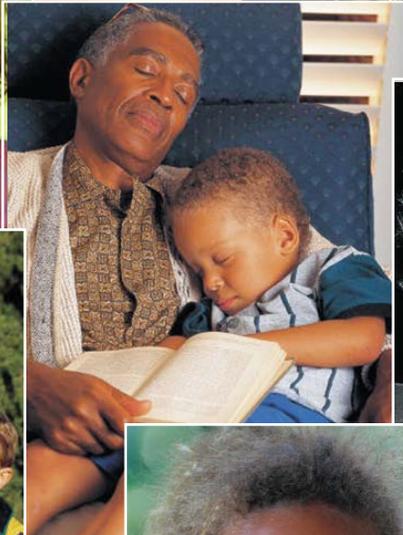
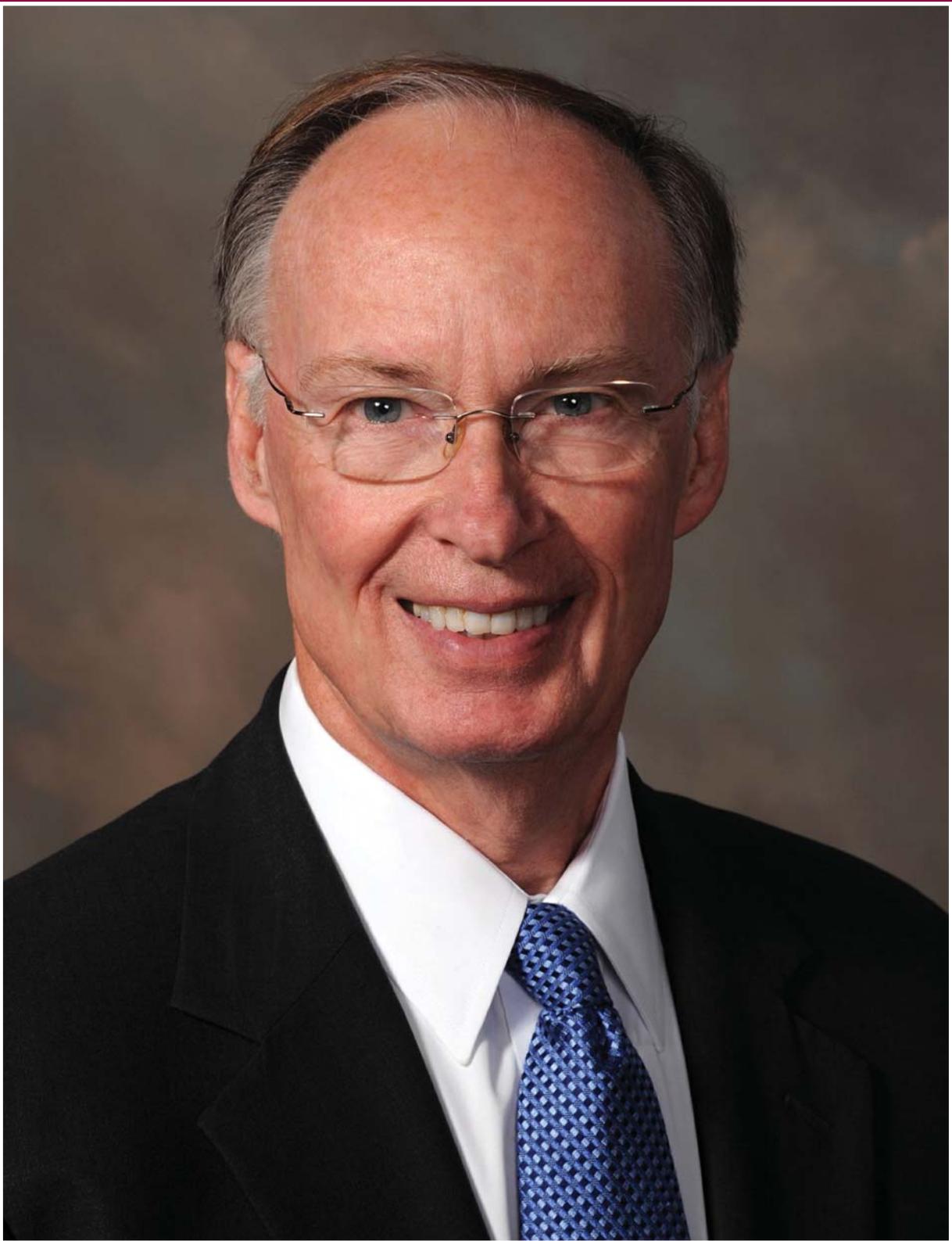


# 2012 Annual Report



Alabama Department of Human Resources



**ROBERT BENTLEY**  
**GOVERNOR**  
*STATE OF ALABAMA*



**ROBERT BENTLEY**  
*Governor*

## State of Alabama Department of Human Resources

S. Gordon Persons Building  
50 North Ripley Street  
P.O. Box 304000  
Montgomery, Alabama 36130-4000  
(334) 242-1310  
[www.dhr.alabama.gov](http://www.dhr.alabama.gov)



**Nancy T. Buckner**  
*Commissioner*

Dear Governor Bentley:

The Department of Human Resources worked diligently in Fiscal Year 2012 to leverage technology to our advantage so as to improve the services we provide the public without increasing the operating costs of those services. One such effort was the introduction of an ATM card for the electronic issuance of child support payments to custodial parents. This electronic issuance program virtually eliminated the process of printing and mailing over two million paper checks monthly, saving approximately one million dollars in state and federal funds.

FY 2012 also saw an increase in the number of food assistance applicants applying for SNAP benefits in our counties and via the Internet. Approximately 5% of all food assistance applications were submitted through the MyAlabama.gov website, saving valuable time for both clients and DHR staff. The Food Assistance Program also began converting paper applications and reporting documents to electronic files that should result in the benefit process being totally paperless by 2014.

Permanency for children is a major goal of the Department. FY 2012 ended with another record number of children adopted by their foster parents. The total number of foster children adopted, 587, is the second highest number in the Department's history. Permanency also includes children returning home safely when possible. Through the extraordinary efforts of our social workers partnering with judges, guardians ad litem, attorneys, foster parents and others, the number of children in foster care was reduced from over 6000 two years ago to approximately 5000 by the end of FY 2012.

As our elderly population increases in Alabama, innovative methods must be created to better protect them from abuse, neglect and exploitation. To help develop a long-range plan for addressing those needs, the Elder Abuse Prevention Act created the Alabama Interagency Council for the Prevention of Elder Abuse. This group, consisting of members from 27 agencies, will work to improve the reporting of elder abuse, develop coordinated services and identify steps to implement changes determined to improve the lives of our elderly citizens.

In a constantly changing world, DHR continues to change with it as we work to improve the lives of all Alabamians. In the coming years, we will regularly make adjustments and improvements to the methods we use to provide necessary services to the most vulnerable of our population. We stand ready for the challenges ahead and look forward to future successes we know will be achieved through hard work and dedication. I hereby present this Fiscal Year 2012 Annual Report to you with commitment to fulfilling the needs of the people of Alabama.

With warmest regards,

Nancy T. Buckner  
Commissioner





Some basic facts about the...



# Alabama

## DEPARTMENT OF HUMAN RESOURCES

### DHR'S MISSION:

To Provide for the protection, well-being, and self-sufficiency of children and adults.

### DEPARTMENT HISTORY

The Alabama Department of Human Resources (DHR) was created in August 1935 to administer programs that were part of the Social Security Act. These programs were developed to help Americans suffering through the financial hardships of the Great Depression. The agency's original name was the Department of Public Welfare. In 1955, it was renamed the Department of Pensions and Security. The current name was adopted in 1986. Some programs have changed over the years; however, the agency's primary goal has always been to help people in need.

#### MAJOR PROGRAMS

The Department of Human Resources' major programs include Family Services, Food Assistance, Child Support, Child Day Care, Adult Protective Services, Temporary Assistance for Needy Families (TANF), and Emergency Welfare Services.

#### DIVERSE RESPONSIBILITIES

The department has some of the most diverse responsibilities of any public or private agency. The agency's number one legal responsibility is to prevent abuse, neglect and exploitation of children and vulnerable adults.

The agency also plays a major role in assisting needy families through administration of the Food Assistance Program and the TANF welfare block grant. Support services are provided to help the families become self-sufficient. Approximately one of every four Alabamians are affected directly or indirectly by DHR programs, services or functions.

#### DEPARTMENT EMPLOYEES

DHR averaged 4,086 employees in FY 2012, most of whom work in county offices. Social workers represent the largest category of DHR staff, although a variety of professions are represented within the agency.

