

Unemployment Compensation



ALABAMA DEPARTMENT OF LABOR

ANNUAL REPORT 2021



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Labor Market Inform

SUBMITTED BY SECRETARY OF LABOR FITZGERALD WASHINGTON



Letter to the Governor
The Honorable Kay Ivey
Governor of Alabama

Dear Governor Ivey,

The past year has seen most divisions of ADOL playing catch-up due to the backlog of claims, appeals, and problems related to the pandemic while still conducting the regular business of the agency. The work of catching up has included new hires, countless overtime hours, and new technology.

Nine new inquiry staff were hired for the Unemployment Compensation (UC) division in August. UC Tech Services trained them to take claims and handle inquiries thereby relieving more seasoned staff to re-focus efforts on the adjudication backlog.

UC Tech Services also initiated and developed, with assistance from the Information Technology (IT) Division, a new online claimant inquiry portal. Through this portal, the UC process was streamlined helping to improve efficiency and reduce the claims backlog.

Another major challenge that was met with a tech solution was the Vaccination Exemption Portal. With the passage of Alabama Act 2021-561, employees were given a right to request exemption from an employer's COVID-19 vaccination mandate. ADOL was tasked with implementation of this new law. The Application Development Team of the IT division really stepped up and quickly developed an online portal to handle the process of submitting the exemption request forms.

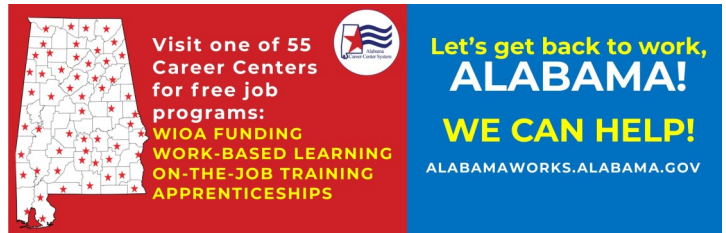
ADOL remained in the media spotlight during 2021. One of the major questions was about UC fraud. Given the tsunami of unemployment claims it was inevitable that fraud would occur but approximately \$5.5 billion of potential fraud claims were flagged by the system and no funds were distributed.

Another significant issue in 2021 was the labor shortage, which has a complicated answer. Contributing factors include a continued skills gap, a lingering fear of COVID, continuing issues with child and elder care, and let's not forget that as of January 2022, more than 16,000 Alabamians had died as a result of COVID.

The continued skills gap has been ongoing since before the pandemic and the administration's Success Plus Initiative is vital to addressing that gap. Our 55 Career Centers are working very closely with the Alabama Regional Workforce Councils to help meet the goal of adding 500,000 skilled workers to the state's workforce by 2025.

A big part of workforce development is successful marketing and ADOL supports your continued efforts to turn the conversation toward getting Alabama back to work. The Public Information Office and the 55 Career Centers worked together

to market a new message to jobseekers, "Let's get back to work, Alabama! We can help!" ADOL's billboard campaign and Social Media platforms promoted this message, job opportunities, and Career Center services. This graphic was the cover photo for all Facebook and Twitter pages.



In addition to reaching the state's jobseekers, the Career Centers have continued to offer job fair services for employers. Of course, these events continue to look a bit different than before the pandemic. Outdoor and drive-through events are still happening but the indoor events are making a comeback with safety protocols in place.

