims and implementation of the new federal programs. Other states have faced harsh criticism for outdated UC systems.

ADOL will continue to assist the unemployed but with the end of the pandemic on the horizon it is time to turn the focus toward getting Alabamians back to work. The Alabama Career Center System, under the direction of the Employment Services Division, is poised to take the lead in that effort.

I present the 2020 Alabama Department of Labor Annual Report, which reflects the strong teamwork from each division. The unprecedented challenges of 2020 presented unprecedented opportunities that continue into 2021.

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

Fitzgerald Washington, Secretary

ALABAMA DEPARTMENT OF LABOR ORGANIZATIONAL CHART



SECRETARY OF LABOR
FITZGERALD WASHINGTON

BOARD OF APPEALS
MEMBERS APPOINTED BY
GOVERNOR

ADVISORY COUNCIL
MEMBERS APPOINTED BY
GOVERNOR

SUPPORT DIVISIONS



**GOVERNMENTAL
AFFAIRS**
GAGE PREGNO
(ACTING)



LEGAL
JOSEPH AMMONS



FINANCE
MARGIE TONEY



HUMAN RESOURCES
RENEE MINOR



**INFORMATION
SYSTEMS**
JOHN DEMAS
(ACTING)

OPERATIONAL DIVISIONS



**EMPLOYMENT
SERVICES**
ROBERT BRANTLEY



**UNEMPLOYMENT
COMPENSATION**
THOMAS DANIEL



**LABOR MARKET
INFORMATION**
MICHELE TATUM



**HEARINGS &
APPEALS**
VENESSA WATKINS



**WORKERS'
COMPENSATION**
STEVE GARRETT



INSPECTIONS
BRIAN WITTWER



INSPECTIONS
EDDIE WIGGINS

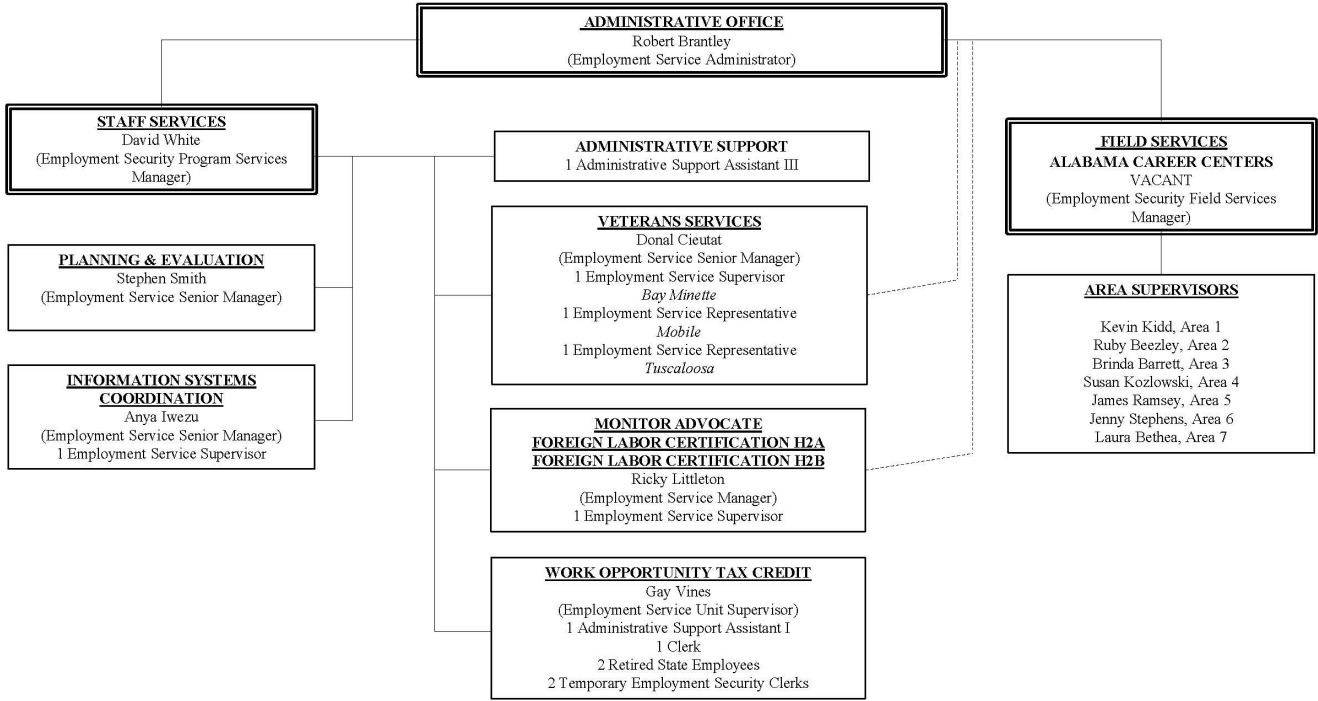
CHILD LABOR

**WORKERS'
COMPENSATION
MEDICAL SERVICES
BOARD**

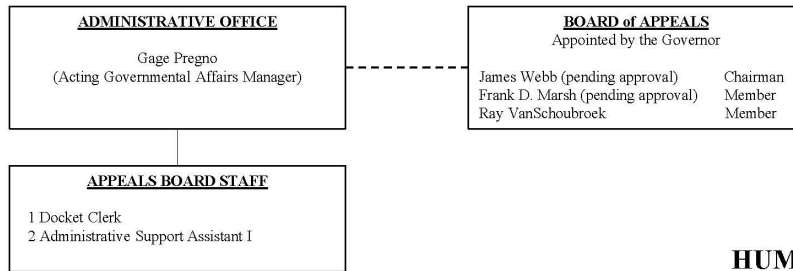
**BOARD OF MINE
EXAMINERS**

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

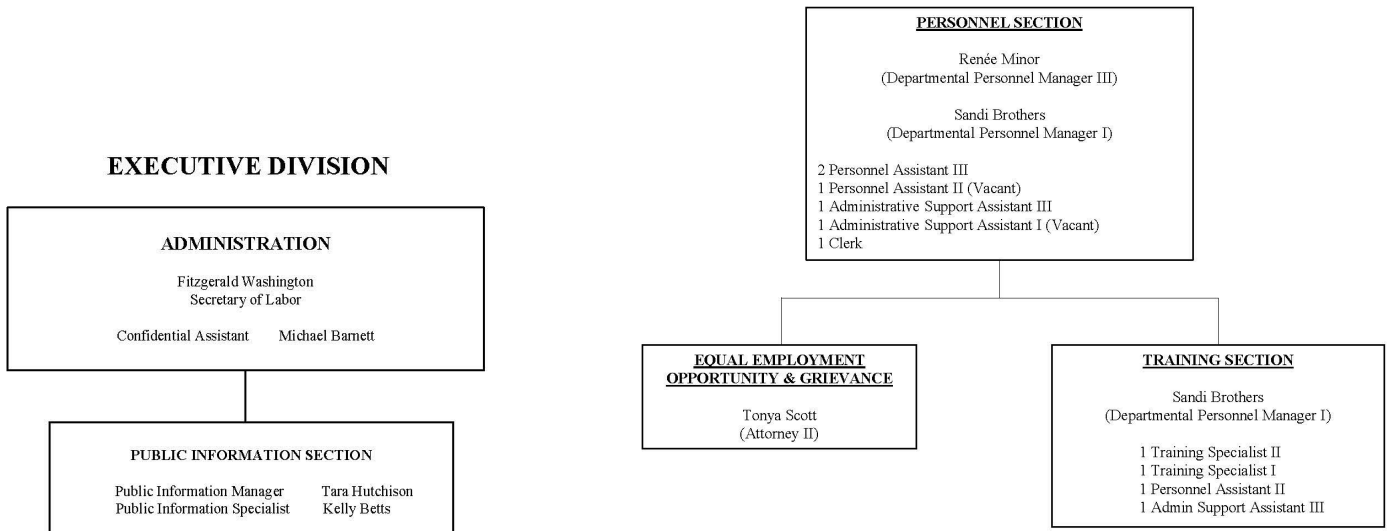
EMPLOYMENT SERVICE DIVISION



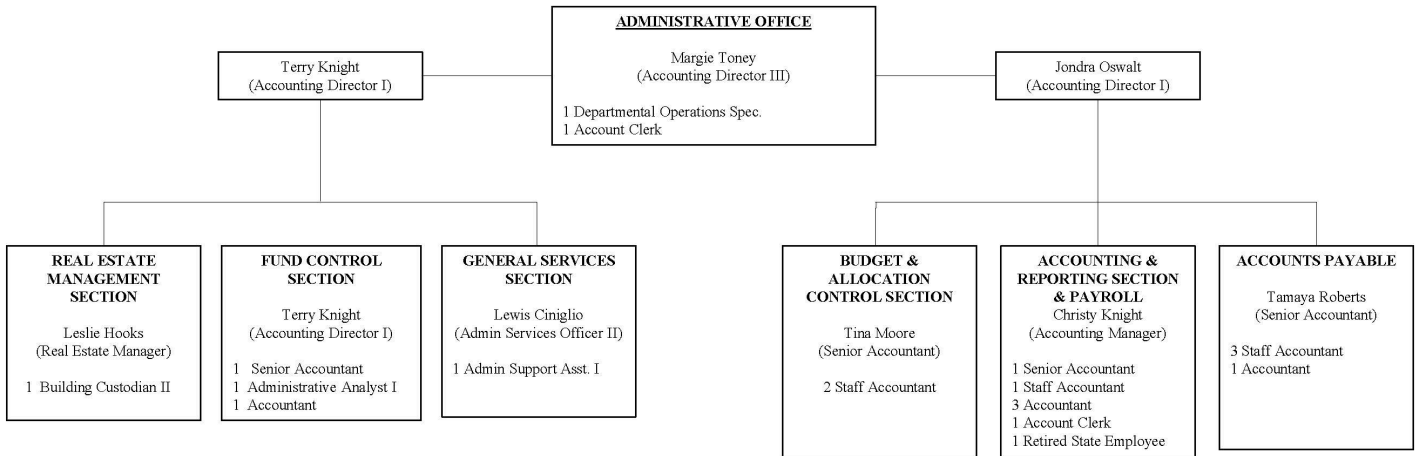
GOVERNMENTAL AFFAIRS DIVISION



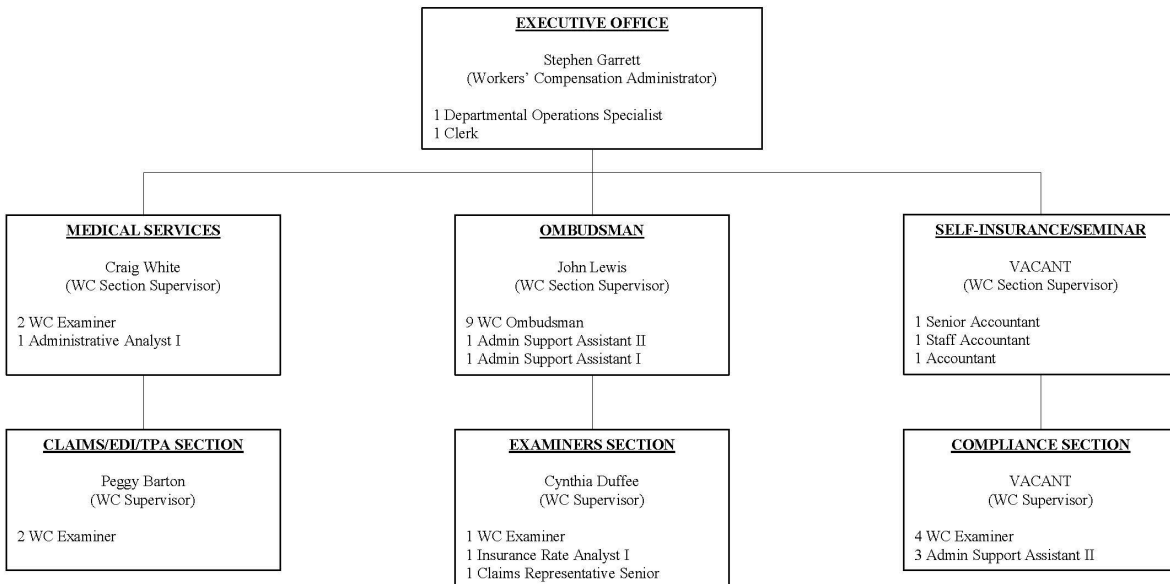
HUMAN RESOURCES DIVISION



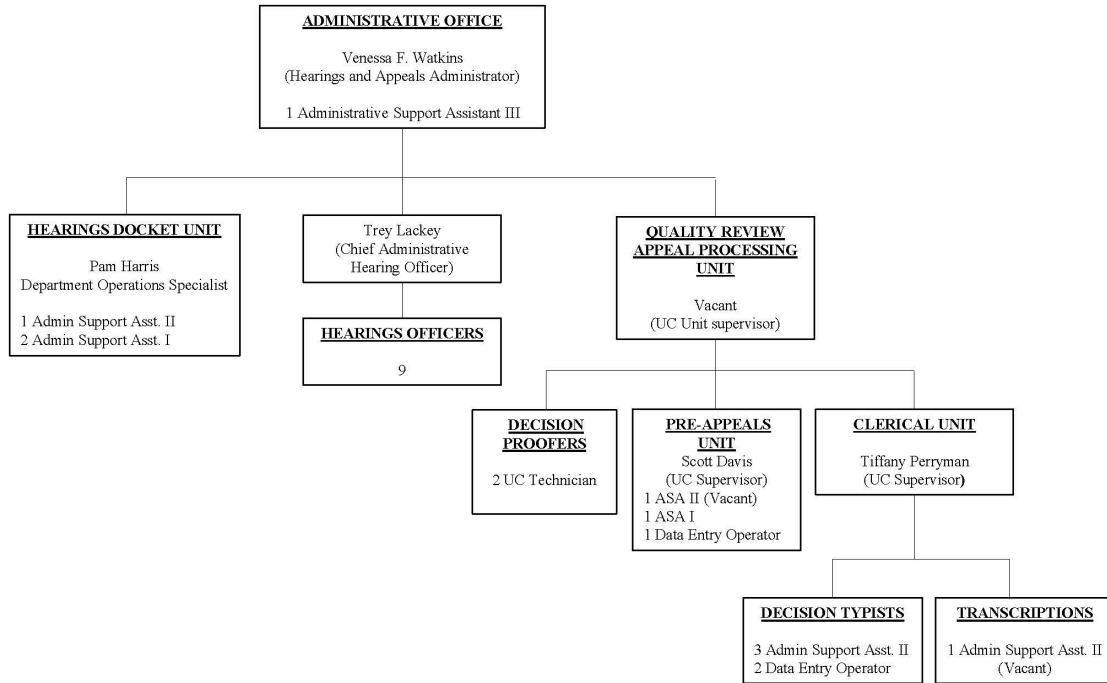
FINANCE DIVISION



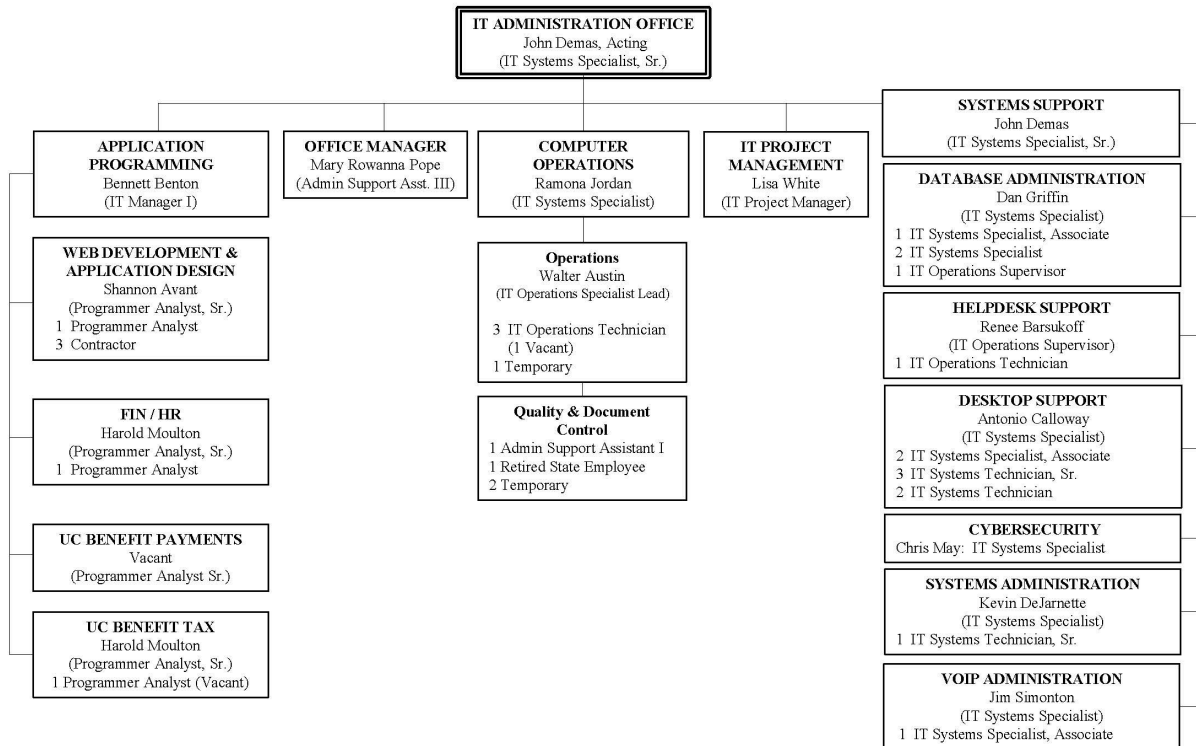
WORKERS COMPENSATION DIVISION



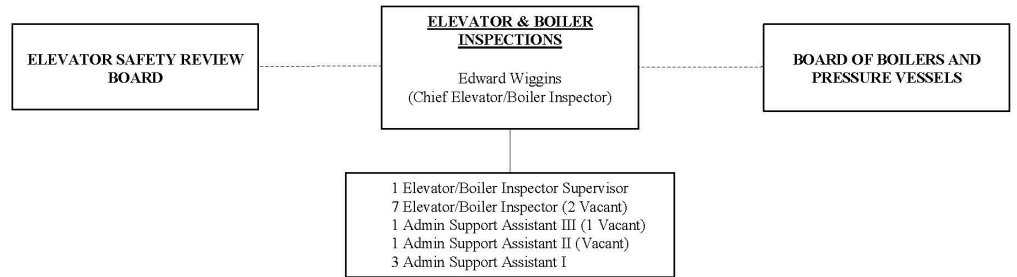
HEARINGS AND APPEALS DIVISION



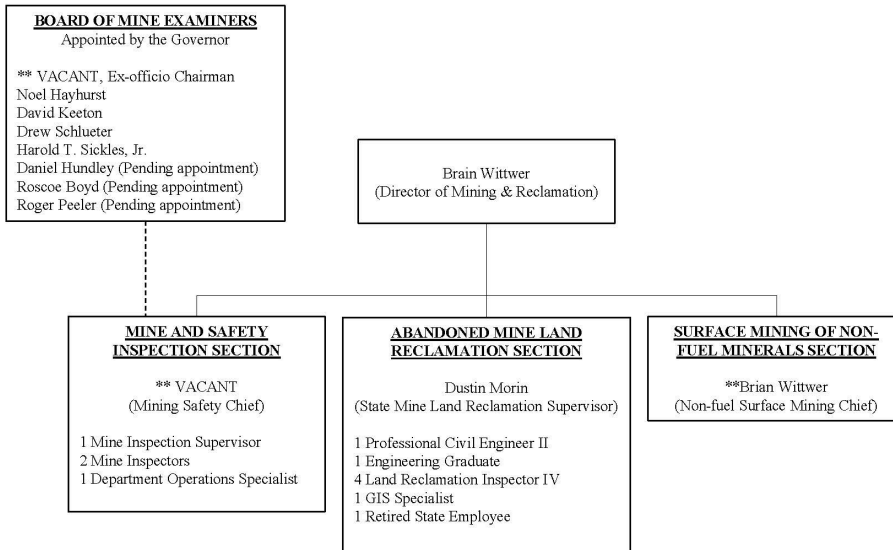
INFORMATION SYSTEMS DIVISION



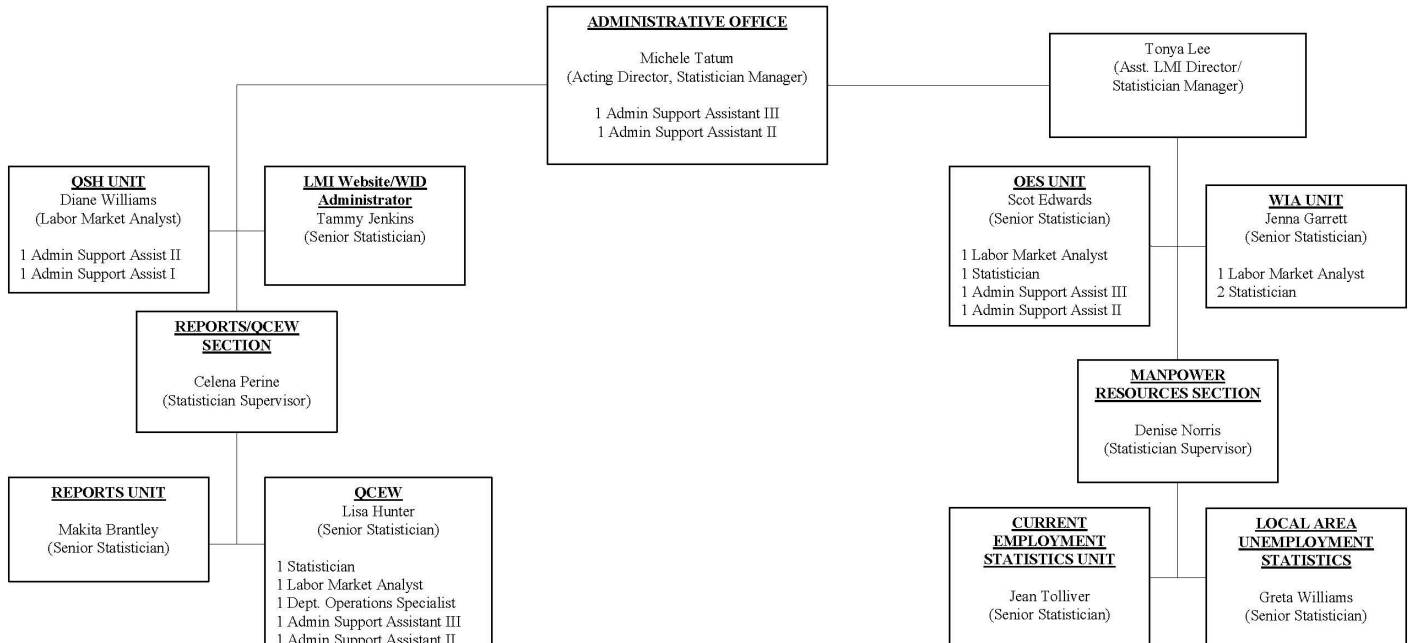
ELEVATOR & BOILER INSPECTIONS DIVISION



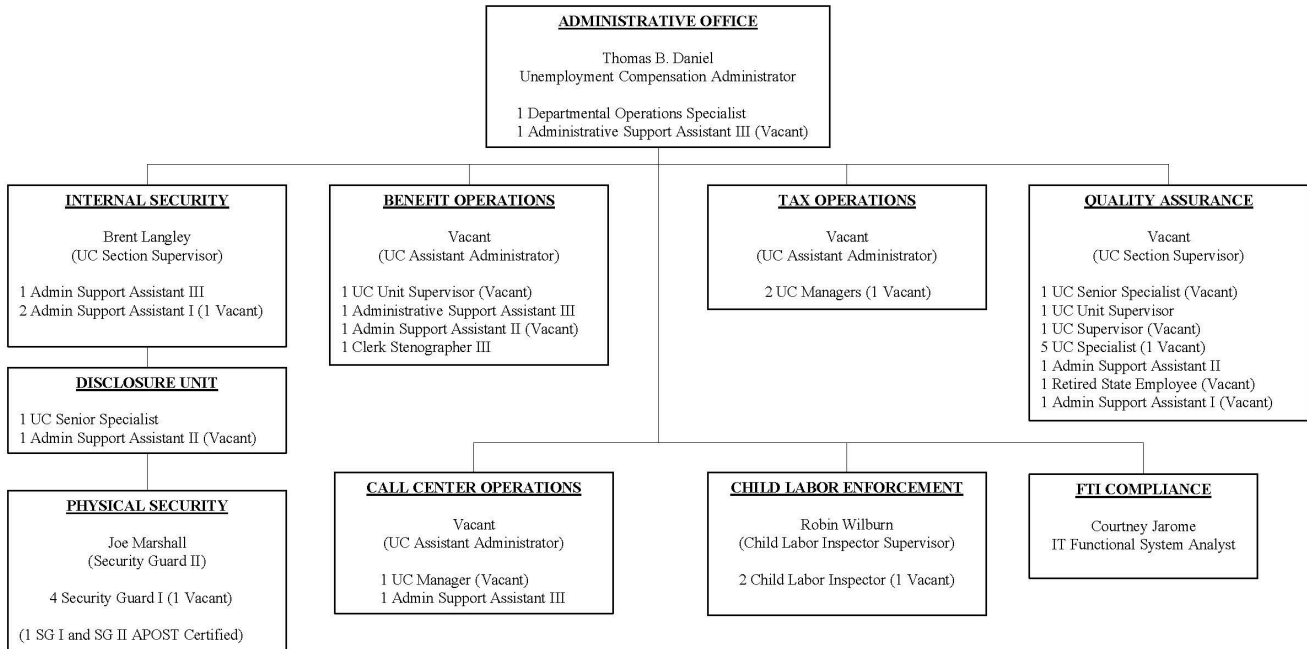
MINING & RECLAMATION DIVISION



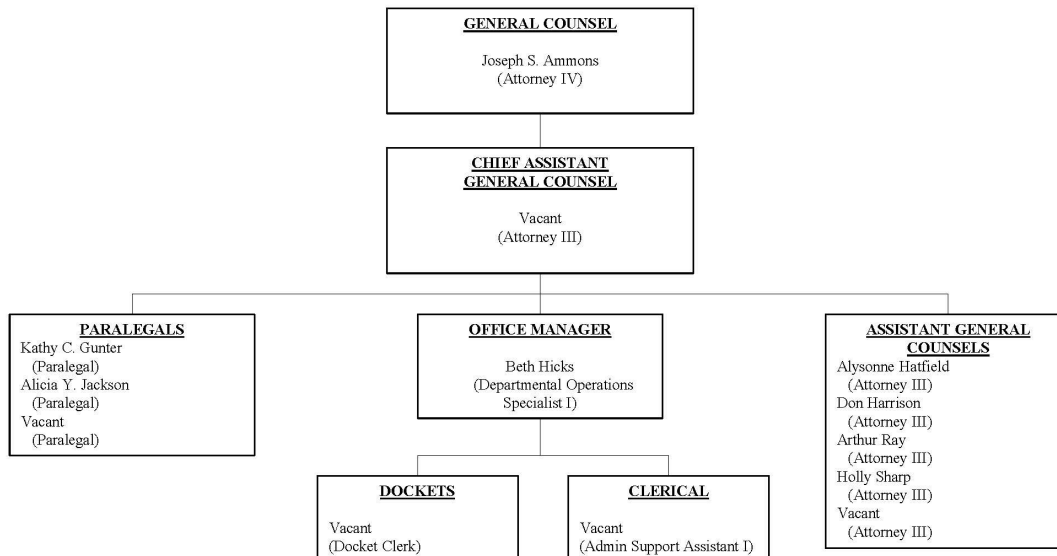
LABOR MARKET INFORMATION DIVISION



UNEMPLOYMENT COMPENSATION DIVISION



LEGAL DIVISION



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

2020 has been a roller coaster since the beginning. On March 12, the Alabama Legislature shut their doors and returned to their respective districts. After an extended recess due to COVID-19, the lawmakers returned on May 4 to use the short amount of time left in the regular session. Between May 4 and May 18, the legislators strictly worked on budgets, budget items, and local bills.

One of the largest responsibilities for the division is to ensure a successful outcome in the General Fund Budget. The General Fund Budget covers the Mine Safety Program, part of the ADOL Inspections Division. There was no change for Fiscal Year 2021.

The department did not have any legislation passed this year. HB351, sponsored by Rep. Danny Garrett, was a department bill that was just shy of final passage. This bill updated language in reference to the Secretary of Labor. It also updated language for the Inspections Division, matched federal regulations for Special Abandoned Mine Reclamation, and conformed unemployment compensation language to USDOL requirements.



BOARD OF APPEALS

The division also acts as a liaison for the Board of Appeals. The Board of Appeals is a statutorily created board that reviews and hears unemployment compensation cases at the highest administrative level. The board holds hearings at seven cities around the state on a rotating basis. The hearings are held in: Birmingham, Decatur, Dothan, Mobile, Montgomery, Oxford, and Tuscaloosa. Despite COVID-19 and all restrictions in place for social distancing, the Board of Appeals found solutions to continue conducting hearings. In 2020, the Board of Appeals reviewed over 2,000 appeals and held almost 1,000 in-person hearings.



Secretary Washington was asked to address the Senate General Fund Committee at the Statehouse in September. He was there to explain the re-allocation of \$385 Million in CARES Act Funds to the Unemployment Insurance Trust Fund by Governor Kay Ivey. The funds will be used to offset “shared costs,” which are costs that are equally distributed to all tax-paying employers and can significantly increase employers’ unemployment insurance tax rates.



HEARINGS & APPEALS

**DIRECTOR
VENESSA WATKINS**

The Hearings and Appeals Division conducts due process hearings on contested unemployment compensation claims. Unemployment compensation is a social insurance program that provides temporary financial assistance to a qualified unemployed individual. When an individual is denied these benefits, the U.S. Constitution guarantees them a right of protest in a due process hearing. Likewise, the employer who will be charged for payments of unemployment compensation to the unemployed individual has the same rights. The workings of the Hearings and Appeals Division are governed by federal and state statutory and common laws crafted to prohibit the government from depriving an individual of their basic constitutional rights to due process in seeking unemployment compensation as temporary subsistence to replace lost wages.

The operations of the division are performed by 28 employees divided in six work groups who function to:

- ⇒ Assist the public in understanding their rights and responsibilities in the appeal process.
- ⇒ Deliver services to the public efficiently and expeditiously.
- ⇒ Proficiently apply federal and state statutes governing unemployment compensation law in deciding cases.

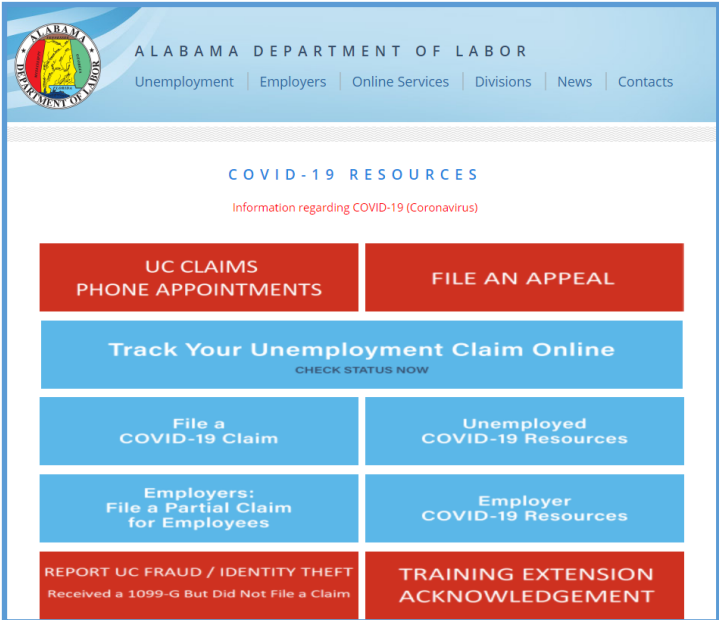
The appeal hearing is structured to enforce the requirements of the due process clauses outlined in the 14th Amendment of the U.S. Constitution. Appeals of contested unemployment compensation claims must be filed in writing.

The appeal is processed on a first-in, first-out basis in accordance with prescribed regulations. A hearing is