#### DHR BOARDS

DHR operates under the State Board of Human Resources. The Governor, who serves as Board Chairman, appoints the board members who serve six-year terms. The State Board approves major administrative actions, including the appointment of the Commissioner. The Board also approves the agency's operating budget.

The 67 county departments of Human Resources have boards that are appointed by county governments. City governments are involved in the appointment of County Board members in a few populous counties.

#### REVENUES & EXPENDITURES

In Fiscal Year 2012, DHR's revenues and expenditures totaled \$2,064,692,081, including more than \$1.39 billion in food assistance benefits. The federal government provided approximately 88% of the agency's funds. Sources of state dollars included the General Fund, the Special Education Trust Fund, whiskey and beer taxes, and other earmarked taxes.

Most of DHR's federal funding comes through the U.S. Department of Agriculture (USDA) and the U.S. Department of Health and Human Services (HHS).

# ANNUAL REPORT

## ALABAMA DEPARTMENT OF HUMAN RESOURCES

### Fiscal Year 2012

October 1, 2011 - September 30, 2012

*Alabama Department of  
Human Resources*  
**STATE BOARD**

**GOVERNOR ROBERT BENTLEY**  
**CHAIRMAN**

**MR. TONY PETEOS**  
*Vice-Chair*

**MS. LESLIE D. SANDERS**  
*Secretary*

**MS. KATHY SAWYER**

**MR. WAYNE SELLERS**

**DR. CHARLES R. NASH**

**MS. ELIZABETH C. SMITHART**

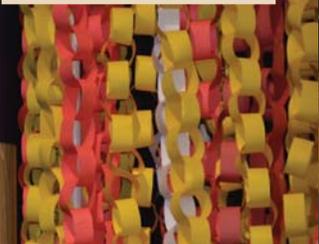
**NANCY T. BUCKNER**  
**COMMISSIONER**

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*50 North Ripley Street • Montgomery, Alabama 36104*

The Alabama Department of Human Resources is an affirmative action/equal opportunity employer. All programs are administered in accordance with the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and all other state and federal civil rights laws.



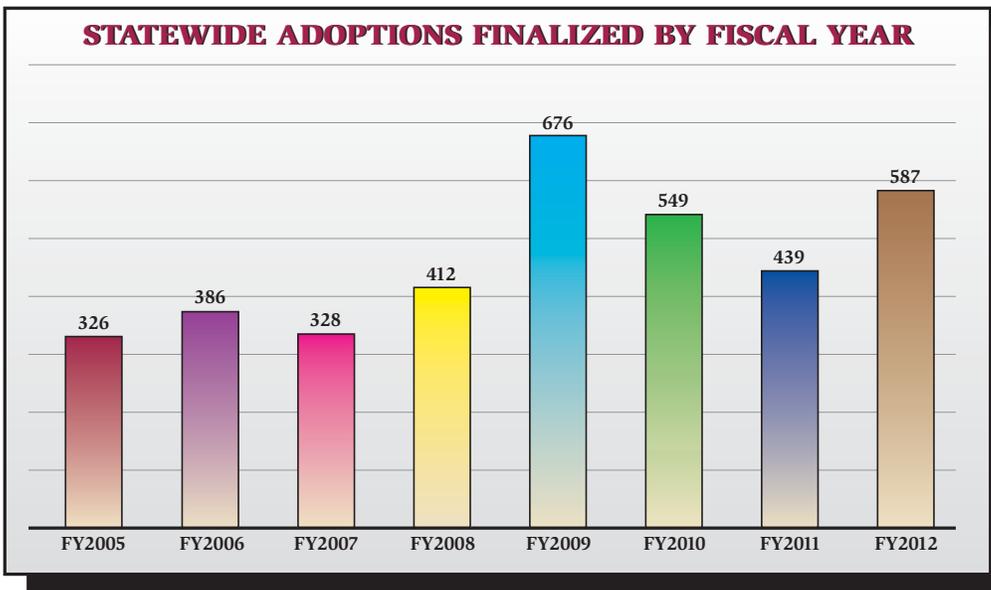
# FAMILY SERVICES

## Finalized Adoptions in FY 2012 Second Highest Recorded by DHR

The Office of Permanency finalized 587 adoptions of children from the foster care system in FY 2012. This represents an increase over the previous year and is surpassed only by the 676 adoptions finalized in FY 2009. Most of these children were adopted by their current foster parent(s) with assistance from county staff.

DHR placed 58 children, considered the most challenging, who were not able to be adopted by their foster parents. (Older youth, sibling groups that need to be placed together and children with severe physical, mental or behavioral health needs) This group of children included a 20 year old dependent child with cerebral palsy and 41 children over the age of 10 including 25 children over the age of 13.

In recognition of Alabama's commitment and success in finalizing foster care and other adoptions, DHR received a 360 thousand dollar Federal Adoption Incentive Award for FY 2012 from the U.S. Department of Health and Human Services.



### **PERMANENCY FOR CHILDREN**

IS A PRIMARY CONCERN OF THE DEPARTMENT

#### **PERMANENCY INCLUDES:**

- Reunification with birth parent(s)
- Transfer of custody to relatives
- Kinship Guardianship
- Adoption

**A record number of children  
were adopted by their foster parents  
in FY 2012**

# FAMILY SERVICES

## FOSTER AND ADOPTIVE PARENT RECRUITMENT

The children the Department serves continue to reap the benefits of a number of partnerships with various agencies that support recruitment and public awareness of the needs of the children in foster care.

The Department was fortunate to receive renewals on both of our grants from the **Dave Thomas Foundation** for adoption. With these funds we operate two **Wendy's Wonderful Kids** projects. The Mobile County project concluded its sixth year in December 2012. The Jefferson County project, renewed in July 2012, was extended to its third year.



Weekly **Kids to Love** segments resumed this year. These televised segments, hosted by adult adoptee Lee Marshall, now air weekly on WHNT-CBS Huntsville.

Forever families often meet their adopted children for the first time through one of the photo listing web sites that feature our children.

These sites include [www.adoptuskids.org](http://www.adoptuskids.org), [www.adoption.com](http://www.adoption.com), [www.heartgalleryalabama.com](http://www.heartgalleryalabama.com) and the **Adoption and Waiting Children** page on [www.dhr.alabama.gov](http://www.dhr.alabama.gov).

**Heart Gallery Alabama** continues to work with DHR by photographing and conducting video interviews for our waiting children. These photos and videos are utilized on all four websites that feature our children.



*First Lady Diane Bentley became involved with Heart Gallery Alabama after seeing a display in Tuscaloosa in 2012. On March 15, 2012, Governor and Mrs. Bentley hosted a Heart Gallery Alabama exhibit at the Governor's Mansion in Montgomery.*

# FAMILY SERVICES

## ICPC HELPED PLACE OVER 1200 CHILDREN IN FY 2012

The Interstate Compact on the Placement of Children (ICPC) is a uniform law that has been enacted by all 50 states, the District of Columbia and the U.S. Virgin Islands. The compact is designed to ensure protection and services to children who are placed across state lines for adoption, foster care or relative placement.

Children placed out-of-state need to be assured the same protections and services they would receive had they remained in their own state. The compact establishes orderly procedures for the interstate placement of children and fixes responsibility for those involved in placing the child.



*In conjunction with Alabama Post Adoption Connections, a camp was held for adoptive families at Alabama's Special Camp for Children and Adults (ASCCA). The camp was held June 19-22, 2012, with 136 children and many families in attendance.*

**THE ALABAMA ICPC OFFICE HANDLES THESE FOUR PRIMARY RESPONSIBILITIES ON AN ONGOING BASIS:**

- Placement preliminary to an adoption
- Placements into foster care including foster homes, group homes, residential treatment facilities and institutions
- Placements with parents and relatives when a parent or relative is not making the placement
- Placements of adjudicated delinquents in institutions in other states

**In FY 2012 Alabama ICPC processed a total of 832 cases involving 1,211 children.**



**GOVERNOR ROBERT BENTLEY PROCLAIMED NOVEMBER AS "NATIONAL ADOPTION MONTH IN THE STATE OF ALABAMA".** This was marked by a formal proclamation held at the Capitol featuring press coverage and participation by families and others involved in adoption in Alabama.