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

Sincerely,

Fitzgerald Washington, Secretary

ALABAMA DEPARTMENT OF LABOR ORGANIZATIONAL CHART



SECRETARY OF LABOR
FITZGERALD WASHINGTON

BOARD OF APPEALS
MEMBERS APPOINTED BY
GOVERNOR

ADVISORY COUNCIL
MEMBERS APPOINTED BY
GOVERNOR

SUPPORT DIVISIONS



**GOVERNMENTAL
AFFAIRS**
STEPHEN MORRIS



LEGAL
JOSEPH AMMONS



FINANCE
JONDRA OSWALT



HUMAN RESOURCES
RENEE MINOR



**INFORMATION
TECHNOLOGY**
JOHN DEMAS
(ACTING)

OPERATIONAL DIVISIONS



**EMPLOYMENT
SERVICES**
STEPHEN SMITH



**UNEMPLOYMENT
COMPENSATION**
THOMAS DANIEL



**LABOR MARKET
INFORMATION**
MICHELE TATUM



**HEARINGS &
APPEALS**
VENESSA WATKINS



**WORKERS'
COMPENSATION**
STEVE GARRETT



INSPECTIONS
DUSTIN MORIN



INSPECTIONS
EDDIE WIGGINS

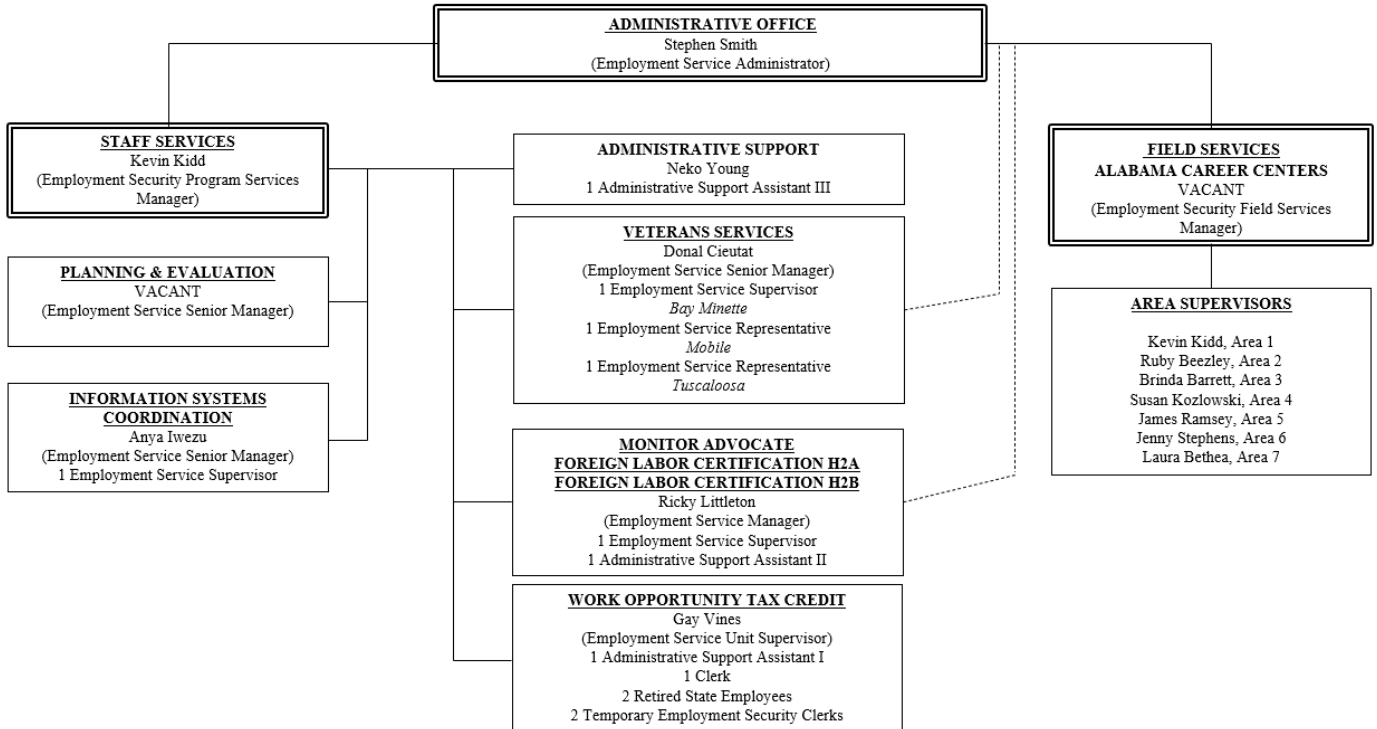
CHILD LABOR

**WORKERS'
COMPENSATION
MEDICAL SERVICES
BOARD**

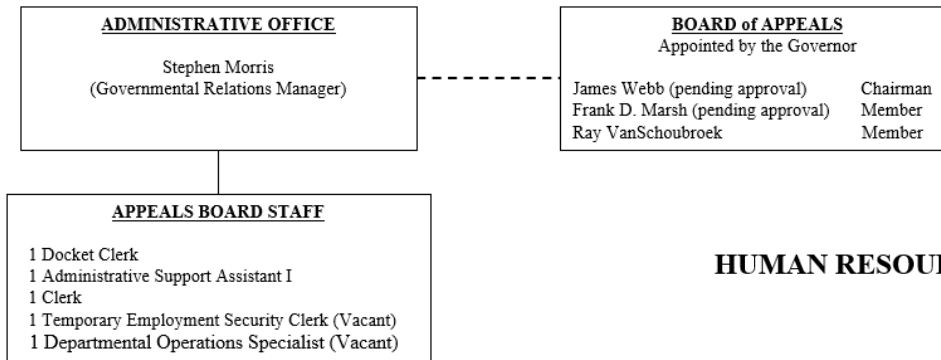
**BOARD OF MINE
EXAMINERS**

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

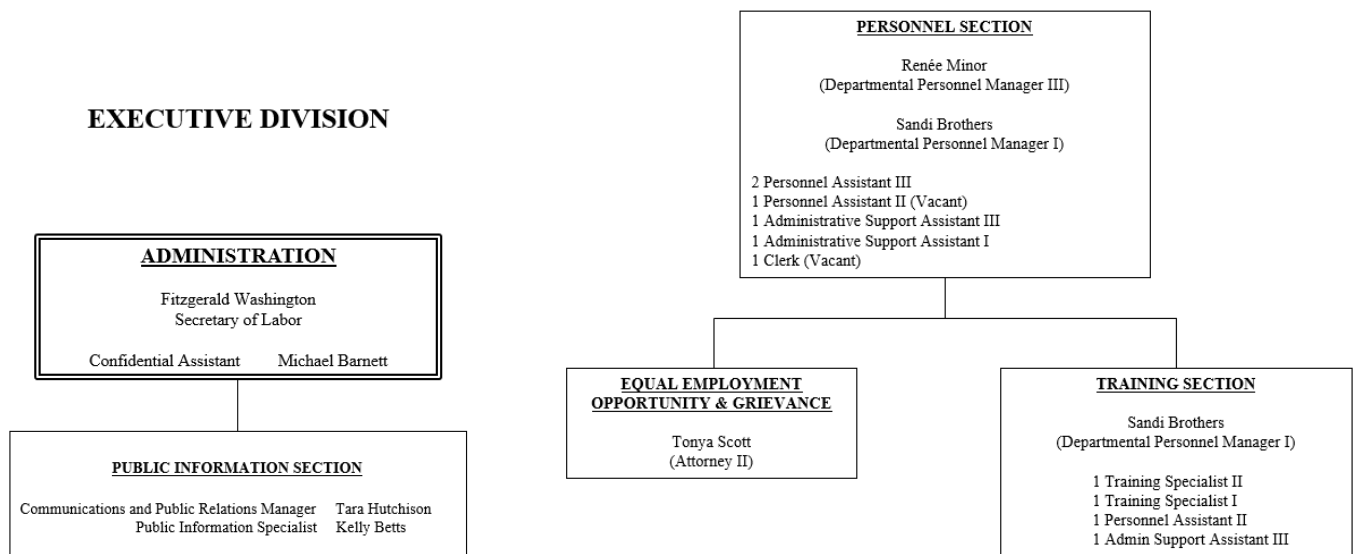
EMPLOYMENT SERVICE DIVISION



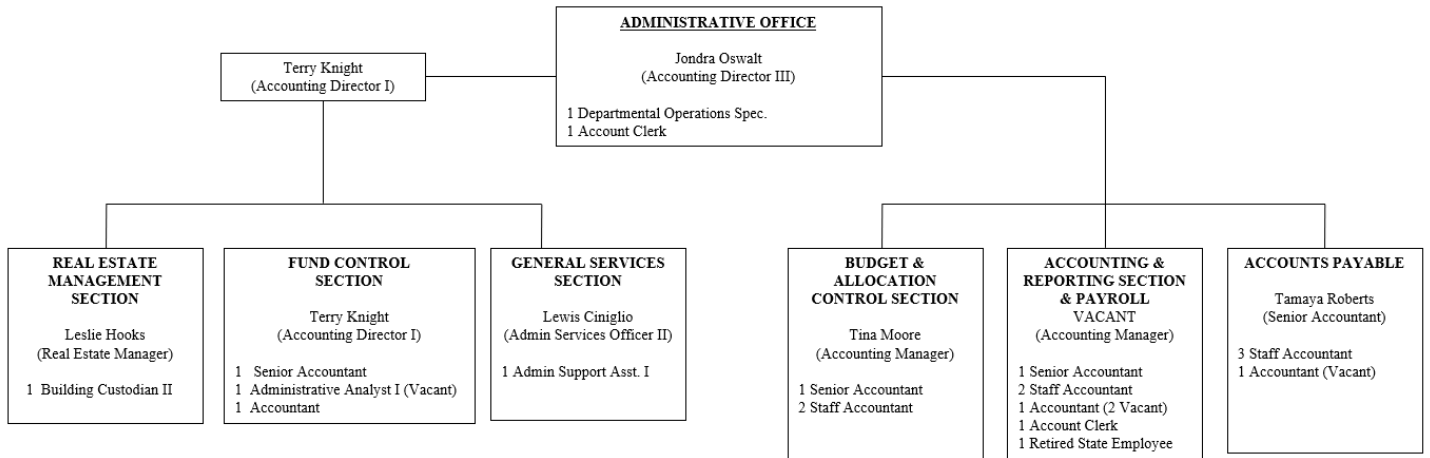
GOVERNMENTAL AFFAIRS DIVISION



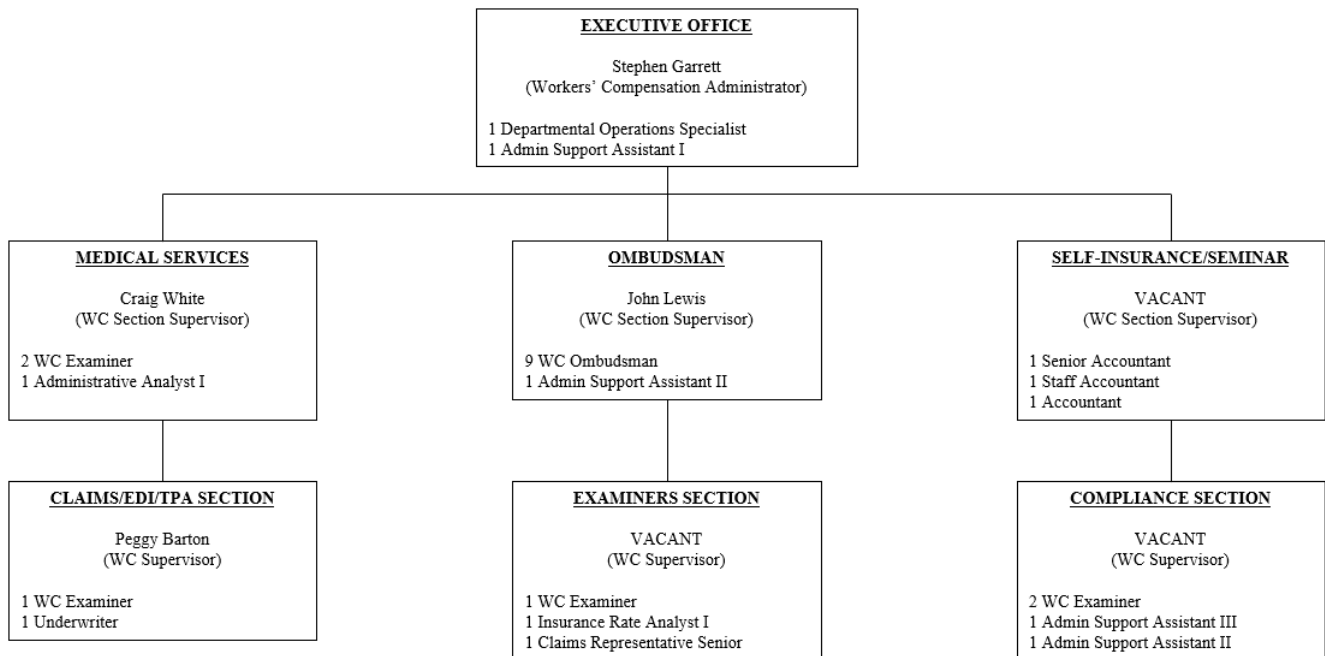
HUMAN RESOURCES DIVISION



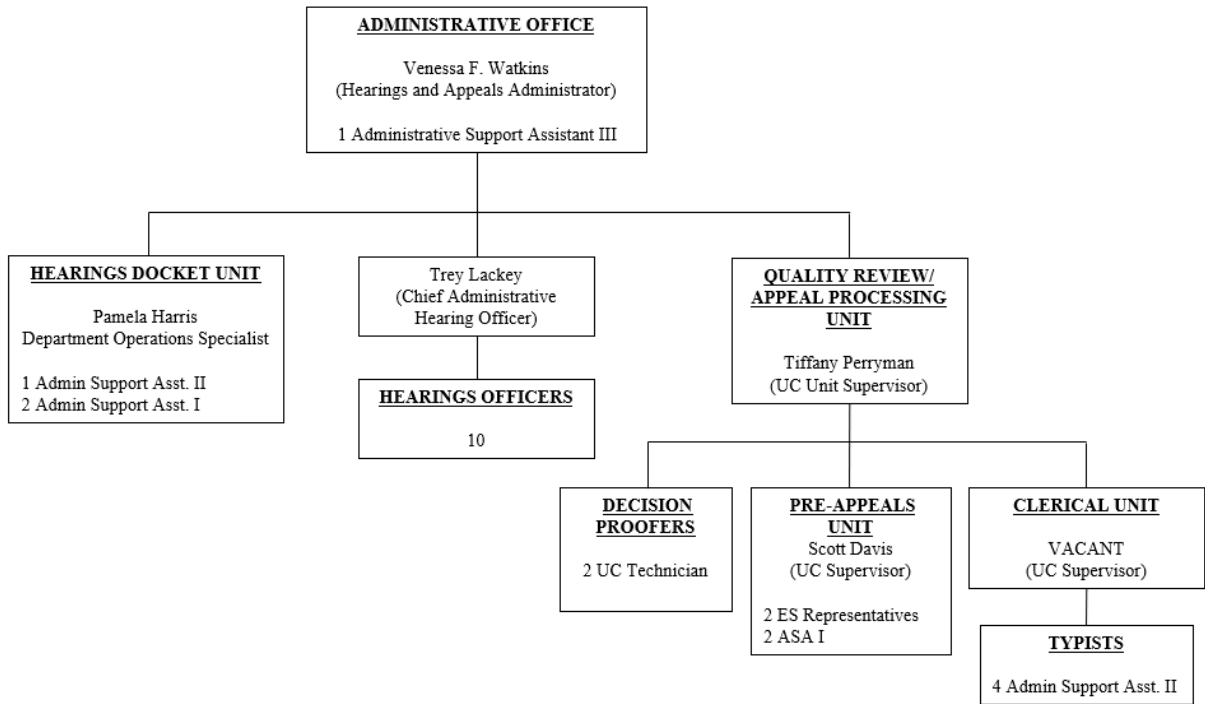
FINANCE DIVISION



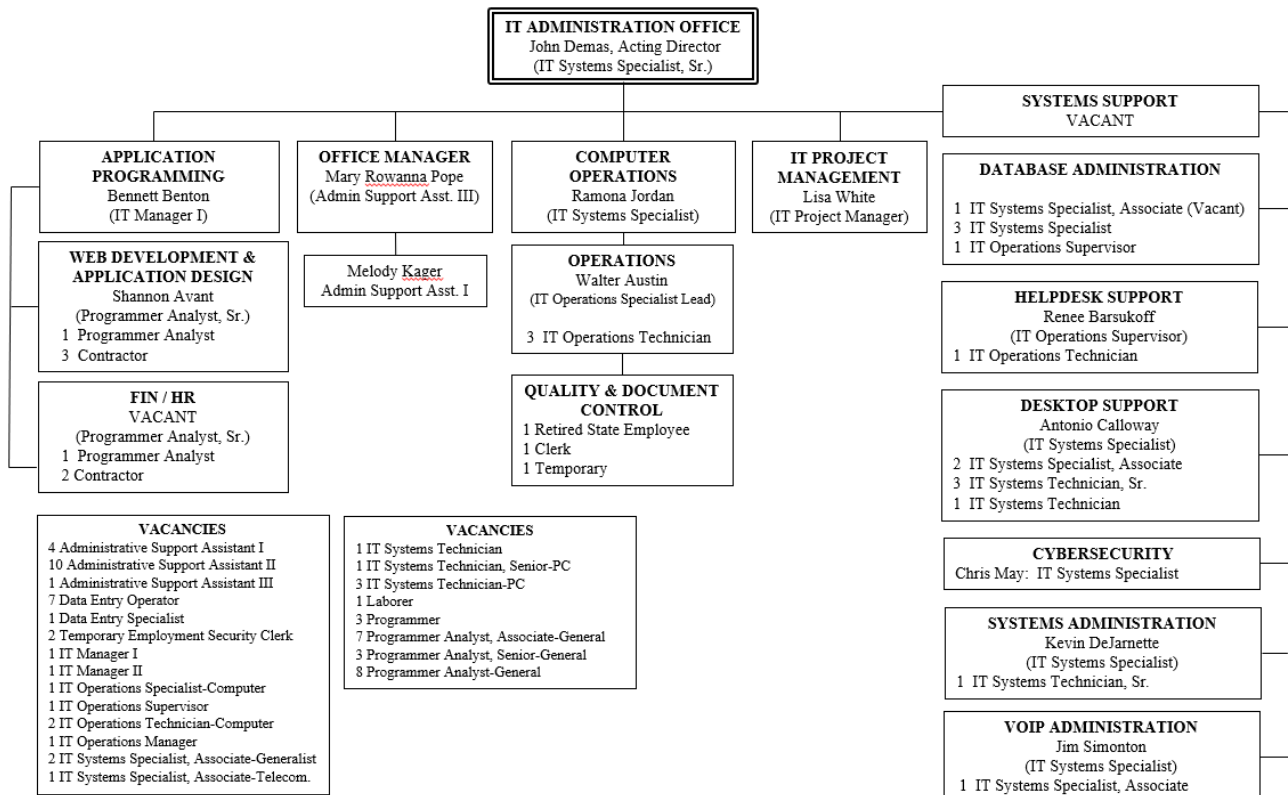
WORKERS COMPENSATION DIVISION



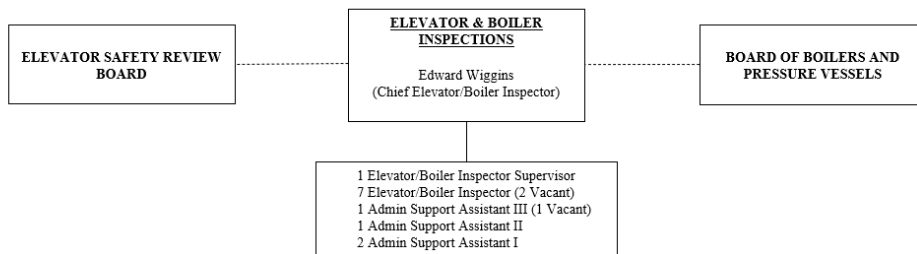
HEARINGS AND APPEALS DIVISION



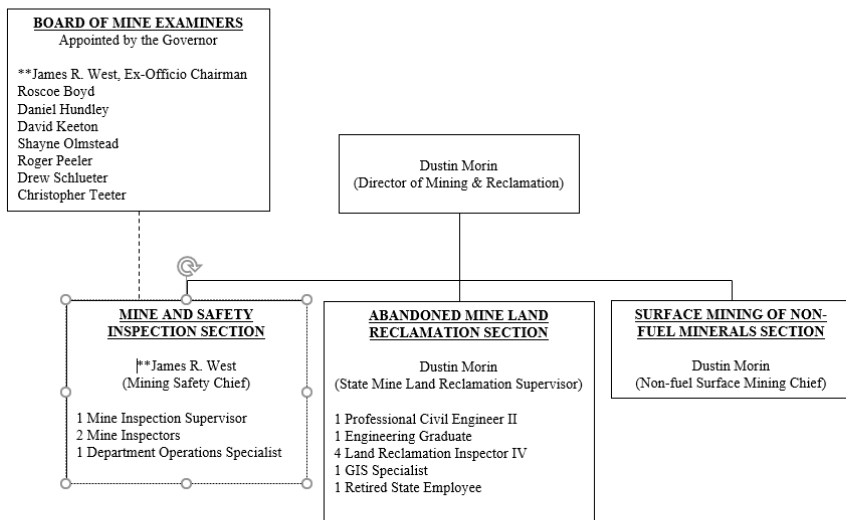
INFORMATION TECHNOLOGY DIVISION



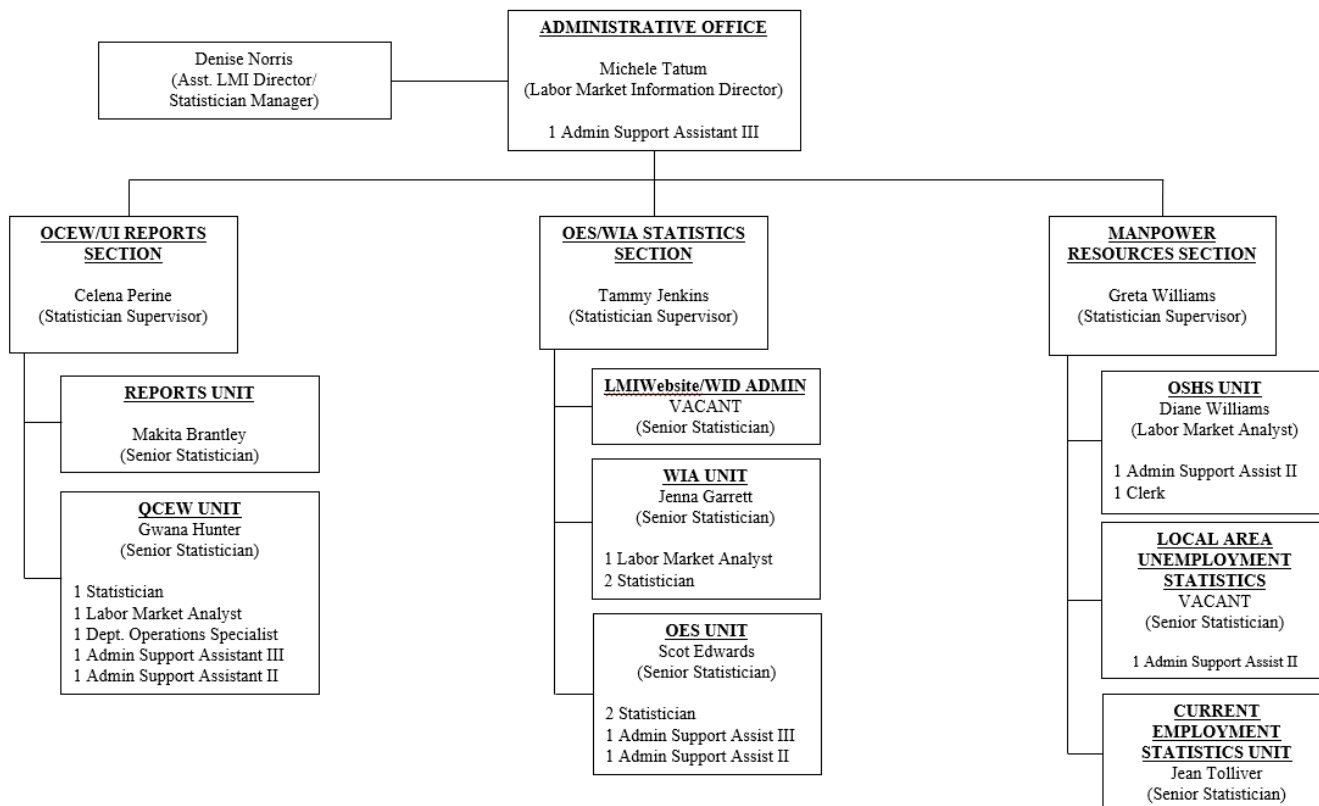
ELEVATOR & BOILER INSPECTIONS DIVISION



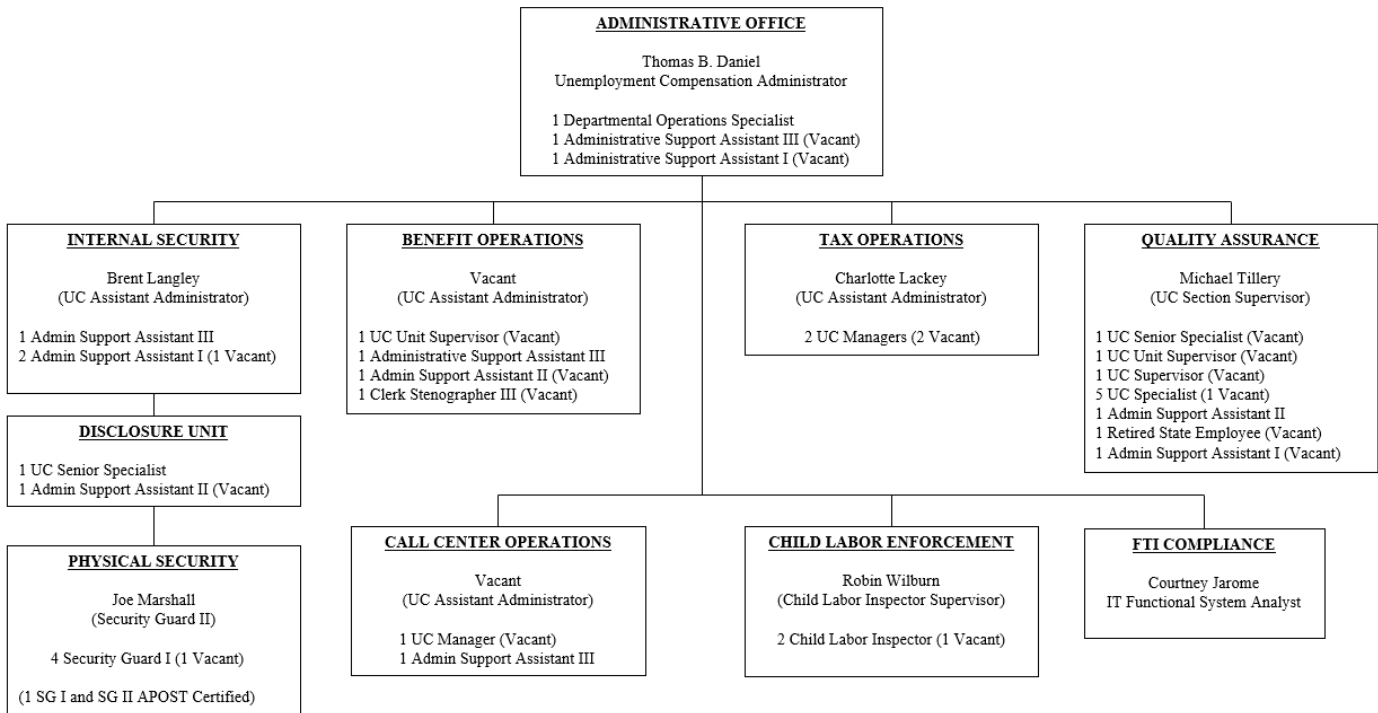
MINING & RECLAMATION DIVISION



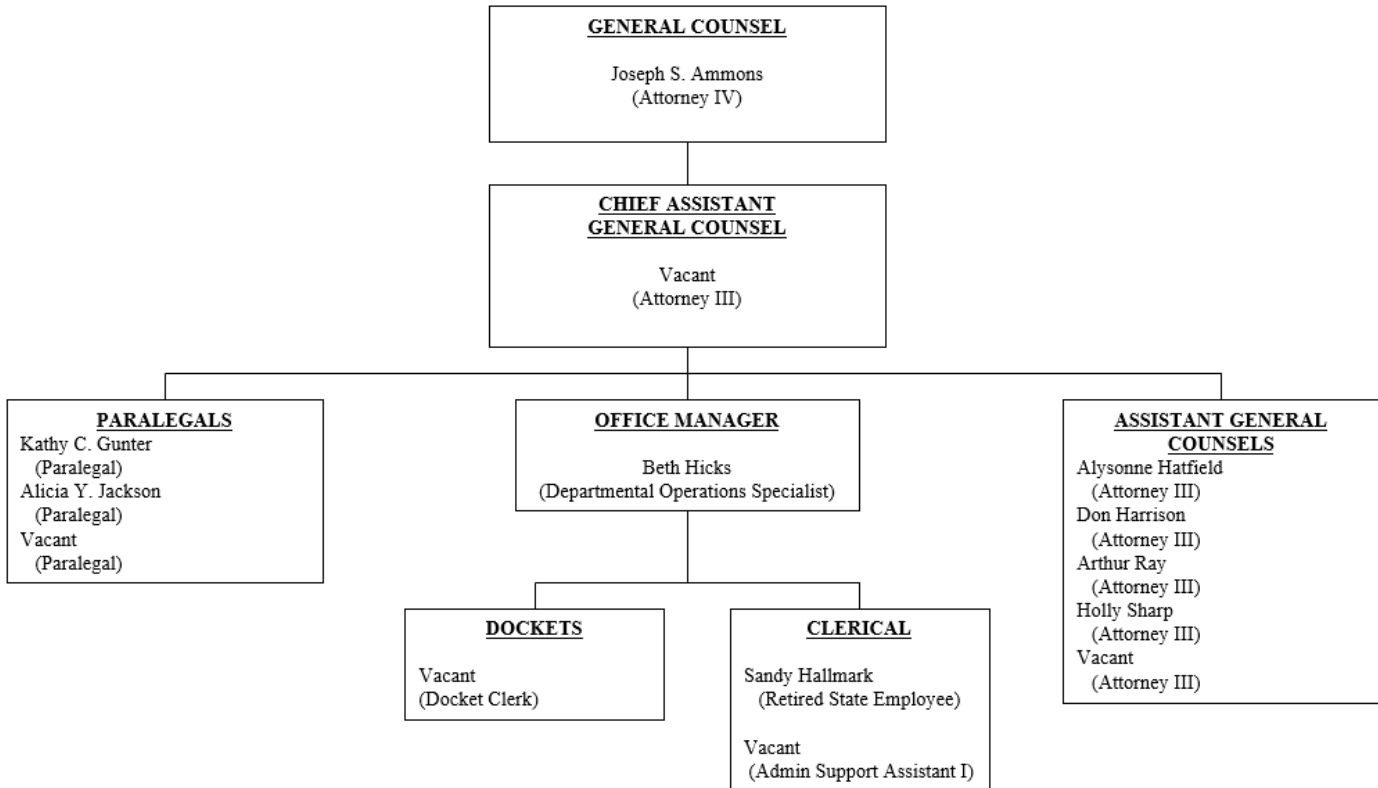
LABOR MARKET INFORMATION DIVISION



UNEMPLOYMENT COMPENSATION DIVISION



LEGAL DIVISION





perform certain inspections, and increased the amount of funds retained in the Special Abandoned Mine Reclamation Trust Fund.

The 2021 2nd Special Session brought the department one of the most impactful pieces of legislation related to the pandemic. SB9 (Act 2021-561) concerned COVID-19 and an employee's right to request an exemption to any COVID-19 vaccination mandate and prohibit an employer from terminating an individual for refusing a vaccine. In less than three weeks, the department set up an administrative process, created and launched a vaccination request and review website, and provided an Administrative Law Judge to rule on all vaccination exemption requests.

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 conducts hearings at seven different Career Centers around the state on a rotating basis. In 2021, the board reviewed more than 700 appeals and held over 420 in-person hearings.

Due to COVID-19 and the high volume of appeals to the lower court (Hearings & Appeals), the board expects a dramatic uptick in the number of cases in 2022.

Preparation has already begun to expand the service offerings to the citizens of Alabama. Beginning in 2022, all Board of Appeals hearings will be conducted by video conference. Video hearings will cut down on the travel and time needed for in-person hearings.

The Governmental Affairs Division oversees two functions for the department. First is the governmental and legislative liaison role to local, state, and federal governments, along with business and labor groups. The second role is as administrative support and clerk for the Board of Appeals.

GOVERNMENTAL AND LEGISLATIVE LIAISON

In the governmental and legislative liaison role, the Governmental Affairs staff works closely with the legislature to provide insight into the world of unemployment compensation and draft and pass legislation that is advantageous to the department and the citizens of Alabama.

In the 2021 Regular Session, ADOL passed HB169 (Act 2021-6), sponsored by Rep. Danny Garrett, relating to and amending the Alabama Surface Mining Act of 1969. The bill updated the definitions, specified who can



The Board of Appeals hears in-person cases at ADOL's Central Office in Montgomery. Pictured from left: James Gordon, Alternate Associate Member; James Webb, Chairman; and Ray Vanschoubroek, Associate Member.



HEARINGS & APPEALS

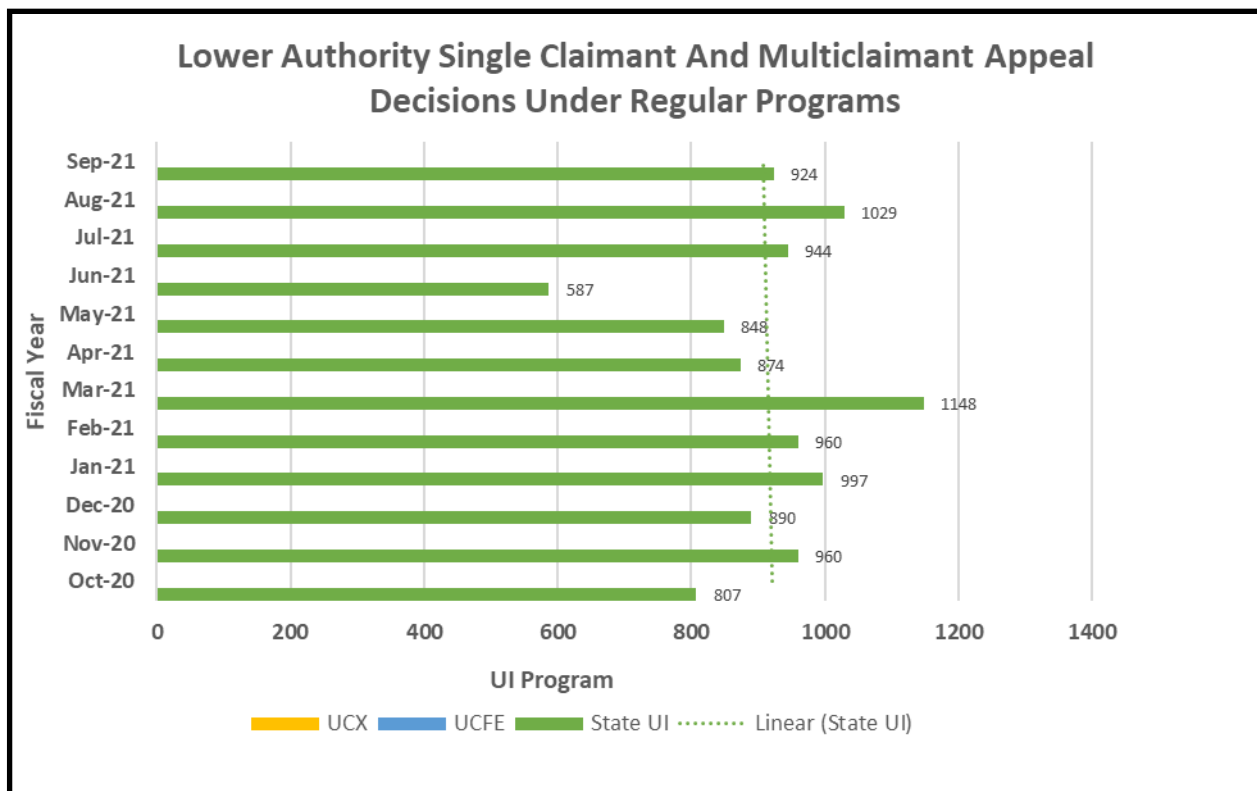
DIRECTOR
VENESSA WATKINS

The Alabama Department of Labor Hearings and Appeals Division conducts quasi-judicial hearings on contested determinations on unemployment insurance claims. FY2021 for the division began much like it ended in the previous year with an extraordinary number of appeals being filed in response to the overwhelming number of claims for unemployment insurance benefits caused by COVID-19. More than 52,701 appeal requests were received in the first six months of the fiscal

year. The data does not include appeals on claims filed on special programs. The division is staffed with 10 hearing officers and 18 support personnel. In efforts to reduce the backlog of appeal requests, the staff has worked overtime hours during non-business hours on weekdays and weekends.

According to data provided by ADOL Labor Market Division, there were 10,968 appeal decisions issued between October 2020 and September 2021 on claims for regular state unemployment insurance, unemployment compensation for federal employees, and unemployment compensation for ex-service members. Of the 10,968 appeal decisions, the data shows 61% of appeals were filed by employers and 39% were filed by claimants. The hearing officers decided in favor of the employer/appellant on 43% of the decisions, 21% for the claimant/appellant, and affirmed 36% of the determinations of the Unemployment Compensation Division on the claims.