scheduled. Appeals are conducted via teleconference, except in the case of a special request for an in-person hearing to accommodate a party with a disability. The hearing officer issues a decision based on evidence presented in the hearing. The aggrieved party can appeal the decision of the hearing officer to the Board of Appeals. The Board of Appeals is a three-member panel appointed by the Governor.

The disposed appeal cases in the 4th calendar quarter year 2019 and 1st calendar quarter year 2020, combined, remained relatively constant with 4,145 regular state benefits (UI) cases disposed. Disposed appeal cases in 2nd calendar quarter year 2020 for regular UI claims totaled 2,652 and 20 COVID-19 (PUA) related claims. With the increase in COVID-19 related separations from work, the number of disposed appeal cases continued to rise in the 3rd calendar quarter year 2020 with 3,312 UI cases, 477 PUA cases and 31 cases under other programs. Statistics for October 2020, the first month of Fiscal Year 2021, show 1,339 total disposed appeal cases with 1,127 filed on UI claims, 201 for PUA claims, and 11 disposed appeals filed under other programs.

Due to the increased appeal demand in the wake of COVID-19, an online appeal portal was added to the Alabama Department of Labor website (pictured below) to make the process of filing an appeal more convenient. Using the online appeal portal is a simple and economical way for many individuals to file their appeal when they do not have money for transportation or postage to mail the appeal or a fax machine for transmittal of the appeal.



The Employment Service Division of the Alabama Department of Labor (ADOL) is a core partner in the Workforce Innovation and Opportunity Act (WIOA) and cornerstone in Alabama's Career Center System (ACCS) comprising 52 points of service statewide (see pages 48-50 for a Career Center map and contact information). The newest Career Center is located in Union Springs in Bullock County. Career Centers serve not only as the physical gateway to the state's job and labor markets, but also the electronic gateway through AlabamaWorks, the state's new workforce platform. Career Centers deliver basic labor exchange services for the job-ready, individualized services for those with employment barriers to make job-ready, and training services to job seekers lacking marketable job skills sought by employers.

In 2020, the COVID-19 Pandemic dominated all aspects of life dramatically impacting business and the state's workforce with the shutdown of the state's economy beginning in March. It continued to curtail economic activity through the rest of the year. Employment losses of 243,000 pushed the unemployment rate up from a historic low of 2.7% in February to 13.8% in April. Despite the pandemic and the governor's declared state of emergency beginning in March, Alabama's Career Centers remained open to the public, except for April, when staff worked behind locked doors to continue serving the public by phone and online. In the ensuing months easing of the economic lock-down and partial reopening of businesses returned 225,000 to jobs helping to lower the unemployment rate to an adjusted 4.7% in December. This partial recovery is reflected in curtailed job seeker registrations of 161,000 down 43% from last year with customer contacts virtually flat at 384,000 with over a third in search of employment or unemployment assistance. During this same period, employer activity also dropped sharply with 1,800 employers posting 68,000 jobs representing 120,000 job openings, down dramatically from last year's 8,300 employers, 217,000 jobs, and 300,000 openings.

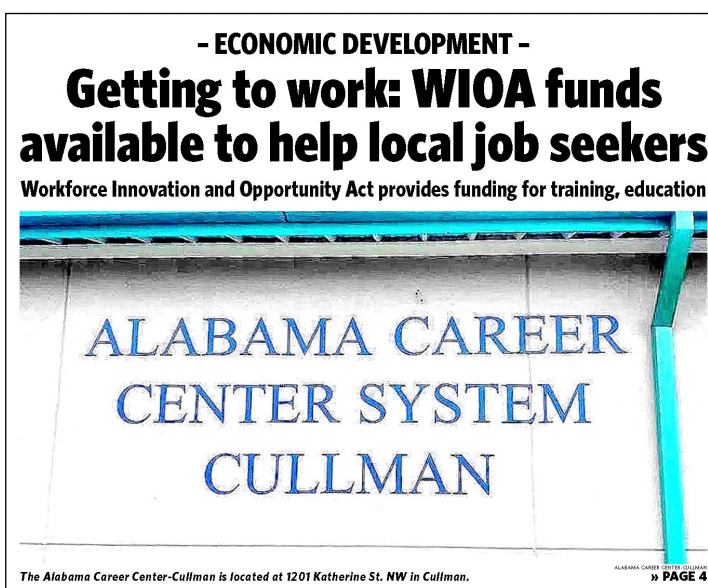
ADOL works with other agency partners to build a customer-friendly system providing jobseekers and employers with a full range of seamless employment and training services in the state's 52 Career Centers. Services may be either self-directed by the client, or assisted by



professional staff available in all Career Centers. Access to basic online workforce services is available at AlabamaWorks.alabama.gov.

Resource areas are located in all Career Centers offering clients 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 help job seekers find the right career and employers find a quality skilled workforce. Computers are equipped to offer registration assistance to the state's automated labor exchange, résumé preparation, labor market exploration, as well as a wide range of online resource material and tutorials for job-related assistance.

Marketing efforts driven by ADOL remained robust in 2020, with print, digital media, and billboards used to



The Cullman Career Center was featured in the Cullman Tribune on Jan. 8, 2020 as part of an Economic Development series.

increase public awareness of Career Center services available to job seekers and employers, particularly in areas with high unemployment.

Alabama proudly partners with the American Job Center Network, which is designed to unify and brand workforce services as part of a single national network. The Alabama Career Center System partners with AlabamaWorks to unify workforce development within the state.

AlabamaWorks is a new system selected by the Governor's Office of Education and Workforce Transformation. ADOL transitioned from Alabama JobLink to AlabamaWorks in April. **AlabamaWorks.alabama.gov** is the address for job seekers and employers. ADOL's Public Information Office created and launched a rebranding campaign to announce the transition, including a new wrap for the



mobile Career Center vehicle (MCCV).

Job seekers can use AlabamaWorks to post résumés, search for job openings, and to receive automatic e-mail notification when job requirements match job seeker skills. 39,227 job seekers posted 41,584 résumés to AlabamaWorks in 2020.

5 MOST DESIRED RÉSUMÉ OCCUPATIONS	NUMBER
Helpers – Production Workers	2,844
Customer Service Representatives	1,800
Heavy and Tractor-Trailer Drivers	1,620
Team Assemblers	1,374
Office Clerks, General	1,155

Employers can use AlabamaWorks to post and manage job openings, search for qualified workers, and to receive automatic e-mail notification when job requirements match job seeker skills. 67,973 job postings from 5,923 employers were available in 2020, representing 119,743 job openings.