# FAMILY SERVICES



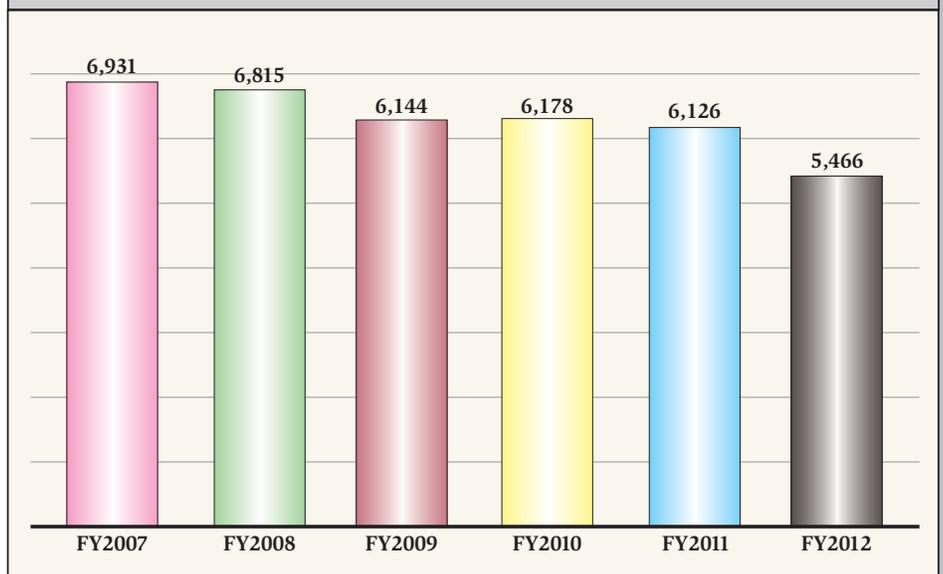
*Governor Robert Bentley proclaimed May as "National Foster Care Month in the State of Alabama."*

## Number of Children in Foster Care reduced in FY 2012

While many children and families successfully receive individualized services in their own homes, children who cannot remain in their own homes may have to enter into the custody of the Department of Human Resources. The overall number of children in foster care was reduced to 5132 in FY 2012. Children receiving individualized services in their own homes are served through general and specific programs such as the Independent Living Program (ILP) for children aged 14-21. Alabama is proud of the services provided, and the current data available indicates much improved outcomes for our children.



**Children in DHR Custody by Fiscal Year Monthly Average**



# FAMILY SERVICES

## FEDERAL PROGRAM IMPROVEMENT PLAN (PIP)

The Department's extended PIP ended on August 31, 2012 and the PIP activities that were to be achieved within that time frame were completed. Through prior negotiation with the Children's Bureau, some PIP activities were able to be carried over for completion post-PIP. The Department will provide information on the status of these steps in its Annual Progress and Services Report (APSR).

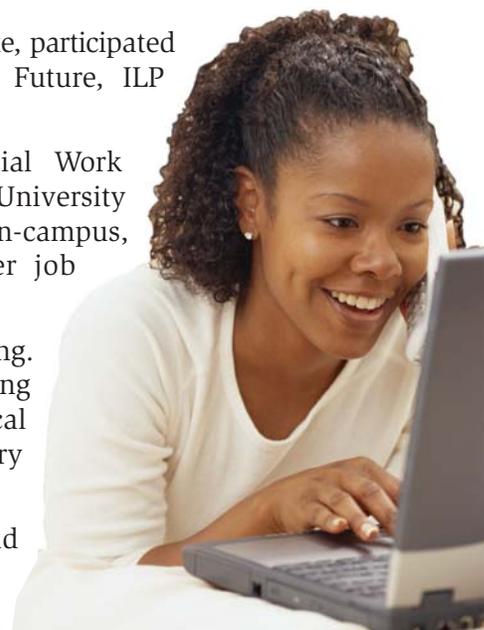
As part of the PIP, the state was to meet improvement goals on eight items as measured by the Department's Office of Quality Assurance. As of September 30, 2012, the improvement goals on five of those items were met. The state has until September 2013 to meet the PIP improvement goals on the remaining three items. The APSR contains information on PIP-related work as well as the level of progress being made on a number of other child welfare objectives/goals that were not included in the PIP.

**Each year the Department submits an Annual Progress and Services Report to the Children's Bureau that includes updates on the strategies and goals set forth in the Child and Family Services Plan.**

## Independent Living Program

In fiscal year 2012, the Independent Living Program (ILP) focused its efforts on enhancing Youth leadership skills and improving networking opportunities for youth, staff and community providers. Older Youth, age 14-21, had opportunities to participate in local and state level Youth Advisory Council activities.

- DHR funded positions for two former foster youth to provide support to the ILP program. They assisted in strategic planning for the program, mentoring and county youth support. They also participated in national youth conferences and served on several panels sharing their foster care experience.
- Two ILP youth camps were held to help youths learn leadership and team-building skills, banking and money management and how to pursue higher education.
- Eighty-one ILP youth, representing several counties around the State, participated in the national Daniel Memorial Institute, Footsteps to the Future, ILP Conference.
- Twenty-six young people participated in the National Social Work Enrichment Program held at Alabama State University and the University of Alabama. The six-week program provided them with an on-campus, college and classroom experience. They also had summer job experiences.
- Seventeen youths participated in DREAM Council leadership training. Participants serve the state for two years by assisting in the continuing enhancement of the program, volunteering with state and local organizations and providing support to their local Youth Advisory Councils.
- Several youth spoke to peer-groups, judges, foster parents and community leaders about their experiences in foster care.



# FAMILY SERVICES

## OFFICE OF FINANCIAL RESOURCE MANAGEMENT

The Office of Financial Resource Management (OFRM) is responsible for policy and training for Medicaid Rehabilitation Services and the Targeted Case Management Program for both county staff and State DHR contract providers. They work to ensure that necessary services are available for abused and/or neglected children and that those services are provided in compliance with rules and regulations of the Medicaid Agency.

### REVENUES RECEIVED FROM THE MEDICAID AGENCY

PROGRAM	FY12
Targeted Case Management	\$18,651,114.50
Medicaid Rehabilitative Services	\$32,153,740.13
<b>Total</b>	<b>\$50,804,854.63</b>

The OFRM also oversees the DHR Revenue Maximization Initiative to access federal dollars for services that would otherwise be paid with state dollars. These efforts save millions of state dollars each year by allowing the department to seek federal reimbursement for some of the services provided to abused and/or neglected children and adults.



### Title IV-E Program Reviewed by Administration of Children and Families

In August 2012, the Administration of Children and Families (ACF) conducted an eligibility review of Alabama's Title IV-E Foster Care Program. The purpose of the review was to determine if Alabama was in compliance with the child and provider eligibility requirements and to validate the basis of Alabama's financial claims to ensure that appropriate payments were made on behalf of eligible children, eligible homes, and institutions. Alabama was determined to be in substantial compliance with federal requirements.

*The IV-E program, authorized by the Title IV, Part E of the Social Security Act, provides federal funds to our state for maintaining certain children in foster and adoptive families. The funding is also used for the administration of the program and training staff who work with children and families.*

## PERMANENCY ROUNDTABLES

Permanency Roundtables (PRT) are designed to help children who have no formal permanent plan, in terms of family or a clear future, as they exit foster care due to their age. The PRTs consist of a team of social workers and supervisors who thoroughly review a child's record for prior resources (family, friends, etc.) whom, for whatever reason, may not have been appropriate for the child when he/she was younger. Paternal relatives, school teachers, counselors, former coaches and church members are often revealed through this process and suggestions from peers offer a fresh perspective of the child's case.



**Since the first Roundtables were conducted in FY 2009, 90 percent of the more than 300 participants achieved permanency, made meaningful connections or successfully transitioned out of foster care.**

# FAMILY SERVICES

## CHILD SAFETY TRAINING



Child Safety continues to be in the forefront of the work being done in Child Welfare. Child Safety Training of line workers and supervisors focuses on assessing protective capacities, identifying safety threats and safety planning. The training is designed to help participants better assess caregiver's capacities to protect children from threats of danger. These assessments help social workers, supervisors and family members develop meaningful case plans for families who may need in-home or foster care services.

In FY 2012, 140 social workers and county multidisciplinary team members attended the 28th National Symposium on Child Sexual Abuse which afforded them the opportunity to participate in training presented by nationally known speakers.

Child welfare cases involving domestic violence have been identified by social workers and supervisors as being some of the most challenging. In order to assist child welfare staff to better understand the relationship between Domestic Violence and Child Welfare, DHR formed a partnership with the Alabama Children's Justice Task Force and a training curriculum was developed for Child Welfare Staff and their Multidisciplinary Partners. Child Welfare and Domestic Violence representatives will assist in the training.