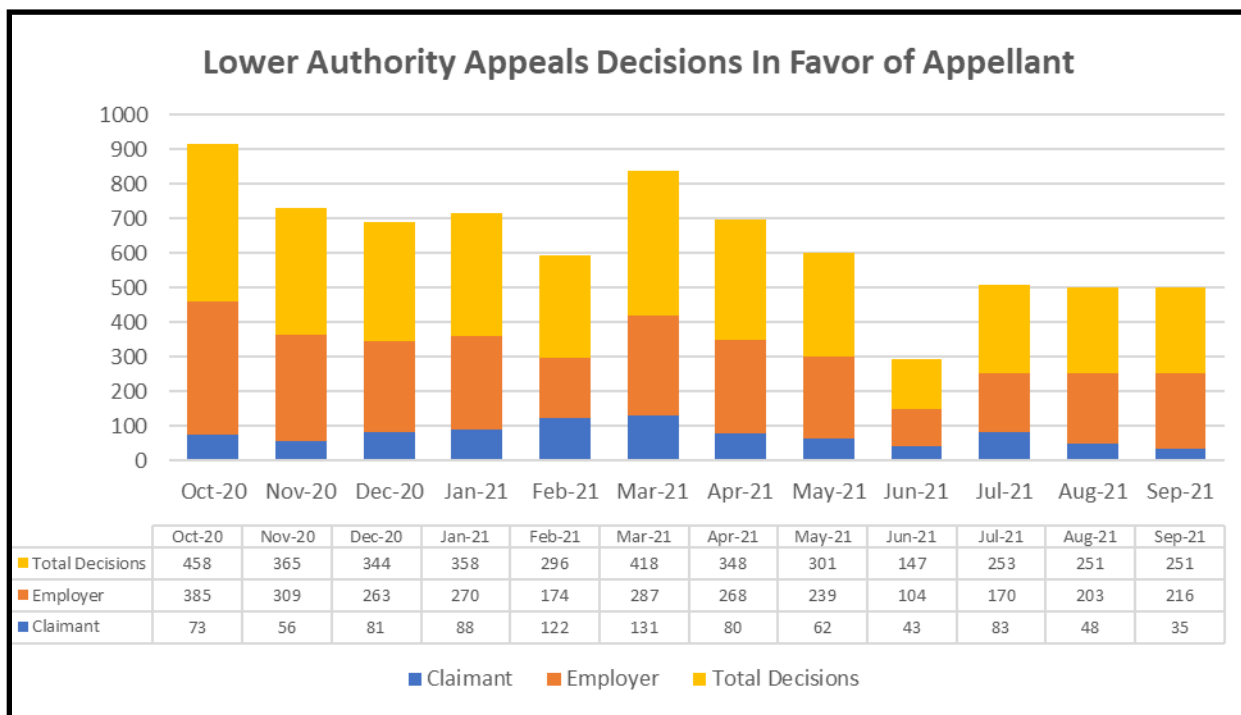
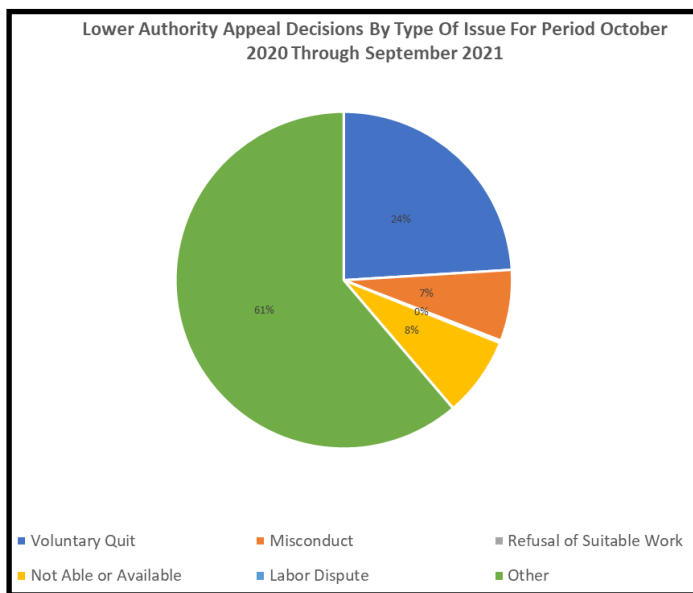
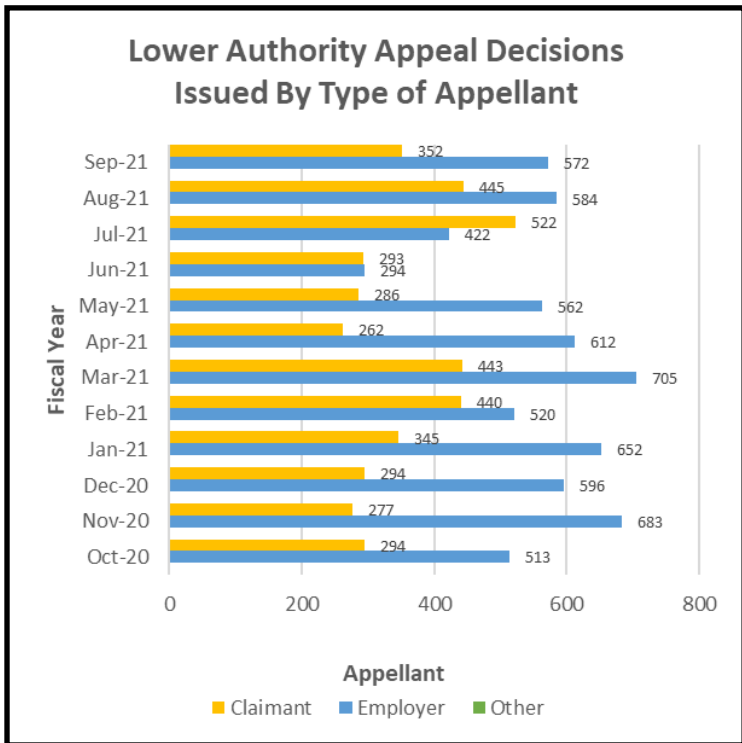
Most of the issues decided during FY2021 fell in the 'other' category for federal reporting purposes. 'Other' is defined as any issue of eligibility not categorized as a voluntary quit, misconduct, refusal of work, able and available, or labor



Data shown is for appeal decisions issued under regular state unemployment insurance (State UI), unemployment compensation for ex-service members (UCX), and unemployment compensation for federal employees (UCFE) programs. Less than 10 appeal decisions were issued under UCX and UCFE programs.

dispute. The 'other' issues could include reporting requirements, monetary determinations, overpayments, and alien status. The data shows 6,718 decisions on 'other' issues, 2634 for voluntary quit, 841 for not able and available, 749 for misconduct, and 26 for refusal of suitable work.

Division staff employed relentless efforts in working to reduce the pending backlog of appeals resulting from the pandemic. However, despite best efforts, there is still much work to be done with limited manpower.





EMPLOYMENT SERVICES

DIRECTOR
STEPHEN SMITH

The Employment Service Division of the Alabama Department of Labor (ADOL) is a core partner in the Workforce Investment and Opportunity Act (WIOA) and cornerstone in Alabama’s Career Center System (ACCS) comprising 55 points of service statewide. Career Centers serve as the gateway to the state’s job and labor markets delivering basic labor exchange services, individualized services to make those with employment barriers job-ready, and training services to jobseekers lacking marketable job skills sought by employers. In FY2020, which ended September 30, 2021, Alabama’s Career Centers registered 146,955 jobseekers with 168,980 customer visits in search of job assistance. During this same period, 6,565 employers posted more than 73,493 job postings representing more than 137,782 job openings.

As a partner in the Alabama Career Center System, ADOL works with other partners to build a customer-friendly system providing jobseekers and employers with a full range of seamless employment and training services. These services may be self-directed by the customer or staff-assisted by employment service professionals in all Career Centers.

Resource areas are in all Career Centers offering customers access to high-speed internet and software designed to aid jobseekers, along with a vast array of resource materials, including the latest labor market information to assist career and job searches and to assist employers in finding a quality skilled workforce. The Alabama Career Center System has remained open and continued to provide services throughout the Covid-19 pandemic. For those who are uncomfortable with in-

person services due to the pandemic, Career Center staff remained available for consultation via phone and email, and coached clients on the use of Alabama Works self-service features. Career Center staff continued professional development through virtual conferences and meetings. They also conducted online résumé and interview workshops, assisted clients with virtual job interviews, and hosted online job fairs and recruiting events for employers.

Two new Employment Service Area Supervisors were named in 2021. Larry Jowers represents Workforce Region 3 and Wendy Collins represents Workforce Region 4.

Marketing efforts driven by ADOL remained robust in 2021, with print, digital media, and billboards used to increase public awareness of Career Center services available to jobseekers and employers, particularly in areas with high unemployment.

Alabama is a proud partner in the American Job Center Network, designed to unify and brand workforce services as part of a single national network, and AlabamaWorks (AW), designed to unify and brand workforce services in Alabama as part of a single state network. The Career Center System and AW brands are part of the AW branding for workforce development in the state.

Jobseekers use AW to post résumés, to search for job openings, and to receive automatic e-mail notification when job requirements match jobseeker skills. More than 28,929 jobseekers posted 32,520 résumés to AW during FY 2020. Employers use AW to post and manage job openings, search for qualified workers, and to receive automatic e-mail notification when job requirements match jobseeker skills.

5 MOST DESIRED RÉSUMÉ OCCUPATIONS	NUMBER
Heavy and Tractor-Trailer Drivers	1,776
Customer Service Representatives	1,462
Helpers – Production Workers	1,338
Team Assemblers	1,010
Office Clerks, General	824

5 MOST COMMON POSTED OCCUPATIONS	NUMBER
Registered Nurses	4,340
First Line Supervisors / Food Prep Workers	2,075
Customer Service Representatives	2,049
Retail Salespersons	2,036
Heavy and Tractor-Trailer Drivers	1,907

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

Empowerment of the users of Alabama's Labor Exchange system to self-direct job and worker searches has opened access to the public labor exchange system, making it truly a customer, demand-driven system. Success in this shift in service delivery is borne out in the numbers of jobseekers and employers served by the system with 33,911 new jobseeker accounts and 1,454 new employer accounts established this year. Automation and streamlining of the delivery of workforce development services continues to position the Alabama Career Center System as the gateway to Alabama's job and labor markets.

For FY2020, more than 29,198 jobseekers who received employment services through the Career Center System remained employed through half of the year representing almost two-thirds (59.62%) of all jobseekers exiting the labor exchange system during this period, and 65.81% were still employed a year after exiting the system with a job.

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.

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

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

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

Staff capacity building, emphasized in WIOA, continued this year with an emphasis on customer service. Staff were provided with the knowledge and skills required to serve jobseekers and employers during the ongoing pandemic.

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

Alabama's RESEA program operates statewide with 34 full-time Career Centers providing designated RESEA services to profiled UI claimants. In FY2020, there were 3,738 RESEA claimants scheduled to visit Career Centers for services with 53.3% or 1,993 completing all services.

BUSINESS CONTACTS

In FY2020, 4,999 promotional business contacts were made by Career Center staff with Alabama employers. The Business Services program has trained Business Service Representatives who focus outreach to both new employers and those not previously using Career Center services to help solve workforce problems. This outreach produced 3,994 new employer accounts, 73,481 successful staff employer services, and 147,462 new and edited job orders.

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

or develop new services to better serve employers. The continued effects of the Covid-19 pandemic have hampered but not eliminated the provision of RESEA or any Career Center services. Arrangements can be made for virtual services.

RAPID RESPONSE

Rapid Response activities provided by Career Center staff support the State's Rapid Response Team in helping the business community and workers affected by layoffs or plant closings in the state. Career Center staff participate in group employee meetings as key members of the State's Rapid Response Team to provide information and direction to dislocated workers relative to Career Center services, including UI registration, job search registration, résumé preparation, online job search, job placement, veteran services, labor market information, and when necessary and appropriate, conduct dedicated on-site job search workshops. The Rapid Response team assisted workers at 17 major closings affecting 2,062 dislocated workers in FY2020.

TRADE ADJUSTMENT ASSISTANCE

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

reemployment resulted in lower wages than those earned in their trade-affected employment, may also be available.

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

In FY2020 the U.S. Department of Labor (USDOL) certified four new TAA petitions in Alabama. Sixty-six adversely affected workers registered to receive services from a Career Center, and 97 received classroom training. RTAA wage subsidies were paid to 41 workers who found employment paying wages lower than previously earned.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

During FY2020, 4,462 Supplemental Nutrition Assistance Program (SNAP) recipients visited a Career Center receiving 25,743 services. These services included: résumé preparation assistance (3,621); labor market assistance (1,578); job referrals (1,608); and referral to WIOA services (1,412). A total of 3,933 SNAP clients entered employment after receiving services.

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

During FY2020, 92 Temporary Assistance for Needy Families (TANF) recipients visited a Career Center receiving 490 services. These services included: résumé preparation assistance (77); labor market assistance (27); job referrals (500); and referral to WIOA services (36). A total of 1,331 TANF clients entered employment after receiving services.

FOREIGN LABOR CERTIFICATION

The Foreign Labor Certification (FLC) Unit of ADOL assists the USDOL, Office of Foreign Labor Certification, to recruit American workers for available jobs, and if there are no American workers, to assist with the conduct of the H-2A Temporary Agricultural Visa Program for nonimmigrant foreign workers. This is done by posting job orders in the state's automated labor exchange with available openings and by conducting agricultural pre-occupancy housing inspections for the workers who do not live within commuting distance of the work site. In the most recent year, ADOL received 68 new intrastate job orders identified as H-2A, representing 1,660 workers. In response, FLC staff

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.

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

FLC works directly with the employer, his agent, or attorney 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, serving a customer service role responding to employer inquiries and dissemination of comprehensive information concerning the program and guidance in the filing process. In the most recent year ADOL received 139 new intrastate job orders identified as H-2B, representing 3,436 job openings.

WORK OPPORTUNITY TAX CREDIT

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



Alabama WOTC issued 37,470 certifications from January 1 through November 20, 2021. This represents a potential tax savings of at least \$93,021,800 for Alabama employers.

WOTC continues to work with the Social Security Administration (SSA) to verify the qualifications of both supplemental security income and ticket-to-work program on applications with these targeted WOTC groups. WOTC works with the Alabama Department of Human Resources to verify the qualifications of for applicants who received their SNAP/TANF benefits in the State of Alabama, the criminal justice system, and the Alabama Department of Rehabilitation Services for applicants placed in jobs through the Alabama Vocational Rehabilitation Services.

Alabama WOTC continues efforts to eliminate the need for “hard-copy” applications by providing encouragement and direction for filing electronically. Those who take advantage of filing electronically have the added benefit of monitoring their decisions online, as well as uploading both supporting documentation and appeals. This eliminates the cost of mailing decisions in the traditional manner. Alabama WOTC received 110,427 applications from January 1 through November 20, 2021. Of these applications, Alabama WOTC only received 956 print applications. Currently more than 99% of all certificates received were submitted using electronic filing.

The Work Opportunity Tax Credit program is authorized until December 31, 2025 (Section 113 of Division EE of P.L. 116-260 – Consolidated Appropriations Act, 2021).

VETERAN SERVICES

Alabama Career Centers provide veterans with priority in all services and training provided by the Alabama Career Center System and Alabama Department of Labor. The Alabama Works application offers self-service features and the convenience of access by internet to provide job matching and many other services. Nevertheless, nearly half of registered veterans also took advantage of personal assistance offered by Career Specialists, Local Veterans Employment Representatives, and partnership agencies located at local Career Centers. The Alabama Career Center System provided a total of 5,637 services to the state’s veterans last year. Career Center staff provided 1,159 basic services and 1,142 individualized services.

The Alabama Department of Labor continues to implement



Veteran support staff attended training at the Trussville Civic Center in September. Training topics included Providing Services to the Justice Involved Client, Federally Funded Programs to Promote the Hiring of Veterans, and Tips on How to Best Use LinkedIn.



The Mobile Career Center veteran staff participated in Alabama's 16th Annual Blue Star Salute & Armed Forces Day in May. Memorial events were held throughout the day at USS Alabama Battleship Memorial Park to honor Alabama's fallen heroes.

Jobs for Veterans State Grant (JVSG) provisions, which directs 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. JVSG staff provided individualized services to veterans with significant barriers to employment at an annual average rate of 100%.

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.

These specialists, funded under the JVSG grant, guide veterans into vocational training or to develop employment opportunities. Individualized services provided by DVOP specialists include career coaching, assistance to locate and apply for supportive services, and personalized assistance in navigating today's complex and challenging job market. Additionally, DVOP specialists provide guidance on applying for veterans' benefits, referrals to supportive services, job training, and information about their employment and reemployment rights. 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.

Last year, DVOP specialists counseled approximately 828 veterans with significant barriers to employment due to military service-connected disabilities and provided them employment services and career counseling.

The JVSG grant provides that Local Veterans Employment Representatives (LVER) will promote the Veterans Services Program to employers as well as conduct job development activities and workshops to assist veterans in finding employment and encouraging the hiring of veterans. The 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. The LVERs are assigned to the Business Services Teams at Alabama Career Centers as veterans employment advocates to locate potential employment opportunities and encourage employers to offer veterans priority consideration for their job openings. LVERs also work with DVOP specialists to explore job development opportunities for their clients.

Partnerships to Serve Veterans

Alabama Career Centers collaborate with colleges, universities, and trade schools, to coordinate job fairs and career expositions, including events held at military installations and National Guard armories. These intensive efforts make an important difference for recently separated military veterans and veterans returning from deployment. Other community partnerships developed by the Alabama Career Center System and the Alabama Department of Labor include homeless veterans stand-down events in Mobile, Birmingham, and several rural areas. LVERs and DVOPs served 12 homeless veterans in Alabama in 2021, down from 202 the previous year. JVSG staff provided job search services, individualized services under a strategy of case management, and through innovative partnerships with local agencies and community organizations, assisted in finding employment for homeless veterans.

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

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

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

HIRE Vets Medallion Program Awards

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

For each award, the employer must satisfy a set of criteria. The criterion for recognition varies by level and employer size. ADOL, Governor Kay Ivey, and JVSG staff promote the program to employers and encourage them to apply. In 2021 there were 37 HIRE Vets Medallion Awardees in Alabama (20 Gold, 17 Platinum), up from 25 awardees in 2020. The 2021 awardees were:

DECATUR

Early Services, Inc. - Gold
LOGC2 Inc. - Platinum
Magnolia River Services Inc - Gold

ENTERPRISE

Navigator Development Group Inc. - Platinum

HUNTSVILLE

Summit 7 Systems, Inc. - Gold
Simulation Technologies, Inc. (SimTech) - Gold
PPT Solutions, Inc. - Gold
Cintel Inc. - Gold
Mb Solutions, Inc. - Platinum
Canvas Inc. - Gold
nou Systems, Inc. - Gold
Sentar, Inc. - Gold
Still Serving Veterans - Gold
Aetos Systems - Gold
HigherEchelon, Inc. - Platinum
IronMountain Solutions, Inc. - Platinum
R2C Inc. - Platinum
PeopleTec, Inc. - Platinum
DEFTEC Corporation - Gold
System Studies and Simulation Inc. (S3) - Platinum
Intuitive Research and Technology Corporation - Platinum



Offset Strategic Services, LLC - Platinum
Bevilacqua Research Corporation - Platinum
ACW Electric, LLC - Gold
Navigator International LLC - Platinum
Systems Products and Solutions, Inc. - Gold
Qualis Corporation - Platinum
Shearer & Associates, Inc. - Platinum
BlueHalo, LLC - Platinum
Integration Innovation Inc. (i3) - Gold

MOBILE

Supreme Insulated Panels Systems, LLC - Gold
Community Security Services, LLC - Platinum

MONTGOMERY

Heptagon Information Technology, LLC - Platinum
Caddell Construction Co. (DE), LLC - Gold

OWENS CROSS ROADS

GEBC, LLC - Gold

PHENIX CITY

Ernest C. Coleman (E L Blake Inc.) - Gold

VESTAVIA

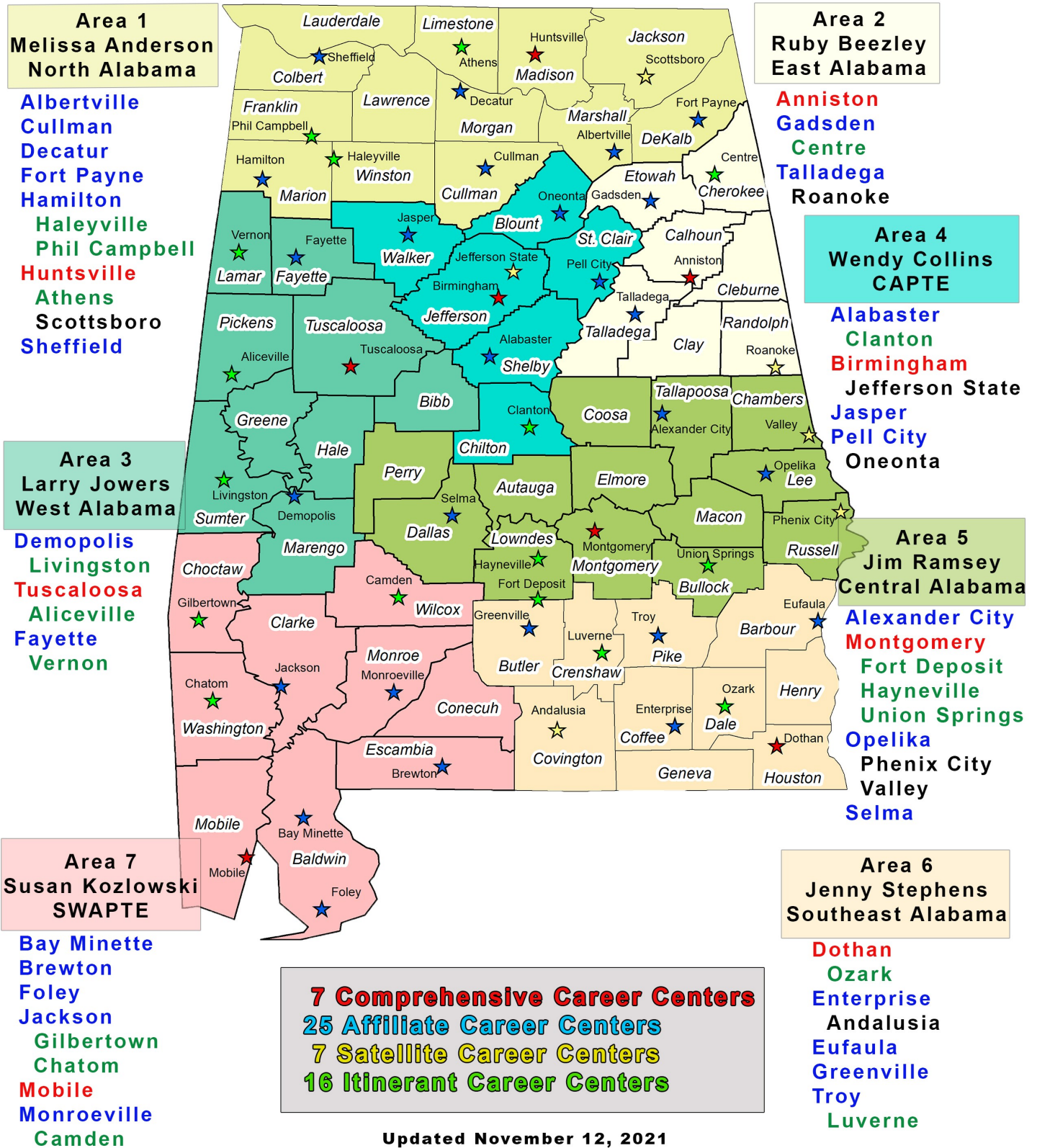
Rasmussen Law Firm, LLC (KR Law) - Gold

Alabama Veteran Performance Incentive Awards

The Alabama Veteran Performance Incentive Awards are presented annually to Alabama Department of Labor Career Center employees for going above and beyond in their service to veterans. This year the awards totaled \$26,963.00 and the winners were: Phillip Michael Warren, Kerry Cornelius, Selena Ricks, Eric Marshall, Patrick Shane Bright, Kristi Mitchell, and the Foley Career Center. Their services range from working on the Veteran Affairs Committee of the local Chamber of Commerce to partnering with the Alabama Office of Apprenticeship to build a gunsmithing program and develop apprenticeships for CAD operators and machinists.