5 MOST COMMON POSTED OCCUPATIONS	NUMBER
Helpers, Production Workers	6,902
Team Assemblers	5,485
Meat/Poultry/Fish Cutters and Trimmers	3,037
Laborers and Freight, Stock and Material Movers, Hand	2,891
Heavy and Tractor-Trailer Drivers	2,857

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

- Corporate Sites
- Education Institutions
- Government
- Hospitals
- Job Distributors
- Newspapers
- Preferred Employers

New website launches April 27 at AlabamaWorks.Alabama.gov



- Private Job Boards
- Recruiters
- Social Media

As well as links to these external job sites:

- AbsolutelyHealthCare
- America’s Virtual OneStop
- Careerbuilder.com
- Computer Jobs
- Dice
- Diversity Jobs
- Diversity Working
- Geebo
- Glassdoor Jobs
- GoJobs
- HealthcareSource.com
- Hospital Jobs Online
- iHispano.com
- Indeed
- Job.com
- Jobs2Careers
- JobTarget
- Jobvertise
- LinkedIn Jobs
- Local Careers
- Monster
- Nexxt
- RegionalHelpWanted
- Resumes2Work
- Salesjobs
- Snag a Job.com
- ZipRecruiter

In 2020, over 54,000 jobseekers entered employment after receiving employment services through the Alabama Career Center System, representing almost two-thirds (68.5%) of all job seekers exiting the labor exchange system during this period. 66.7% were still employed six months after exiting the system with a job. Quarterly median earnings for exited

job seekers were \$4,625.

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.

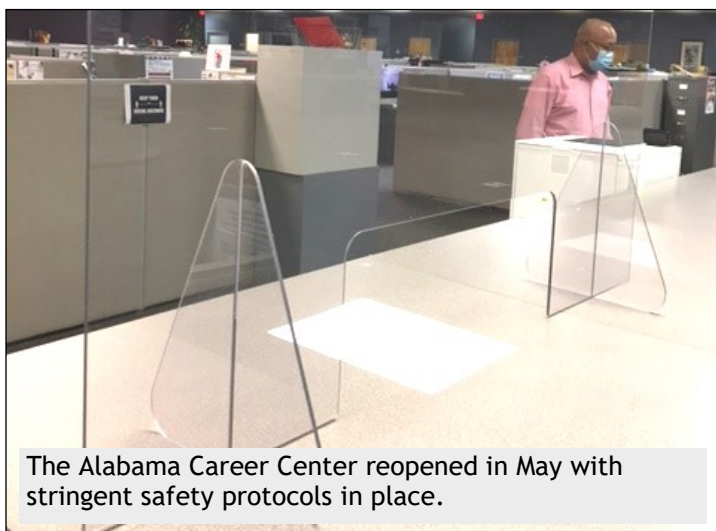
Recognizing the immense potential of social media to expand outreach, each Career Center has its own Facebook page. The commitment to utilize this medium has resulted in 163,993 followers and a 13.75% increase in “likes” for the Career Center Facebook pages this year.

The MCCV provided portable on-demand access to jobs and resources in areas where such access is not readily available. During 2020, the MCCV schedule was abruptly interrupted by the pandemic resulting in cancellations and an abbreviated number of events as widespread business shutdowns and the institution of safety protocols dramatically cut the number of events to 34. These events included job fairs, business recruitment assistance, Rapid Response services to dislocated workers, outreach to rural communities with workforce development services, assistance to veterans returning home, outreach to soon-to-be-released inmates of correctional institutions, and career days at schools.

ADOL was reaffirmed this year with all seven Regional Boards again selecting ADOL’s Employment Services Division as the one-stop operator and provider of WIOA Title I services for each region. This position was strengthened by the fact that every center in the Alabama Career Center System earned WIOA Certification.

ADOL marketing of Career Center services continues to positively impact the state’s economy despite the pandemic. December’s adjusted unemployment rate was 4.7%, unchanged from November’s adjusted rate of 4.7%, and above December 2019’s rate of 2.7%.

The impact from COVID-19 resulted in all Career Centers to close to in-person service on March 18, 2020. Services were still available to the public by phone, email, and online. Career Centers reopened to limited face-to-face traffic on May 3, 2020, observing COVID-19 safety protocols such as face coverings, social distancing, hand sanitizers, and plastic shields on staff desks.



The Alabama Career Center reopened in May with stringent safety protocols in place.

Staff capacity building, emphasized in WIOA, particularly for front-line staff, continued this year with a continued emphasis on customer service. Due to the pandemic, staff was provided with the training to assist claimants, job seekers, and employers with Unemployment Compensation claims.

REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT PROGRAM

The RESEA Program is designed to reduce the duration of joblessness for Unemployment Compensation claimants. This is accomplished through quick, early intervention by Career Center staff with UI claimants profiled as most likely to exhaust UI benefits. These claimants are mandated to visit a Career Center for an orientation to services and an interview to have staff assess their needs and offer services designed to return them to work as quickly as possible. These services may include: review of job search efforts, orientation to Career Center services, provision of labor market and career information, skills assessment, employability development plans, job search plans, résumé preparation, job search workshops, intensified job development and placement services including skills assessment/transferability tools provided online to claimants by the Career Center and a UI eligibility review.

Alabama's RESEA program operates statewide with 34 full-time Career Centers providing designated RESEA services to profiled UI claimants. Pandemic safety protocols led to suspension of the RESEA program in March, 2020. This resulted in only 3,960 RESEA claimants scheduled to visit Career Centers for services with 53.1%, or 2,104 claimants, completing all services. RESEA resumed operation in April, 2021.

BUSINESS CONTACTS

In 2020, 23,600 promotional business contacts were made by Career Center staff with Alabama employers, well below last year's record 34,500 contacts as the pandemic severely restricted in-person contact. 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 limited outreach produced 3,300 new employer accounts and 69,000 job orders representing 120,000 job openings and 44,100 referrals.

Employers are apprised of services, programs, and assistance available through the Career Centers to include

On-the-Job Training (OJT), Work-Based Learning, Incumbent Worker Training, and Apprenticeship opportunities to meet workforce needs. The goal of the Business Services Program is to help employers take advantage of programs in order to grow and create jobs. Employer feedback is then used to adjust services or develop new services to better serve employers.

RAPID RESPONSE

Rapid Response activities provided by Career Center staff support the State's Rapid Response Team by assisting 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. The team provides 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 services, labor market information, and when necessary and appropriate, conduct dedicated on-site job search workshops. The Rapid Response team assisted workers at 32 major closing and layoffs affecting 7,425 dislocated workers in 2020.

TRADE ADJUSTMENT ASSISTANCE FOR WORKERS

Trade Adjustment Assistance (TAA) allows workers whose jobs have been affected by foreign competition to receive a variety of benefits and reemployment services. The goal of TAA 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

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).

Trade Readjustment Allowances (TRA). Reemployment TAA (RTAA), which provides wage supplements for reemployed older workers whose reemployment resulted in lower wages than those earned in their trade-affected employment, may also be available.

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

In 2020 the United States Department of Labor (USDOL) certified three new TAA petitions in Alabama. Three hundred ninety-five adversely affected workers registered to receive services from a Career Center and 216 received classroom training. RTAA wage subsidies were paid to 33 workers who found employment paying wages lower than previously earned.

TAX CREDITS FOR EMPLOYERS

The Work Opportunity Tax Credit (WOTC) program is a federally funded program that provides incentives to businesses to hire individuals who have historically faced

W.O.T.C

WORK OPPORTUNITY TAX CREDIT

barriers to employment. The benefits of WOTC are twofold: as an aid in helping targeted jobseekers find and retain employment, and saving employers money by reducing their tax liability. Private-sector employers can reduce their tax costs by employing individuals from any of 11 targeted WOTC designated groups. These include: TANF recipients, food stamp recipients, ex-felons, SSI recipients, veterans, and those with disabilities, among others.

Alabama WOTC issued 25,047 certifications from January 1 through November 20, 2020. This represents a potential tax savings of at least \$62,015,700 for Alabama employers.

The program continues to coordinate with the IRS 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 applicants who received their SNAP/TANF benefits in the State of Alabama, the Alabama Department of Corrections to verify the qualifications of ex-felons in the Alabama Criminal Justice System, and the Alabama Department of Rehabilitation Services for applicants placed in jobs through the Alabama Vocational Rehabilitation Services.

Alabama WOTC continued efforts to eliminate the need for hard-copy applications by providing encouragement and more direction for filing electronically. Those who take advantage of filing electronically have the added benefit of monitoring their decisions online, as well as uploading both supporting documentation and appeals. This eliminates the cost of mailing decisions.

Alabama WOTC received 84,388 applications from January 1 through November 20, 2020. Of these applications, Alabama WOTC only received 184 print applications. Currently more than 99% of all certificates received were submitted electronically.

The Consolidated Appropriations Act, 2021, reauthorized the WOTC until December 31, 2025.

SERVICES TO RURAL RESIDENTS

The Alabama Career Center System has 53 Career Centers located throughout the state (see pages 48-50 for a Career Center map and contact information). Thirty-two of those centers are located in metropolitan areas. Seven of these are Comprehensive Career Centers, one in each of the state's seven Local Workforce Development Areas. Twenty-five Career Centers operate as full-time Affiliate Career Centers serving urban areas. Rural residents are generally served by seven Satellite Career Centers and fourteen Itinerant Point Career Centers.

The Alabama Career Center System assists the USDOL Migrant and Seasonal Farm Worker Outreach Program contractor and conducts the Agricultural Recruitment Service. Migrant and seasonal farm workers are offered all services provided to other applicants and referred to other community agencies as needed. Access to bilingual services is available for each Career Center to help coordinate the process if the applicant is not proficient in English.

FOREIGN LABOR CERTIFICATION

The Foreign Labor Certification (FLC) Unit of ADOL assists USDOL's Office of Foreign Labor Certification to recruit U.S. workers for available jobs. If there are no U.S. workers,

the FLC Unit assists with the conduct of the H-2A Temporary Agricultural Visa Program for nonimmigrant foreign workers. This is done by posting job orders in AlabamaWorks, the state's automated labor exchange and by conducting agricultural pre-occupancy housing inspections for the workers who do not live within commuting distance of the work site.

In 2020, ADOL received 69 new intrastate job orders identified as H-2A, representing 1,221 workers. In response, FLC staff inspected 121 dwellings, with occupancy approved for 1,343 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, agents, or attorneys to ensure that labor certification applications meet regulations and guidelines mandated by federal and state laws and USDOL employment service guidelines.

The FLC unit also assists USDOL with the H-2B Temporary Non-Agricultural Visa Program, filling a customer service role responding to employer inquiries and dissemination of comprehensive information concerning the program and guidance in the filing process. In 2020, ADOL received 56 new intrastate job orders identified as H-2B, representing 4,063 job openings.

VETERANS SERVICES

Alabama Career Centers provide veterans with priority in services and training. Career Center Specialists provide veterans with core services, including initial assessments of job readiness, résumé assistance, and referrals to job openings and job training opportunities. The Alabama Career Center System provided a total of 5,634 services to Alabama's veterans in 2020. That number included 426 basic services and 5,208 individualized services despite pandemic restrictions.

ADOL continues to implement Jobs for Veterans State Grants (JVSG) programs, which direct Career Center specialists to provide veterans with individualized services, including initial assessments of job readiness, résumé assistance, and referrals to job openings and job training.

Alabama's JVSG staff provided individualized services to veterans with significant barriers to employment at an annual average rate of 100%.

The Veteran Services Program works with the state's employers to participate in USDOL's annual HIRE Vets Medallion Awards Program. These awards are the only federal-level veterans' employment award that recognizes a company or organization's commitment to veteran hiring,



retention, and professional development.

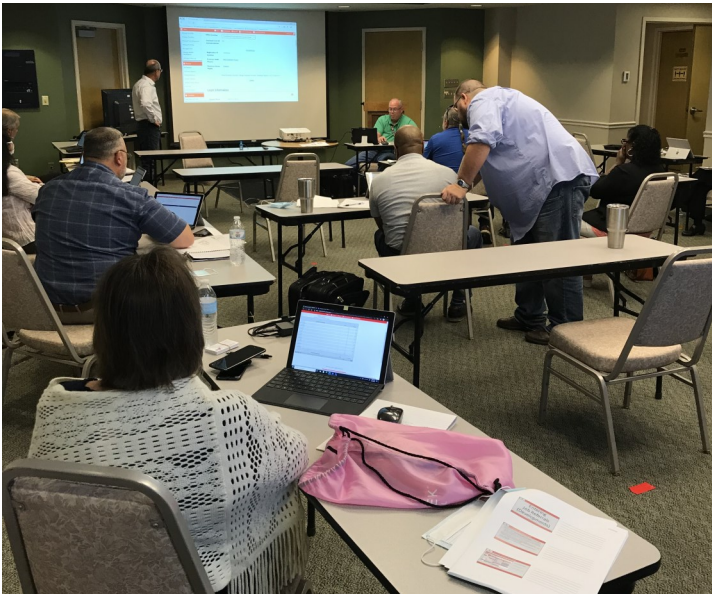
In 2020, twenty-five Alabama companies received these prestigious awards. Nationally, 674 companies were recognized for the commitment to hiring veterans. The companies awarded are also praised for ensuring that they have a long-term career and growth plan that uses the diverse skills they acquired through their military service.

Extensive Outreach to Disabled Veterans and Veterans Facing Special Challenges

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 for individualized services. These services include comprehensive assessments of job readiness, assisting veterans in developing a plan to become employed, and helping veterans connect to resources, services, and benefits.

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

LVERs are well-acquainted with the needs of local employers and how to assess military skills to determine a service member's transferable skills related to occupations in civilian careers. LVERs are assigned to the Business Services Teams at Alabama Career Centers as veteran



ADOL’s LVERs gathered at Central Office in June for a two-day training workshop on AlabamaWorks, the new online jobs database.

advocates to locate potential employment opportunities and encourage employers to offer veterans priority consideration for their job openings. LVERs also work with DVOPs to explore job development opportunities for their clients.

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

In 2020, DVOPs counseled approximately 1,325 veterans with significant barriers to employment, including those due to military service-connected disabilities. They were provided employment services, career counseling, referrals to supportive services, job training, and information about their employment and reemployment rights.

In partnership with the U.S. Department of Veterans Affairs, Vocational Rehabilitation and Employment Division, DVOPs worked with their counselors to develop job opportunities for disabled veterans participating in vocational training for employment.

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 ADOL and the Career Centers include Homeless Veterans Stand-Down events in Mobile, Birmingham, Dothan, Opelika-Auburn, and several rural areas. LVERs and DVOPs served 202 homeless veterans in Alabama last year providing job search services, individualized services under a strategy of case management, and through innovative partnerships with local agencies and community organizations, assisted in finding them employment.

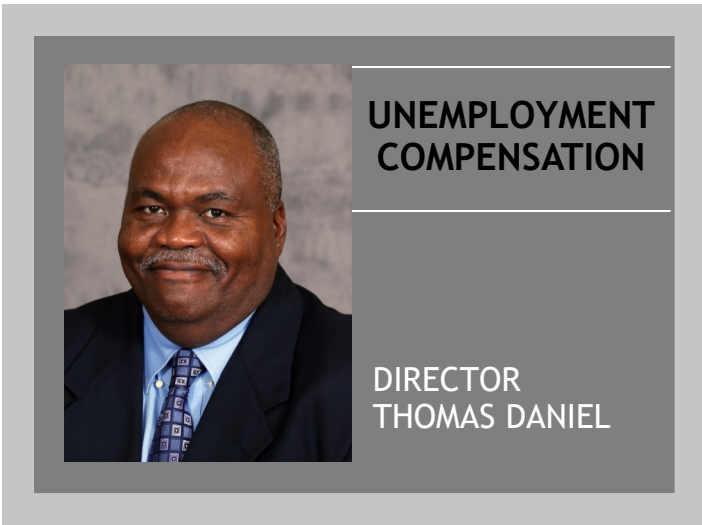
Alabama is also in partnership with the Direct Employers Association, through an initiative supported by the National Association of State Workforce Agencies (NASWA) that automates the posting of federal contractor job and career openings into AlabamaWorks. Jobs are posted directly to the Career Center 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.

Alabama Veteran Performance Incentive Awards

The Alabama Veteran Performance Incentive Awards are presented annually to ADOL Career Center employees for going above and beyond in their service to veterans. This year the awards totaled \$28,668 and the winners were: Phillip Michael Warren, Coretta Bozeman, Susan Smith, Hank Lahti, the Bay Minette Career Center as a whole, and Selena Ricks. Their efforts range from working on the Veteran Affairs Committee of the local Chamber of Commerce to providing funds out of their own pocket to help a veteran pay for tools needed to start a new job.



Decatur Career Center DVOP Carl Flemons and John Carroll, a U.S. Army veteran and very special client, were guests at Governor Kay Ivey’s State-of-the-State address in February.



weeks as of March 30, 2020. As a result, 362 paid claims were selected and 332 denied claims were selected for QA review. The totals were acceptable due to waivers granted by USDOL.

The federally mandated case completion time for paid claims is 70% completed within 60 days and 95% completed in 90 days. QA Investigators completed 92.27% in 60 days and 99.72% in 90 days. Mean completion time for the 362 selected cases was 36 days. The mandated time lapse for denied claims is 60% completed within 60 days and 85% completed in 90 days. QA Investigators completed 95.49% in 60 days and 100% in 90 days. Mean completion time for the 332 selected cases was 31 days.

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

BENEFIT OPERATIONS

Benefit Payment Control

Alabama has participated in the Unemployment Compensation (UC) Treasury Offset Program since 2012. In 2020, \$1,116,753 was intercepted and applied to UC overpayments. Since 2012, Alabama has recovered \$39,750,908 in outstanding UC overpayments. Alabama has recovered \$432,684.47 in outstanding UC overpayments from the State Offset Program in 2020.

In 2015, Alabama implemented a 15% penalty mandated by the federal government on all fraudulent overpayments. As of September 30, 2020, \$1,508,529.98 of the outstanding penalty assessed has been collected. In 2016, Alabama implemented a 2% interest on total amounts outstanding due to fraud. As of September 30, 2020, \$942,926.25 of the outstanding interest assessed has been collected.

There were 58 warrants filed and 3 prosecutions won.

For 4th quarter 2019 through 3rd quarter 2020, ADOL identified 8,200 fraudulent ID claims and either denied or withdrew claims to prevent payment. The majority of these required further research.

Benefit Services

The Combined Wage Unit and Federal Programs is continuing to assist Netacent with the configuration of the new UI system to work through malfunctions and needed enhancements by providing information which includes

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) Investigative procedures reviewed during desk and peer reviews; and (3) Additional requirements for the National Directory of New Hires cross match, case completion, timeliness, and sample selection. The only non-compliance issue was the comparison report for denials. ADOL did not meet the acceptable variation limits between the number of Quality Assurance (QA) denials and the Unemployment Insurance (UI) population for monetary and separation denials for the Improper Payment Information Act.

The non-compliance issue is a result of Data Validation Benefits Population 3 failing data validation. Data Validation efforts resumed October 2020. The Data Validator will pull and run extract files working within the new system. Validator will document any found errors and work directly with the vendor (Netacent) to correct and extract files as needed from the modernized system to correct the non-compliance issue.

Alabama is required to review 480 paid claims and 450 denied claims (150 of each type: monetary denials, separation denials, and nonseparation denials) each year. QA was on the path to exceed the requirements for number of cases selected for review for paid and denied claims, but due to COVID-19 the USDOL granted a waiver and halted all BAM QA activities. Paid claims were halted for 14 weeks as of April 6, 2020 and denied claims were halted for 28

employees daily work task that require use of the ICON and Datastation systems.

Special Programs

During Fiscal Year 2020, 11 companies were certified for Trade Adjustment Assistance in Alabama.

At the end of 2020, there were 97 participants in the ATAA /RTAA programs and 427 participants in TAA-funded training.

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).

As a result of Hurricane Sally that occurred during the period of September 14, 2020, President Trump declared a major disaster in Baldwin, Escambia, and Mobile Counties, on September 20, 2020. The first DUA week payable under this declaration was calendar week ending September 26, 2020. The final date to file a DUA claim was October 28, 2020. As of September 30, 2020, there were 120 DUA claims filed. The total amount of expenditures for DUA benefits and administrative costs is not available since the last payable week for DUA benefits is March 27, 2021.