## OFFICE OF CHILD WELFARE TRAINING

The Office of Child Welfare Training (**OCWT**) is responsible for providing skills based training for child welfare staff. Training includes: Basic child welfare skills curriculum, Alabama Child Welfare Training (ACT I), and the following advanced ACT II curricula:

- ACT II: MEETING FAMILIES UNDERLYING CONDITIONS
- ACT II: THE INDIVIDUALIZED SERVICE PLANNING PROCESS FOR FAMILIES WHO EXPERIENCE SUBSTANCE ABUSE
- ACT II: CPS (PRACTICAL CHILD PROTECTION SERVICES)
- ACT II: PRACTICAL CHILD SEXUAL ABUSE INTERVENTION
- ACT II: SUPERVISORS TRAINING
- ACT II: CONCURRENT PERMANENCY PLANNING TRAINING

**OCWT** also provides leader certification for Group Preparation and Selection (GPS) for prospective foster/adoptive parents and Deciding Together, a program designed to further assist prospective foster/adoptive parents. They also conduct basic and refresher training regarding the use of the DHR child welfare computer documentation system: Family, Adult, and Child Tracking System (**FACTS**).

During FY 2012, the Office of Child Welfare Training trained approximately 680 participants in a variety of computer based and classroom sessions.



# FAMILY SERVICES

## Child Abuse and Neglect Central Registry

The Family Services Division uses the Child Abuse and Neglect Central Registry to support child safety in Alabama by determining whether an individual has a prior substantiated or indicated report of child maltreatment. Educators, recreational leaders, child care employees and others who will be working with and around children are subject to clearance of the Central Registry.

*In FY 2012, 25,209 requests were cleared through the registry by DHR.*

## DHR Social Worker Named Alabama State Employee of the Year



*From left: DHR Commissioner Nancy Buckner, Holly Painter, Senator Jerry Fielding*

The State of Alabama Personnel Department selected Ms. Holly Painter, a social service caseworker in Talladega County, as the 2012 Alabama State Employee of the Year. An award ceremony was held Thursday, June 7th at the Talladega County Department of Human Resources to recognize Ms. Painter for her dedication to insuring the safety of children and her outstanding working relationship with community partners.

Ms. Painter was nominated because she consistently went above and beyond the call of duty as a child abuse and neglect investigator and was described as a “calming force in the midst of crisis.” Ms. Painter was often “on call” and worked after hours to ensure children were protected from further abuse and placed in a safe environment.

The ceremony was attended by State Senator Jerry Fielding, DHR Commissioner Nancy Buckner, local community partners, Talladega DHR employees, and members of Ms. Painter’s family.



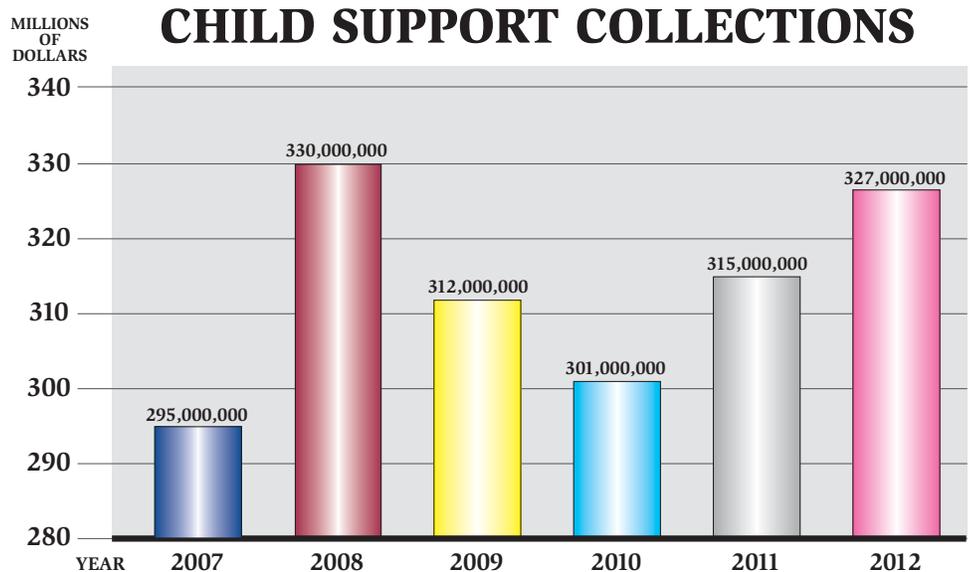
# CHILD SUPPORT ENFORCEMENT

## Child Support Collections Continue to Increase

DHR collected more than \$327 million in child support from non-custodial parents in FY 2012. This represents a \$12 million increase over the amount collected in FY 2011 and \$26 million more than the \$301 million collected during FY 2010.

The child support program has helped many families break the grip of poverty and has provided the support that dependent children need, and deserve, from both of their parents.

The Alabama Department of Human Resources provides child support services to more than 230,000 families.



## PATERNITY ESTABLISHMENT CONTINUES TO EXCEL

The establishment of paternity is vital to the issuance of court orders that require child support for dependent children. In FY 2012, paternity was established for 91.74% of the children served by Alabama's Child Support Program. This was the fourth consecutive year that the state's paternity establishment rate exceeded 90%.

*The number of cases with court-ordered support obligations increased to 82.86% for the families who received child support services during FY 2012.*

## Electronic Payment System Improves Efficiency, Saves Money



Alabama began distributing child support payments via a prepaid debit card in June 2012. Paper checks were discontinued for custodial parents who were eligible to receive the debit card, eliminating the costly process of printing and mailing paper checks.

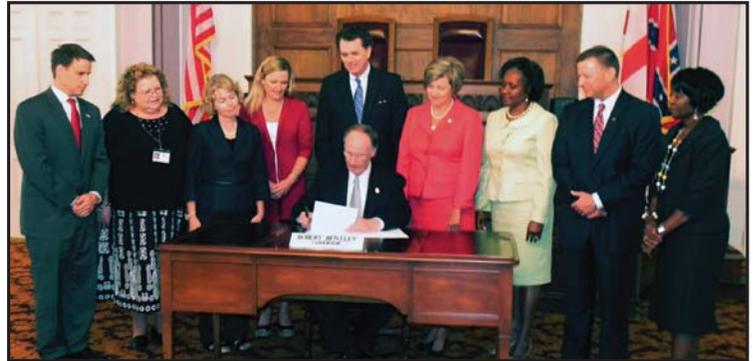
The new child support payment method provides a fast and secure method for custodial parents to receive child support payments and will save taxpayers close to one million dollars annually.

# CHILD SUPPORT ENFORCEMENT

## Legislation Clarifies Juvenile Court Jurisdiction

House Bill 100 was signed into law in May of 2012 by Governor Robert Bentley. The bill clarified the jurisdiction of a juvenile court to establish, modify or enforce child support orders, visitation or custody when the court has previously established parentage.

The legislation also provides that the juvenile court has jurisdiction to modify or enforce both child and spousal support in cases brought pursuant to Title IV of the Social Security Act.



## Successful Collaborations

The accomplishments and successes of the state's child support program would not be possible without the coordination and cooperation of the partners who work closely with DHR. Federal, state and local child support staff collaborate successfully with district attorneys, private attorneys under contract with DHR, law enforcement officials, judges and other court officials.

- Child Support Stakeholders
- Employers
- Financial Institutions
- Bureau of Vital Statistics
- Hospitals
- Medicaid
- The State Department of Labor
- The TANF (Temporary Assistance for Needy Families) Program
- The Social Security Administration
- Insurance Companies
- The State Department of Corrections

*The cooperation of parents is also very important to achieving the best possible outcome for children.*

## TRAINING HELPS SUSTAIN PROGRAM EFFECTIVENESS

To help ensure the continued effectiveness of county child support programs, multiple training opportunities were provided during FY 2012 for child support workers, supervisors, district attorneys and county directors.

Basic child support training was provided for new employees in April, and county directors received training in May. In June, child support supervisors received refresher training for the first time in ten years. The training sessions covered previously identified training issues, recent policy and computer changes.



# FAMILY ASSISTANCE

*Alabama's Family Assistance Program provided cash assistance during FY2012 to a monthly average of 21,831 families. These families included 37,745 children.*

This number is down from a monthly average of 23,546 families receiving assistance in FY2011.

Approximately 35% of the families receiving public assistance are headed by relatives such as grandparents or aunts raising related children.

## COMMUNITY EMPLOYMENT PROGRAM (CEMP)

**CEMP** seeks to provide valuable work experience that will lead to permanent paid employment for recipients of public assistance. It helps participants of the JOBS program develop good work habits, build self-confidence, learn job skills, gain work experience and learn to get along with co-workers. **CEMP** is not paid employment, but is performed in return for public assistance.