Alabama Career Center System

Area Supervisors



Alabaster Affiliate Career Center 8524**Tara Seaborn****Monday thru Friday 8:00 – 5:00**

Alabaster@alcc.alabama.gov

109 Plaza Circle

Alabaster AL 35007

Phone: (205) 663-2542 FAX: (205) 664-9229

Albertville Affiliate Career Center 8503**Sheila Carnes****Monday thru Friday 7:45 - 4:45**

Albertville@alcc.alabama.gov

5920 U S Highway 431 North

Albertville AL 35950

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

Alexander City Affiliate Career Center 8505**Julie Wood****Monday thru Friday 7:45 – 4:45**

AlexanderCity@alcc.alabama.gov

1375 Jr. College Drive

Alexander City AL 35010

Phone: (256) 414-6146 FAX: (256) 414-6147

Aliceville Career Center Itinerate Point 7543**Tracie Bates****Operating Days & Hours (TBD)**

Tuscaloosa@alcc.alabama.gov

416 Third Avenue, NE

Aliceville AL 35442

Phone: (205) 758-7591 ext.859816 FAX: (205) 758-1925

Andalusia Satellite Career Center 7538**Robyn Stinson****Monday thru Friday 8:00 – 4:30**

Enterprise@alcc.alabama.gov

212 S 3 Notch Street

Andalusia AL 36420

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

Anniston Comprehensive Career Center 8510**Shari Vickers****Monday thru Friday 8:00 – 5:00**

Anniston@alcc.alabama.gov

1731 Coleman Road

Anniston AL 36207

Phone: (256) 832-0147 FAX: (256) 832-1183

Athens Career Center Itinerate Point 7530**Mike Fowler****Tuesday 8:00 - 4:45**

Huntsville@alcc.alabama.gov

406 South Jefferson Street

Athens AL 35611

Phone: (256) 230-0880 FAX: (256) 230-0848

Bay Minette Affiliate Career Center 8512**Vivian Havel****Monday thru Friday 7:30 – 4:30**

BayMinette@alcc.alabama.gov

201 Faulkner Drive

Bay Minette AL 36507

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

Birmingham Comprehensive Career Center 8522**Yvette Fields****Monday thru Friday 8:00 – 5:00**

Birmingham@alcc.alabama.gov

3216 4th Avenue South

Birmingham AL 35222

Phone: (205) 582-5211 FAX: (205) 582-5211

Brewton Affiliate Career Center 8523**Angie Kelley****Monday thru Friday 8:00 – 5:00**

Brewton@alcc.alabama.gov

1023 Douglas Avenue Suite 314

Brewton AL 36426

Phone: (251) 867-4376 FAX: (251) 867-5798

Camden Career Center Itinerate Point 7588**Shirley Salter****Tuesdays 9:00 – 3:00**

Monroeville@alcc.alabama.gov

223-A Claiborne Street

Camden AL 36726

Phone: (334) 682-6366 FAX: (334) 682-4097

Centre Career Center Itinerate Point 7582**Katrina Herring****Tuesday & Friday, 9:00 – 4:00**

Gadsden@alcc.alabama.gov

310 Mary Street

Centre AL 35960

Phone: (256) 927-5838 FAX: (256) 927-2800

Chatom Career Center Itinerate Point 7540**Beverly Walker****Tuesday 9:00 – 3:00**

Jackson@alcc.alabama.gov

14102 St. Stephens Avenue

Chatom AL 36518

Phone: (251) 847-2098 FAX: (251) 847-2098

Clanton Career Center Itinerant Point 7596**Tara Seaborn****1st and 3rd Thursday 9:00 – 4:00**

Alabaster@alcc.alabama.gov

324 Health Center Drive

Clanton AL 35045

Phone: (205) 663-2542 FAX: (205) 664-9229

Cullman Affiliate Career Center 8527**Billy Dussett****Monday thru Friday 7:30 – 4:30**

Cullman@alcc.alabama.gov

1201 Katherine Street Northwest

Cullman AL 35055

Phone: (256) 734-5580 FAX: (256) 734-6460

Decatur Affiliate Career Center 8530**Timothy Simpson****Monday thru Friday 7:45 – 4:45**

Decatur@alcc.alabama.gov

1819 Bassett Avenue SE

Decatur AL 35601

Phone: (256) 355-0142 FAX: (256) 355-0174

Demopolis Affiliate Career Center 8531**Scarlet Pearce****Monday thru Friday 7:30 – 4:30**

Demopolis@alcc.alabama.gov

1074 Bailey Drive

Demopolis AL 36732

Phone: (334) 289-0202 FAX: (334) 289-80 24

Gadsden Affiliate Career Center 8550**Katrina Herring****Monday thru Friday 8:00 – 5:00**

Gadsden@alcc.alabama.gov

216 North 5th Street

Gadsden AL 35901

Phone: (256) 546-4667 FAX: (256) 546-6603

Dothan Comprehensive Career Center 8533**Cara Reeves****Monday thru Friday 7:30 – 4:30**

Dothan@alcc.alabama.gov

787 Ross Clark Circle

Dothan AL 36303

Phone: (334) 792-2121 FAX: (334) 792-2124

Gilbertown Career Center Itinerate Point 7559**Beverly Walker****Wednesday 9:00 - 3:00**

jackson@alcc.alabama.gov

251 College Street

Gilbertown AL 36908

Phone: (251) 843-5265 FAX: (251) 843-2420

Enterprise Affiliate Career Center 8538**Robyn Stinson****Monday thru Friday 7:30 – 4:30**

Enterprise@alcc.alabama.gov

2021 Boll Weevil Circle

Enterprise AL 36330

Phone: (334) 347-0044 FAX: (334) 393-0958

Greenville Affiliate Career Center 8551**Tara Jones****Monday thru Friday 8:00 – 4:30**

Greenville@alcc.alabama.gov

117 West Commerce Street

Greenville AL 36037

Phone: (334) 382-3128 FAX: (334) 382-9066

Eufaula Affiliate Career Center 8539**Linda Williams****Monday thru Friday 7:30 – 4:30**

Eufaula@alcc.alabama.gov

122 Paul Lee Pkwy

Eufaula AL 36027

Phone: (334) 687-3551 FAX: (334) 687-9964

Haleyville Career Center Itinerate Point 7552**Alissa Brown****1st and 3rd Monday 8:00 - 4:30**

Hamilton@alcc.alabama.gov

2010 9th Avenue North

Haleyville AL 35565

Phone: (205) 486-4154 FAX: (205) 486-4157

Fayette Affiliate Career Center 7555**Sharron M. Owens****Monday thru Friday 8:00 – 5:00**

Fayette@alcc.alabama.gov

2631 Temple Avenue N, Tom Bevill Center Room B-37

Fayette AL 35555

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

Hamilton Affiliate Career Center 8552**Alissa Brown****Monday thru Friday 7:30 – 4:30**

Hamilton@alcc.alabama.gov

1481 Military Street South

Hamilton AL 35570

Phone: (205) 921-5672 FAX: (205) 921-1127

Foley Affiliate Career Center 8545**Jennifer Dean****Monday thru Friday 7:30 – 4:30**

Foley@alcc.alabama.gov

200 West Michigan Avenue

Foley AL 36535

Phone: (251) 943-1575 FAX: (251) 943-8867

Hayneville Career Center Itinerate Point 7550**Haley Reynolds****1st and 3rd Thursday 8:00 – 4:00**

Montgomery@alcc.alabama.gov

Family Guidance Center

Hayneville AL 36040

Phone: (334) 548-6307 FAX: (334) 288-72 86

Fort Deposit Career Center Itinerate Point 7551**Haley Reynolds****1st and 3rd Wednesday 8:00 – 4:00**

Montgomery@alcc.alabama.gov

Public Library

Fort Deposit AL 36032

Phone: (334) 404-4400 FAX: (334) 382-9066

Huntsville Comprehensive Career Center 8556**Mike Fowler****Monday thru Friday 7:45 – 4:45**

Huntsville@alcc.alabama.gov

2535 Sparkman Drive NW

Huntsville AL 35810

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

Fort Payne Affiliate Career Center 8547**Emily LeRoy****Monday thru Friday 7:45 – 4:45**

FortPayne@alcc.alabama.gov

2100 Jordan Road SW

Fort Payne AL 35968

Phone: (256) 845-2900 FAX: (256) 845-5139

Jackson Affiliate Career Center 8558**Beverly Walker****Monday thru Friday 7:30– 4:30**

Jackson@alcc.alabama.gov

205 Walker Springs Road

Jackson AL 36545

Phone: (251) 246-2453 FAX: (251) 246-4797

Jasper Affiliate Career Center 8561**Alicia Anderson****Monday thru Friday 8:00 – 4:30**

Jasper@alcc.alabama.gov

2604 Viking Drive

Jasper AL 35501

Phone: (205) 221-2576 FAX: (205) 221-4595

Opelika Affiliate Career Center 8574**Peggy Bridges****Monday thru Friday 8:00 – 5:00**

Opelika@alcc.alabama.gov

2300 Frederick Road

Opelika AL 36801

Phone: (334) 749-5065 FAX: (334) 749-5031

Jefferson State Satellite Career Center 7562**Kenneth King**

Birmingham@alcc.alabama.gov

2601 Carson Road

Birmingham AL 35215

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

Ozark Career Center Itinerate Point 7533**Cara Reeves****Thursday 1:00 - 4:00**

Dothan@alcc.alabama.gov

3269 South Highway 231

Ozark AL 36360

Phone: (334) 443-2000 FAX: (334) 733-0205

Livingston Career Center Itinerate Point 7531**Scarlet Pearce****Thursday, 8:00 - 4:00**

Demopolis@alcc.alabama.gov

University of West Alabama, Kelly Land Hall

Livingston AL 35470

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

Pell City Affiliate Career Center 8516**Patrick Fletcher****Monday thru Friday 8:00 – 5:00**

PellCity@alcc.alabama.gov

311 Miles Parkway

Pell City AL 35125

Phone: (205) 338-5440 FAX: (205) 338-5443

Luverne Career Center Itinerate Point 7595**Rachel Gregory****Tuesday 8:00 – 4:00**

Troy@alcc.alabama.gov

886 Glenwood Road

Luverne AL 36049

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

Phenix City Satellite Career Center 7575**Kristin Garfield****Monday thru Friday 7:45 – 4:45**

PhenixCity@alcc.alabama.gov

2602 College Dr. Brassell Hall, C Building, Rm 132

Phenix City AL 36869

Phone: (334) 214-4828 FAX: (334) 214-4826

Mobile Comprehensive Career Center 8568**Derrick Turner****Monday thru Friday 8:00 – 5:00**

Mobile@alcc.alabama.gov

515 Springhill Plaza Court

Mobile AL 36608

Phone: (251) 461-4146 FAX: (251) 461-4443

Phil Campbell Career Center Itinerate Point 7553**Alissa Brown****1st Wednesday 8:00 – 4:30**

Hamilton@alcc.alabama.gov

2080 College Rd

Phil Campbell AL 35581

Phone: (256) 331-6285

Monroeville Affiliate Career Center 7558**Shirley Salter****Monday thru Friday 7:30 – 4:30**

Monroeville@alcc.alabama.gov

2119 Highway 21 Bypass, Suite 100

Monroeville AL 36460

Phone: (251) 575-3894 FAX: (251) 575-3351

Roanoke Satellite Career Center 7574**Rhonda Walker****Monday thru Friday 8:00 – 4:30**

Roanoke@alcc.alabama.gov

3928 Highway 431

Roanoke AL 36274

Phone: (256) 414-6200 FAX: (256) 414-6201

Montgomery Comprehensive Career Center 8570**Haley Reynolds****Monday thru Friday 7:45 – 4:45**

Montgomery@alcc.alabama.gov

1060 East South Boulevard

Montgomery AL 36116

Phone: (334) 286-1746 FAX: (334) 288-7286

Scottsboro Satellite Career Center 7556**Jeff Helton****Monday thru Friday 8:00 – 5:00**

Scottsboro@alcc.alabama.gov

23123 John T. Reid Parkway

Scottsboro AL 35769

Phone: (256) 672-6030 FAX: (256) 672-6040

Oneonta Affiliate Career Center 7563**Pat Fletcher****Monday thru Friday 8:00 – 5:00**

Oneonta@alcc.alabama.gov

728 2nd Ave E, Suite B

Oneonta AL 35121

Phone: (205) 687-9140 FAX: (205) 687-9141

Selma Affiliate Career Center 8588**Clifford Hunter****Monday thru Friday 8:00 – 5:00**

Selma@alcc.alabama.gov

1112 Water Avenue

Selma AL 36703

Phone: (334) 872-0471 FAX: (334) 872-4355

Sheffield Affiliate Career Center 8590

Johnny Corbin

Monday thru Friday 7:45 – 4:45

Sheffield@alcc.alabama.gov

500 South Montgomery Avenue Suite 102

Sheffield AL 35660

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

Talladega Affiliate Career Center 8593

Angelia Todd

Monday thru Friday 8:00 – 4:45

Talladega@alcc.alabama.gov

1005 South Street East

Talladega AL 35160

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

Troy Affiliate Career Center 8595

Rachel Gregory

Monday thru Friday 7:30 – 4:30

Troy@alcc.alabama.gov

1023 South Brundidge Street

Troy AL 36081

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

Tuscaloosa Comprehensive Career Center 8598

Jamie Campbell

Monday thru Friday 7:45 – 4:45

Tuscaloosa@alcc.alabama.gov

202 Skyland Drive

Tuscaloosa AL 35405

Phone: (205) 758-7591 FAX: (205) 758-1925

Union Springs Career Center Itinerate Point 7570

Haley Reynolds

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

montgomery@alcc.alabama.gov

313 Martin Luther King Blvd

Union Springs AL 36089

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

Valley Satellite Career Center 7576

Ronicka Flournoy

Monday thru Friday 8:00 – 4:30

Opelika@alcc.alabama.gov

321 Fob James Drive

Valley AL 36854

Phone: (334) 756-0024 FAX: (334) 756-0026

Vernon Career Center Itinerate Point 7554

Kayla Christian

Every Tuesday 8:30 – 5:00

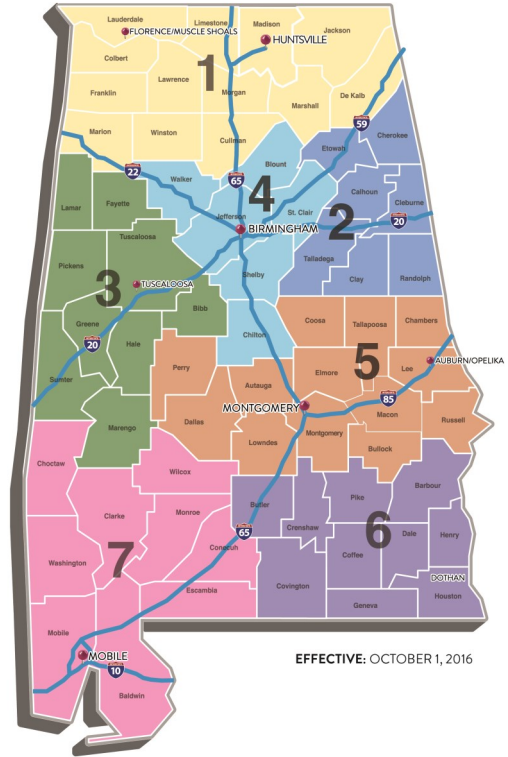
Fayette@alcc.alabama.gov

44425 Alabama Highway 17

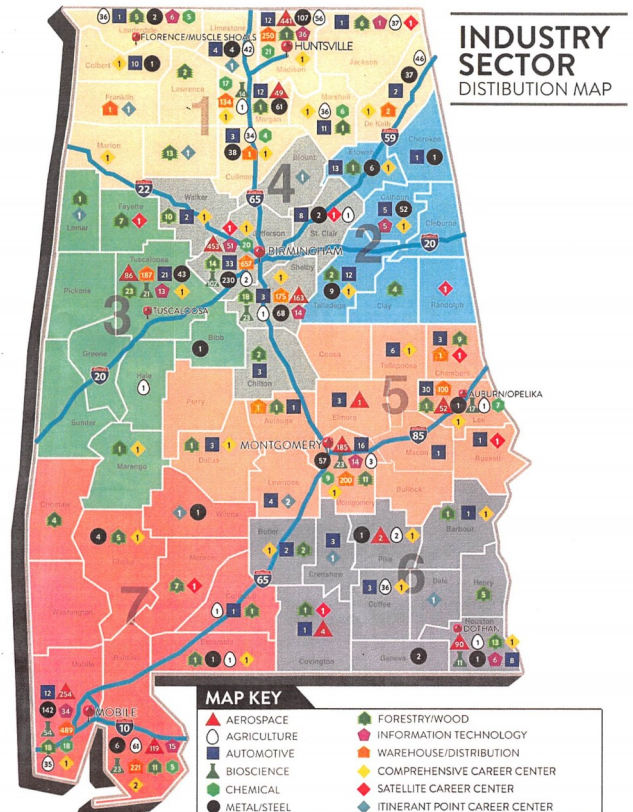
Vernon AL 35592

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

REGIONAL WORKFORCE COUNCILS



EFFECTIVE: OCTOBER 1, 2016





UNEMPLOYMENT COMPENSATION

DIRECTOR
THOMAS DANIEL

QUALITY ASSURANCE

(Fiscal Year 10-1-2020 / 09-30-2021)

Based on the Benefit Accuracy Measurement (BAM) Annual Letter of Determination from the Regional Office, Alabama met or exceeded requirements in the following areas:

- (1) Methods and Procedures Review, which reviews four main components of the State Workforce Agency: organization, authority, written procedures, and forms.
- (2) Investigative procedures, 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 QA denials and the 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 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 each of the following types: monetary denials, separation denials, and non-separation denials) each year. Quality Assurance (QA) was on the path to exceed the requirements for a number of cases selected for review for paid and denied claims, but due to COVID-19 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 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 78.56% in 60 days and 95.19% in 90 days. Mean completion time for the 499 selected cases was 45 days. Due to the USDOL granted waiver, no denied claims were pulled or audited.

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

In 2020, the only non-compliance issue was the comparison report for denials. ADOL did not meet the acceptable variation limits between the number of QA denials and the 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 2021. 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 extract files as needed from the modernized system to correct the non-compliance issue.

While no denied claims were selected, Quality Assurance staff assisted the UC Division in taking inquiry calls to assist claimants and performing fact finding and adjudication of separation and non-separation issues. Quality Assurance staff has continued to assist the UC Division in these endeavors after the selection of denied claims were resumed.

BENEFIT OPERATIONS

Benefit Payment Control

Alabama has participated in the Unemployment Compensation (UC) Treasury Offset Program since 2012. In 2021, \$2,132,431.59 was intercepted and applied to UC overpayments. Since participation in the Treasury Offset Program in 2012, Alabama has recovered \$47,190,493.65 in outstanding UC overpayments. Alabama recovered \$488,536.73 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, 2021, \$22,365.42 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, 2021, \$854,926.65 of the outstanding interest assessed has been collected.

There were zero warrants filed and two prosecutions won.

For 4th quarter 2020 through 3rd quarter 2021, our special investigators and Internal Security Section identified 38,722 fraudulent ID claims and 13,338 claims that were either denied or withdrew claims to prevent payment.