Systematic Alien Verification for Entitlements Program

Fiscal Year 2020 brought the largest number ever of claims filed that required verification of employment authorization by the Systematic Alien Verification for Entitlement (SAVE) program. From March 15, 2020 through September 30, 2020, 14,975 alien issues were established resulting from the COVID-19 Pandemic. The agency increased its' staffing level and implemented programming to mitigate this influx of claims and successfully pay needed benefits to eligible claimants.

UC Technical Services

UC Technical Services began 2020 with implementation of the new and modernized system Data Station on January 6, 2020. Completing the UI Modernization Project was the culmination of nearly three years of meetings, discussions, developments, and testing – by far the largest and unmatched-in-scope project in the history of ADOL. Included in the go-live product was the implementation of the new 2020 legislative changes that became effective January 1, 2020 – impacting multiple facets of UI law including weekly benefit amount, maximum duration, and the introduction of the Alabama Training Extension.

While still working through the kinks of the new system, implementing quick fixes and assisting staff with training barriers, ADOL was hit with the unprecedented demands of administering the CARES Act Programs. Technical Services again played a key role – with responsibilities ranging from writing the Supplemental Budget Requests associated with costs for implementing these programs to the development, testing, and subject matter expertise required for actual implementation. In addition to the CARES Act programs, both Extended Benefits (EB) and Disaster Unemployment Assistance (DUA) were triggered during the latter part of 2020 – each requiring multiple meetings, coordination with other sections, development, testing, and implementation within the new system.

While UC Technical Services has continued normal support functions for the AL Vantage Debit Card, UI SIDES for employers – including timely connection with all third-party administrator requests for SIDES to remain an ongoing member of the SIDES 100% Club, and various USDOL reporting to include the State Quality Service Plan (SQSP), UI Modernization has brought additional roles to the section's responsibilities. For example, Technical Services continues to work closely with Netacent to work through issues within the system, including any new development or change requests. Technical Services is often the first line of defense when issues arise – including the immediate reporting of any system outages. Finally, Technical Services now holds the responsibility of assigning, monitoring, and adjusting roles and permissions for Data Station – including both staff and external access requests.

In May of this year, as Call Center staff were merged into Central Office, Technical Services resumed training – a

longstanding function that was displaced some years ago. As such, Technical Services has become a key part of ongoing monitoring and training staff for contracted vendors to assist in claims taking and inquiry.

Along with staff from all areas of UI, Technical Services has worked to serve the public with in-person assistance – often having multiple employees staffed throughout the week. The role here, as is often the case for Technical Services, has been two-fold – performing regular inquiry duties and serving in a support capacity for other staff members.

Amidst the challenges created by new program implementation, general pandemonium caused by COVID-19, and continuance of regular job functions, Technical Services has also actively participated in roundtable and fraud discussion groups – leading to the successful completion of other projects to aid the agency in streamlining processes and better serving the public of Alabama. For example, new application portals for both phone and internet were implemented to allow claimants to apply for the Alabama Training Program automatically and more efficiently. The Continued Claims Portal was successfully converted to Netacent in October. Conversion and modernization of Initial Claims has begun – for both internal and outward facing applications.

CALL CENTER OPERATIONS

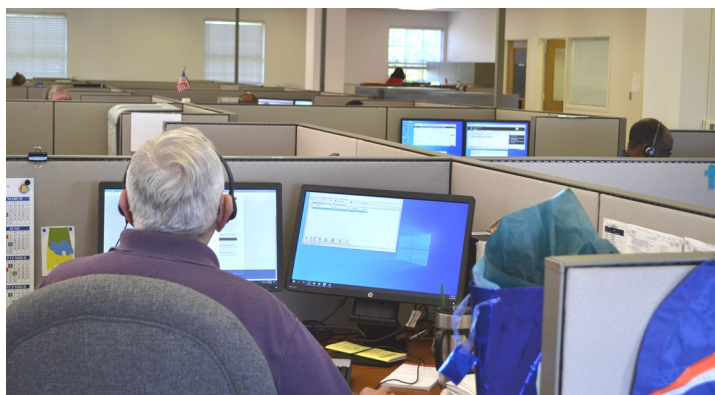
Call Center Operations is a section of the UC division that once consisted of the Montgomery Call Center, the Birmingham Adjudication Center, and an administrative unit at ADOL's Central Office location in Montgomery. Given the strong economy and steady drops in the unemployment rate at the start of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

Since the pandemic began, the adjudication process has



The Montgomery Call Center and the Birmingham Adjudication Center relocated to Montgomery's Central Office in May. Staff from these centers were up and working within a few days.



suffered under the volume of new claims filed, inquiries about those claims, and inquiries about existing claims. Another challenge was a new operating system that required personnel training time.

The adjudication unit passed the Benefits Timeliness and Quality (BTQ) review for the quarter ending December 31, 2019 in both separation and non-separation issues. BTQ reviews have since been suspended due to the number of issues and the personnel needed to adjudicate them.

Fact-finding staff were assigned approximately 1,624 issues between March 2020 and September 30, 2020 and of those, 829 issues were researched leaving 795 issues unresolved. For the fiscal year beginning October 2019 and ending September 30, 2020, fact-finding was completed on 4,828 issues and 860 were adjudicated for a total of 5,688 issues. Fact-finding staff also handled approximately 4,286 separation issues and adjudicated 7,654 for a total of 11,940 issues. Cumulatively, the adjudication unit, from October 1, 2019 until September 30, 2020, has handled approximately 32,059 separation and non-separation issues. 45,450 non-separation issues remain.

TAX OPERATIONS

The beginning balance of the Unemployment Trust Fund was in good standing in Fiscal Year 2020. As of the fiscal year annual report 2019, the fund was in the black and tax collections had exceeded benefit payments for eight straight years. Fortunately, the department was in good standing at the onset of the COVID-19 pandemic.

Electronic filing and remittance percentages continue to make Alabama one of the most efficient states in payment processing. Electronic receipts of tax returns averaged 100% and electronic remittances averaged 99% during the year. Tax Operations continues to enhance the computer system to benefit clients and become more efficient. Some accomplishments of the section for the fiscal year are as follows:

- The section processed 5,578 online automated adjustments to employer accounts. Bulk Filers (ADP, Paychex, etc.) submitted 1,573 online adjustments bringing the combined total only adjustments to 7,151.
- Audits/Delinquency Control deposited a total of \$203,629,629 for the period of October 1, 2019 through September 30, 2020.
- On January 6, 2020, the section converted from a mainframe computer system to a cloud-based system managed by Netacent.
- On March 16, 2020, Governor Kay Ivey mandated a shut-down of all non-essential businesses due to the COVID-19 pandemic. Because of the statewide shutdown of non-essential businesses, record-breaking numbers of unemployment claims were filed, beginning in March. Tax Operation personnel assisted Benefits Operations wherever possible by answering thousands of calls and email inquiries from claimants and employers across the state. Several staff members, both in central office and in field offices, attended training so that they could better assist claimants and employers in resolving claim issues that prevented payment.
- Due to the record increase in UC claims, there was an increased workload in the Experience Rating Section and an increase in Forms BEN-8A (Notice of Potential Charge to base period employers). A total of 387,323 BEN-8As have been mailed to employers since March.

Tax personnel worked closely with Netacent programmers to provide automated relief to those employers who received notice of pandemic claims. Waiver of charging was in effect from March 16, 2020 through October 1, 2020.

- During the fiscal year, 10,343 new employer accounts were assigned, 92.5% of which applied online. 529 successor accounts were assigned, 67% of which applied online. Additionally, 7,891 address/name changes were entered, 34% online.
- The beginning balance of appeal hearings for this fiscal year equaled 10 pending cases, and an additional eight appeal requests were received. Disposition of these cases are as follows:
 - ⇒ Five cases were affirmed
 - ⇒ Four cases were overturned
 - ⇒ Five cases were withdrawn
 - ⇒ Five cases are pending a hearing
- Because of the conversion to the new cloud-based system and increased claim load from the pandemic, several processes have either been suspended or delayed. The following list itemizes some of those processes:
 1. Refund checks have been suspended due to the increase in claims load. Refunds to employers will resume once the Trust Fund has recouped benefit claim expense.
 2. Billing statements have not been produced since December 2019 and therefore employers have not been billed for delinquent taxes and/or delinquent reports.
 3. Benefit Charge statements have been delayed. First quarter charge statements (January, February, and March 2020) were produced in September 2020. Tax personnel and Netacent personnel are in the process of reviewing and preparing second quarter charge statements (April, May, and June 2020). Once this process is complete, third quarter 2020 will be next on the list to review.
 4. Production of the annual 2021 tax rate notices was delayed but they have now been posted to the website. The department is mandated by

2021 Tax Rate Notices

IMPORTANT: ADOL has updated the Tax Rate Notices since they were originally posted to the website. Some rates may have changed. It is recommended that all employers revisit (www.labor.alabama.gov/eGov/) to ensure the most current and accurate information has been downloaded.

the Code of Alabama to have these notices to the employers no later than January 31st of each year.

5. Tax Performance Standards studies, required by USDOL, have also been delayed. Netacent has not yet developed the random sampling needed in order to perform these studies. Randomly selected data must be pulled by the computer system in order for the auditor to perform studies. Until such time as the developers produce the random selections/samples, the auditor is unable to determine whether or not it is an adequate representative being tested. Various samples are needed which include, but are not limited to:
 - a. Debit/credit samples
 - b. Tax rate notice samples
 - c. Reimbursable accounts
 - d. Status determinations
 - e. Contribution reports
 - f. Cashiering
 - g. Benefit charging

Field Services has also experienced another productive year in Fiscal Year 2020. Some of the accomplishments are as follows:

- Although billing statements have not been issued, the Field Staff collected \$3,484,128.45 in delinquent funds this year.
- Many states suspended field audits during the pandemic/shut-down, but Alabama did not. Tax and Information Technology personnel had previously identified the need for secure file sharing capability. Through file sharing, auditors were able to complete the audit function remotely. Field personnel completed 1,006 employer wage audits.
- Field Services discovered 3,341 misclassified workers and \$29,332,491 in misclassified wage funds.
- The IRS Data Exchange Program continues to work well. Tax Operations is able to identify many

misclassified workers through this initiative. 1,153 misclassified workers were discovered and an additional \$9,884,340.92 in total wages were reported to the department. Taxable wages were discovered in the amount of \$5,259,995.53 which established an additional amount of \$81,296.89 in taxes due. A total of 732 employer accounts were registered based on data provided by the IRS exchange.

CHILD LABOR ENFORCEMENT

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

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

The pandemic of 2020 sharply decreased child labor inspections due to the quarantine restrictions. However, the staff handled an extreme high volume of calls and continued to handle complaints.

Child Labor Enforcement:

- ◆ Follows up on 8-10 complaints per month involving multiple issues including record keeping, hour violations, prohibited occupations, alcohol, and underage minors.
- ◆ Randomly inspects businesses for compliance.
- ◆ Works with other federal and state agencies on investigations involving underage minors working in prohibited occupations.
- ◆ Conducts trainings for new employers and those who have first offenses.
- ◆ Issues civil money penalties that are returned to the General Fund.
- ◆ Trains 400+ Career Technical Teachers, in four separate sessions each year (as required by the Department of Education).

- ◆ Partners with other state and federal agencies to facilitate pre-apprenticeship programs.
- ◆ Participates in the Annual Fire Explorer Junior Cadet training at the Alabama Fire College.
- ◆ Writes, designs, and updates all posters, brochures, forms and other publications which are provided to every school system in the state.
- ◆ Answers calls and emails from the public, businesses, and school officials.
- ◆ Conducts training for employers upon request.

Fiscal Year 2020

- ◆ 571 inspections of businesses were conducted
- ◆ 89 violations were identified
- ◆ \$7,000 in civil money penalties was collected
- ◆ \$112,871 in fees was collected for Child Labor Certificates

There are currently two Child Labor inspectors covering the entire state.

INTERNAL SECURITY SECTION

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

Internal security activities include conducting risk analyses, reviewing newly automated and manual procedures, conducting investigations of alleged internal violations, conducting audits and reviews of UI operations, and assisting in external UI fraud investigations.

In response to an increase in fraud related to federally-sponsored UI programs, ADOL’s Internal Security unit coordinated the formation of a multi-agency federal, state, and local task force to investigate UI Fraud. Members of the unit (logos at above right) participated in three residential search warrants (charges pending) targeting individuals

ADOL UI FRAUD TASK FORCE



participating in fraudulent activities. The unit continues to coordinate the task force efforts.

The Physical Security staff played a vital role in ensuring the health and safety of ADOL employees and thousands of visitors to the ADOL Central Office as well as the In-Person UC Claims Help Centers. The staff was responsible for personal and package searches, temperature screenings, ensuring that PPE was available and used properly, and providing basic information as it relates to ADOL.

Numerous knives, canisters of pepper spray, and other small weapons were confiscated at these centers.



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 Fiscal Year 2020 produced more than 1,051 invoices totaling more than \$108,512.81 in receivables.

UNEMPLOYMENT COMPENSATION

	Fiscal Year			
	2020	2019	Net Change	Percent Change
State Unemployment Compensation				
Initial Claims				
New	722,258	92,518	629,740	680.7
Additional	110,724	32,377	78,347	242.0
Inter Agent (New & Add) ****	24,345	8,977	15,368	171.2
Weeks Claimed *	3,489,972	761,774	2,728,198	358.1
Weeks Compensated	3,221,376	637,756	2,583,620	405.1
Benefits Paid	781,333,299	\$143,329,928	\$638,003,371	445.1
Federal Employees				
Initial Claims				
New	908	916	(8)	-0.9
Additional	124	74	50	67.6
Inter Agent (New & Add) ****	95	61	34	55.7
Weeks Claimed *	4,325	3,460	865	25.0
Weeks Compensated	3,934	2,761	1,173	42.5
Benefits Paid	1,520,106	\$696,351	\$823,755	118.3
Ex Servicemen				
Initial Claims				
New	601	361	240	66.5
Additional	65	25	40	160.0
Inter Agent (New & Add) ****	19	12	7	58.3
Weeks Claimed *	3,375	3,249	126	3.9
Weeks Compensated	3,033	2,859	174	6.1
Benefits Paid	982,741	\$755,315	\$227,426	30.1
Extended Benefit Unemployment				
Initial Claims (UI, UCFE & UCX)	26,863	0	26,863	***
Weeks Claimed *	77,724	0	77,724	***
Weeks Compensated	57,523	0	57,523	***
Benefits Paid	16,779,659	\$0	16,779,659	***
Trade Readjustment Allowance **				
Initial Claims	426	167	259	155.1
Weeks Claimed	2,200	1,051	1,149	109.3
Benefits Paid	433,541	\$268,582	\$164,959	61.4
Pandemic Unemployment Assistance (PUA)				
Initial Claims	94,733	0	94,733	***
Weeks Claimed	1,011,629	0	1,011,629	***
Weeks Compensated	354,232	0	354,232	***
Benefits Paid	130,766,980	\$0	\$130,766,980	***
Pandemic Emergency Unemployment Compensation (PEUC)				
Initial Claims	147,156	0	147,156	***
Weeks Claimed	1,100,018	0	1,100,018	***
Weeks Compensated	1,013,367	0	1,013,367	***
Benefits Paid	252,127,790	\$0	\$252,127,790	***
Disaster Unemployment Assistance				
Initial Claims	0	15	(15)	-100.0
Weeks Claimed	0	43	(43)	-100.0
Weeks Compensated	0	14	(14)	-100.0
Benefits Paid	0	\$3,450	(3,450)	-100.0
Alternative Trade Adjustment Assistance Program				
Initial Claims	57	41	16	39.0
Weeks Claimed	1,943	1,064	879	82.6
Weeks Compensated	1,943	1,064	879	82.6
Benefits Paid	336,668	\$140,526	\$196,142	139.6

* 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

The Public Information Office produced and distributed a constant stream of UC infographics and notices throughout the pandemic to help claimants navigate the various UC programs and processes.

The Department of Labor can help **WORKERS** and **EMPLOYERS** with Unemployment Claims.

COVID-19

File a claim at LABOR.ALABAMA.GOV



STARTING NOVEMBER 23

UC Claims In-Person Help Center
MONDAY & TUESDAY ONLY!
YOU MUST REGISTER FOR AN APPOINTMENT!
Registration opens each Friday at 5 p.m. for the following week.

400 APPOINTMENTS ARE AVAILABLE EACH DAY
REGISTER AT LABOR.ALABAMA.GOV/CLAIMSCHEDULER

LOCATION: Crump Senior Community Center
1751 Cong. W.L. Dickinson Drive
Montgomery, AL 36107

SCHEDULE SLOTS:
8:00 A.M.
10:00 A.M.
1:00 P.M.
3:00 P.M.



Unemployment Compensation

BASE PROGRAMS

Regular UC
Up to 14 weeks up to \$275

PUA
Up to 39 weeks up to \$275; for those who don't qualify for regular UC

ADDITIONAL PROGRAMS

PEUC
13 week extension of benefits (only available as an extension of regular UC)

EB
Up to an additional 13 week extension (dependent on the state's Insured Unemployment Rate, can trigger on and off) (only available as an extension of regular UC)


ALABAMA TRAINING EXTENSION
5 additional weeks (no add-on payment is allowable)

ADD-ON PAYMENTS

LWA
\$300 additional weekly benefit; expired 9/5/2020

FPUC
\$600 additional weekly benefit; expired 7/25/2020

LABOR.ALABAMA.GOV



NEW PHONE APPOINTMENT SYSTEM
1-800-361-4524

The new phone appointment system began Monday, January 4, 2021. Claimants should call 1-800-361-4524 after 5 p.m. Sunday through Thursday to schedule a call back for the next day. 600 callbacks will be scheduled Monday through Friday from 7:00 a.m. - 5:00 p.m. If a claimant is unable to secure an appointment on one day, they are encouraged to call back the next day after 5 p.m. Claimants are only allowed one callback appointment per week. Only one attempt will be made to reach the claimant so claimants should keep their phones nearby the entire day of the scheduled callback. Calls will come from a Montgomery, AL number.



UNEMPLOYMENT COMPENSATION PROGRAM PROGRESSION

LABOR.ALABAMA.GOV

Up to 14 weeks up to \$275/weekly

REGULAR UC

↓

Pandemic Emergency Unemployment Assistance - 13 week extension of regular UC benefits

PEUC

↓

Extended Benefits - Up to an additional 13 weeks of regular UC benefits - EXPIRED but ADOL will pay these benefits through October 3, 2020

EB

↓

Alabama Training Extension - 5 additional weeks if enrolled in approved training

TRAINING EXTENSION

FOR THOSE WHO DO NOT QUALIFY FOR REGULAR UC

PUA

↓

39

Up to 39* weeks up to \$275/weekly


Pandemic Unemployment Assistance

* All regular UC, EB, and training weeks already received will be deducted from eligible PUA weeks.

Once regular UC progression is complete, claimants may then apply for PUA if eligible.

FPUC (\$600 additional benefit) - EXPIRED

LWA (\$300 additional benefit) - EXPIRED




TAX TIME!

Unemployment compensation is taxable and must be reported on a 2020 federal income tax return. Unemployment compensation is not taxable by the State of Alabama.

UNEMPLOYMENT COMPENSATION TAX FORMS WILL BE MAILED

ADOL is in the process of generating 1099-Gs for the 2020 tax year. These documents **WILL BE MAILED TO THE ADDRESS OF RECORD BY FEB. 1, 2021**, as is required by law. Address changes can be made and previous years' 1099-Gs are available online at labor.alabama.gov.



CARES ACT EXTENSION PROVISIONS

LABOR.ALABAMA.GOV

H.R. 133 PROVIDES EXTENSION PROVISIONS TO THE CARES ACT.