More than 1000 clients are assigned to, or participating in, **CEMP** each month at libraries, city halls, restaurants, auto supply companies, nursing homes and many other businesses across the state.



**CEMP** workers can perform a wide variety of jobs based on the employer's needs and the participant's skills. They may not be used to displace paid employees. If the placement is successful, the employer is encouraged to hire the **CEMP** worker.



## JOBS Program

ALL ADULT RECIPIENTS ARE REQUIRED TO PARTICIPATE IN THE WORK PROGRAM CALLED JOBS.

### *Each Month:*

- Over 13,500 adults were required to participate in JOBS.
- 870 adults found employment for a monthly average of 5707 clients working.
- 3101 clients were assigned to, or were participating in, work activities.

# FAMILY ASSISTANCE

## *Family Coaches Program*

The Family Coaches Program (FCP) is an adult mentoring program, available in 34 counties, designed to assist low-income families and welfare recipients move from public assistance to employment. FCP is a collaborative effort among the Alabama Department of Human Resources, media partners, and the Family Guidance Center of Alabama.

Transportation is the one consistent barrier that participants in the program identify on their initial needs assessment. For most of these individuals, this means trying to obtain a reliable vehicle without many resources available to them. Since its inception, the Family Coaches Program has given away 54 cars that were donated to the program.



Ms. Jordan Stickney (left) is an active and sincere participant in the Department of Human Resources JOBS Program, a program specifically designed to help individuals transition from welfare to self-sufficiency.

The Family Guidance Center of Alabama honored Ms. Stickney for her participation and pledge to self-sustenance by giving her a vehicle.

## **SAIL Project**

The Special Assessment, Intervention and Liaison (SAIL) Project is a joint effort involving the Alabama Coalition Against Domestic Violence, domestic violence shelters across the state and DHR. Family Assistance applicants and recipients are screened for domestic violence. Individuals who screen positive are referred to the county SAIL specialist and offered help.

### *Services provided by SAIL may be:*

- INFORMATION AND REFERRAL
- SAFETY PLANNING
- ASSISTANCE IN RELOCATING

Referrals are made from all DHR programs and the community. During FY2012, 3,960 families were referred to the SAIL project. A total of \$142,993 was spent during the year assisting domestic violence victims with rent and utilities, repairing damage to cars caused by the abuser, and replacing birth certificates and other important documents.

In addition to the SAIL Project, DHR staff members work with the Alabama Coalition Against Domestic Violence in other areas and serve on the Alabama Partnership for Economic Justice committee (a state-wide organization of individuals, organizations and businesses interested in economic justice) and on the Violence Against Women Task Force.

# FAMILY ASSISTANCE

## Family Assistance Staff Training

Staff Training for Family Assistance Staff in FY2012 was offered primarily using the agency's Learning, Education and Training System (LETS) which allowed staff members to view training courses at their desks, saving staff travel time and reducing training costs.

### Training developed during the year included:

- Courses on confidentiality and case documentation for both family assistance eligibility and JOBS staff
- Program specific courses for eligibility workers such as budgeting and for JOBS staff on how to develop an effective task force
- Information on complying with IRS and SSA requirements for all staff having access to Federal Tax Information
- Information on language assistance resources available for clients with limited English proficiency

Basic Case Management Training for new JOBS staff was provided in a classroom setting during the year, but the classroom training will be shortened as more material is put on LETS.

## STATE SUPPLEMENTATION PROGRAM

The State Supplementation Program provides payments to needy elderly, blind and disabled persons. Its purpose is to supplement SSI benefits and/or other income to individuals who are in need of independent home-life care or specialized independent care who are paying someone to provide such care. There are 114 active cases that were eligible under former federal/state programs replaced by SSI.

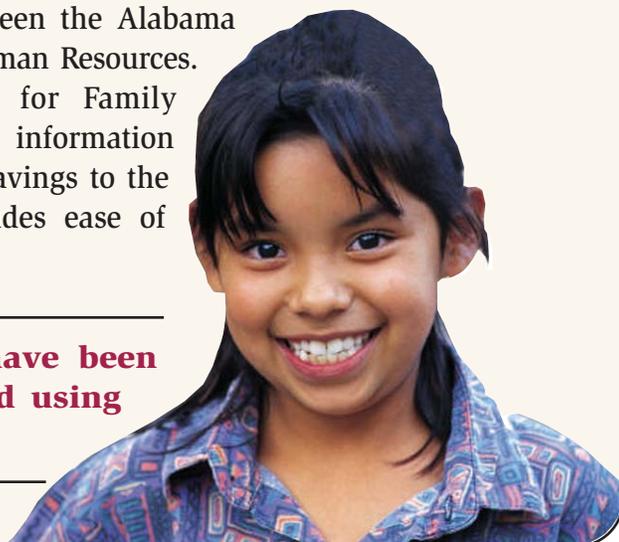
### EXPRESS LANE ELIGIBILITY

Express Lane Eligibility is a collaborative effort between the Alabama Medicaid Agency and the Alabama Department of Human Resources. Medicaid workers make eligibility determinations for Family Assistance and Food Assistance recipients based on information available through DHR data systems. This results in savings to the Medicaid Agency through worker time and it provides ease of Medicaid certification for our mutual clients.

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**Since its implementation in 2009 there have been over 320,000 children enrolled in Medicaid using Express Lane Eligibility.**

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# FOOD ASSISTANCE

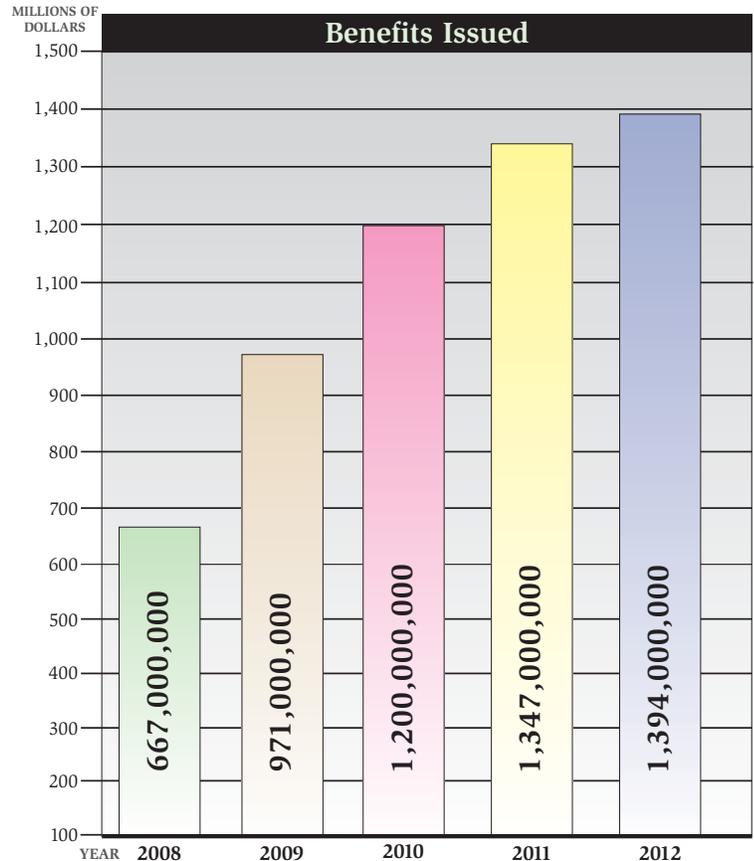
## SNAP Benefits Continue to Rise in FY 2012

The Food Assistance Program continued to see record growth in Fiscal Year 2012, reaching more Alabama citizens than ever before in the history of the program. The average number of individuals participating each month was 910,244. Over \$1.39 billion in benefits were issued, creating an economic impact of more than \$2.5 billion. This money helps support farmers, grocery stores and related industries by creating and maintaining jobs within local communities across the state.

Nearly 1 in 5 Alabamians benefits directly from the Food Assistance Program and half of those participating in the program are either children under the age of 18 or seniors, age 60 and older.



In Alabama, the Supplemental Assistance Program (SNAP) is called the Food Assistance Program



### Participation Rates Increase

Considerable progress has been made in participation numbers over the past three years. We are especially proud of the work done to increase outreach activities, particularly with the Bay Area Food Bank acting on behalf of the Alabama Association of Food Banks.