Special Programs

During the FY2021, nine companies certified for Trade Adjustment Assistance in Alabama.

At the end of 2021, there were 108 participants in the ATAA/RTAA programs and 427 participants in TAA-funded training.

At the end of 2021, there were 322 participants in TAA funded training.

Hurricane Sally hit the state on September 14, 2020. President Donald Trump declared a major disaster in Baldwin, Escambia, and Mobile Counties on September 20, 2020. The first Disaster Unemployment Assistance (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. The total amount of expenditures for DUA benefits and administrative costs were added to this report since the last payable week for

DUA benefits was March 27, 2021.

Benefit Services

The Combined Wage Unit and the Federal Programs Unit are continuing to assist the Netacent group with the configuration of a new UI system that went live in January 2020. They are working through malfunctions and needed enhancements by providing information which includes employees’ daily work tasks that require use of the ICON and Datastation Systems. In addition, the Combined Wage Unit (CWU) was able to increase staffing to assist in the review of potential fraudulent regular, PEUC, and PUA claims filed in Alabama. The CWU staff has been successful entering potential fraud alerts into NASWA’s IDH system application so that other states may use this information to query their state for potential fraud.

Systematic Alien Verification for Entitlements Program

From October 1, 2020, through June 19, 2021, 5,541 alien issues were established resulting from the Covid-19 Pandemic. The agency has implemented overtime for staff to mitigate this influx and backlog of claims and to successfully pay needed benefits to eligible claimants.

UC Technical Services

The UC Technical Services Section continued to play a central and vital role in providing support and liaison services to most all the divisions of the Alabama Department of Labor. Multiple projects, initiatives, and mandates were completed through joint coordination efforts originating out of the section. The section supported the needs and goals of multiple divisions or lines of business, including the divisions of Benefits, Tax, Appeals, Board of Appeals, Legal, Employment Services, Labor Market Information, Information Technology, Internal Security, Finance, and Communications.

During the year, UC Technical Services continued to work closely with the UC system vendor to prioritize and manage issues within a still-new system of record for UC claims administration, as well as multiple necessary change and new enhancement requests. Included in required new development initiatives were changes needed for the administration of the Coronavirus Aid, Relief and Economic Security (CARES) Act programs, program extensions, and (ultimately) the ending of these programs. This included deep study of the related UIPLs and proper interpretation to help guide system development



specifications and the notification of staff and the public at large of the rapidly changing requirements for proper administration. The section continues to monitor Unemployment Insurance Program Letters (UIPLs) for any new guidance with follow-up requirements as the programs have ended. Currently, UC Technical Services is leading the efforts to comply with all requests for a CARES Act audit mandated by the United States Department of Labor (USDOL) and includes an activity and quality assessment of all related benefit programs as follows: PUA-Pandemic Unemployment Assistance, PEUC-Pandemic Emergency Unemployment Compensation, FPUC-Federal Pandemic Unemployment Compensation, LWA-Lost Wages Assistance, and MEUC- Mixed Earners Unemployment Compensation.

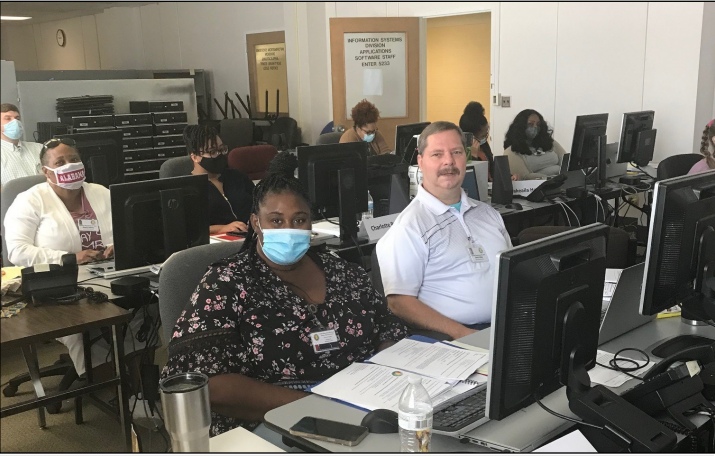
In an ongoing effort to improve the overall claimant experience and equity of access, and to reduce inquiry backlogs, UC Technical Services initiated and developed, in coordination with in-house Information Technology staff, a new online claimant inquiry portal. In this portal, claimants can upload requested documents and/or submit inquiry questions for review by seasoned staff members. This portal restructured and streamlined the UC inquiry email process resulting in more efficient processes and a reduced backlog.

In August 2021, ADOL hired nine new inquiry staff. UC Technical Services conducted training for these new employees over a period of four weeks to include claims taking and inquiry functions. These new staff will relieve seasoned staff to re-focus efforts to the adjudication backlog. Over time, these employees will also be trained by UC Technical Services to assist with adjudication.

Meanwhile, the section joined all other available sections in the Benefits Division to allocate time and individual seasoned staff members to address the backlog queues.

UC Technical Services further continued its responsibilities and roles in the areas of technical writing and federal monitoring and reporting. The section develops the annual State Quality Service Plan (SQSP) to include any required corrective action plans (CAPs) as needed to reach USDOL mandated performance goals, monitoring plans, and ultimately ensuring the timely completion of plan milestones. Beginning FY2022, Supplemental Budget Requests (SBRs) returned to bolster UC base and above-base funding, requiring the writing of grant applications and 9,178 quarterly updates. These applications require lengthy research and thorough planning to be approved. The success of these grants significantly affects the funding available to the agency. Additionally, UC Technical Services completes the quarterly federal mandated Benefit Timeliness and Quality of UC claims (BTQ) review and Program Data Validation exercises and associated reports.

During FY2020, UC Technical Services joined the executive-level roundtable discussion groups to help plan and then carry out activities during the fluid environment caused by the COVID-19 pandemic and resulting massive surge of UC claims. Early on, system programming priorities shifted as a necessary response to the presence of unprecedented unemployment fraud seen across the nation as claims for jobless benefits reached all-time levels. In the effort to combat UC fraud, the agency implemented multiple system programming controls to identify and reduce fraud and abuse. The section staff were critical in the coordination, planning, and testing efforts to implement such system controls.



UC training class at ADOL's Central Office in August 2021.

Throughout the year, UC Technical Services continued their role in this group, working directly with the leadership in multiple divisions to interpret all new federal legislation and guidelines issued affecting unemployment programs. These planning sessions include in-depth discussions with the legal team, division leadership, and executive management to determine proper adjudication procedures for new and controversial legislation impacting UC administration. As the year closes out, UC Technical Services is heavily involved in the latest of these discussions regarding federally mandated Covid-19 vaccination legislation. The agency must prepare and respond to ensure the determination of resulting UC claims are properly made with respect to any new lawful rights of both claimants and employers.

CALL CENTER OPERATIONS

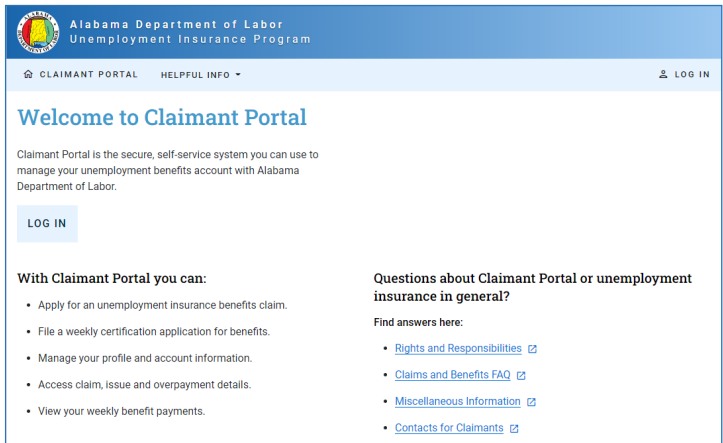
Call Center Operations is a section in the Unemployment Compensation Division that once consisted of the Montgomery Call Center, the Birmingham Adjudication Center, and an administrative unit at ADOL's Central Office location in Montgomery. Given the strong economy and steady drops in the unemployment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

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

This past year has brought about many challenges which resulted in the Call Center having to outsource the claims-taking process to a third-party vendor. In June 2021, an online portal was implemented to allow claimants to request or provide information regarding their unemployment claim. This portal allowed the claimants to upload documents for review. The call center also hired 10 new employees to assist with the high volume of inquiry calls, email, and portal requests.

Since the pandemic began, the adjudication process has suffered under the volume of new claims filed, inquiries about those claims, and inquiries about existing claims.

Fact-finding staff were assigned approximately 892 issues between March 2020 and September 30, 2020, and of those, 891 issues were researched leaving one issue unresolved.



For the fiscal year beginning October 2020 and ending September 30, 2021, fact-finding was completed on 6,869 issues and 6,853 were adjudicated for a total of 13,722 issues. Fact-finding staff also handled approximately 2,340 separation issues and adjudicated 2,333 for a total of 4,673 issues. Cumulatively, the adjudication unit, from October 1, 2020, until September 30, 2021, has handled approximately 17,108 separation and non-separation issues. 1,400,828 non-separation issues remain.

TAX OPERATIONS

The balance of the Unemployment Compensation Trust Fund was in good standing FY2021 despite unprecedented numbers of unemployment claims due to additional funding from the federal government. The balance of the trust fund as of September 30, 2021, was \$594,845,755.00.

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. The division continues to work closely with Netacent, the mainframe system provider, to develop programs and processes that will completely modernize the way the agency does business. Despite numerous challenges due to the pandemic and a new mainframe system, there were many successes. Some accomplishments for the fiscal year:

- The division processed 4,558 online automated adjustments to employer accounts. Bulk Filers (ADP, Paychex, etc.) submitted 1,469 online adjustments bringing the combined total only adjustments to 6,027.

- Audits/Delinquency Control deposited a total of \$264,661,611.00 for the period of October 1, 2020, through September 30, 2021.
- Quarterly tax returns processed totaled 381,126.
- Programming by Netacent was partially completed to allow processing of employer billing statements, covering employers who hadn't filed quarterly wage reports.
- During the fiscal year, 13,512 new employers accounts were assigned; of that total, 92% were applied for via online registration. Four hundred and ninety-eight successor accounts were assigned; of that total 67% were applied for online. Additionally, 7,129 address/name changes were entered, 28% via the online system.
- The beginning balance of appeal hearings for this fiscal year equaled four pending cases, an additional 12 appeals requests were received. Disposition of these cases are as follows:
 1. Two cases were affirmed
 2. Zero cases were overturned
 3. Eight cases were withdrawn
 4. One case was settled
 5. Five cases remain pending a hearing
- Audits/Delinquency Control staff audited hundreds of employer accounts to validate credits in 2015, 2016, 2017, and 2018 to ensure the validity of account balances.
- Record numbers of telephone calls from claimants and emails sent through the Tax Fraud Hotline continued throughout the year.

Because of the conversion to the Netacent system and increased claim load from the pandemic, some 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. Since claims have now decreased significantly and the Netacent program for employer refunds has been completed, it is anticipated the employer refund program will resume first quarter 2022.
2. Billing statements have not been produced since December 2019. On August 2, 2021, 9,785 statements were mailed to employers for "no reports received."
3. The Experience Rating Section is still in recovery mode

from the COVID-19 pandemic. The number of phone calls has significantly dropped from 2020, as well as the number of BEN-8As (Notice of Potential Charge). As of October 31, the number went from 387,323 to 46,696. There is currently a significant backlog due to the previous years' influx, as well as delayed production of benefit charge statements and tax rate notices by Netacent.

The Field Services Section has also experienced another productive year. Some of the accomplishments are as follows:

- The Field Staff collected \$1,237,686.87 in delinquent monies this year.
- Field personnel completed 1,321 employer wage audits.
- Discovered 4,665 misclassified workers and \$56,411,875.00 in misclassified wage dollars.
- The IRS Data Exchange Program continues to work well. This allows for the identification of many misclassified workers through this initiative. 2,856 misclassified workers were discovered and an additional \$40,285,065.01 in total wages were reported to the department. Taxable wages were discovered in the amount of \$14,389,877.97 which established an additional amount of \$321,546.21 in taxes due.

CHILD LABOR ENFORCEMENT

State law currently allows children aged 14 and 15 to work until 7:00 p.m. during a school year and until 10:00 p.m. for 16, 17, and 18-year-olds who are still enrolled in high school. Minors under the age of 18 are prohibited from working in many hazardous occupations. Eight Alabama teenagers have died in prohibited work-related activities since 2000.

The pandemic of 2020 sharply decreased child labor inspections due to quarantine restrictions. However, our staff handled calls and continued to handle complaints. Due to labor shortages, there was an increase in the number of teens hired, resulting in more questions coming from the public. Inspectors adapted to pandemic restrictions by conducting numerous online trainings for teachers, business owners, and community stakeholders instead of traditional in-person instruction. Inspectors have also added human trafficking to their knowledge base and have shared this information via online classes.



Child Labor Inspector **Adam Strickland** presented during the Youth in Work-Based Learning Webinar in 2021.

What Does Child Labor Enforcement Do?

The Child Labor section responds to complaints involving record keeping, hour violations, prohibited occupations, alcohol, and underage minors. There is one child labor inspector covering the entire state. Child Labor also:

- Randomly inspects businesses for compliance.
- Works with other Federal and State agencies on investigations involving underage minors working prohibited occupations.
- Conducts trainings for new employers and those who have first offenses.
- Issues civil money penalties that are returned to the General Fund.
- Trains 400+ Career Technical Teachers, in four separate sessions each year (as required by the Department of Education).
- Partners with other state and federal agencies to facilitate pre-apprenticeship programs.
- Participates in the Annual Fire Explorer Junior Cadet training at the Alabama Fire College.
- Writes, designs, and updates all posters, brochures, forms, and other publications which are provided to every school system in the State.
- Answers calls and emails from the public, businesses, and school officials.
- Conducts training for employers upon request.

FY2021

- 236 inspections of businesses were conducted.
- 109 violations were identified.
- \$26,450 in civil money penalties was collected.
- \$125,880 in fees was collected for Child Labor Certificates.

INTERNAL SECURITY

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

The section conducts risk analyses, reviewing newly automated and manual procedures, conducts investigations of alleged internal violations by agency staff and other perpetrators, conducts audits and reviews of UI operations, and assists in external UI fraud investigations.

The section also works with a multi-agency task force (local, state, and federal) to investigate UI Fraud where suspects participate in fraudulent activities. ADOL coordinates the task force efforts in combatting fraud schemes to block improper payments.

The Disclosure Unit oversees the release of ADOL's confidential information and prepares all Informational Disclosure Agreement contracts for release of confidential

ADOL UI FRAUD TASK FORCE



information. Requests are received from various clients (claimants, attorneys, employers, payroll companies, etc.). The Disclosure Unit invoices each request and in FY2021 produced more than 1,405 invoices totaling more than \$119,353 in receivables.

UNEMPLOYMENT COMPENSATION

	Fiscal Year		Net Change	Percent Change
	2021	2020		
State Unemployment Compensation				
Initial Claims				
New	482,297	722,258	(239,961)	-33.2
Additional	84,083	110,724	(26,641)	-24.1
Inter Agent (New & Add.) ****	27,586	24,345	3,241	13.3
Weeks Claimed *	871,858	3,489,972	(2,618,114)	-75.0
Weeks Compensated	629,570	3,221,376	(2,591,806)	-80.5
Gross Benefits Paid	182,799,670	781,333,299	(\$598,533,629)	-76.6
Federal Employees				
Initial Claims				
New	962	908	54	5.9
Additional	138	124	14	11.3
Inter Agent (New & Add.) ****	46	95	(49)	-51.6
Weeks Claimed *	3,180	4,325	(1,145)	-26.5
Weeks Compensated	2,498	3,934	(1,436)	-36.5
Gross Benefits Paid	1,050,995	\$1,520,106	(\$469,111)	-30.9
Ex Servicemen				
Initial Claims				
New	493	601	(108)	-18.0
Additional	53	65	(12)	-18.5
Inter Agent (New & Add.) ****	16	19	(3)	-15.8
Weeks Claimed *	1,768	3,375	(1,607)	-47.6
Weeks Compensated	1,645	3,033	(1,388)	-45.8
Gross Benefits Paid	537,744	\$982,741	(\$444,997)	-45.3
Extended Benefit Unemployment				
Initial Claims (UI, UCFE & UCX)	1,195	26,863	(25,668)	-95.6
Weeks Claimed *	26,615	77,724	(51,109)	-65.8
Weeks Compensated (UI, UCFE, UCX)	19,412	57,523	(38,111)	-66.3
Gross Benefits Paid	6,615,129	\$16,779,659	(10,164,530)	-60.6
Trade Readjustment Allowance **				
Initial Claims	292	426	(134)	-31.5
Weeks Claimed	3,166	2,200	966	43.9
Gross Benefits Paid	876,175	\$433,541	\$442,634	102.1
Pandemic Unemployment Assistance (PUA)				
Initial Claims	132,081	94,733	37,348	39.4
Weeks Claimed	1,337,034	1,011,629	325,405	32.2
Weeks Compensated	560,801	354,232	206,569	58.3
Gross Benefits Paid	211,307,295	#####	\$80,540,315	61.6
Pandemic Emergency Unemployment Compensation (PEUC)				
Initial Claims	64,151	147,156	(83,005)	-56.4
Weeks Claimed	1,903,925	1,100,018	803,907	73.1
Weeks Compensated	1,940,400	1,013,367	927,033	91.5
Gross Benefits Paid	464,392,439	#####	\$212,264,649	84.2
Disaster Unemployment Assistance				
Initial Claims	1	0	1	***
Weeks Claimed	4	0	4	***
Weeks Compensated	6	0	6	***
Gross Benefits Paid	14,593	\$0	14,593	***
Alternative Trade Adjustment Assistance Program				
Initial Claims	56	57	(1)	-1.8
Weeks Claimed	1,793	1,943	(150)	-7.7
Weeks Compensated	1,793	1,943	(150)	-7.7
Gross Benefits Paid	347,229	\$336,668	\$10,561	3.1

* 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 year to help claimants navigate the various UC programs and processes.


PEUC | PUA | FPUC



FEDERAL PANDEMIC UNEMPLOYMENT PROGRAMS ENDING JUNE 19, 2021

All federal pandemic-related unemployment programs will end on June 19, 2021. Those receiving **REGULAR UNEMPLOYMENT** may continue to receive benefits under that program, depending on eligibility requirements.

Any **WEEKS** filed prior to and up to June 19 **AND** are eligible under any of the federal program requirements will continue to be processed under these programs.




IS YOUR BENEFIT YEAR ENDING?

BENEFIT YEAR: A benefit year is the 52-week period during which you can claim benefits, beginning with the week you file your initial claim. Your benefit year will expire one year from the date of your initial claim.

If your benefit year is ending and you are still unemployed, you need to file a new claim online at LABOR.ALABAMA.GOV or call 866-234-5382.

To make the process easier and prevent prolonged delays in payment, ADOL will end expiring claims on the Saturday **PRIOR** to the claim end date. This will allow claimants to file the new claim during the proper week. Claims ending on Sundays – Fridays will see their claims end on the Saturday prior.

For example, if the claim ends on 3/16/2021, the claim will now end on 3/13/21, which will allow claimants to file for the new benefit year timely and will prevent prolonged delays in payment and processing.





JOB OFFER REFUSAL / REFUSAL OF WORK

JOB OFFER REFUSAL / REFUSAL OF WORK can cause a disqualification in Unemployment Compensation Benefits

To remain eligible for unemployment benefits, federal law requires that those who have been placed on a temporary layoff related to the COVID-19 pandemic must return to work if called back. Not accepting an offer of suitable employment could also potentially disqualify claimants from receiving unemployment benefits.

EMPLOYERS are encouraged to use the **JOB REFUSAL SYSTEM** to report those employees who fail to return to work. Go to labor.alabama.gov. Go to the Employers tab and click on the Job Refusal link on the dropdown.

REFUSAL TO ACCEPT AN OFFER OF SUITABLE EMPLOYMENT can also be a reason for disqualification of unemployment compensation benefits. When reporting, enter the date of work refusal instead of the first day worked.






TAX TIME!

Unemployment compensation is taxable and must be reported on a 2021 federal income tax return. Unemployment compensation is not taxable by the State of Alabama.

UNEMPLOYMENT COMPENSATION TAX FORMS WILL BE AVAILABLE BY 1-31-22

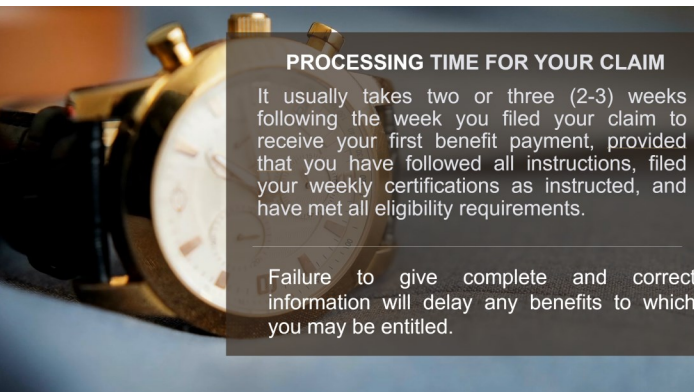
ADOL is in the process of generating 1099-Gs for the 2021 tax year. These documents **WILL BE AVAILABLE ONLINE AND/OR MAILED TO THE ADDRESS OF RECORD BY JANUARY 31, 2022**, as is required by law. Address changes can be made and previous years' 1099-Gs are available online at labor.alabama.gov.