FPUC

FEDERAL PANDEMIC UNEMPLOYMENT COMPENSATION

- Will provide UP TO 11 weeks of an additional \$300 weekly benefit to eligible claimants.
- A claimant must be eligible through a separate unemployment program to receive FPUC.
- Once implemented, FPUC is available between Dec. 27, 2020, and week ending March 13, 2021.

PUA

PANDEMIC UNEMPLOYMENT ASSISTANCE

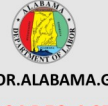
- Will provide UP TO an additional 11 weeks of benefits, to a maximum of 50 weeks.
- Weekly certification will be required.
- Claimants will be required to provide documentation of eligibility to qualify for PUA beginning Jan. 31, 2021.
- PUA will be available until week ending March 13, 2021 (no new applications after that date), with allowance for three additional weeks of benefits for those who have not reached the maximum number of weeks through week ending April 3, 2021.

PEUC

PANDEMIC EMERGENCY UNEMPLOYMENT COMPENSATION

- Will provide UP TO an additional 11 weeks of benefits, to a maximum of 24 weeks.
- PEUC will be available until week ending March 13, 2021 (no new applications after that date), with allowance of three additional weeks of benefits for those who have not reached the maximum number of weeks through week ending April 3, 2021.

ADOL will work to implement these programs as quickly as possible. However, ADOL must wait on guidance from the U.S. Department of Labor before the provisions of the Act can be implemented.





There are 10 Ombudsman geographically spread around the state. Four of them participated in the Webinar: Patricia Fraley, Patrick Pendleton, Theodore Roose, and Robert Thomas.

In appreciation of the ADOL WC Ombudsman Program, the Alternative Dispute Resolution Center had October 8th proclaimed Ombuds Day by Governor Kay Ivey.

The division conducts employer inspections to ensure compliance with the WC 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 6, 2020, the State of Alabama's average weekly wage was determined to be \$920.07 for the calendar year 2019. This resulted in the following changes, effective July 1, 2020:

- ◆ The minimum weekly compensation payable increased from \$245 to \$253.
- ◆ The maximum benefits payable on fatalities increased from \$446,500 to \$460,000.

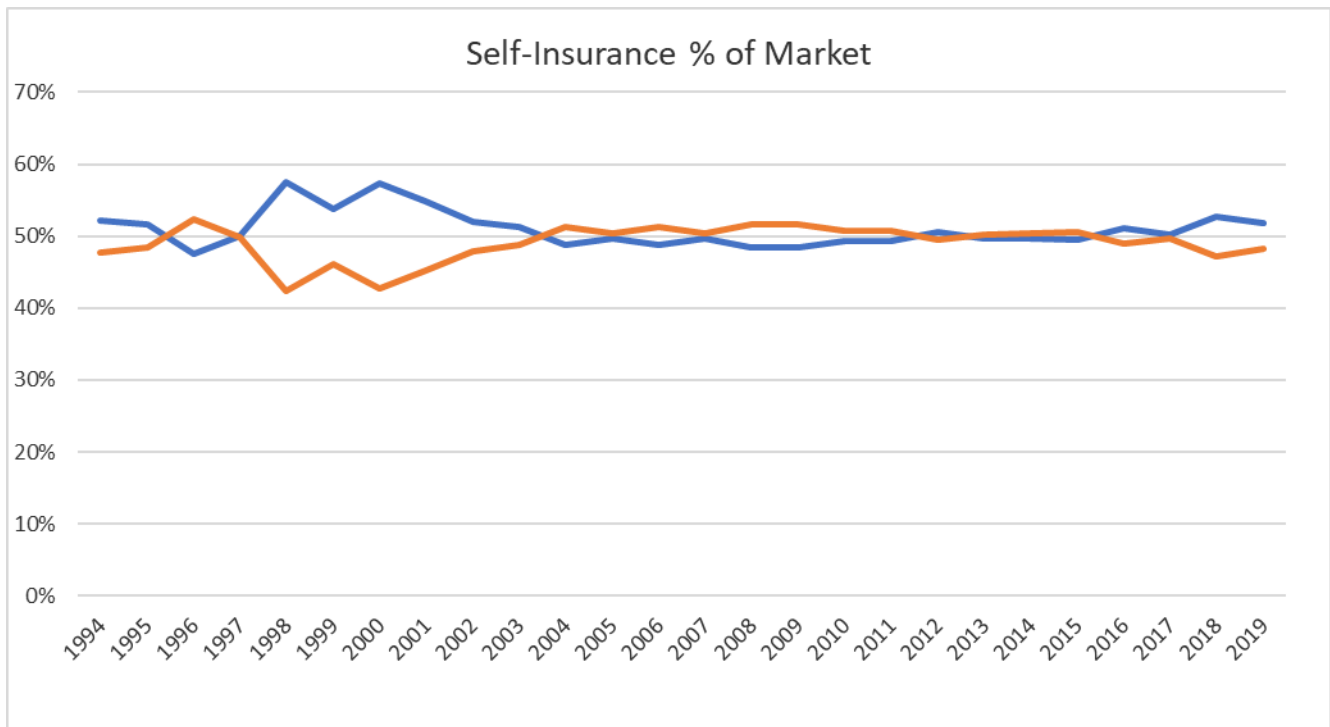
SELF-INSURANCE

The division also administers the rules and regulations for both the Individual Self-Insurers and Group Self-Insurers. During Fiscal Year 2020 the following activity took place within the Self-Insurance section:

Group Fund Certificates Issued	3,533
Group Fund Certificates Canceled	4,064
Self-Insurance Certificates Issued	1
Self-Insurance Certificates Canceled	3
Self-Insurers Audited	284
Employers Brought Into Compliance	3,215
Employers In Non-Compliance	418
Continuing Education Seminars	3
Seminar Attendees	1,170
Continuing Education Certificates	1,072
Voluntary Mediations	3,138
Voluntary Mediations Resolved	3,000
Court Ordered Mediations	41
Court Ordered Mediations Resolved	19
Utilization Management/Bill Screening Certificates Issued	24
Drug-Free Workplace Certificates Issued	376
Medical Disputes	125
Third Party Administrators Certified	11
Professional Employer Organizations Certificates Issued	28

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

ADOL's Ombudsman Program is a free service that mediates 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. Ombudsman Supervisor John Lewis presented a webinar about the program for the Alabama Bar Association in October.



WC MARKET TRENDS

The graph above represents the total dollar amount actually paid for workers’ compensation claims for calendar years 1994 through 2019, according to the Workers’ Compensation Annual Assessment Report for Insurance Companies and Self-Insured Employers. As demonstrated by the graph, the market share has remained steady since 2003 when both markets had an equal split of insured in Alabama.

2020 TOP FOUR NATURE OF INJURIES		
	# of reports	% of total
Strain	3,854	30.36%
Contusion	1,461	11.51%
Fracture	1,183	9.32%
Sprain	1,180	9.29%
Other	5,018	39.52%

FATALITY STATISTICS

During Fiscal Year 2020, 29 fatalities were reported. Of the 29 fatalities 93% were males with an average weekly wage of \$915.31. The average age was 47 with the oldest fatality being 67 years of age. 55% of all the work-related deaths involved a motor vehicle accident.

Fatalities Reported

	FY 2020	% of Total
Agriculture	1	3.45%
Construction	5	17.24%
Transportation/Warehousing	3	10.34%
Manufacturing	1	3.45%
Utilities	0	0.00%
Healthcare/Social Assistance	4	13.79%
Retail Trade	1	3.45%
Administrative and Support	2	6.90%
Wholesale Trade	4	13.79%
Finance and Insurance	1	3.45%
Public Administration	2	6.90%
Other Services	1	3.45%
Non-Classified Establishments	4	13.79%
TOTAL	29	100%

INDIVIDUAL SELF-INSURANCE			
	FY 2020	FY 2019	Percent Change
Certificates Issued	1	16	-93.75%
Certificates Canceled	3	17	-82.35%
Total Individual Self-Insurers	229	232	-0.87%

GROUP SELF-INSURANCE			
	FY 2020	FY 2019	Percent Change
Certificates Issued	3,533	4,614	-23.43%
Certificates Canceled	4,064	4,319	-5.90%
Total Employers	29,247	29,248	0.00%
Total Number of Group Funds	17	17	0.00%

NATURE OF INJURY

Out of the 12,696 lost time workers’ compensation claims reported to the Alabama Workers’ Compensation Division the following information displays the four most common types of injury:

FIRST REPORTS OF INJURY BY COUNTY

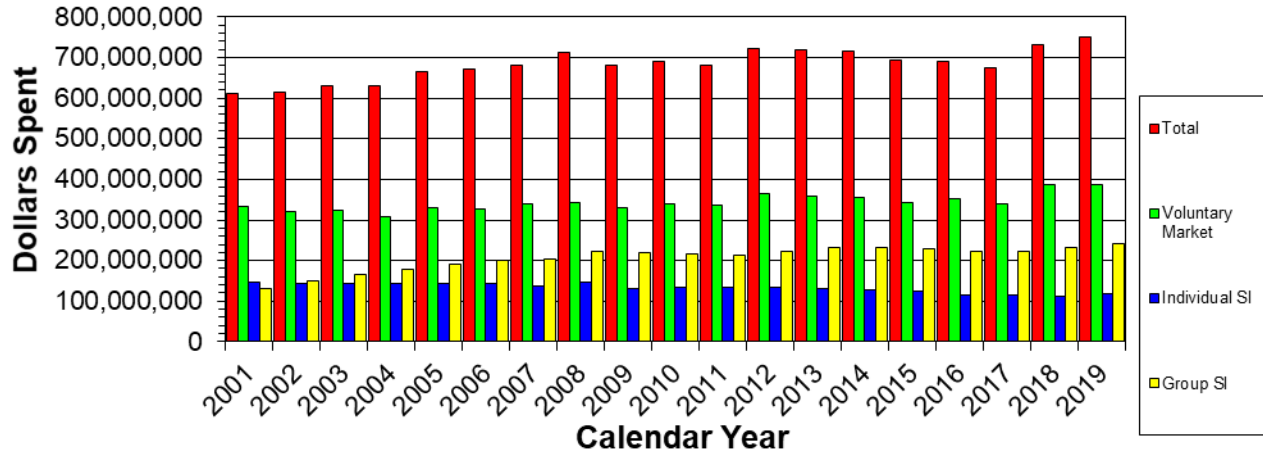
				FY 2020%
	FY 2020	FY 2019	% Change	of Total
Autauga	81	48	69%	0.64%
Baldwin	443	342	30%	3.49%
Barbour	52	39	33%	0.41%
Bibb	29	12	142%	0.23%
Blount	36	30	20%	0.28%
Bullock	21	5	320%	0.17%
Butler	63	62	2%	0.50%
Calhoun	153	132	16%	1.21%
Chambers	28	38	-26%	0.22%
Cherokee	23	32	-28%	0.18%
Chilton	67	48	40%	0.53%
Choctaw	18	13	38%	0.14%
Clarke	49	42	17%	0.39%
Clay	20	24	-17%	0.16%
Cleburne	14	15	-7%	0.11%
Coffee	96	73	32%	0.76%
Colbert	170	83	105%	1.34%
Conecuh	24	27	-11%	0.19%
Coosa	14	12	17%	0.11%
Covington	84	64	31%	0.66%
Crenshaw	38	36	6%	0.30%
Cullman	130	119	9%	1.02%
Dale	90	68	32%	0.71%
Dallas	101	63	60%	0.80%
Dekalb	196	119	65%	1.54%
Elmore	78	73	7%	0.61%
Escambia	41	50	-18%	0.32%
Etowah	320	190	68%	2.52%
Fayette	24	24	0%	0.19%
Franklin	75	53	42%	0.59%
Geneva	33	20	65%	0.26%
Greene	8	6	33%	0.06%
Hale	14	13	8%	0.11%
Henry	21	25	-16%	0.17%
Houston	311	237	31%	2.45%
Jackson	74	57	30%	0.58%
Jefferson	2,281	1,818	25%	17.97%
Lamar	13	22	-41%	0.10%
Lauderdale	172	127	35%	1.35%
Lawrence	13	16	-19%	0.10%
Lee	257	233	10%	2.02%
Limestone	131	91	44%	1.03%

				FY 2020%
	FY 2020	FY2019	% Change	of Total
Lowndes	7	7	0%	0.06%
Macon	19	20	-5%	0.15%
Madison	688	622	11%	5.42%
Marengo	41	41	0%	0.32%
Marion	60	38	58%	0.47%
Marshall	187	181	3%	1.47%
Mobile	1,050	807	30%	8.27%
Monroe	45	33	36%	0.35%
Montgomery	758	688	10%	5.97%
Morgan	330	242	36%	2.60%
Perry	8	18	-56%	0.06%
Pickens	21	35	-40%	0.17%
Pike	79	78	1%	0.62%
Randolph	13	10	30%	0.10%
Russell	53	56	-5%	0.42%
Shelby	338	386	-12%	2.66%
St. Clair	122	87	40%	0.96%
Sumter	20	15	33%	0.16%
Talladega	279	1,218	-77%	2.20%
Tallapoosa	57	62	-8%	0.45%
Tuscaloosa	477	445	7%	3.76%
Unclassified	1,910	2,979	-36%	15.04%
Walker	146	130	12%	1.15%
Washington	18	8	125%	0.14%
Wilcox	18	13	38%	0.14%
Winston	46	53	-13%	0.36%
TOTAL	12,696	12,873	-1%	100%

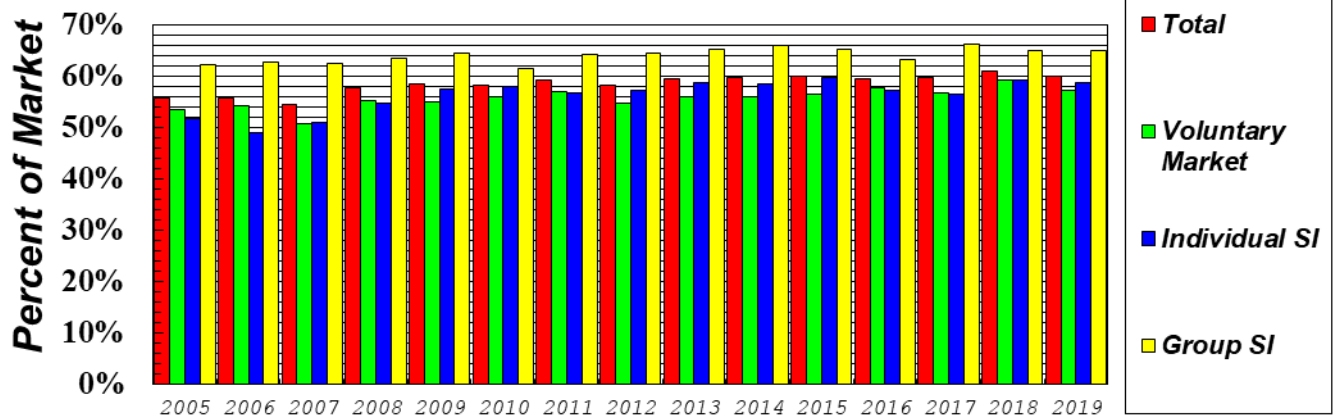
COMPENSATION AND MEDICAL BENEFITS PAID

The first graph at right represents the total dollar amounts actually paid for workers' compensation claims for calendar years 2001 - 2019, according to the Workers' Compensation Annual Assessment Report for Insurance Companies and Self-Insured Employers. These amounts were paid in the calendar year as specified, regardless of date of original injury, and the totals represent both compensation and medical benefits paid. The second graph at right represents the medical percentage trend from 2005 - 2019.

Compensation and Medical Benefits Paid



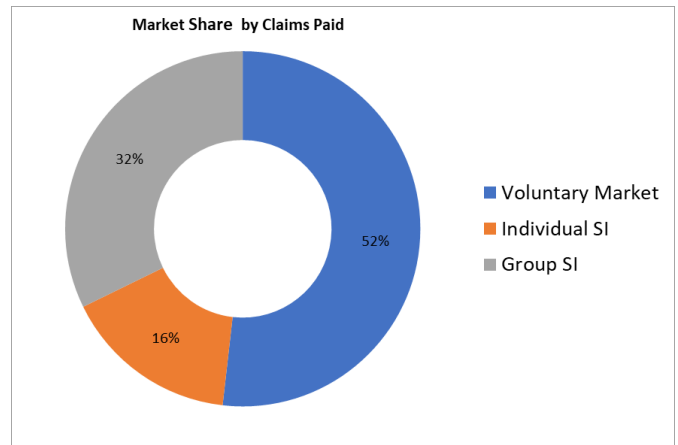
Medical Percentage



2019 MARKET SHARE BY PAYER TYPE

	WC Cost	Claims Paid	Medical %
Voluntary	\$388,308,857	52.0%	57%
Individual SI	\$119,584,031	16.0%	59%
Group SI	\$241,571,284	32.0%	65%
Total	\$749,464,172		

Market Share by Claims Paid





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

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

The Current Employment Statistics (CES) program produces detailed industry estimates of employment, hours, and earnings of workers on nonfarm payrolls. Each month CES surveys approximately 19,000 businesses and publishes data at the state level and for the 12 metropolitan areas. These sample based estimates are revised monthly and annually. The current CES sample design has been in place since 2003 and follows state-of-the-art design principles for an establishment survey; it was developed in consultation with experts in survey design from universities and other leading statistical agencies. The entire sample is redrawn annually, and a supplemental sample of new business births is selected midway through the year. About one-third of the sample is rotated out each year and replaced with newly selected businesses. Beginning with March 2020 estimates, the establishment survey made two modifications to the birth-death model to better reflect the impact of the COVID-19 pandemic on its employment estimates. These changes include using a portion of business deaths and births reported by the establishment survey respondents in the estimation process and adding a regression variable to the model for forecasting net business births and deaths. BLS continued to use these modifications in subsequent months. CES estimates are among the earliest economic information available to analyze current economic conditions. Because of this, CES estimates are heavily used in both the private and public sector. Below is a short list of some of the uses for CES estimates:

PRIVATE SECTOR

- ◆ Guide decisions on plant location, sales, and purchases.
- ◆ Comparing business and 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.

The Labor Market Information (LMI) Division is responsible for collecting, analyzing, and disseminating data essential for evaluating the condition of the Alabama economy. What is the latest unemployment rate? What wages can be expected from a certain occupation? Which industries employ the most people? What occupations are in high demand? These are just a few examples of questions answered with labor market information. The LMI website, labor.alabama.gov/lmi, allows public and professional users access to the LMI data. A sample page is pictured at the top of page 31. There are also several reports and interactive LMI resources available to the public like the ones pictured in this section.

Alabama Wage Lookup

The average **hourly** **annual** wage, of

Accountants and Auditors

is **\$ 35.55**

Learn about this occupation
 (link opens in a new window)
<http://online.onetcenter.org/link/summary/13-2011.00>

BLS May 2019 occupational wage estimates have had Employment Cost Index (ECI) factors applied to bring data current through September 2020. "***" indicate the occupation is not publishable or does not work the traditional 2,080 hours per year. Source: Alabama Department of Labor, LMI Division. More occupational estimates at:

<http://www2.labor.alabama.gov/OES/default.aspx>

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RECENT UPDATES

- COVID-19 Questions & Answers
- March 26, 2021 - February Unemployment Statistics
- March 26, 2021 - Alabama Labor Market Newsletter
- March 26, 2021 - Current Employment Statistics updated
- March 15, 2021 - HWOL updated
- March 7, 2021 - Quarterly Census of Employment and Wages 1st Quarter 2020 updated
- February 8, 2021 - Occupational Employment and Wages updated to 4q2020
- Interactive Unemployment Insurance Claims by Industry
- Interactive Unemployment Insurance Claims by County
- Interactive Unemployment Benefits and Claims Paid

February 2021 Unemployment Situation		
Seasonally Adjusted	February 2021 Preliminary	January 2020 Revised
Alabama:	4.0%	2.7%
United States:	6.2%	3.5%

Alabama's preliminary, seasonally adjusted February 2021 unemployment rate is 4.0%, down from January's rate of 4.3%, yet above February 2020's rate of 2.6%. February's rate represents 91,065 unemployed persons, compared to 97,725 in January and 58,639 in February 2020.