- The participation rate for those eligible for SNAP increased from 67% in 2008 to 79% in 2010.
- The working poor participating in SNAP increased from 58% to 70%.
- Alabama is above the national average of 75% for eligible persons participating and 65% for the working poor.
- The average participation rate for the Southeast region in 2010 was 80% for eligible persons participating and 70% for the working poor.



Applying for **Supplemental Nutrition Assistance Program (SNAP)** benefits in Alabama is more convenient than ever because of the Internet application site, **MyAlabama.gov**. Approximately 5% of all applications come to DHR through this site. The number of web applications continues to increase every month as more people use the Internet to apply.

# FOOD ASSISTANCE

## Farmers Markets Provided with Equipment to Accept EBT Cards

In July of 2012, the Food Assistance Program partnered with the Alabama Farmers Market Authority to increase the number of farmers markets that accept EBT cards. Aimed at providing better access to fresh fruits and vegetables for SNAP program participants, the project provided wireless point-of-sale (POS) equipment to new farmers markets and markets that did not already accept Electronic Benefit Transfer (EBT) cards for purchases.

The U.S. Department of Agriculture, Food and Nutrition Service (FNS) funded the project and sent staff, along with the Food Assistance Division and the Farmers Market Authority, to meet with representatives of about 30 farmers markets in Alabama. A one-day event, held July 25th at the Birmingham Botanical Gardens, provided the opportunity for farmers markets to apply for retailer certification to accept EBT benefits and receive training on the use of the POS equipment.



Ten new farmers markets now accept EBT cards as a result of this project. The project was originally scheduled to end September 30, 2012; however, FNS decided to extend it through FY 2013.

## AESAP PROJECT EXTENDED ADDITIONAL FIVE YEARS

The Alabama Elderly Simplified Application Project (AESAP) proved its success by increasing participation among the elderly and has been extended an additional five years.

- Over 40,000 seniors participated in the program by the end of FY 2012, recording increases every month.
- AESAP issued over \$3 million in benefits in September 2012.
- The average monthly benefit for each household was \$78.
- Nationally, seniors represent one of the largest groups of people who are eligible but do not participate in SNAP.

As the Food and Nutrition Service (FNS) looks for better ways to reach seniors, this project and others like it, have proved that a streamlined application process can eliminate some of the barriers to participation and increase the number of seniors benefitting from SNAP.

**ALL HOUSEHOLD MEMBERS MUST BE AGE 60 OR OLDER AND HAVE NO EARNED INCOME TO BE ELIGIBLE FOR AESAP.**

## Business Process Study Funded by FNS Grant

In September 2012, FNS awarded a \$145,316 participation grant to the Food Assistance Division to conduct a study of the SNAP business processes in six counties. As part of the study, the Auburn University at Montgomery, Center for Government will analyze the current system to determine how improvements can be made to the workflow.

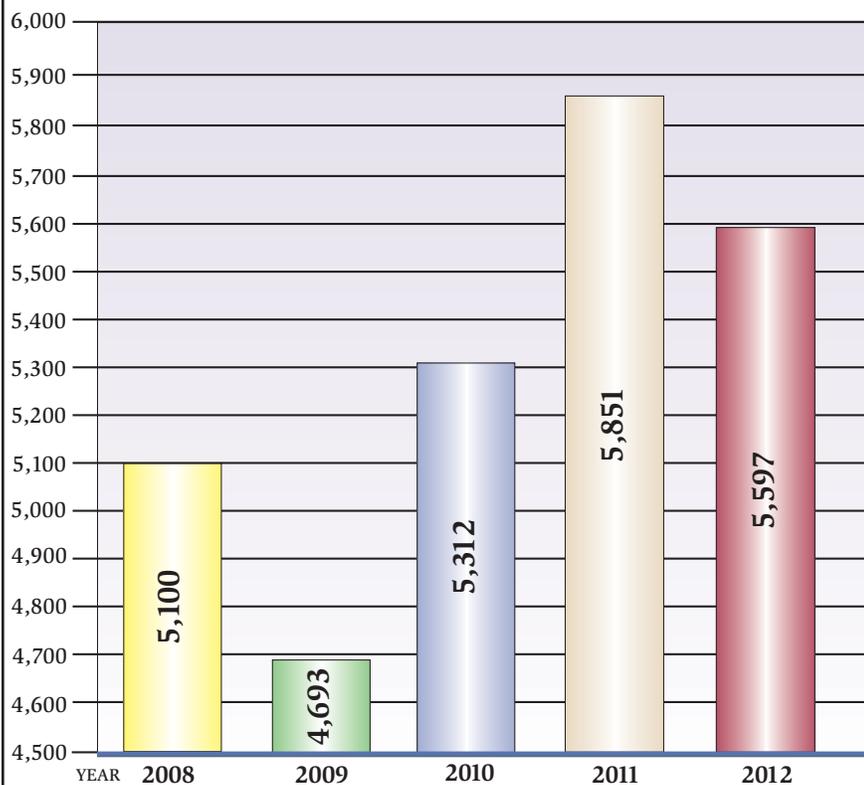
The goal of the study is to increase the efficiency of local office operations and standardize the business processes for large, medium and small counties and create more uniformity across the state.

# ADULT PROTECTIVE SERVICES

## ABUSE, NEGLECT, EXPLOITATION AND PREVENTION

In FY 2012, the number of Abuse/Neglect/Exploitation (ANE) reports received in Alabama on adults age 18 and older who were alleged to be in need of protection was 4,098. The number of prevention assessments was 1,499. Reports were counted as preventions if there was a concern that maltreatment would occur if no intervention was provided. The combined total of ANE reports and preventions in FY 2012 was 5,597. The number of reports and prevention assessments is expected to increase significantly due to an aging population, economic conditions, and increased public awareness.

NUMBER OF ABUSE, NEGLECT AND EXPLOITATION REFERRALS



During FY2012 an average of 2,740 vulnerable adults received protective services each month. The average caseload per Adult Protective Services worker was 33.

## APS Consultation

Adult Protective Services (APS) consultation was provided on-site, during FY 2012 in all 67 counties. The ongoing strengths and needs of the APS program were assessed by APS consultant staff utilizing an assessment process which incorporates information received from the Family, Adult, and Child Tracking System (FACTS), record reviews, staff interviews, and community stakeholder interviews. These assessments help ensure the needs of vulnerable Alabamians are being met throughout the state.



# ADULT PROTECTIVE SERVICES

## ALABAMA INTERAGENCY COUNCIL FOR THE PREVENTION OF ELDER ABUSE FORMED



There are twenty-seven agencies with roles related to elder abuse that have been identified as members of the Council. In FY 2012, the Alabama Legislature enacted and Governor Robert Bentley signed the Elder Abuse Prevention Act which became effective August 1, 2012.

### *The Act does the following:*

- Creates the Alabama Interagency Council for the Prevention of Elder Abuse
- Provides for membership and duties of the Council
- Allows the Council to adopt rules for its internal operation
- Establishes a lead agency for the Council
- Identifies the Commissioner of the Department of Senior Services as the chair of the Council

### DUTIES OF THE COUNCIL INCLUDE:

- Defining the roles and responsibilities of all participating agencies
- Adopting rules for the internal operation of the Council
- Recommending appointment of additional members to the Council
- Developing a long-range plan for addressing the needs of those at risk of elder abuse
- Ensuring interagency collaboration, public participation, and sharing of information to facilitate policy decisions and implementation of a plan for addressing the needs of those at risk of elder abuse



*Todd Russell, Department of Senior Services; Steve Searcy, Family Justice Center; Dr. Tom Geary, Department of Public Health; DHR Commissioner Nancy Buckner; John Craft, Jones Law School; Mrs. Bill Richards; Bill Richards, Silver Haired Legislature; Commissioner Neal Morrison, Department of Senior Services; Steve Feaga, Securities Commission; Karen Coffey, Department of Rehabilitation Services; Monica Sheeler, Office of the Attorney General*

# ADULT PROTECTIVE SERVICES

*continued from page 21*

## *The plan developed should include:*

- The elimination of barriers to identification and reporting of elder abuse
- The development of a coordinated program of services for victims of elder abuse
- A comprehensive fiscal review and analysis with recommendations for state spending on programs and services for elder abuse prevention
- The identification of annual action steps toward implementation

*The Department of Human Resources has worked with the Council in the areas of drafting criminal legislation, professional training, education and outreach, and long range planning.*

## *Spirit of APS Award*

Each year, the Adult Protective Services program recognizes a frontline staff member who has made outstanding contributions to the protection of vulnerable adults in their community or on a statewide or national basis.