PROCESSING TIME FOR YOUR CLAIM

It usually takes two or three (2-3) weeks following the week you filed your claim to receive your first benefit payment, provided that you have followed all instructions, filed your weekly certifications as instructed, and have met all eligibility requirements.

Failure to give complete and correct information will delay any benefits to which you may be entitled.



ADOL determines if a claimant is eligible for regular state unemployment compensation.

YES

State Unemployment Compensation (UC)

- Up to 14 weeks of benefits
- Must continue to meet eligibility requirements outlined in the handbook.
- \$45 minimum WBA
- Required to certify weekly.

Once UC benefits are exhausted:

Pandemic Emergency Unemployment Compensation (PEUC)

- Accounts are credited with 53 times average WBA.
- Last payable week ends 9/4/21.
- Must continue to meet eligibility requirements outlined in the handbook.
- \$45 minimum WBA
- Cannot be eligible for UC in another state.

CAUTION: SIMPLIFIED INFORMATION

Unemployment laws are complex, and this graphic is a GENERALIZATION. Not all details are included on this page!


Once PEUC benefits are exhausted:

NO

Claimants who do not qualify for UC are not eligible for any other program UNLESS they qualify for:

Pandemic Unemployment Assistance (PUA)

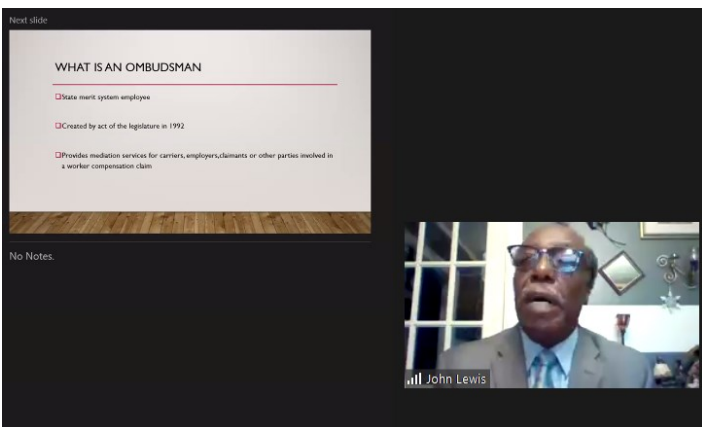
- Examples: Self-employed, 1099 independent contractors, gig workers, UC exhaustees, those disqualified from UC.
- Must be unemployed due to a pandemic reason outlined by legislation.
- Must continue to certify weekly.
- PUA pays last, so quarterly re-fillings are required to ensure the claimant is not eligible for any other program.
- \$113 minimum WBA
- Accounts credited with 79 times the average WBA.
- Last payable week ends 9/4/21.
- PUA benefits are reduced week per week for any weeks paid under UI or EB.





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

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



Ombudsman Supervisor **John Lewis** presented a webinar about the program for the Alabama Bar Association.

carriers, and third-party administrators via telephone, seminars, and speaking engagements. The division conducts employer inspections to ensure compliance with the Workers' Compensation Law. The division offers both a formal and informal medical dispute resolution process for any party that may dispute a medical service that has been conducted or that is requested.

Effective May 11, 2021, the State of Alabama's average weekly wage was determined to be \$983.06 for the calendar year 2020. This resulted in the following changes, effective July 1, 2021:

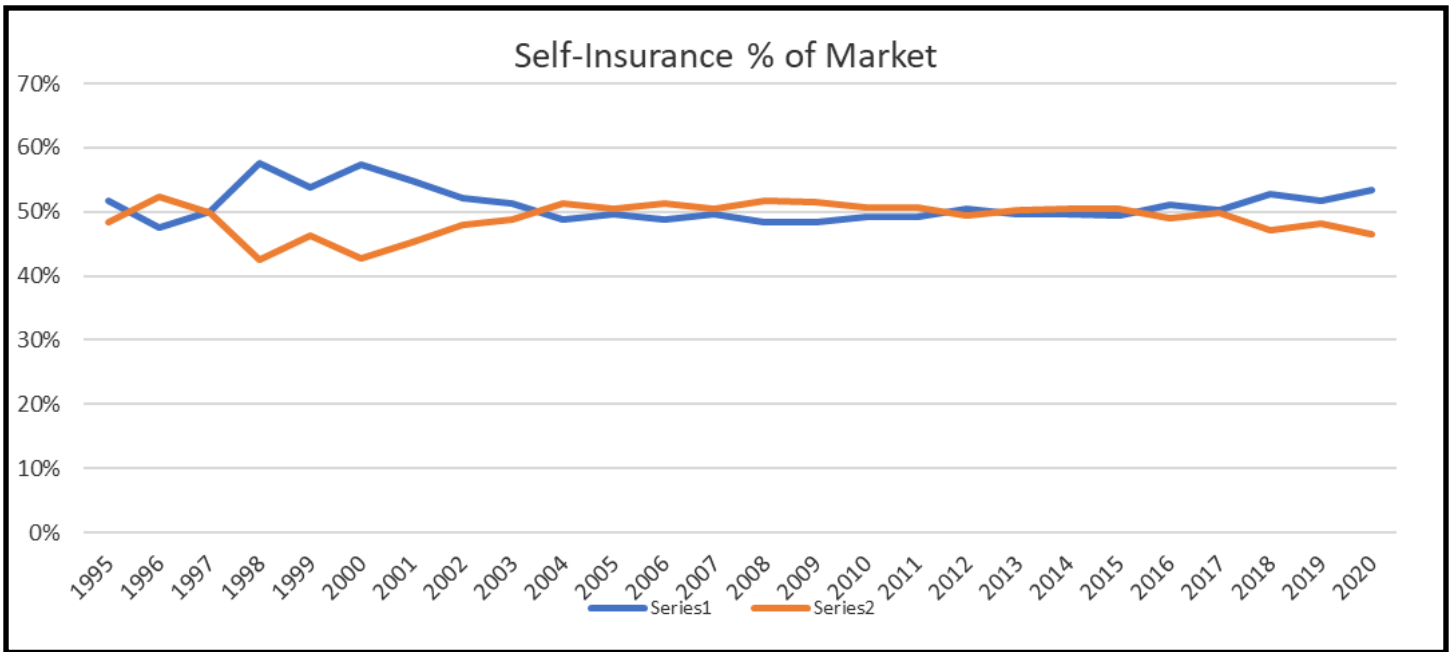
- The minimum weekly compensation payable increased from \$253 to \$270.
- The maximum benefits payable on fatalities increased from \$460,000 to \$491,500.

SELF INSURANCE SECTION

The Workers' Compensation Division also administers the rules and regulations for both the Individual Self-Insurers and Group Self-Insurers. During FY2021 the following activity took place within the Self-Insurance Section:

Group Fund Certificates Issued	3,443
Group Fund Certificates Canceled	3,978
Self-Insurance Certificates Issued	3
Self-Insurance Certificates Canceled	7
Self-Insurers Audited	293
Employers Brought Into Compliance	2,350
Employers In Non-Compliance	274
Continuing Education Seminars and Webinars	4
Continuing Education Certificates	242
Voluntary Mediations	3,474
Voluntary Mediations Resolved	3,356
Court Ordered Mediations	24
Court Ordered Mediations Resolved	18
Utilization Management/Bill Screening Certificates Issued	25
Drug-Free Workplace Certificates Issued	320
Medical Disputes	122
Third Party Administrators Certified	8
Professional Employer Organization Certificates Issued	42

INDIVIDUAL SELF-INSURANCE			
	FY 2021	FY 2020	Percent Change
Certificates Issued	3	1	200.00%
Certificates Canceled	7	3	133.33%
Total Individual Self-Insurers	225	229	-1.75%



GROUP SELF-INSURANCE			
	FY 2021	FY 2020	Percent Change
Certificates Issued	3,443	3,533	-2.55%
Certificates Canceled	3,978	4,064	-2.12%
Total Employers	29,286	29,212	0.25%
Total Number of Group Funds	17	17	0.00%

WC MARKET TRENDS

The graph below represents the total dollar amount actually paid for workers' compensation claims for calendar years 1995- 2020, according to the Workers' Compensation Annual Assessment Report for Insurance Companies & Self-Insured Employers. As demonstrated by the graph, the market share has remained steady since 2005 when both markets had an equal split of the insureds in Alabama.

2020 MARKET SHARE BY PAYER TYPE			
	WC Cost	Claims Paid	Medical %
Voluntary	\$364,886,879	53.0%	55%
Individual SI	\$110,490,815	16.0%	56%
Group SI	\$207,731,572	30.0%	55%
Total	\$683,109,266		

NATURE OF INJURY

Out of the 14,462 lost time workers' compensation claims reported to the Alabama Workers' Compensation Division,

the following information displays the four most common types of injury:

2021 TOP FOUR NATURE OF INJURIES		
	# of reports	% of total
Strain	3,874	26.79%
Contusion	1,588	10.98%
Fracture	1,356	9.38%
Sprain	1,262	8.73%
Other	6,382	44.13%

FATALITY STATISTICS

During FY2021 there were 39 fatalities reported. Of the 39 fatalities 92% were males with an average weekly wage of \$866.76. The average age was 45 with the oldest fatality being 96 years of age. 29% of all the work-related deaths involved a motor vehicle accident.

FATALITIES REPORTED	FY 2021	% of Total
Transportation/Warehousing	7	17.95%
Construction	6	15.38%
Manufacturing	6	15.38%
Administrative and Support	3	7.69%
Wholesale Trade	3	7.69%
Public Administration	3	7.69%
Health Care / Social Assistance	2	5.13%
Professional, Scientific, and Technical Services	2	5.13%
Mining	1	2.56%
Utilities	1	2.56%
Retail Trade	1	2.56%
Finance and Insurance	1	2.56%
Other Services (Except Public Administration)	1	2.56%
Non-Classified Establishments	2	5.13%
TOTAL	39	100%

FIRST REPORTS OF INJURY BY COUNTY

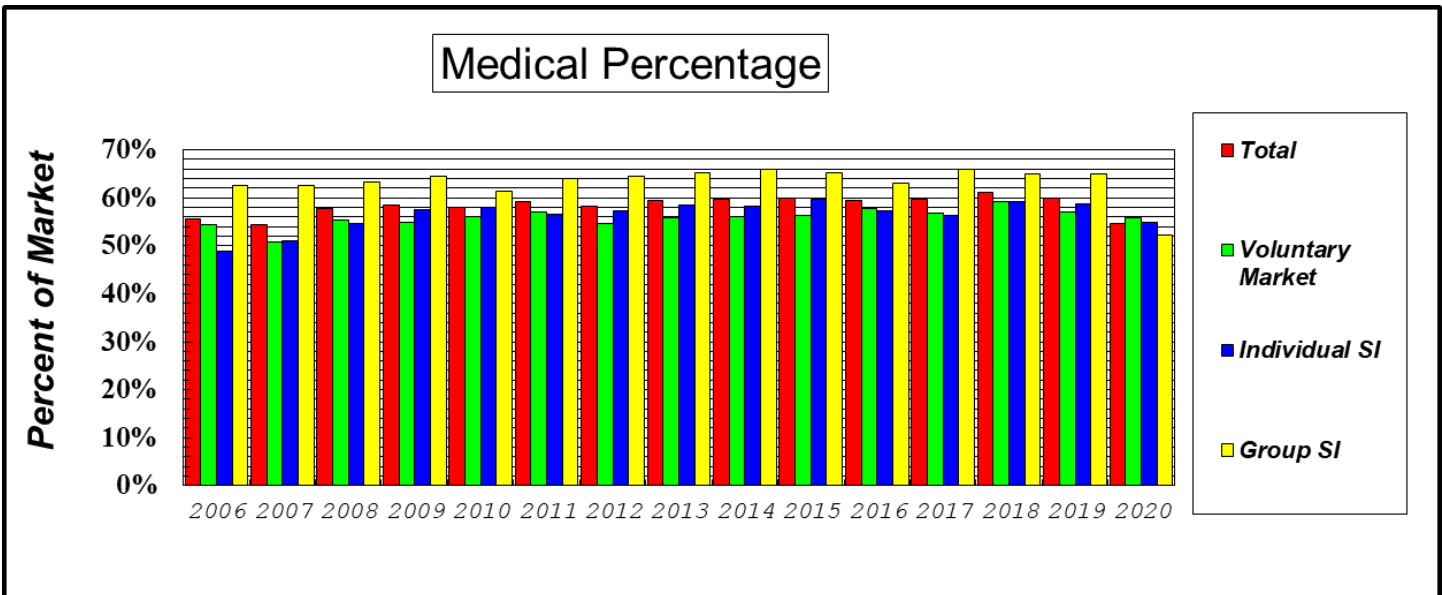
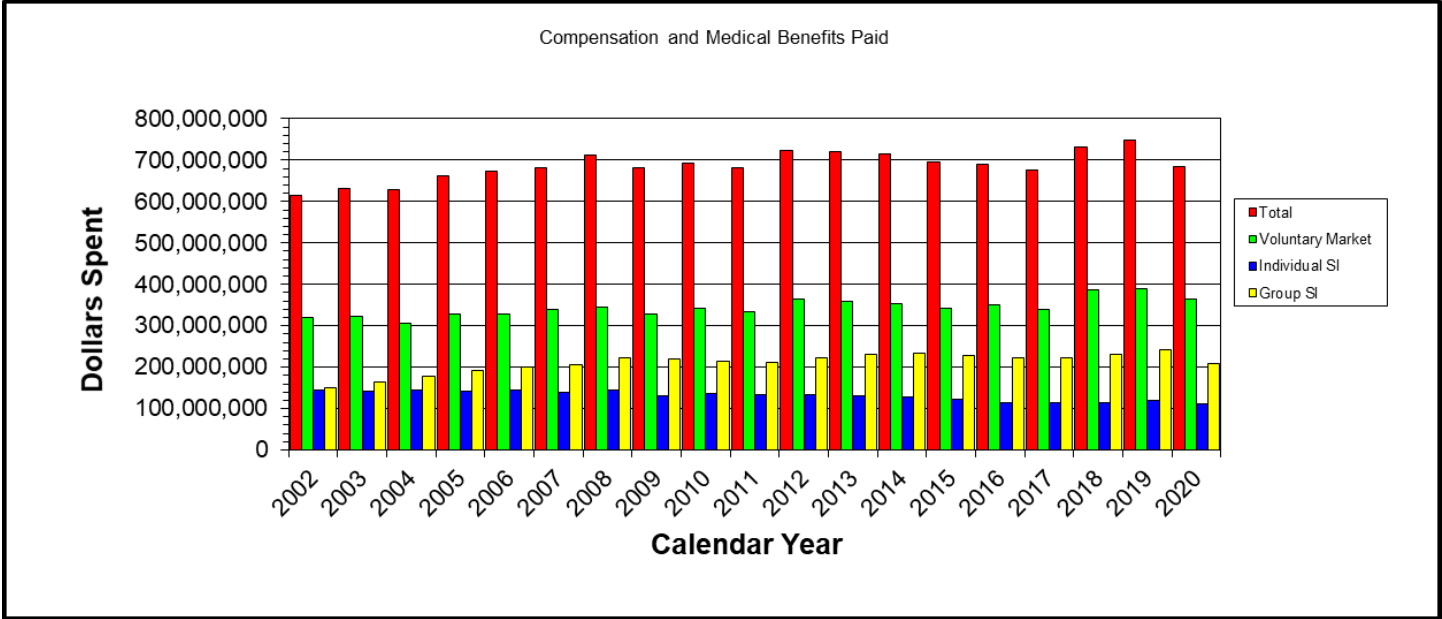
				FY 2021%
	FY 2021	FY 2020	% Change	of Total
Autauga	70	81	-14%	0.48%
Baldwin	670	443	51%	4.63%
Barbour	62	52	19%	0.43%
Bibb	19	29	-34%	0.13%
Blount	43	36	19%	0.30%
Bullock	13	21	-38%	0.09%
Butler	55	63	-13%	0.38%
Calhoun	200	153	31%	1.38%
Chambers	30	28	7%	0.21%
Cherokee	27	23	17%	0.19%
Chilton	53	67	-21%	0.37%
Choctaw	19	18	6%	0.13%
Clarke	44	49	-10%	0.30%
Clay	31	20	55%	0.21%
Cleburne	15	14	7%	0.10%
Coffee	118	96	23%	0.82%
Colbert	201	170	18%	1.39%
Conecuh	34	24	42%	0.24%
Coosa	13	14	-7%	0.09%
Covington	84	84	0%	0.58%
Crenshaw	44	38	16%	0.30%
Cullman	138	130	6%	0.95%
Dale	61	90	-32%	0.42%
Dallas	70	101	-31%	0.48%
Dekalb	228	196	16%	1.58%
Elmore	103	78	32%	0.71%
Escambia	52	41	27%	0.36%
Etowah	453	320	42%	3.13%
Fayette	21	24	-13%	0.15%
Franklin	91	75	21%	0.63%
Geneva	31	33	-6%	0.21%
Greene	8	8	0%	0.06%
Hale	9	14	-36%	0.06%
Henry	23	21	10%	0.16%
Houston	364	311	17%	2.52%
Jackson	87	74	18%	0.60%
Jefferson	2,604	2,281	14%	18.01%
Lamar	20	13	54%	0.14%
Lauderdale	282	172	64%	1.95%
Lawrence	16	13	23%	0.11%
Lee	309	257	20%	2.14%
Limestone	175	131	34%	1.21%

				FY 2021%
	FY 2021	FY2020	% Change	of Total
Lowndes	13	7	86%	0.09%
Macon	24	19	26%	0.17%
Madison	739	688	7%	5.11%
Marengo	41	41	0%	0.28%
Marion	57	60	-5%	0.39%
Marshall	193	187	3%	1.33%
Mobile	989	1,050	-6%	6.84%
Monroe	51	45	13%	0.35%
Montgomery	1,003	758	32%	6.94%
Morgan	362	330	10%	2.50%
Perry	7	8	-13%	0.05%
Pickens	16	21	-24%	0.11%
Pike	85	79	8%	0.59%
Randolph	15	13	15%	0.10%
Russell	68	53	28%	0.47%
Shelby	410	338	21%	2.84%
St. Clair	127	122	4%	0.88%
Sumter	9	20	-55%	0.06%
Talladega	255	279	-9%	1.76%
Tallapoosa	65	57	14%	0.45%
Tuscaloosa	481	477	1%	3.33%
Unclassified	2,256	1,910	18%	15.60%
Walker	112	146	-23%	0.77%
Washington	21	18	17%	0.15%
Wilcox	14	18	-22%	0.10%
Winston	59	46	28%	0.41%
TOTAL	14,462	12,696	14%	100%

COMPENSATION AND MEDICAL BENEFITS PAID

The first graph below represents the total dollar amounts actually paid for workers' compensation claims for calendar years 2002 - 2020, according to the Workers' Compensation Annual Assessment Report for Insurance Companies & Self-Insured Employers. These amounts

were paid in the calendar year as specified below, regardless of date of original injury, and the totals represent both compensation and medical benefits paid. The second graph represents the medical percentage trend from 2006 - 2020.





LABOR MARKET INFORMATION

DIRECTOR
MICHELE TATUM

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.

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

- Current Employment Statistics (CES)
- Local Area Unemployment Statistics (LAUS)
- Occupational Employment and Wage Statistics (OEWS)
- Occupational Safety and Health Statistics (OSHS)
- Quarterly Census of Employment and Wages (QCEW)

The Current Employment Statistics (CES) program produces detailed industry estimates of employment, hours, and earnings of workers on nonfarm payrolls. Each month CES surveys approximately 19,000 businesses and publishes data at the state level and for the 12 metropolitan areas. These sample-based estimates are revised monthly and annually. CES estimates are among the earliest economic information available to analyze current economic conditions. Because of this, CES estimates are heavily used in both the private and public sector. Below is a short list of some of the uses for CES estimates:

Private Sector

- Guide decisions on plant location, sales, and purchases,
- Compare businesses 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, and
- Detect and plan for swings in the business cycle using the average weekly hours series.