Wage and salary employment increased in February by 14,500. The biggest monthly gains were seen in leisure and hospitality (+4,600), professional and business services (+3,300), and government (+3,000), among others.

Over the year, wage and salary employment decreased by 65,500 with the biggest losses in leisure and hospitality (-17,400), education and health services (-15,700), and government (-9,500), among others. Annual gains were seen in trade, transportation, and utilities.

Counties with the lowest unemployment rates are: Shelby County at 2.1%, Blount and Cullman Counties at 2.2%, and Franklin and Limestone Counties at 2.3%. Counties with the highest unemployment rates are: Wilcox County at 11.7%, Lowndes County at 11.6%, Perry County at 9.0%, and Dallas County at 8.2%.

Major cities with the lowest unemployment rates are: Alabaster at 1.8%, Homewood at 1.9%, and Madison and Vestavia both at 2.0%. Major cities with the highest unemployment rates are: Prichard at 11.1%, Selma at 10.3%, and Bessemer at 7.3%.

◆ Detect and plan for swings in the business cycle using the average weekly hours series.

PUBLIC SECTOR

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

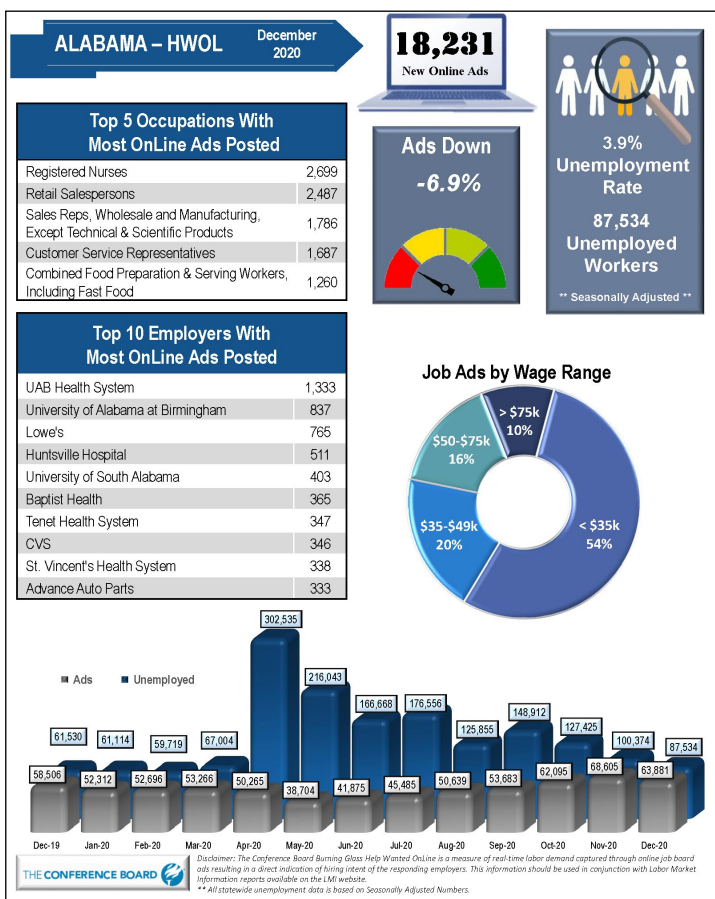
The LAUS program calculates and publishes civilian labor force, employment, unemployment, and an unemployment rate for the state, metropolitan areas, counties, cities (with a population equal to or greater than 25,000), and workforce regions each month. The LAUS unit is responsible not only for publishing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

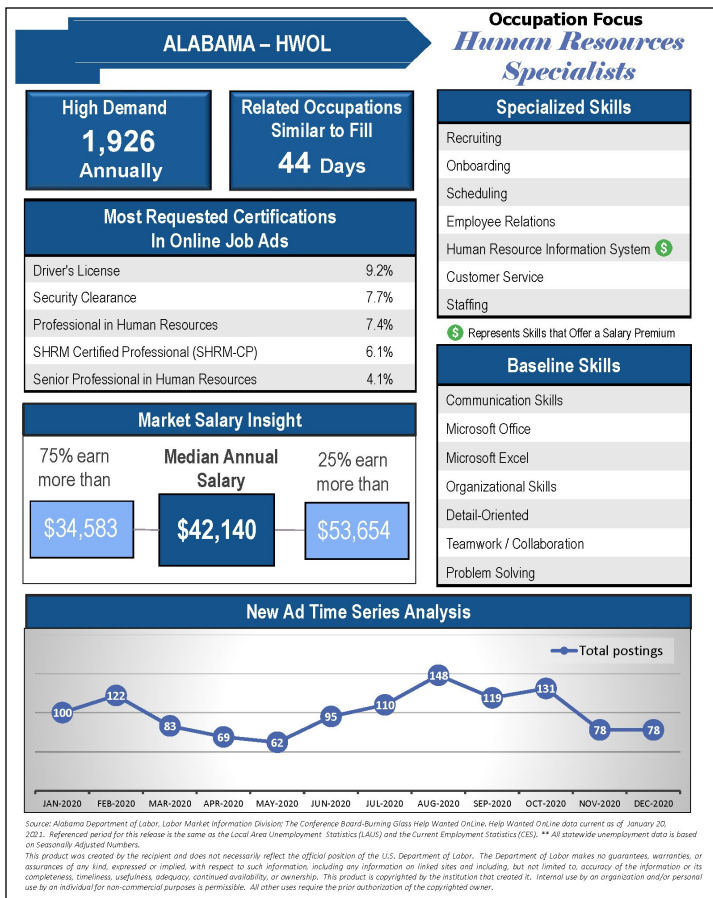
A wide variety of customers use these estimates:

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

The concepts and definitions underlying LAUS data come from the Current Population Survey (CPS), the household survey that is the source of the national unemployment rate. State monthly model-based estimates are controlled in

real time to sum to national monthly employment and unemployment estimates from the CPS. These models combine current and historical data from the CPS, the 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





the last month of the quarter by roughly seven months. Included in the publication are the number of establishments, monthly employment, and quarterly wages, by NAICS industry groups, for the entire state and the 67 counties individually. The primary source for this data comes from administrative data from Alabama's UI program. This data is supplemented with two BLS surveys: The Annual Refiling Survey and the Multiple Worksite Report. QCEW provides 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 program has a longitudinal database in which it can link data over time and capture business mergers and acquisitions. This is to account for any adjustments and revisions that need to be made to preliminary reported data. In 2020, numerous requests involving both current and historical data were fulfilled using system reports and staff-created progress queries. Due to the pandemic, it is expected that the number of data requests will increase.

The OES program, under the management of the USDOL BLS, surveys nonfarm establishments to collect occupational employment and wage data by industry. BLS pulls a sample from the state's QCEW files, ensuring that it is evenly distributed across employer size, industry, and area. Data is collected in two survey panels every year, each having a sample size of approximately 3,700 employers. One panel starts in November and ends in June. The other begins in May and ends in December, creating a month overlap in the schedule. LMI's cooperative agreement with BLS states that LMI will meet, at minimum, 75% response of the sample; either 75% of the establishments or 75% of the total employment in the sample. This response rate is required for every area in which data is published; 12 metropolitan and four balance-of-state areas. It is currently not mandatory for Alabama employers to respond to the OES survey, as it is in some states. As a result, it is challenging for the OES staff to convince employers to respond and meet the requirements of BLS.

In early March, after years of development and testing, BLS released the new OES application Occupation and Wage Data Network. This web-based application saves OES managers from having to send BLS reports on a regular basis. Now they can pull the reports straight from the application. This gives managers more time to train staff,

on inputs from the ACS, annual population estimates, and current UI data.

BLS determined that no modifications to the model-based methodology were necessary to reflect the impact of the COVID-19 pandemic. Rather, the LAUS program implemented level-shift outliers in employment and/or unemployment in many modeled areas based on statistical evaluation of movements in each state's CPS inputs. These level shifts preserved movements in published estimates that the models otherwise would have discounted, without requiring changes to how the models create estimates at other points in the time series. Outlier detection and implementation of level shifts are usual aspects of the LAUS modeling procedures. However, until March 2020 these activities generally had been limited to annual processing, following the completion of estimation for the full calendar year.

The QCEW program collects quarterly employment and wage data for workers covered by state 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. QCEW data is published quarterly but lags

strengthen their skills in data collection and coding, and improve strategies. The OES unit has been operating for two years with an unfilled position. In early March a person was hired to fill the opening, but COVID delayed the start date until May. Now the unit is fully staffed, which was opportune considering the current difficulties reaching employers to collect data.

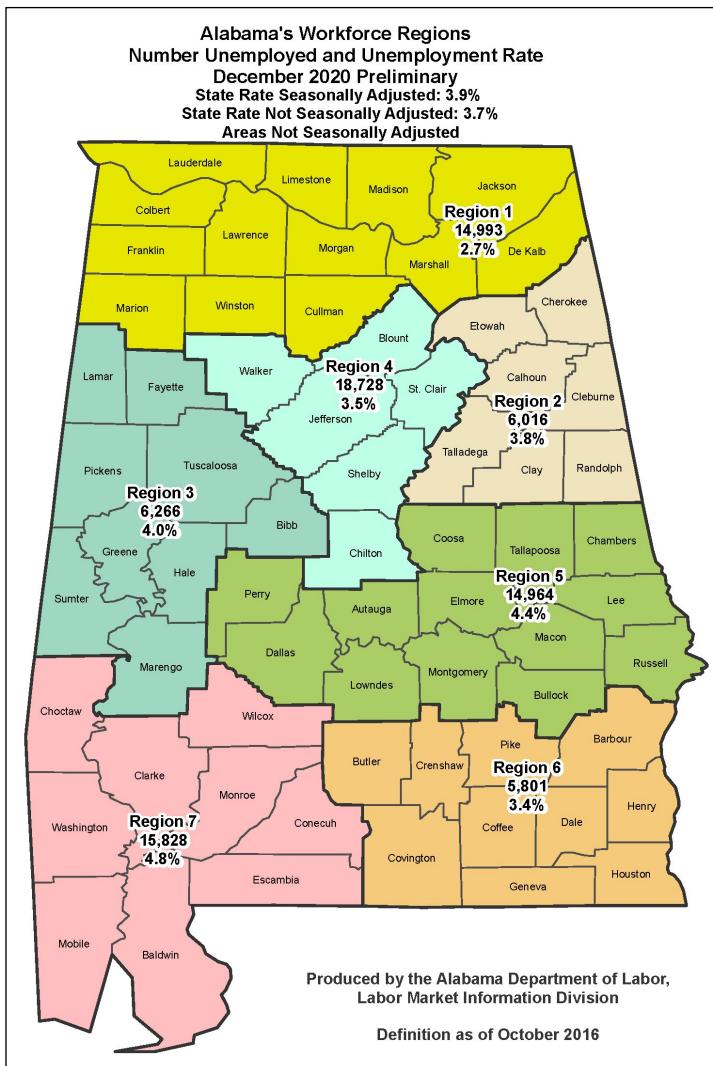
The pandemic made it especially difficult for the OES unit to collect employment and wage data from Alabama employers during the year. Typically, either the business HR staff or payroll staff submits the data. The owners of small businesses often report the data. COVID has temporarily, and permanently, closed hundreds of businesses across the state. As the pandemic continues, and precautions remain mandatory, many businesses are allowing more staff to telework. These extraordinary circumstances have challenged OES to make the BLS required response rate of 75% in all areas. OES staff are having difficulty reaching anyone with the contact information they have and many healthcare businesses,

especially hospitals, are refusing to respond. If these conditions continue through 2021, BLS is going to have to help states determine new strategies to collect the data.

The Workforce Development (WD) unit continued contributing to the development of various aspects of the Governor's Alabama Consolidated Workforce Development Strategic Plan. The Workforce Information Grant (WIG) manager worked closely with the governor's office to provide data expertise and suggestions on strategies to build the pieces that will revolutionize job requirements and individuals' training and experience to align into a descriptive Alabama standard. Most of the work in 2020 was focused on developing resources for the Alabama Committee on Credentialing and Career Pathways (ACCCP) to accomplish its goals. First, LMI developed the demand occupations lists for each of the regions and the state, based on the ACCCP approved definition and qualifiers. The ACCCP utilizes the national Career Technical Education (CTE) career clusters; therefore, demand occupations are developed for each of the 16 clusters. The ACCCP demand occupations will be updated annually by the LMI division as regional and statewide employment projections and occupational wages change. Additionally, LMI made suggestions for some changes to the qualifications for demand occupations, to ensure that demand occupations included a minimum number of openings as a requirement. Since LMI had previously developed its own methodology for developing high demand occupations, the decision was made to align LMI's demand occupations with the ACCCP methodology. LMI will create a demand occupations publication that will include summary tables highlighting the occupations within the cluster that are fastest growing and in highest demand. Additional publications will also be aligned to this new strategy.

The WD unit completed the 2018-2028 long-term industry and occupational projections for the state and regions, although it was behind schedule due to COVID. With the new data, the unit began developing the new demand occupations lists to include the new ACCCP methodology. Due to this change, the unit must re-work several publications, which requires additional time and attention. The expectation is that everything will be published and distributed to Career Centers in 2021.

The WD unit also worked for several months developing competency models for each of the statewide demand





The Alabama & Workforce Region
Demand Occupations
ACCCP



On June 10, 2019 Governor Kay Ivey signed into law Act 2019-506 which included the establishment of the Alabama Committee on Credentialing and Career Pathways (ACCCP). This committee, composed of both nine ex officio members and seven gubernatorial appointments who represent each of the seven workforce regions, is tasked with a two-fold mission: 1. Annually identify Alabama's regional and statewide in-demand occupations within each of the Alabama 16 Career Clusters 2. Identify competency models, career pathways, and credentials of value, for each career cluster, linked to those in-demand occupations using labor market data. The ACCCP enlisted the expertise of the Alabama Department of Labor, Labor Market Information Division (LMI) to provide the data that would determine high demand occupations. On October 21, 2020 the ACCCP approved the following "Five Star Rubric" to determine regional and state high demand occupations.

The Five-Star Rubric for In-Demand Occupations

Criteria I	Criteria II	Criteria III	Criteria IV	Criteria V
Occupation Must be at least 70% of Regional Median Wage	Positive projected growth	Occupation is projected to have a minimum of 15 openings a year	Occupation median wage exceeds the current lower living standard income level (LLSIL) at 70%.	Occupation Requires a post-secondary credential, certificate or degree for initial employment

The Five-Star Rubric for Regional In-Demand Occupations

- Must meet a minimum of 4 criteria
 1. Must meet Criteria I-III
 2. Must meet Criteria IV or V

Statewide In-Demand Occupation Qualifications

1. Must qualify in a minimum of 3 regions

In 2020, LMI worked to complete its deliverable of developing the long-term industry and occupational employment projections for 2018-2028, which is one of the two sources of data collected and reported in LMI, to determine the demand occupations. ADOL, LMI is required to publish high demand occupations with each new release of occupational employment projections. Many of the variables included in the ACCCP rubric have historically been included in LMI's methodology for demand occupations. Rather than produce a conflicting list of demand occupations, ADOL, LMI have now aligned its methodology with the ACCCP for all future demand occupations lists.

occupations, which is the second part of the ACCCP's mission. Staff used Onet and additional resources found through extensive research to build seven levels of competencies for each of the 282 state demand occupations. This was a monumental task. Furthermore, LMI staff worked with the 16 Technical Advisory Committees (TAC) during their review of the competencies. A TAC was established, representing a member from each of the seven workforce regions, for each of the 16 career clusters. Their job was to review the competency models and make the appropriate changes with their industry knowledge and expertise. LMI staff attended these meetings to assist.

The next activity for the ACCCP was to develop career pathways that include all of the demand occupations in each of the 16 career clusters. LMI developed a form that allowed the TACs to choose occupations that would be in the career pathways. Once again, LMI staff attended the TAC meetings to assist with questions. Once the TACs completed the task, LMI compiled all the data and analyzed it. With that data, LMI created career pathways for each of the 16 clusters. There is still work to be done on career pathways and LMI may continue to assist with this project in the future.

Another task for the ACCCP is to create a credential registry. This will allow credential providers to register so that a database can be created and so that individuals have access to the providers in their area. The ACCCP also will develop a credential inventory, that is categorized by industry needs and requirements. LMI uses an online job ad application that includes an option that lists the most requested credentials included in job ads. LMI ran each of the demand occupations through to create a list of common credentials to provide the ACCCP.

Another aspect of credentials is occupational licenses. The WIG requires the WD unit to collect and update data on occupational licenses every other year. This deliverable became a requirement in 2020. Knowing that licenses would become an aspect of the credential registry and having years of experience collecting this data, the manager provided some suggestions to the ACCCP for future consideration to collect the data. Since LMI was already working on this project, extra time was taken to ensure that we were collecting everything and reporting it accurately, so we could share our database with the ACCCP to populate



The Alabama & Workforce Region
Demand Occupations
ACCCP



Due to the new methodology and emphasis on demand occupations within each of the sixteen career clusters, LMI publications have been changed to accommodate a much larger number of occupations. Under the ACCCP methodology, all occupations meeting the standards qualify, while LMI used a cutoff for the number that could be included at 40. ACCCP's goals are to identify the common competencies required for each of the 16 career cluster, pathway, and demand occupations within that cluster; and also to create career pathways within each cluster that include training or credentials required between each of the higher skilled occupation along the path. The size of the list will change annually based on the changes in the data for each of the regions. The current totals range from a low of 127 in region 3 to a high of 284 in region 1.

Due to the large number, LMI has provided some additional summary tables for the demand occupations, which will help determine the 25 fastest growing, the 25 highest demand, and the 25 highest demand requiring less than a 4 year degree. Remember that every occupation in this entire list is approved by the ACCCP as a high demand occupation for the area. The summary tables are just to provide added information.

ALABAMA CAREER CLUSTERS

- AGRICULTURE, FOOD & NATURAL RESOURCES
- ARCHITECTURE & CONSTRUCTION
- ARTS, A/V TECHNOLOGY & COMUNICATION
- BUSINESS ADMINISTRATION & MANAGEMENT
- EDUCATION & TRAINING
- FINANCE
- GOVERNMENT & PUBLIC ADMINISTRATION
- HEALTH SCIENCE
- HOSPITALITY & TOURISM
- HUMAN SERVICES
- INFORMATION TECHNOLOGY
- LAW, PUBLIC SAFETY, CORRECTIONS & SECURITY
- MANUFACTURING
- MARKETING SALES & SERVICE
- SCIENCE, TECHNOLOGY, ENGINEERING & MATHEMATICS
- TRANSPORTATION, DISTRIBUTION & LOGISTICS

the credential registry. Additional questions were asked of the licensing boards and collected an inventory of applications for the licenses. The staff is working to ensure that accurate information is populated into the Workforce Information Database structure, which is required by the WIG. Once that is complete, staff will develop an inventory of data that the licensing boards collect from individuals applying for licenses. This information will be supplied to the ACCCP to populate the credential registry and help policymakers determine if legislation is needed to standardize licenses in the state and require data to be reported to one central location.