Billie Robinson, a DHR social worker who works in both Chilton and Coosa Counties, was awarded the 2012 Alabama Spirit of Adult Protective Services Award by Commissioner Nancy Buckner at a reception on July 24, 2012. Ms. Robinson was accompanied by Chilton County Director Marilyn Colson, APS Supervisors Cathy Stephens (Chilton County) and Ann Ferguson (Coosa County), and her husband.

Ms. Robinson was selected through a statewide nomination process as an outstanding frontline APS staff member. Her nomination recognized “the energy, initiative, and commitment that she has brought to the adults she serves in Chilton and Coosa Counties.”

Ms. Robinson was also nominated for the Spirit of National Adult Protective Services Association (NAPSA) Award presented at the NAPSA Conference in Phoenix, Arizona.



## **APS Targeted Case Management**

Adult Protective Services staff provides case management services to vulnerable adults who are at risk of abuse, neglect, or financial exploitation or who are at risk of institutionalization. The Alabama Medicaid Agency reimburses the Department for costs associated with providing these case management services to Medicaid recipients under certain conditions, including when there is a signed application and the worker is certified to provide services.

**During FY 2012, APS staff provided targeted case management to individuals at risk of abuse, neglect, and exploitation and received Medicaid reimbursement in the amount of approximately \$3 million for Medicaid eligible clients served.**

# ADULT PROTECTIVE SERVICES

## World Elder Abuse Awareness Day

Governor Robert Bentley proclaimed June 15, 2012 Elder Abuse Awareness Day in Alabama as part of the international World Elder Abuse Awareness initiative. This is a day for all concerned individuals and organizations to raise awareness about the mistreatment of older adults and to educate the public on prevention measures.

This year, the Department of Human Resources partnered with the Department of Senior Services, the Attorney General's Office, and the Securities Commission to hold Town Hall Meetings on Elder Abuse in Huntsville, Montgomery, Mobile, and Hoover.

Approximately 36 DHR county departments participated in World Elder Abuse Awareness activities on a local basis.

## *APS Training Opportunities*

- During FY 2012 APS staff conducted three APS basic trainings. The training was geared towards the development and strengthening of ongoing policy related needs of both new and experienced workers. The training encompassed policy and procedures in the areas of APS investigations, Preventions assessments, and Case Management services.
- Community training and workshops, aimed at the prevention of elder abuse, were provided in coordination with the Department of Senior Services (DSS), the Alabama Securities Commission, the Attorney General's Office, and the Central Alabama Aging Commission.
- State and County APS staff provided interagency training for the Alabama Long-Term Care Ombudsmen, DSS Managers, and staff of the Department of Public Health and the Central Alabama Aging Commission.
- APS staff provided training to physicians and health care professionals at the University of Alabama Birmingham (UAB) as a partner with the Alabama Securities Commission in the Elder Investment Fraud and Financial Exploitation Prevention initiative. Staff also volunteered to man a one-day national financial exploitation hotline as part of this initiative.



### Adult Day Care

Due to a budget shortfall in FY 2012, Adult Day Care was terminated to approximately 400 clients as of April 30, 2012. In May, the Alabama Legislature appropriated \$1 million to continue the program through the end of FY 2012. Services resumed for most clients; however, at least three centers did not reopen and some clients had already made other care arrangements, such as nursing home care, prior to the receipt of the appropriation.

# CHILD CARE SERVICES

## CHILD CARE SUBSIDY PROGRAM

### Time and Attendance System

The Direct Deposit feature of the Child Care Time and Attendance System (TAS) was implemented in FY 2012. In June, providers began to receive their Child Care Subsidy Program reimbursement through direct deposits into their bank accounts. Previously, paper checks had to be printed and mailed to providers.

This more efficient and secure process of reimbursement allows the Department to reimburse providers on a weekly basis. In FY 2012 an average of \$1,463,369 was reimbursed to child care providers each week.

#### PARENT ELIGIBILITY

- Average monthly number of children reimbursed .....26,643
- Children enrolled in the program as of September 30, 2012.....29,348
- Dollars reimbursed to child care providers .....\$82,180,941.96
- Waiting list as of September 30, 2012.....8000

## Child Care Licensing

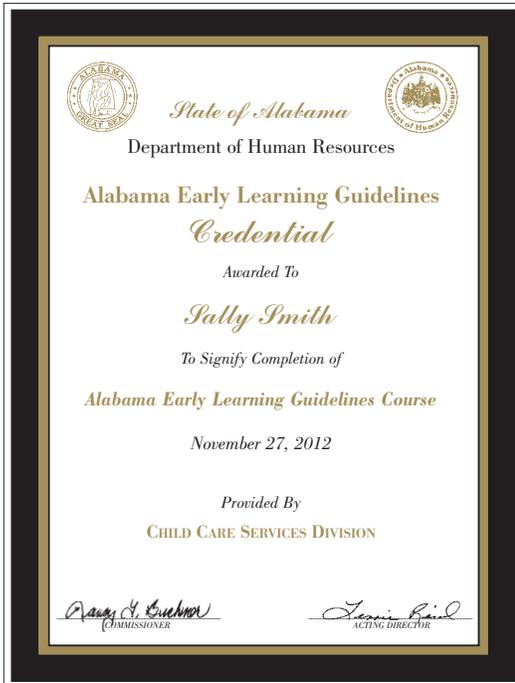
In FY 2012, licensing staff made over 2552 visits to licensed child care centers to determine compliance with minimum standards, license new centers, renew licenses of existing centers, investigate licensing complaints and provide consultation to child care center staff.



- Licensed centers .....1068
- Licensed child care homes .....1043
  - 720 FAMILY DAY CARE
  - 323 GROUP DAY CARE
- Exempt child care facilities.....905

# CHILD CARE SERVICES

## Quality Enhancement Services



Child Care Services Division quality enhancement initiatives are providing child care programs with the skills needed to meet and exceed minimum standards requirements.

IN FY 2012,  
QUALITY ENHANCEMENT  
TRAINERS CONDUCTED  
7,403 TRAINING SESSIONS  
FOR 44,843 PARTICIPANTS.

283 providers completed the Alabama Early Learning Guidelines (AELG) training course and received the AELG credential:

- 42 providers received the AELG credential through the online training course.
- 241 providers received the AELG credential through the classroom training course.

## QUALITY RATING AND IMPROVEMENT SYSTEM

The Alabama Quality Rating and Improvement System (QRIS) will assess, improve, reward and recognize child care programs that meet higher standards of quality. The Department, with the continued support of the multi-agency QRIS steering committee, developed a name for the system, Alabama Quality Stars, and refined standards to include a focus on nationally recognized assessment tools to measure program environment and administrative practices.

In FY 2012, a commitment for funding was received from the Department of Children's Affairs with the intent to assist in the pilot implementation of the QRIS.

*The Department is looking forward to a successful pilot in 2013.*



# FIELD ADMINISTRATION

## Emergency Welfare Services Provided for Hurricane Isaac

In response to Hurricane Isaac, Field Administration deployed Emergency Welfare Services (EWS/ES) and Training staff to the Alabama Emergency Management Agency Emergency Operations Center in Clanton. Field Administration personnel staffed the Human Services Branch 24 hours a day during the week of August 27, 2012.

Thirty-two county and state office staff, the American Red Cross, other state agencies, and volunteer organizations provided disaster response, sheltering, and mass care to approximately 1,100 displaced persons at 30 shelters during the disaster.

A Federal Disaster Declaration was approved for eight Alabama counties affected by the hurricane. The declaration allowed the counties to apply for federal public assistance and made hazard mitigation grant funding available. FEMA approved \$8.4 million in public assistance in connection to Hurricane Isaac.



# FEMA

## OFFICE OF TRAINING

Field Administration's Office of Training continued to develop, administer, and evaluate training modules for DHR's online learning management system known as **LETS** (*Learning, Education, and Training System*). This system aids the development of over 4000 DHR employees.



In FY 2012, the Office of Training released updated online courses for supervisors concerning:

- PERFORMANCE APPRAISAL
- READ-ACT LEADERSHIP SKILLS
- PROGRESSIVE DISCIPLINE

In partnership with the Office of EWS/ES, online courses were developed on the following topics:

- STATE EMPLOYEES INJURY COMPENSATION TRUST FUND (SEICTF)
- CUSTOMER SERVICE
- SAFETY IN DHR FACILITIES
- SAFETY FROM THREATENING BEHAVIOR

By providing online training through **LETS**, DHR is able to reduce travel expenses and time spent away from work for both trainers and participants while providing more standardized training. **LETS** also tracks instructor-led trainings in order to maintain a complete training history for employees.