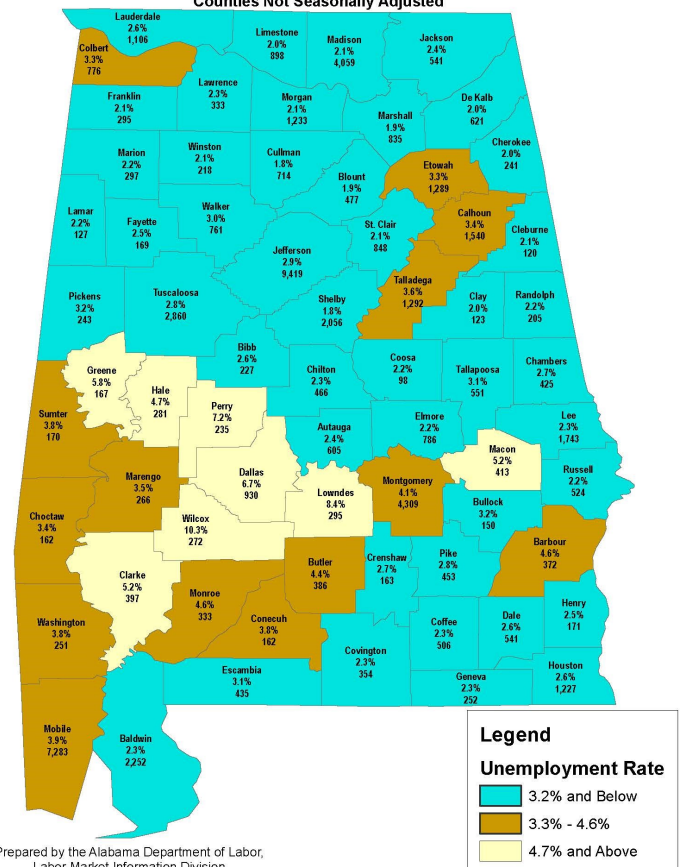
Public Sector

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

The Local Area Unemployment Statistics (LAUS) program calculates and publishes civilian labor force, employment, unemployment, and an unemployment rate for the state, metropolitan areas, counties, cities (with a population

Alabama
Number Unemployed and Unemployment Rate
December 2021

State Rate Seasonally Adjusted: 3.1%
State Rate Not Seasonally Adjusted: 2.8%
Counties Not Seasonally Adjusted



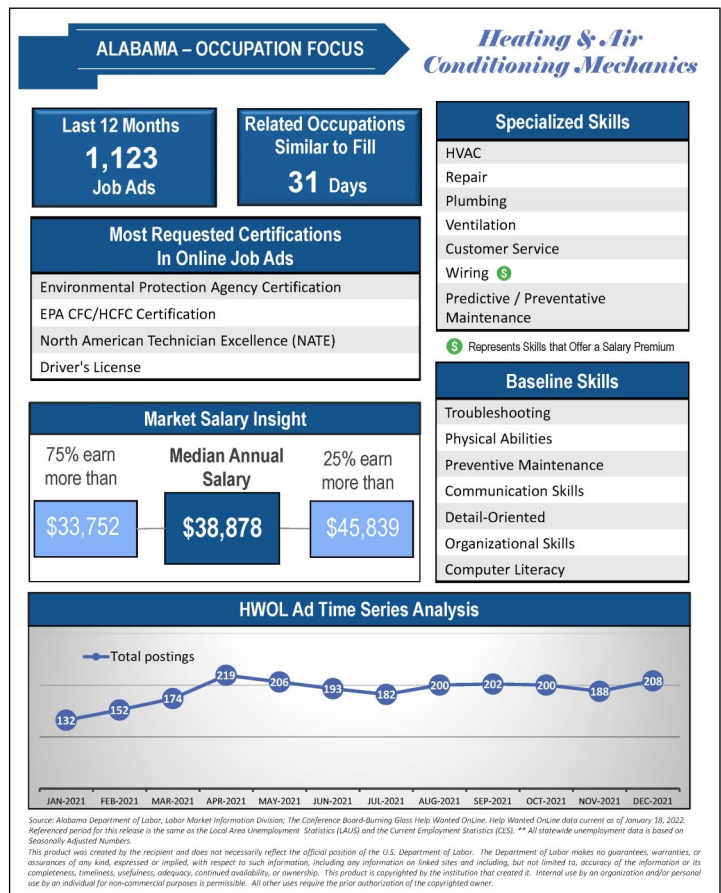
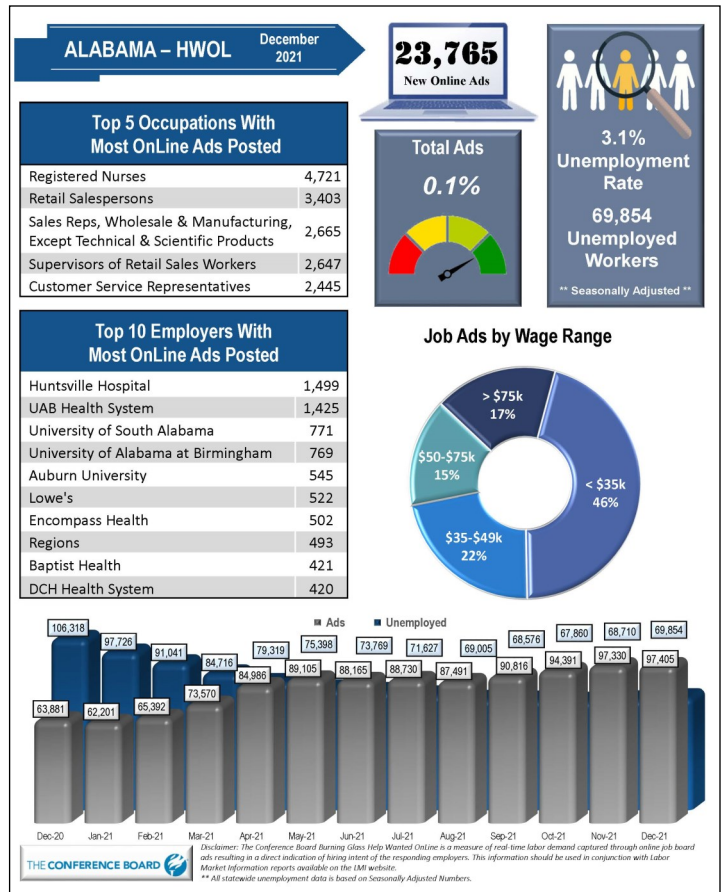
Prepared by the Alabama Department of Labor,
Labor Market Information Division

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, and
- Private industry, researchers, the media, and other individuals use the data to assess localized labor market developments and make comparisons across areas.

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

The Occupational Employment and Wage Statistics (OEWS) program surveys nonfarm establishments to collect employment and wage data by industry. BLS pulls a sample from the state's QCEW files, ensuring that it is evenly distributed across employer size, industry, and area. Data is collected in two survey panels every year, each having a sample size of approximately 3,700 employers. One panel starts in November and ends in June, and the other begins in May and ends in December. The goal of each cycle is not to have any overlap of survey panels. No overlap enables OEWS staff more time to focus on data



quality and establish relationships with employers by sending thank you emails and including the current

employment and wage data for their respective areas.

LMI's cooperative agreement with BLS states that OEWS staff will meet, at minimum, 75% response of the sample: either 75% of the employers or 75% of the total employment. This response rate is required for every area in which data is published; 13 metropolitan and four balance of state areas. It is currently not mandatory for Alabama employers to respond to the OEWS survey, as it is in some states. As a result, it is challenging for the OEWS staff to convince employers to respond and meet the requirements of BLS. Through several years of outreach by the LMI Workforce Development Unit, work with Career Center managers and business service reps across the state, and involvement in workforce development boards, more employers understand the significance of their responses to the OEWS survey. These efforts, combined with a motivated OWES staff, have increased the success of the survey. In May 2021, the OEWS unit surpassed 75% response in all areas even during challenging times of employees working remotely or companies closing due to COVID. Alabama finished with the one of the highest response rates in the region. This unit continues to explore new methods to gain employer responses and increase efficiency during the collection process.

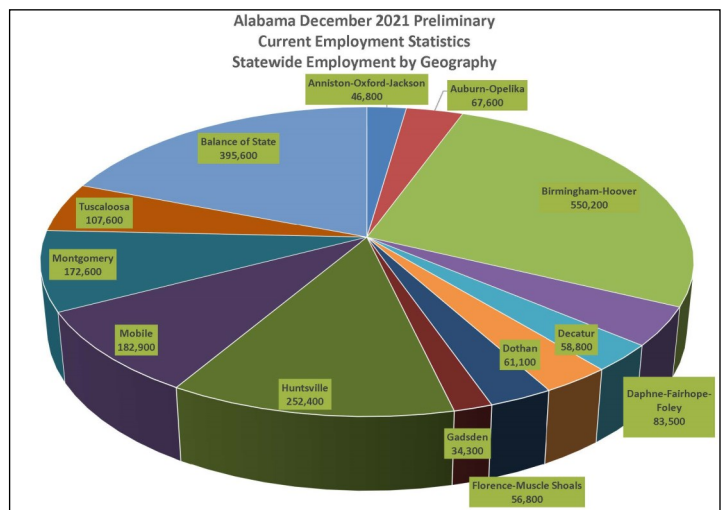
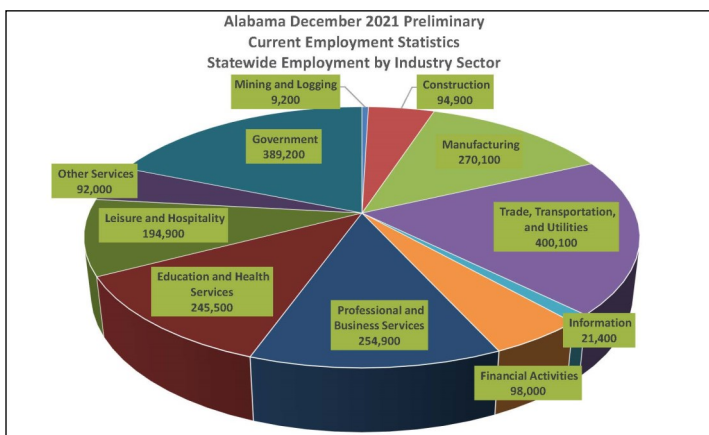
The OSHS Unit collects and disseminates detailed information on all work-related illnesses and injuries through the Survey of Occupational Injuries and Illnesses (SOII) and information on work-related deaths through the Census of Fatal Occupational Injuries (CFOI). SOII and CFOI data includes industry,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

CFOI compiles a wide variety of characteristics related to occupational fatalities to help get better understandings of Alabama's working conditions.

The QCEW program collects quarterly employment and wage data for workers covered by state unemployment insurance (UI) laws. This program is responsible for assigning NAICS (North American Industry Classification System) and county codes to new employers and surveying established employers to ensure accuracy. The QCEW provides the number of establishments, monthly employment, and quarterly wages, by NAICS industry groups, for the state and counties. The primary source for the QCEW is administrative data from state's UI program. These data are supplemented by data from two Bureau of Labor Statistics (BLS) surveys: The Annual Refiling Survey and the Multiple Worksite Report. This data enables QCEW to provide an employment benchmark and sample frames for other BLS programs, as well as a basis of estimation of the wage and salary component for the Bureau of Economic Analysis Personal Income statistic. The QCEW has a longitudinal database in which it can link data over time and capture business mergers and acquisitions. QCEW data is published quarterly but lags the last month of the quarter by roughly five months. This is to account for National Office sign-off on preliminary reported data. In 2021, numerous requests involving both current and historical data were fulfilled using system reports and staff created Progress queries.

In addition to the core BLS programs, LMI includes the Workforce Development Unit and the Reports Unit, both of which are overseen by the United States Department of Labor (USDOL).

The Workforce Development Unit hired one new member



to the team, bringing the total to three full-time staff plus a manager. This allows for two people to handle all job fairs, career fairs, meetings, trainings, and presentations. Staff are assigned to workforce regions to allow them to forge relationships with the local workforce boards and their respective staff so that LMI can better serve them. The unit is beginning development of 2020-2030 long-term employment projections for both industries and occupations. This information will be published in the summer of 2022. LMI is dependent on USDOL national employment projections as an important variable to develop state projections. USDOL has recently made the decision to develop employment projections annually rather than biennially. LMI will continue to produce and publish projections biennially and run calculations for special projects during the off years. Special projects include creating demand occupations for the Alabama Committee on Credentialing and Career Pathways for the state and seven regions. The unit continues development of new avenues of product delivery from virtual sessions to data visualizations.

The Reports Unit compiles ongoing data on unemployment activity levels across the state.

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 on the internet which reveals claimant totals and trends of the State UI and federal/ex-military unemployment programs. Although COVID-19 still exists, initial claims dropped in 2021. Most claims are still due to the economic impacts from the pandemic.

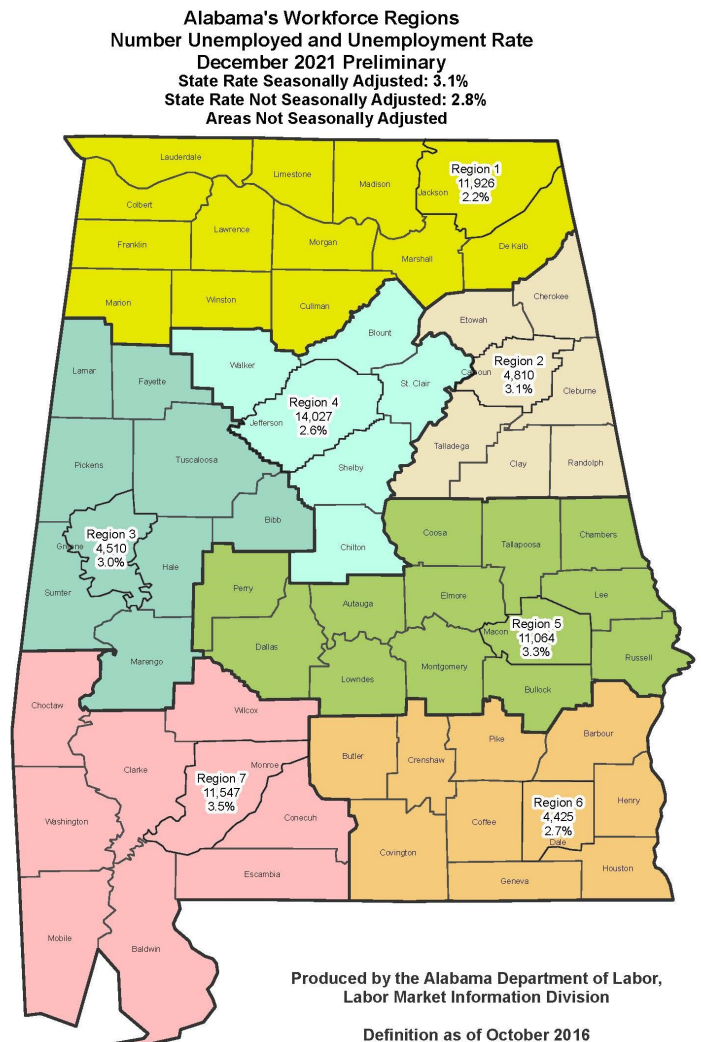
The following programs were supported in 2021:

- 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)
- Disaster Unemployment Assistance (DUA)
- Extended Benefits

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

The administrative unit continued updating the LMI website with monthly, quarterly, annually, and semi-annually publications. These updates include importing critical data into our WID (Workforce Information Database) for both our website and a version necessary for AlabamaWorks.

The experience linking data between various sources has allowed the LMI Division the opportunity to work with the Alabama Commission on Higher Education with linking institutional data with UI wage records. This same unit also conducted economic research to provide estimates for unemployment compensation legislation, including the analysis of the benefit costs, tax revenues, and trust fund adequacy.





In 2021, ADOL’s Information Technology (IT) Division continued its mission to provide services for the citizens of Alabama through some of the most unique situations ever experienced. Having achieved many of our objectives last year, IT now is looking forward to the new year with promise, hope, and confidence that IT will be able to continue providing these services while meeting or exceeding expectations.

UNEMPLOYMENT INSURANCE MODERNIZATION

ADOL officially modernized the Unimplemented Insurance (UI) systems in 2020. This system is called Data Station, and part of the modernization goal was to implement a system that is future proof. A future proof situation does require constant evaluation and modification of codes and interfaces. This past year the division has focused on UI tax and citizen interfaces. These evaluations have not only led to a decision to implement new claimant and tax portals to provide a modern look and feel but also allowed for more flexibility in ADOL’s ability to provide the best security and services for the citizens and employers of Alabama.

MODERNIZATION OF OTHER PROCESSES

ADOL’s modernization efforts identified peripheral processes. IT has been and is continuing to re-engineer many ADOL processes into a modern framework to allow for these applications to meet the constantly changing demands of Alabama citizens and Federal Regulations.

CLOUD STORAGE SOLUTION IMPLEMENTATION

IT is still working on stepping down ADOL’s reliance on the on-premise network file shares, redirecting staffing to focus on actual work, instead of how to get to their work.

IT continues to encourage the migration to using Microsoft

OneDrive or SharePoint. Employees that had switched to this technology earlier in the year found working from home less cumbersome because a VPN connection was not required.

The utilization of OneDrive offers ADOL many benefits, including the ability to work from anywhere and the ability to keep files up-to-date by syncing OneDrive library to mobile devices and desktop/laptop computers and sharing or editing files with others in real time.

INFORMATION SECURITY UPGRADES

Information security has always been a top concern for IT. Technology, in general, is a field that continues to evolve, and bad people are always willing to utilize new technologies to find ways to illegally profit.

Based on a combination of experience, research, best practices, and changes in technologies and policies, ADOL did implement a multi-phased plan to provide secure channels for communication and limit exposure to threats. IT has worked hard to ensure that applications and databases are secure and that our public facing systems are up to the latest standards possible in our environment.

DESKTOP SUPPORT

IT is committed to ensuring that the solutions and services provided meet ADOL’s needs and works diligently to provide this service. Desktop Support (DTS) is ADOL’s way of categorizing anything that employees interact with that requires IT knowledge.

Antonio Calloway is the DTS manager and during 2021 IT has installed and replaced more than 800 devices while keeping customer service a priority.

CUSTOMER SERVICE / HELP DESK

IT can only address known issues, and the easiest, best way for IT to communicate is through ADOL’s Help Desk. The Help Desk works together with the client to identify and resolve IT-related problems, while ensuring that confidentiality, integrity, and accessibility to information is being achieved. The goal of the Help Desk is to be the central point of contact between IT and the client.

Because of this infrastructure ADOL’s IT has been able to assist clients even while staff is away from their desks.

TELECOMMUNICATIONS

In 2019 the IT division finally completed converting all ADOL campus offices to VoIP, opening the door for IT to be

able to properly analyze if moving these services to the cloud would be cost effective. This prompted IT to develop a cloud migration plan. In 2021, ADOL began migrating all the phone systems to a cloud-based solution. This process should be completed in 2022. This will save another \$240,000+ per year while adding features that will add value to existing technology.

Along with administration and maintenance of the VoIP system the Telecommunications Unit also provides all the Interactive Voice Response (IVR) systems utilized throughout ADOL. The most utilized IVR is the Unemployment Call Center. The IVR system is constantly being improved, and ADOL is continually providing more services to the citizens of Alabama. IVR is a cost-effective way of providing service to citizens without access to the internet or computer.

DATABASE ADMINISTRATION

ADOL's Database Administration Unit (DBA) responsibilities include:

- Installing and upgrading the database server and application tools
- Modifying the database structure for application developers
- Enrolling users and maintaining system security
- Ensuring compliance with database vendor license agreement
- Controlling and monitoring user access to the database
- Monitoring and optimizing the performance of the database
- Planning for backup and recovery of database information
- Backing up and restoring databases
- Generating various reports by querying from database as per need
- Managing and monitoring data replication
- Acting as liaison with users

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

OPERATIONS UNIT

Ramona Jordan is ADOL's Operations Unit Manager and handles the daily processing of jobs, to include the printing of large reports or documents generated from various

sources. Another major responsibility of operations is the operation of the image retrieval system (PaperVision) ADOL uses to retain documents.

PROJECT MANAGEMENT

ADOL's Project Manager (PM) is Lisa White and the adoption of the AGILE methodology, specifically SCRUM, has successfully allowed the PM to provide a division-wide approach to identifying, prioritizing, and successfully executing IT initiatives and projects that are aligned with the ADOL's strategic goals and vision while encouraging collaboration, standardization, and overall improvement of the IT community.

ADOL's PM handles many tasks, including but not limited to attending stakeholder meetings, reallocating IT staff and other resources, and maintaining a portfolio of all projects. Documentation of completed projects are archived by the PM to serve as a reference point for similar future projects and aid in drafting reports to share with leadership.

APPLICATION DEVELOPMENT TEAM

ADOL's Application Development Teams (ADT) are managed by Bennett Benton. ADT has gone through more changes than any other unit or division in the ADOL over the past three years. Learning not only new development languages, but also implementing standards of Application Development Lifecycle and portfolio management, and project management implementations, while developing for a modern system and handling the largest percentage of turnover ever faced.

ADT has successfully implemented several 'eleventh hour' applications throughout 2021. The latest being the Vaccination Exemption Portal that went live November 26. ADT is excited and looks forward to making many improvements to existing applications. ADT hopes to provide an improved New Hire and Partials solution in early 2022.



Allocation Control, Fund Control, Payroll, Procurement and Supply, Mail and Property, Real Estate Management, Reproduction, and Building Maintenance. Practically all functions of the division must collaborate with the State’s central oversight entities, including the Office of Information Technology, the Division of Purchasing, the State Comptroller’s Office, the Examiners of Public Accounts, and the Executive Budget Office.

In FY2021, Finance Division supervisors and staff continued to hone their skills at state personnel and ADOL training classes. In addition, accounting staff pursued training on government financial management and related topics at the Montgomery Chapter Association of Government Accountants’ (AGA) virtual professional training conferences. Finance staff also attended the National Association of State Workforce Agencies’ (NASWA) virtual discussions, and NASWA’s regional Administration & Finance Committee meetings. Stacy Long and Christopher Ray received their professional certification as Certified Government Financial Managers (CGFM). The testing for this certification is given in several parts and is recognized throughout the country, similar to CPA certifications.