The ACCCP will also conduct an annual Governor's Survey of Employer Competencies (GSEC). The survey was conducted earlier in 2020 by the UA Education Policy Center, and just served as a means of collecting additional information to incorporate into the competency models and begin the list of credentials. LMI analyzed this data, and documented credentials listed by the respondents, to include in the information sent to the ACCCP. The future GSEC will include data from the competency models, career pathways, and credentials developed, with the goal of refining the data to the specific needs of Alabama employers. To accomplish this, additional work needs to be done to prepare the survey and ensure that a standard method is created to collect statistically valid results. The LMI Division will develop a plan to submit to the ACCCP that outlines an appropriate timeline and methodology for this annual survey. The goal is to justify LMI conducting this survey, so that any funds currently supporting it can be sent to LMI to hire additional staff.

While the pandemic delayed the completion of employment projections and other reports produced in the unit, it also inspired some new strategies to conduct business, as well as produced economic shifts requiring additional data analysis. The pandemic especially highlighted the need for the unit to have the equipment and procedures in place to allow every worker the ability to telework in emergency conditions. Not all staff in the unit had the required equipment or access, which led to unavoidable delays in deliverables. As businesses across the state were forced to shut down temporarily, thousands of workers were left without any income, and thousands of individuals contracted or were exposed to the virus leaving them unable to work, LMI began analyzing the sudden shifts in

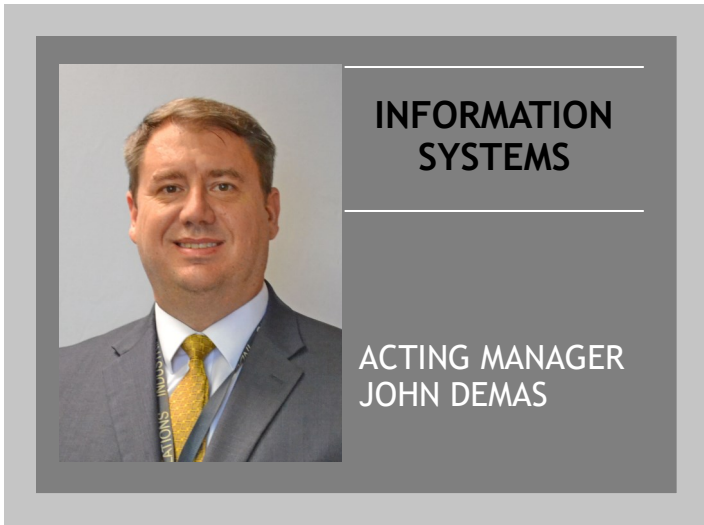
unemployment and workforce demand. Using the application that produces online job advertising data, the unit began tracking job ads by occupation and industry on a weekly basis. Once most staff returned to the workplace after six weeks of telework, managers again had to adjust training procedures, meetings, and group work to follow social distancing policies. COVID-19 has forced employees to learn new skills involving video conferencing through various platforms. This is especially important for state and local government, which tends to lag private industry in the use of technology to improve production.

As part of ADOL's mission to foster and promote the welfare of job seekers and provide insured benefits to those who have lost jobs due to no fault of their own, the Reports Unit of LMI compiles ongoing data on unemployment activity levels across the state. In Fiscal Year 2020, due to the pandemic, unemployment rose 681%.

The Reports Unit continues to track and submit data on claims and payment levels for the various unemployment compensation programs along with providing special requests to government and private agencies. The unit also compiles narratives and publishes monthly data online that reveals claimant totals and trends of the State UI and federal/ex-military unemployment programs. Since COVID-19, initial claims took a steep upturn during Fiscal Year 2020. The vast majority of claims existed due to the economic impacts of this pandemic. Mandatory shutdowns and continued job losses were the leading factors that contributed to the record high rise in claims.

The following programs were supported in fiscal year:

- ⇒ State Unemployment Insurance
- ⇒ Unemployment Compensation for Federal Employees
- ⇒ Unemployment Compensation for Ex-Servicemembers
- ⇒ Trade Act of 1974
- ⇒ Alternative Trade Adjustment Assistance
- ⇒ Pandemic Unemployment Assistance (PUA)
- ⇒ Pandemic Emergency Unemployment Assistance (PEUC)
- ⇒ Extended Benefits



CLOUD STORAGE SOLUTION IMPLEMENTATION

The IS Division is still working on reducing ADOL’s reliance on the on-premise network file shares, allowing staff to focus on actual work instead of how to access their files. Toward that effort, ADOL staff has been transitioning to using Microsoft OneDrive or SharePoint. These products have helped make teleworking less cumbersome because a Virtual Private Network connection is not required.

INFORMATION SECURITY UPGRADES

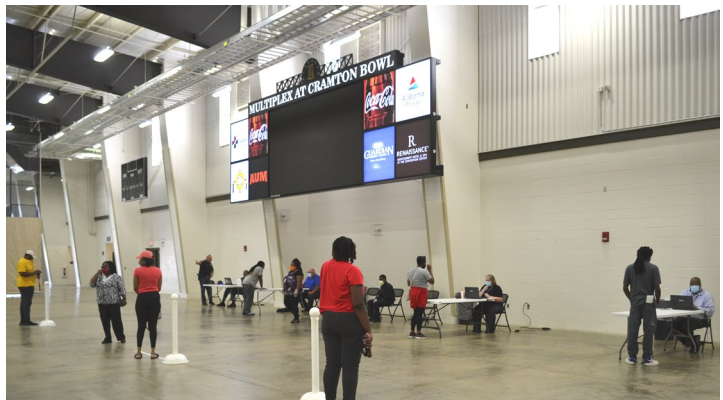
Information security has always been a top priority for the IS Division. Technology, in general, is a field that continues to evolve, and bad people are always willing to utilize new technologies to find ways to deceive. Based on a combination of experience, research, best practices, and changes in technologies and policies, ADOL implemented a multi-phased plan to provide secure channels for communication and limit exposure to threats. The IS Division has worked hard to ensure that applications and databases are secure and that our public-facing systems are up to the latest standards possible.

DESKTOP SUPPORT

The IS Division is committed to ensuring that ADOL staff receives the best technical support possible through the Desktop Support (DTS) unit, under the direction of Antonio Calloway.

One of the biggest projects that DTS has worked on consistently for the past few years is ADOL’s Regional Job Fair Initiative.

These huge events have given the DTS unit the experience necessary to launch and maintain an In-Person UC Claims Help Center from May-December of 2020. The center had three Montgomery locations in that time and assisted 35,000 claimants.



UC HELP CENTER CRAMTON BOWL MULTIPLEX

ADOL’s Information Systems (IS) Division delivered technology services and solutions that helped further the agency’s mission of excellence in serving Alabama’s citizens; adopting new technologies that align with, and advance, ADOL’s methods of doing business.

The focus of 2020 was:

- Responding to pandemic needs
- Information technology (IT) culture
- Operational efficiencies and access to data
- Enhanced services and availability
- Secure IT environment
- Communication
- Innovative technologies

This past year, the IS Division has adapted personnel, technology, and infrastructure to transform organizational processes, impacting the way ADOL makes decisions.

UNEMPLOYMENT INSURANCE MODERNIZATION

ADOL modernized the Unemployment Insurance (UI) system by contracting with Netacent. Netacent’s Data Station solution not only provided a modern look and feel but also allowed for more flexibility in ADOL’s ability to handle the VERY fluid and demanding requirements that the pandemic forced upon ADOL.

MODERNIZATION OF OTHER PROCESSES

ADOL’s modernization efforts identified peripheral processes. The IS Division has and is re-engineering many ADOL processes into a modern framework to allow for these applications to meet the constantly changing demands of Alabama citizens and federal regulation.

ADOL HELP DESK

ADOL staff has access to technical support from the IS Division through the Help Desk. The goal of the Help Desk is to handle all requests for support with efficiency, confidentiality, and integrity. The Help Desk is able to assist ADOL staff in person at the office or virtually for those teleworking during the pandemic.

TELECOMMUNICATIONS

In 2020 the IS Division completed converting all ADOL campus offices to Voiceover Internet Protocol (VoIP). This conversion allowed for teleworking without major cost to the agency. In addition to administration and maintenance of the VoIP system, the Telecommunications unit also maintains the Interactive Voice Response (IVR) systems utilized throughout ADOL. The IVR system is constantly being improved providing more services to Alabama citizens. IVR is a cost-effective way of providing service to citizens without computer access.

DATABASE ADMINISTRATION

The Database Administration Unit (DBA):

- Installs and upgrades the database server and application tools
- Modifies the database structure for application developers
- Enrolls users and maintains system security
- Ensures compliance with database vendor license agreement
- Controls and monitors user access to the database
- Monitors and optimizes the performance of the database
- Plans for backup and recovery of database information
- Backs up and restores databases

- Generates various reports by database query
- Manages and monitors data replication
- Acts as liaison with users

This year DBA worked side-by-side with ADOL's Application Development Unit and Netacent to create, modernize, and normalize several databases.

OPERATIONS UNIT

ADOL's Operations Unit refers to the daily processing of jobs, to include the printing of large reports or documents generated from various sources. Another major responsibility of the unit is the operation of Papervision, the image retrieval system ADOL uses to retain documents.

PROJECT MANAGEMENT

The IS Division has adopted a new methodology for Project Management (PM) that allows a division-wide approach to identifying, prioritizing, and successfully executing IS initiatives and projects that are aligned with ADOL's strategic goals and vision while encouraging collaboration, standardization, and overall improvement of efficiency.

The PM unit handles many tasks, including but not limited to: Attending stakeholder meetings, reallocating IS staff and other resources, and maintaining a portfolio of all projects. Documentation of completed projects is archived by the PM unit to serve as a reference point for similar future projects and aid in drafting reports to share with leadership.

The new PM methodology allows the IS Division to quickly provide required technologies needed to support other ADOL divisions. This time-saving process has been essential during the pandemic with some projects being turned around in less than three business days.



UC HELP CENTER ASU ACADOME



UC HELP CENTER CRUMP SENIOR COMMUNITY CENTER



Finance’s 65+ employees support ADOL’s operations divisions by providing essential services in the areas of accounts payable, accounting and reporting, budget and allocation control, fund control, payroll, procurement and supply, mail and property, real estate management, reproduction, building maintenance, and custodial services. All functions of the division must collaborate with the state’s central oversight entities, including the State Office of Information Technology, the Division of Purchasing, the State Comptroller’s Office, the Examiners of Public Accounts, and the Executive Budget Office.

Due to funding constraints in the Unemployment Insurance administrative grant, the Birmingham and Montgomery call centers were closed in 2020. Finance Division staff performed the administrative and physical tasks required to transfer employees from the call centers to the central office building. Required tasks included managing surplus property, ensuring the vacated sites were left in order, terminating the leases, preparing workspace in the central office building for transferring employees, and coordinating with the State Office of Information Technology and ADOL’s Information Services Division to handle the technology requirements.

With the onset of the COVID-19 pandemic, the Finance Division was tasked with meeting the Personal Protection Equipment and sanitation needs of ADOL staff and clients. Supplies provided included reusable and disposable masks, antibacterial spray and wipes, hand sanitizer, gloves, face shields, and desk shields. In addition, the Finance Division

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

The division’s objective has been to seek ways to enhance the department’s accounting process, while maintaining the appropriate accounting controls to ensure that expenditures are in compliance with all applicable regulations, as well as fiscal responsibility. In addition, greater transparency and usefulness of financial reports is an ongoing commitment of the division. To that end, staff conducted in-person meetings with each division director to review monthly reports, provide funding updates, and explore solutions to identified concerns. Staff also conducted department-level budget briefings with ADOL Secretary Fitzgerald Washington.



The old mail room machinery was disassembled and removed in eight pieces but the new machinery was delivered and installed in two gigantic pieces. It took a team from General Services, the print shop, and the mailroom to get the new machines in place.

implemented additional cleaning protocols for the Central Office building.

With the federal government's launch of several pandemic-related grant programs, the Finance Division's Fund Control and Budget Sections were tasked with the oversight, management, and reporting of hundreds of millions of dollars in Unemployment Insurance benefit funding to meet the needs of the citizens of Alabama. The Fund Control section also handled thousands of emails and phone calls from claimants seeking assistance with direct deposit and debit card payment issues.

The Finance Division's mailroom and reproduction staff worked tirelessly to process an unprecedented tsunami of pandemic-related mail. Incoming mail had to be opened and properly distributed, while outgoing mail had to be

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

The General Counsel and Assistant General Counsels have represented the department before all Circuit Courts across the state, the Alabama Court of Civil Appeals, the Alabama Supreme Court, the United States Bankruptcy Court, the United States District Courts, the United States 11th Circuit Court of Appeals, and the United States Supreme Court. These cases involve the following:

- Unemployment compensation benefit appeals;
- Unemployment compensation overpayment cases;
- Unemployment tax cases;
- Workers' compensation compliance litigation;
- Objections to subpoenas and requests for confidential or privileged department records;
- Child labor enforcement cases;

printed, inserted, machine sorted, and delivered to the post office. In Fiscal Year 2020, 3,932,289 documents were processed. This volume of mail stretched aged machinery to the limits, requiring the purchase of a new inserter and new sorter.

The Finance Division's Accounting and Reporting Section also felt the impact of the pandemic. The implementation of pandemic-related federal leave required a time-consuming and difficult modification of the time reporting system to properly account for cost allocation of employees' work and leave time.

Finance Division section leaders and staff worked diligently throughout the year to provide the best service possible during a challenging year for our state and nation.



- 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 2020, counsel for the department made over 81 court appearances in state courts and collected more than \$145,673.47 from overpaid unemployment claimants.



HUMAN RESOURCES

DIRECTOR
RENEE MINOR

The Human Resources (HR) Division provides administrative support to all divisions, sections, units, and individual employees of the Alabama Department of Labor. Administrative duties include the processing and monitoring of all personnel transactions (e.g., newly hired employees, transfers, promotions, demotions, separations, etc.), disciplinary procedures, Family and Medical Leave Act administration, leave donations, military leave actions,



annual and sick leave management, annual and probationary performance appraisals, policy development, counseling, providing recommendations, and other HR related matters. HR works closely with the department's Finance Division to ensure that all transactions are maintained within the assigned budget for service areas.

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

As a result of COVID-19, HR implemented a process where employees would be informed of and could utilize the federal emergency leave provided for in the Families First Coronavirus Response Act. Usage was monitored and tracked closely due to the various forms of leave and restrictions upon use of leave. Additionally, steps were put in place to allow teleworking for employees in quarantine or school closure situations. The ability to telework and the approved timeframes were monitored closely. HR also continuously monitored the CDC and ADPH guidelines for quarantine and isolation in order to keep staff fully informed of how to handle confirmed cases and close contacts. HR put into place a mechanism by which overtime was approved and paid for certain exempt and non-exempt employees working in response to COVID-19 with regard to unemployment claims. HR also worked with the Unemployment Compensation Division as well as other divisions to hire additional personnel in order to mitigate the backlog of work created by COVID-19. HR staff, as a whole, worked flexibly and creatively to ensure that work was completed in a timely manner with little interruption to the department.

At the end of the fiscal year, approximately 701 personnel transactions had been completed. This represents a 74% increase over last fiscal year's number and was due, in part, to the effects of COVID-19. Total personnel equaled 773 and the turnover rate for the fiscal year was 18%.



EQUAL EMPLOYMENT OPPORTUNITY AND GRIEVANCE

The EEO&G Section operates under the HR Division and is responsible for ensuring that ADOL complies with federal equal opportunity and nondiscrimination laws and regulations. In fulfillment of this goal, the section conducts compliance reviews of departmental programs, activities, and services and provides technical assistance and training as needed; processes requests for reasonable accommodation under the Americans with Disabilities Act of 1990; counsels employees on various confidential subjects such as discrimination/harassment based on race, sex, and other protected classifications; and investigates grievances arising out of alleged misconduct. The EEO&G manager recommends corrective action when appropriate.

During Fiscal Year 2020, three grievances were filed by ADOL employees. By the end of the fiscal year, all were investigated and resolved by EEO&G with no further appeal/charges filed. During this fiscal year, no charges were filed with the Federal Equal Employment Opportunity Commission.

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

TRAINING

The Training Section also operates under the HR Division and although the pandemic put a halt to much of ADOL's training efforts, training was available on the intranet, coordinated with the State of Alabama Personnel Department as soon as training became available again. Threat Advice/FTI training, which is mandatory for all

employees to complete each year, was also held virtually.

The Training Section, along with the Information Services Division, launched a modernized Training Database in 2020 which maintains a larger capacity of information and more extensive filters to allow for efficient and accurate historical information storage and retrieval. Training staff spent much of 2020 converting records from the outdated database to the new database.

The Training Section also coordinated onsite wellness checks, blood drives, and flu clinics for employees while maintaining social distancing and other safety protocols.

FLU SHOTS & HEALTH SCREENINGS



Wellness screenings are free to all employees, and their spouse who are covered under either the State Employees' Health Insurance Plan (SEHIP/SEIB), Local Government Health Insurance Plan (LGHIP), or the Public Education Employees' Health Insurance Plan (PEEHIP).

Flu shots are available to employees, retirees, spouses and children age 4 & up for PEEHIP.

DATE: December 3, 2020

TIME: 8:00 A.M. - 12:00 P.M.

ROOM: Room 2828

Contact Cicily Caldwell at cicily.caldwell@labor.alabama.gov for an appointment.

An appointment is required for an wellness screening.



YOU MUST SHOW YOUR INSURANCE CARD

If you cannot attend this health screening and flu clinic, please visit the following websites to locate another health screening and flu clinic in your area:

www.adph.org/worksitewellness or www.alseib.org



ADOL Training Management System





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

The mission of the Abandoned Mine Land (AML) Reclamation Program is to abate AML health and safety hazards and to restore land and water resources which have been adversely impacted by past coal mining, and for which there is no continuing responsibility under state or federal law. The work is funded by annual grants from the U.S. Department of the Interior, Office of Surface Mining Reclamation and Enforcement (OSMRE), which collects production fees from active coal operators at a rate of 28¢ per ton for surface-mined coal and 12¢ per ton for underground-mined coal, approximately 50% of which is granted back to Alabama. High priority projects (Priority I and II) are those that remove 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.

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, 2020 marked the 43rd 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

AML division accomplishments for Fiscal Year 2020:

- Six AML reclamation projects were completed with two others under contract and/or under construction.



The Walker Circle Subsidence Emergency project developed from a discovery by a right-of-way grass cutting crew in the City of Dora. A site evaluation revealed an approximate three-foot diameter hole extending down to a depth of approximately eight to ten feet below grade where it encounters the apparent remnants of old mine works. The road was closed and traffic rerouted until the subsidence could be repaired.

- Fourteen different significant public hazards were eliminated (or are currently being eliminated), including five dangerous highwalls totaling 8,750 linear feet, 150.5 acres of spoil area, 0.5 acres of pit, over four acres of impoundments, seven subsidence areas, two portals, two vertical openings, two hazardous equipment facilities, and one open airshaft. Each of the projects were protected with erosion and sediment control best management practices and revegetated upon completion.
- Engineering design plans were either under development or completed on 15 current/upcoming projects.
- NEPA documentation and consultation was prepared for each of the AML reclamation projects that were completed or are currently under construction. Additional NEPA documentation and consultation has been completed or is in process for each of the 15 projects currently under design and scheduled for construction within the next two years.
- Through the AML Post-Monitoring Program, 11 completed projects were identified as requiring either maintenance or corrective work. Two additional small subsidence projects were included in the bid for maintenance work and all tasks were accomplished by a contractor selected through the state of Alabama bid process.
- AML investigated 14 different emergency complaints; two of which were declared AML emergencies and reclaimed by a contractor.

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

The AML Engineering and Construction Branch (ECB) continued implementation of the pre-project property owner questionnaire and revised right-of-entry consent form. This has provided an additional means of communication with property owners to better understand

and document their expectation for reclamation. The ECB, with assistance from the Planning and Maintenance Branch (PMB) began a complete review of the existing project inventory. Many of the projects were selected many years before current staff were hired into the program and projects have changed due to a myriad of factors, including development of the land and the reduction in coal mining. AML staff has revisited many sites and re-ranked projects based on current information. The goal of this effort is to re-evaluate the existing inventory and produce a ranked list of projects based on priority and reclamation features.

In October of 2019 the AML program, in cooperation with the OSMRE Birmingham Field Office (BFO), developed and implemented a revised version of AML Emergency Declaration Procedures. The purpose of this revision was to streamline the communication between AML and OSMRE and to expedite emergency declaration process within ADOL. It will also streamline the declaration process between OSMRE and Alabama State Purchasing to expedite procurement of a contractor and initiation of emergency reclamation.

The ECB and PMB staff, with guidance from OSMRE Mid-Continent Region's Technical Services Branch, began implementation of a Small Unmanned Aerial Systems (SUAS) program. AML's senior Geographic Information System specialist became the first FAA107 certified pilot for the AML program. Development of the necessary policies and procedures for UAS flight operations are underway. SUAS operations will provide the AML program the unique capability to collect aerial imagery including, but not



The first drone flight at the Narl Cemetery project.

limited to, pre-reclamation, active reclamation, post-reclamation, post-monitoring, inventory, and elevation flight purposes. Aerial imagery is incredibly useful not only in pre-reclamation inventory and planning but also in monitoring ongoing construction and evaluating post-reclamation success. This capability will enhance the AML program's ability to collect aerial drone photography and videography to monitor and document project sites before, during, and after reclamation.

Also during Fiscal Year 2020 the AML program completed two additional emergency reclamation projects. This brings the total of emergency projects completed to 200 since the program's inception. The 2020 projects stabilized two small sudden occurrence subsidences near residences in Walker County. The emergency provision in the AML program allows response to sudden and life-threatening abandoned mine related problems within 24 hours.

AML personnel, in cooperation with the OSMRE BFO, instructed an Alabama specific version of the National Technical Training Program (NTTP) Abandoned Mine Reclamation Projects training for all OSMRE BFO staff and two additional OSMRE Mid-Continent Regional staff. The purpose of this training was to give an overview of how AML personnel approach reclamation from inventory collection through design and construction. The training included field trip visits to a pre-construction and post-construction AML site and included a summary of the role of the inspector regarding AML reclamation in Alabama.

The AML program was represented at the National Association of Abandoned Mine Land Programs' (NAAML) Winter Business Meeting in February of 2020 held in Charleston, WV, and the NAAML Annual Conference and Business Meeting in September of 2020 held virtually for the first time due to the COVID-19 pandemic. The Winter Business Meeting provided Alabama an opportunity to continue to give input into the development of a strategy for reauthorization of the fee collection authority on active mining. The current fee collection is set to expire in 2021. This fee collection is the sole source of funding for each of the state AML programs. Reauthorization is vital to continue the great work done in Alabama and across the nation. Additional discussions about reauthorization continued at the annual conference. For the second consecutive year, the Alabama AML program was awarded the OSMRE 2020 National Small

Project award for the Ruffner Mountain Portals Project. Alabama was among five recipients of the 2020 OSMRE Abandoned Mine Land Reclamation Awards recognizing reclamation excellence. Awards are presented for the best reclamation project nationally, as well as the best projects from around the country, and for the project that costs less than \$1 million and is in a state that receives less than \$6 million in annual AML funds. The Ruffner Mountain Portals AML project was considered small in scale by reclamation standards, but for people utilizing this urban nature preserve, the AML program solved an important community concern.

The AML Reclamation Economic Development Pilot Program for Fiscal Year 2017 was authorized by Congress under the Consolidated Appropriations Act, 2017 (Public



The ADOL AML Division team received the 2020 Small Project Award for its work on the Ruffner Mountain Portals Project near Birmingham. Pictured onsite at Ruffner from left: Jaime Nobles, Ruffner Mountain Nature Preserve Conservation Director; Carlee Sanford, Executive Director, Ruffner Mountain Nature Preserve; Jeff Butler, ADOL AML Planning and Maintenance Branch Chief; Les Kearley, ADOL AML Engineering and Construction Branch Chief; and Dustin Morin, ADOL AML State Mine Land Reclamation Supervisor and AML Director.

Law 115-31). The AML program was awarded a \$10 million grant for the 2017 AML Pilot Program for qualified Economic and Community Development benefits associated with qualified high priority AML features and previously reclaimed AML projects to revitalize Alabama's coalfields region. Nine applications were received with three applicants recommended for selection by the AML Selection Committee and approved by OSMRE. All three awarded projects are currently under construction and approaching completion.

During the second year of the AML Pilot program Fiscal Year 2018, the ADOL received eight applications and proposed one project from the AML inventory. Five projects were recommended for selection and have received preliminary approval from OSMRE. Contract agreements are in the process of finalization. Once agreements are in place each project will be engineering designed and AML staff will conduct a full environmental assessment as required by the National Environmental Policy Act (NEPA).

Administered by OSMRE, the Fiscal Year 2019 Pilot Program provided grants to the six states with the highest amount of unfunded Priority 1 and Priority 2 features based on AML inventory data as of September 30, 2016. Alabama received \$10 million of the funds to accelerate the remediation of AML sites with economic and community development end uses. During Fiscal Year 2019, the ADOL advertised the Fiscal Year 2019 AML Pilot to the public and received eleven applications. Two of the applications were recommended for selection and have received preliminary approval from OSMRE. ADOL is exploring alternative AML projects for funding under the Fiscal Year 2019 AML Pilot. Once information is gathered on these alternative sites they will also be submitted for vetting and selection by OSMRE.

MINE SAFETY AND INSPECTION

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

During Fiscal Year 2020, 2,473 miners were employed in the coal industry, producing 11 million tons of coal. An additional 2,000 miners were employed in open pits and quarries producing approximately 40 million tons of non-

fuel minerals. A total of 216 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 foremen and underground blasting certification. Three underground certification examinations were administered, resulting in the issuance of 48 underground mine foreman certificates, one fire boss certificate, and three upgrades from fire boss to mine foreman. Also, five surface foreman certifications and 119 hoist certificates were issued. Mine rescue training continued to be provided by Beville State Community College under contract with ADOL.

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

SURFACE MINING OF NON-FUEL MINERALS

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

Fiscal Year 2020 was a good year for Mine Reclamation. Twenty-nine mines were reclaimed, involving 480 acres. Seven more mine sites are reclaimed and awaiting department approval.

One large sand and gravel mine (700 acres) could have been reclaimed in a park like form. The mine operators got their production too far ahead of their reclamation and could not handle the cost of fixing the property properly. The situation with this project is still developing. The two men in charge were fired. From March to April, four men retired from their land management/reclamation duties. Between them, 68 mines changed hands. AML staff have met with new personnel to educate them on state procedures.



**INSPECTIONS
BOILERS & ELEVATORS**

**DIRECTOR
EDWARD WIGGINS**

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

BOARD OF BOILERS AND PRESSURE VESSELS

Dr. David F. Dyer, Chairman, Auburn University, former Mechanical Engineering Department Chairman (public/ engineering schools)

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

Lance Coven, Mitternacht, Mobile (owners and users of pressure vessels)

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

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

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

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

John Adams, ADCO, Birmingham (heating contractors)

Paul Bourgeois, Northport XL Insurance Company (insurance companies)

STATE BOILER, PRESSURE VESSEL INSPECTORS

- **Edward Wiggins**, Chief Inspector
- **James E. Dye**, Manager Inspector
- **Michael K. Shaw**, Deputy Inspector
- **Kenneth D. Puckett**, Deputy Inspector
- **Rustin S. Cox**, Deputy Inspector
- **Randall Fleming**, Deputy Inspector

ELEVATOR SAFETY REVIEW BOARD

- **Jay Jenkins**, Chairman, Anniston (architects)
- **Fitzgerald Washington**, Secretary, Alabama Department of Labor (government)
- **Stanley House**, Birmingham (elevator manufacturers)
- **Jeff McNorton**, Montgomery (elevator service providers)
- **Vacant seat** (building owners and managers association)
- **Marty Gilbert**, Planning and Engineering, City of Hoover (municipalities)
- **Latoya Beard**, UAB Hospital, Hoover (public)
- **Philip R. Meadows**, Montgomery (physically disabled community)
- **Eric Moore**, Auburn University, Auburn (professional licensed engineers)
- **J.T. Ray**, Ray Strong Elevators, Ashville (labor)

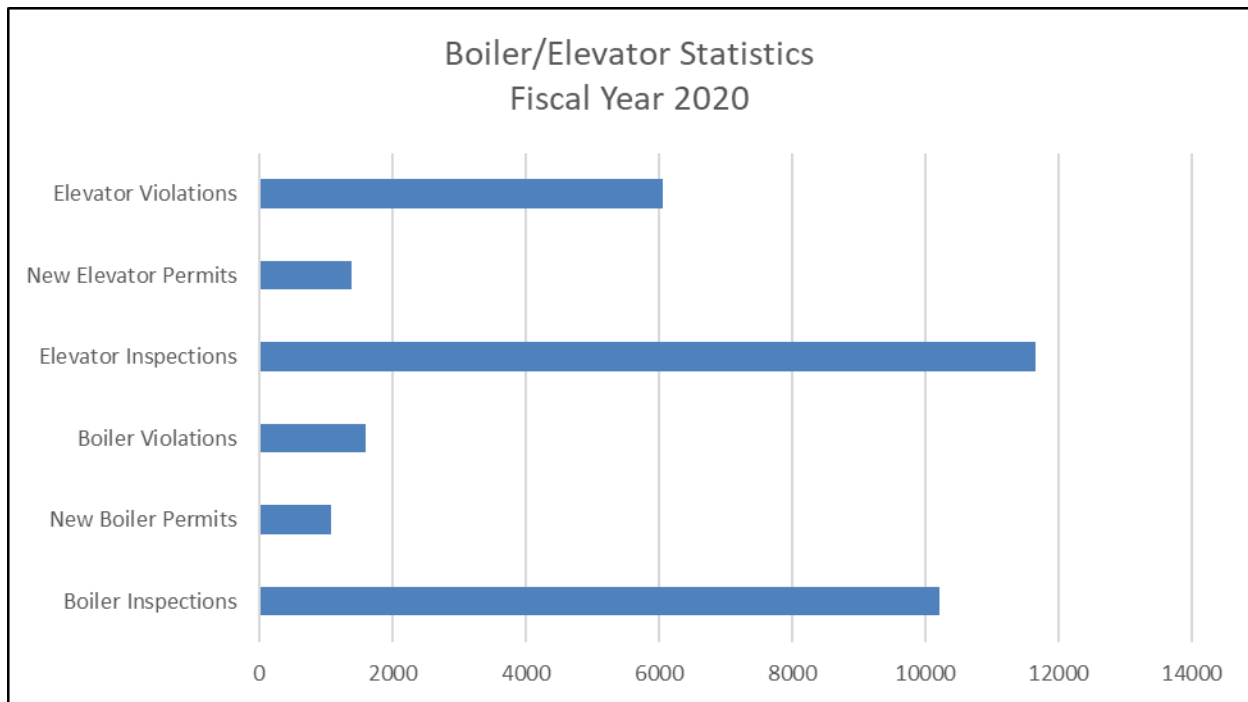
STATE ELEVATOR INSPECTORS

- **James E. Dye**, Deputy Inspector
- **Anthony E. Barry**, Deputy Inspector
- **Daniel S. Chandler, Jr.**, Deputy Inspector
- **David A. Baccus**, Deputy Inspector
- **Michael K. Shaw**, Deputy Inspector

HISTORY: BOILERS AND PRESSURE VESSELS

When the boiler and pressure vessel safety inspection program was established by the State Legislature in 2000, Alabama became the 49th state in the nation to conduct boiler and pressure vessel safety inspections. The Alabama Department of Labor estimates Alabama has about 20,454 registered boilers and pressure vessels. During FISCAL YEAR 2020, a total of 10,216 inspections were performed by state and insurance inspectors. 1,594 violations were found, and 1,661 were corrected including some from the previous year. There were 1,090 new boiler permits received during the reporting period.

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



Most common Alabama boiler violations:

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

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

HISTORY: ELEVATORS AND ESCALATORS

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

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

Escalators also cause injuries, especially for children. According to the U.S. Consumer Product Safety

Commission, escalator accidents result in more than 10,000 reported injuries a year.

The Alabama Department of Labor estimates Alabama has about 10,981 elevators and 168 escalators. During FISCAL YEAR 2020, state and private inspectors conducted 11,667 safety checks on elevators and escalators in Alabama. In the process, 6,071 violations were uncovered and 6,046 were corrected. New code violations are found each day. There were 1,386 new elevator permits received during the reporting period.

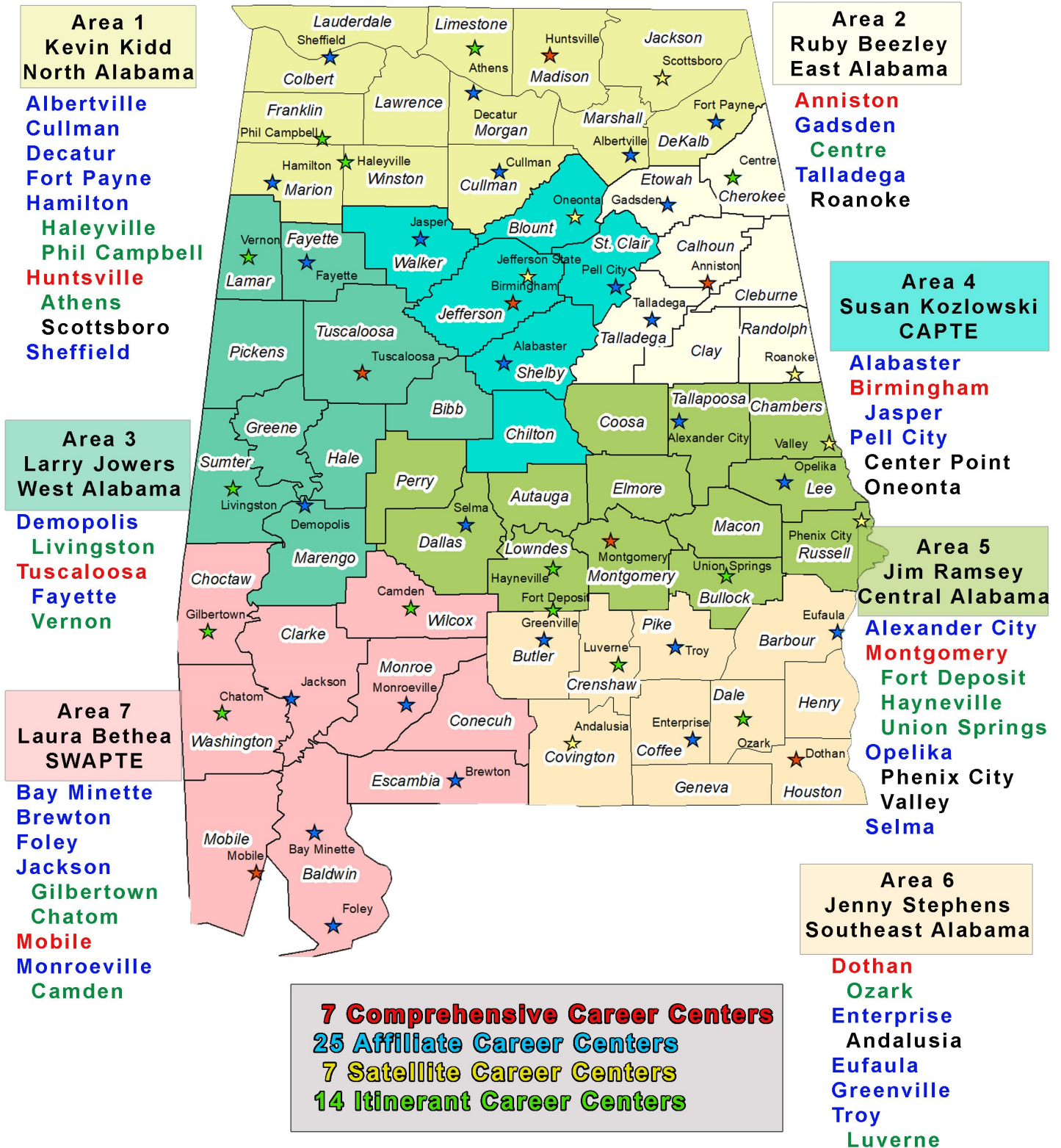
Most common Alabama elevator violations:

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

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

The Boilers and Elevators Inspections division experienced very little change in year-ending inspections, violations, and permits due to COVID-19. ADOL was on lockdown for approximately one month yet the division was able to make up overdue inspections by hard work and diligence by the inspectors.

Alabama Career Center System Area Supervisors



ALABAMA CAREER CENTER DIRECTORY

ALABASTER CAREER CENTER

109 Plaza Circle
Alabaster, Alabama 35007
Phone: (205) 663-2542

ALBERTVILLE CAREER CENTER

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

ALEXANDER CITY CAREER CENTER

Central Alabama Community College
1375 Jr. College Drive
Alexander City, Alabama 35010
Phone: (256) 414-6146

ANDALUSIA CAREER CENTER

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Andalusia, Alabama 36420
Phone: (334) 328-6739

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Anniston, Alabama 36207
Phone: (256) 832-0147

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406 South Jefferson Street
Athens, Alabama 35611
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201 Faulkner Drive
Bay Minette, Alabama 36507
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3216 4th Avenue South
Birmingham, Alabama 35222
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Brewton, Alabama 36426
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Camden City Hall
223-A Claiborne Street
Camden, Alabama 36726
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Centre, Alabama 35960
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Coastal Alabama Community College
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Gilbertown, Alabama 36908
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Cullman, Alabama 35055
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Decatur, Alabama 35601
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Demopolis, Alabama 36732
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787 Ross Clark Circle
Dothan, Alabama 36303
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2021 Boll Weevil Circle
Enterprise, Alabama 36330
Phone: (334) 347-0044

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

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Bevill State Community College
2631 Temple Avenue North
Tom Bevill Center Room B-37
Fayette, Alabama 35555
Phone: (205) 303-6030

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

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

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Fort Payne, Alabama 35968
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216 N 5th Street
Gadsden, Alabama 35901
Phone: (256) 546-4667

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

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Haleyville, Alabama 35565
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Bevill State Community College
1481 Military Street South
Hamilton, Alabama 35570
Phone: (205) 921-5672

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Family Guidance Center
22 Washington Street N
Hayneville, Alabama 36040
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154 Student Union Drive
Livingston, Alabama 35470
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Monroeville, Alabama 36460
Phone: (251) 575-3894

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311 Miles Parkway
Pell City, Alabama 35125
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Chattahoochee Valley
Community College
Brassell Hall, C Building, Room 132
2602 College Drive
Phenix City, Alabama 36869
Phone: (334) 214-4828

PHIL CAMPBELL CAREER CENTER

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

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

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23123 John T. Reid Parkway
Scottsboro, Alabama 35769
Phone: (256) 672-6030

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

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

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1005 South Street East
Talladega, Alabama 35160
Phone: (256) 521-0500

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

TUSCALOOSA CAREER CENTER

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

UNION SPRINGS CAREER CENTER

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

VALLEY CAREER CENTER

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

VERNON CAREER CENTER

44425 Alabama Highway 17
Vernon, AL 35592
Phone: (205) 303-6030

WASHINGTON COUNTY CAREER CENTER

Washington County Public Library
14102 St. Stephens Avenue
Chatom, AL 36518
Phone: (251) 847-2097

ALABAMA DEPARTMENT OF LABOR

649 Monroe Street

Montgomery, Alabama 36131

334.309.9000

labor.alabama.gov