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

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

Finance’s 65+ employees support ADOL’s operations divisions by providing essential services in the areas of Accounts Payable, Accounting and Reporting, Budget and

Finance Division forms were updated to allow approval workflow via email with electronic signatures. Finance staff also offers guidance to managers and staff on travel forms, payroll assistance, procurement processes, and overtime procedures.

In FY2021, the Finance Division continued its collaboration with ADOL’s Employment Services (ES) Division and the Alabama Department of Commerce Workforce Development Division, administering WIOA contracts and



Building maintenance at Central Office is an ongoing project at ADOL. A couple of projects are pictured: The front terrace being retiled and one of the AC cooling units being replaced.

budgets in the agency's role as One-Stop Operator for WIOA Services. Finance's Budget Section coordinates with three local workforce boards governing seven geographical areas, and with multiple state partner agencies, to ensure financial transactions meet state and federal contractual requirements.

Finance continues its work with ADOL's Information Services and Unemployment Insurance Divisions by aiding with contracted services and purchasing to make sure necessary resources are available to them with their efforts in reducing their backlog from the pandemic.

In 2021, the Finance Division had several sections restructured due to supervisor retirements and transitions. Tina Moore, Accounting Manager, is currently overseeing Accounting and Reporting, Payroll, and Budget and Allocation Controls sections. Supervisors within these

sections have risen to the challenge of running the day-to-day operations. With staff support, Moore has been able to work with ADOL IT on special projects. Specifically, ADOL IT and Finance Divisions are collaboratively working on modernizing ADOL's financial system, so the agency is not dependent on a mainframe-based system to perform cost allocations. The General Services and Real Estate Management Sections of Finance are currently managed by Leslie Hooks, Administrative Services Officer. Hooks is continuing to negotiate favorable renewal leases as well as new leases for all our offices throughout the State of Alabama.

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

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 rendering legal opinions and interpretations for all department-related policies, laws, and administrative rules. In addition, departmental attorneys represent the department in all court matters, assists the Governmental Affairs Division with drafting, reviewing, and evaluating proposed administrative rules and legislation, and reviewing all contracts/agreements and memorandums of understandings.

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

- Unemployment Compensation Benefit Appeals;
- Unemployment Compensation Overpayment Cases;
- Unemployment Tax Cases;
- Workers' Compensation Compliance Litigation;
- Objections to Subpoenas and Requests for Confidential or Privileged Departmental Records;
- Child Labor Enforcement Cases;



- Inspection Violation Cases (Mining/Elevator/Pressure Vessel);
- Board of Adjustment Matters; and
- Bankruptcy Issues.

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

During 2021, counsel for the department has made more than 103 court appearances in state courts and has collected more than \$123,339.24 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 ADOL. Administrative duties include the processing and monitoring of all personnel transactions (e.g., newly hired employees, transfers, promotions, demotions, separations, etc.), disciplinary procedures, Family and Medical Leave Act administration, leave donations, military leave actions, annual and sick leave management, annual and probationary performance appraisals, policy development, counseling, providing recommendations, and other HR related matters. HR works closely with the department's Finance Division in ensuring that all transactions are maintained within the assigned budget for service areas.

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

At the end of the fiscal year, 531 personnel transactions had been completed. This represents a 24.5% decrease from last fiscal year's number which was due, in part, to the diminishing effects of COVID-19. Total personnel equaled 748 and the turnover rate for the fiscal year was 15%, also down from the previous fiscal year.

EQUAL EMPLOYMENT OPPORTUNITY AND GRIEVANCE

The Equal Employment Opportunity and Grievance (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; 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 FY2021, three grievances were filed by ADOL employees. By the end of the fiscal year, all were investigated and resolved 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 ADOL 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 race, religion, sex, color, national origin, age, or disability in accordance with all federal and state laws. Actions 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 is responsible for coordinating training needs, assignments, and approvals throughout the entire department. During the last fiscal year, they continued to work to ensure that training was available on the intranet, coordinated with State Personnel when training was available both virtually and in-person, and coordinated the Threat Advice/FTI training which is mandatory for all employees to complete each year. The section also maintains the Training Database for the department.

During FY2021, the section facilitated the re-launch of internal HR training for the department. Classes included FMLA, Time & Attendance, Professionalism, Performance Appraisal, Progressive Discipline, and Hiring, Firing, and Some Things in Between.

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



INSPECTIONS MINING & RECLAMATION

DIRECTOR
DUSTIN MORIN

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, 2021 marked the 44th anniversary of the enactment of the Surface Mining Control and Reclamation Act (SMCRA). When Congress passed SMCRA, it presented a unique challenge – strike a balance between our country’s need for the energy produced by coal and the protection of our environment. Through vital partnerships between the U.S. Office of Surface Mining, state governments, tribal governments, the coal mining industry and environmental communities, the daunting goal of SMCRA is still being successfully achieved. Alabama has had primacy for its coal regulatory and abandoned mine land programs since 1982.

The mission of the Abandoned Mine Land (AML) Reclamation Program is to abate AML health and safety hazards and to restore land and water resources which have been adversely impacted by past coal mining, and for which there is no continuing responsibility under state or federal law. The work is funded by annual grants from the U.S. Department of the Interior, Office of Surface Mining Reclamation and Enforcement (OSMRE), which collects production fees from active coal operators at a rate of 28¢ per ton for surface-mined coal and 12¢ per ton for underground-mined coal, approximately 50% of which is granted back to Alabama. High priority projects (Priority I and II) are those that remove 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. AML accomplishments during FY2021 included:

- ADOL performed and/or completed construction on 10 reclamation projects conducted by contract, including three emergency projects.
- ADOL investigated 20 potential emergency complaints, three of which were declared AML emergencies. The declared emergency projects were reclaimed by a contractor.



Drone photos of Narl and Union Hill AML projects.

- In-house engineering and design plans were either under development or completed on 16 current or upcoming projects.
- Authorizations To Proceed were received from OSMRE for eight reclamation projects and three AML emergency projects.
- Through the AML Post-Monitoring Program, nine completed projects were identified as requiring either maintenance or corrective work. One additional small subsidence project was included in the bid for maintenance work and all tasks were accomplished by a contractor selected through the State of Alabama bid process.

This year posed unprecedented challenges because of the ongoing COVID-19 pandemic. Fortunately, due to the unique combination of field and office work conducted by the AML program, simple changes in logistics combined with the use of new remote meeting technologies made the AML program, and division as a whole, well equipped to adapt. AML adopted the use of Microsoft Teams to continue regular staff meetings and project-specific meetings related to ongoing Abandoned Mine Land Economic Revitalization (AMLER) and AML reclamation projects while limiting face-to-face interactions. This technology has assisted the program in providing a safe format to continue regular meetings and communication between staff and project partners outside of ADOL.

The ADOL AML Program continued contribution to the Acid Mine Drainage (AMD) set-aside account, which was made possible by the adoption of the revised State Reclamation Plan (SRP). The revised SRP includes provisions to set aside the maximum amount allowed by OSMRE's allocation of available AML funds distributed annually and placed into a separate AMD set-aside account for the abatement of the causes and treatment of the effects of AMD resulting from past coal mining practices. The AML Program also continued outreach efforts to forge new relationships across the state to assist with the ongoing development of a comprehensive AMD inventory. The AML Program met several times with personnel from the Geologic Survey of Alabama, who routinely conduct stream assessments and assess strategic habitat units across the state to assist with inventory collection of potential AMD sites.



Drone photo of Empire AML Project

The AML program staff, with guidance from OSMRE Unified Region 3, 4, and 6 Technical Services Branch, continued the development and implementation of a Small Unmanned Aerial Systems (SUAS) program. The necessary Standard Operating Procedures manual and associated policies and procedures for SUAS flight operations were finalized and approved by ADOL. SUAS operations have provided the AML program the unique capability to collect aerial imagery including, but not 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 has enhanced the ability of the AML program to collect aerial drone photography and videography to monitor and document project sites before, during and after reclamation. The inaugural SUAS flight by AML staff was conducted at the Narl Cemetery AML project in October 2020. Additional flights at the Crossroads Church II and Empire project sites have been conducted since the inaugural flight.

Also during FY2021 the AML program completed three additional Emergency Reclamation Projects. This brings the total emergency projects completed to 203 since the program's inception. The emergency provision in the AML program allows ADOL to respond to sudden, life-threatening abandoned mine problems within 24 hours.

The AML program was represented at the National Association of Abandoned Mine Land

Programs' (NAAML) Virtual Winter Business Meeting in February 2021 and the NAAML Virtual Annual Conference and Business Meeting in September 2021 held virtually for the first time due to the COVID-19 pandemic.

The AML Reclamation Economic Development Pilot Program for FY2017 was authorized by Congress under the Consolidated Appropriations Act, 2017 (Public 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 of the awarded projects were successfully completed during this fiscal year and funds expended.

During the second year of the AML Pilot program FY2018, ADOL received eight applications and proposed one project from the AML inventory. Five projects were recommended for selection by the AML program and have received preliminary approval from OSMRE. Contract agreements are in the process of finalization. Once agreements are in place each project will be engineered, designed, and AML staff will conduct a full Environmental Assessment as required by the National Environmental Policy Act (NEPA).

Administered by OSMRE, the FY2019 Pilot Program provided grants to the six states with the highest amount of unfunded Priority I and II 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 this FY2019, ADOL advertised the FY2019 AML Pilot to the public and received 11 applications. Two of the applications were recommended for selection by ADOL and have received preliminary approval from OSMRE.

The AMLER Program for FY2020 was authorized by Congress under the Consolidated Appropriations Act, 2017 (Public Law 115-31). Administered by OSMRE, the FY2020 AMLER Program provided grants to the six states with the highest amount of unfunded Priority I and II features based on AML inventory data as of September 30, 2020. Alabama received \$10 million of the funds to accelerate the remediation of AML sites with economic and community development end uses. During this FY2021, the ADOL AML

Program advertised the FY2020 AMLER Program to the public and received six applications. Two of the applications have been recommended by ADOL for selection and funding from the FY2020 AMLER grant. The recommended applications were sent to the OSMRE Birmingham Field Office for review and vetting. An additional FY2020 application was recommended by ADOL for selection and funding from the FY2019 AMLER grant. That application was also sent to the OSMRE Birmingham Field Office for review and vetting.

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 FY2021, an average of 2,060 miners were employed in the coal and non-coal industry, producing 11 million tons of coal. Non-fuel surface mine open pits and quarries produced 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 were no mining fatalities.

A continuing program provided education and training for mine foreman and underground blasting certification. Three underground certification examinations were administered, resulting in the issuance of 85 underground mine foreman certificates, five fire-boss certificates, and three upgrades from fire-boss to mine foreman. Also, five surface foreman certifications and 119 hoist certificates

MINE SAFETY & INSPECTION (Routine safety inspections every 45 days)	
Underground Coal Mines	58
Surface Coal Mines	156
Shafts for Underground Coal Mines	0
Prep Plants for Coal Mines	64
Idle Coal Inspections	91
Site Inspections	619

were issued. Mine rescue training continued to be provided by Beville State Community College (BSCC) under contract with ADOL.

The two state mine rescue teams continued to train and prepare for 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 in the state.

SURFACE MINING OF NON-FUEL MINERALS

Non-fuel minerals are mined in all 67 Alabama counties and contribute greatly to the state's economy. Examples of non-fuel minerals mined in Alabama are: sand, gravel, granite, clay, bauxite, and shale. This section makes certain that lands mined for those minerals are reclaimed in accordance with the Alabama Surface Mining Act of 1969.

In addition, this section issues mining permits, ensures that mine sites are properly bonded for reclamation purposes, makes periodic inspections, and releases bonds once sites have been satisfactorily reclaimed.

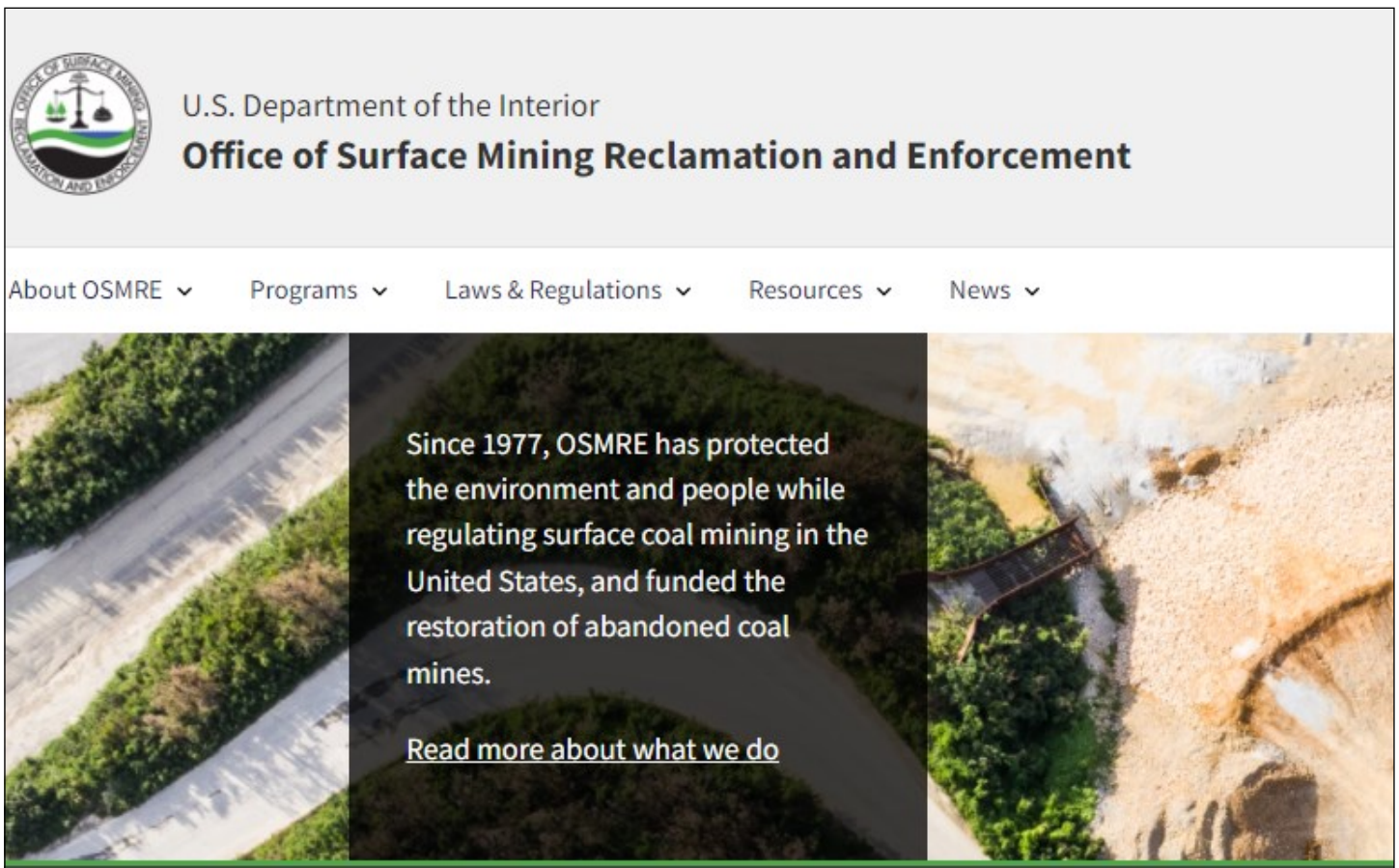
In FY2021 new technologies were implemented for inspection of non-fuel surface mine inspection and permitting. These technologies included providing field



Dustin Morin, Director of the Mining and Reclamation Division, addressed honors biology students at Auburn University about possible career paths.

inspectors with iPad Pros equipped with geospatial mobile applications. These tools allow inspectors to quantify the precise acreage of disturbance of surface-mine operations. This information is used to accurately tabulate the bond amount due to ADOL prior to issuance of permit renewals.

Below is a snapshot of the U.S. Department of the Interior's OSMRE website which can be found at osmre.gov.





**INSPECTIONS
BOILERS & ELEVATORS**

**DIRECTOR
EDWARD WIGGINS**

When the Alabama Legislature charged the State Labor Department with administering new state elevator and boiler safety inspection codes, it also created two professional advisory boards to enact rules and regulations and provide program oversight, the Alabama Board of Boiler and Pressure Vessels and the Alabama Elevator Safety Review Board. Board members are appointed for staggered terms.

BOARD OF BOILERS AND PRESSURE VESSELS

Dr. David F. Dyer

Chairman, Auburn University

Fitzgerald Washington

Secretary, Alabama Department of Labor

Lance Coven

Mitternight, Mobile

Tony Millette

UAB, Birmingham

Gene Canavan

International Paper, Prattville

R. Barry Latham

McAbee Construction, Tuscaloosa

Steve Speed

Boilermakers, International Representative, Jasper

John Adams

ADCO, Birmingham

Paul Bourgeois

XL Insurance Co., Northport

**STATE BOILER AND
PRESSURE VESSEL INSPECTORS**

Eddie 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

Fitzgerald Washington

Secretary, Alabama Department of Labor

Stanley House

Birmingham

Jeff McNorton

Montgomery

Jerry Nelms

BJCC, Birmingham

Marty Gilbert

Planning and Engineering, City of Hoover

Latoya Beard

UAB Hospital, Hoover

Philip R. Meadows

Disability representative, Montgomery

Eric Moore

Auburn University, Auburn

Lee Alley

IUEC 124, Robertsdale

STATE ELEVATOR INSPECTORS

James E. Dye, Deputy Inspector

Anthony E. Barry, Deputy Inspector

Daniel S. Chandler, Jr., Deputy Inspector

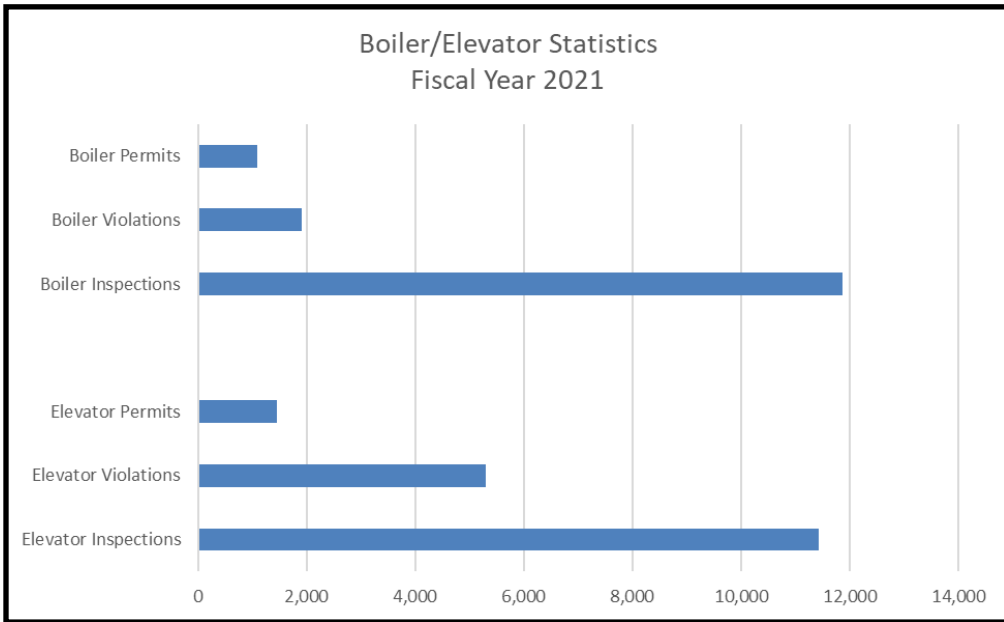
David A. Baccus, Deputy Inspector

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 begin conducting boiler and pressure vessel safety inspections. The Alabama Department of Labor estimates Alabama has about 21,121 registered boilers and pressure vessels. During FY2021, a total of 11,868 inspections were performed by state and insurance inspectors. 1,912 violations were found, and 2,280 were corrected. There were 1,096 new boiler permits received and 11,446 certificates issued during the reporting period.

From the 1840s-1920s around 50,000 people a year were



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

killed in boiler explosions and thousands more injured, giving rise to boiler safety inspection programs. Modern day pre-emptive safety inspections by state governments and insurance companies have reduced boiler explosion fatalities nationwide.

Most common Alabama boiler violations:

- safety relief device not working;
- carbon dioxide monitor not installed;
- remote shutdown not installed;
- installed without permit.

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

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

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.

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

The Alabama Department of Labor estimates Alabama has about 11,135 elevators and 155 escalators. During FY2021, state and private inspectors conducted 11,436 safety checks on elevators and escalators in Alabama. In the process, 5,301 violations were uncovered and 5,308 were corrected with new code violations found each day. There were 1,458 new elevator permits received during the reporting period.

Most common Alabama elevator violations:

- Annual and five-year safety checks past due;
- Maintenance logs missing;
- Inoperable / missing communication device in elevator;
- Emergency lighting / alarm bell not working.

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

During FY2021, the Elevator Safety Review Board made changes to the Elevator Safety Rules which resulted in increased safety standards along with millions of dollars of savings to elevator owners in Alabama.

COVID-19 EFFECT

Although Covid-19 continued to affect Alabama during FY2021, the division experienced very little change in safety inspections, violations, and permits. The division was able to maintain less than 2% overdue inspections in both the Boiler/Pressure Vessel and Elevator departments due to the exceptional efforts of the inspection team.

ALABAMA DEPARTMENT OF LABOR

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