### *Sheltering and Mass Care Task Force*

The Sheltering and Mass Care Task Force oversees implementation of the Sheltering and Mass Care Plan. The plan addresses the sheltering and mass care of evacuees and/or displaced persons during a disaster or any governor-ordered mandatory evacuation. Commissioner Nancy Buckner chairs the task force which meets annually to discuss the status of the plan.

# FIELD ADMINISTRATION

## Office of Staff Development

The Office of Staff Development continued to provide support for the Department's Social Work Licensure Initiative throughout FY 2012. Social Work Licensure Supervision, in accordance with Alabama state law and the Alabama Board of Social Work Examiners Administrative Code, was provided to over 100 licensed employees throughout the State.



The Department's social work licensure exam study program, Plan to Prep, was offered throughout the state to assist new and experienced staff seeking their social work license. Field Staff Development Social Work Licensure Supervisors also provided crisis intervention assistance to employees of the Department working with cases of particularly severe child abuse and employees dealing with the unexpected deaths of co-workers.

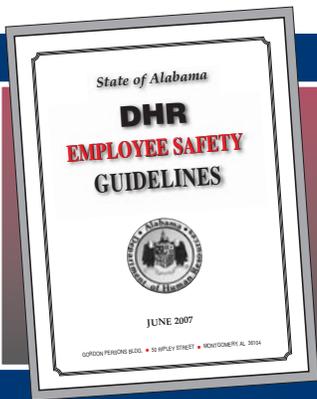
Throughout FY 2012, Staff Development continued to partner with the professional social work education programs in the state to provide training and education to current and potential child welfare staff. This partnership was integral in the development of several on-line training modules for DHR Staff on topics including: Domestic Violence, Failure-to-Thrive, and Child Development.

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## District Administrative Specialists

*Field Administration's* District Administrative Specialists used their extensive skill and experience to support the 67 county directors in the area of county administration and leadership. In the absence of county directors due to retirement or resignation, they have served as interim directors throughout the state. In this capacity, the District Administrative Specialists provided valuable continuity in the management and leadership for county staff.

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**EWS/ES** staff developed a standardized system and plan to conduct safety visits to all county offices during FY 2012 and FY 2013. The staff reviews facility condition, physical security, safety plans, policies, and equipment during the safety visits. **EWS/ES** staff also promotes reorganizing local safety committees, updating existing safety plans, and revising mass care/shelter agreements.

# FIELD ADMINISTRATION

## DISTRICT ADMINISTRATIVE SPECIALISTS

As of September 30, 2012

**Larry Ayers**  
 P. O. Box 964  
 Decatur 35602  
 (256) 340-5867  
**CELL: (256) 606-6006**

Calhoun  
 Colbert  
 Franklin  
 Jackson  
 Lauderdale  
 Lawrence  
 Limestone  
 Marion  
 Winston

**Cathy Miller**  
 202 Dean Buttram Sr. Ave.  
 Centre 35960  
 (256) 927-1474  
**CELL: (256) 426-9538**

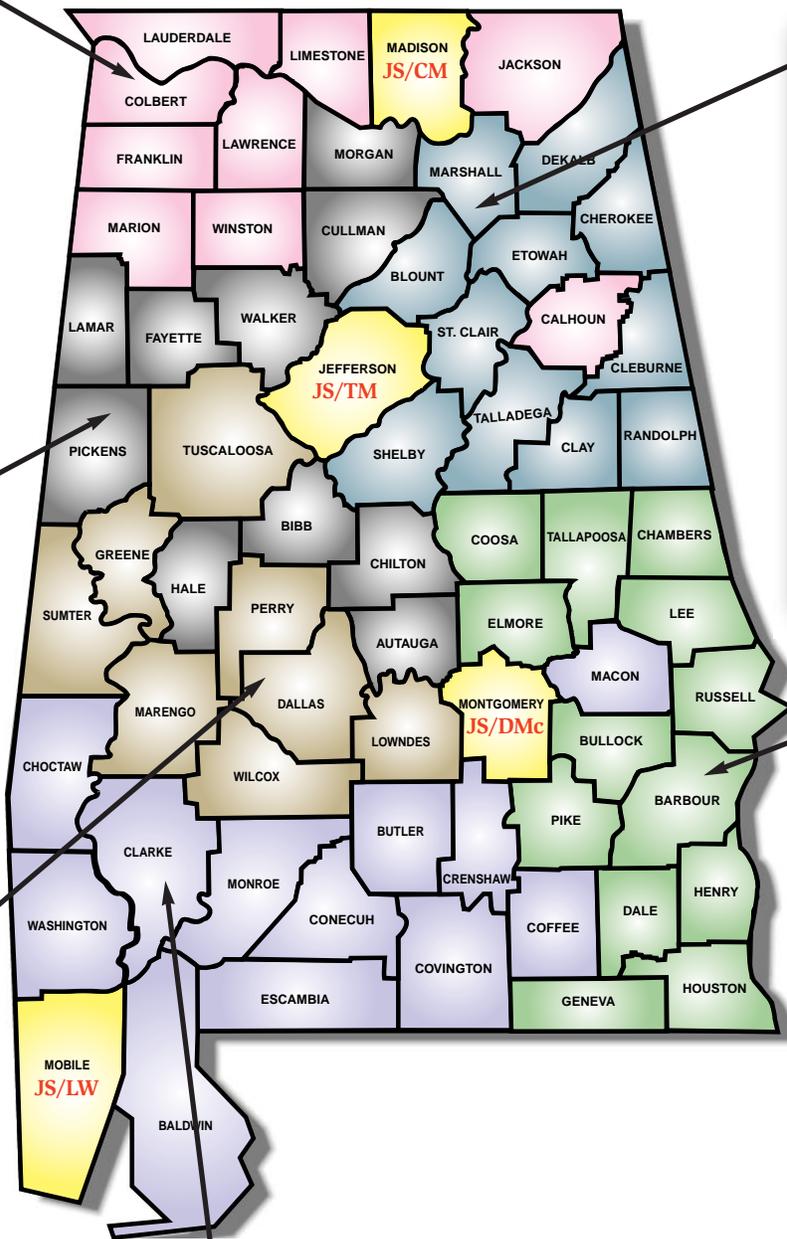
Blount  
 Cherokee  
 Clay  
 Cleburne  
 DeKalb  
 Etowah  
 Madison  
 Marshall  
 Randolph  
 St. Clair  
 Shelby  
 Talladega

**Trish Muscolino**  
 P. O. Box 70100  
 Tuscaloosa 35407  
 (205) 554-3328  
**CELL: (334) 868-9741**

Autauga  
 Bibb  
 Chilton  
 Cullman  
 Hale  
 Fayette  
 Jefferson  
 Lamar  
 Morgan  
 Pickens  
 Walker

**Linda Buchanan**  
 State Office  
 Montgomery  
 (334) 242-1462  
**CELL: (334) 590-9422**

Barbour  
 Bullock  
 Chambers  
 Coosa  
 Dale  
 Elmore  
 Geneva  
 Henry  
 Houston  
 Lee  
 Pike  
 Russell  
 Tallapoosa



**Diana McCampbell**  
 P.O. Box 480909  
 Linden 36748  
 (334) 295-2024  
**CELL: (334) 652-3931**

Dallas  
 Greene  
 Lowndes  
 Marengo  
 Montgomery  
 Perry  
 Sumter  
 Tuscaloosa  
 Wilcox

**Latonya Wells Horne**  
 P.O. Box 1906 • Mobile 36633 • (251) 450-9117  
**CELL: (334) 590-9424**

Baldwin, Butler, Choctaw, Clarke, Coffee, Conecuh, Covington, Crenshaw, Escambia, Macon, Mobile, Monroe, Washington



# SOURCES AND USES OF FUNDS 2012

## ALABAMA DEPARTMENT OF HUMAN RESOURCES

### USES OF FUNDS

Salaries .....	173,638,020	Supplies, Materials and Operating Expenses .....	6,409,625
Employee Benefits.....	65,627,677	Transportation Equipment Operating Costs .....	49,346
In-State Travel.....	8,220,355	Grants & Benefits .....	1,744,822,968
Out-of-State Travel .....	384,432	Transportation Equipment Purchases.....	23,029
Repairs and Maintenance.....	994,040	Other Equipment Purchases.....	134,630
Rents and Leases .....	17,720,110	Non-Expenditure Disbursements.....	0
Utilities and Communications.....	11,320,559	<b>Total Uses of Funds .....</b>	<b>\$2,064,692,081</b>
Professional Services .....	35,347,290		

### SOURCES OF FUNDS

#### FEDERAL AND LOCAL FUNDS

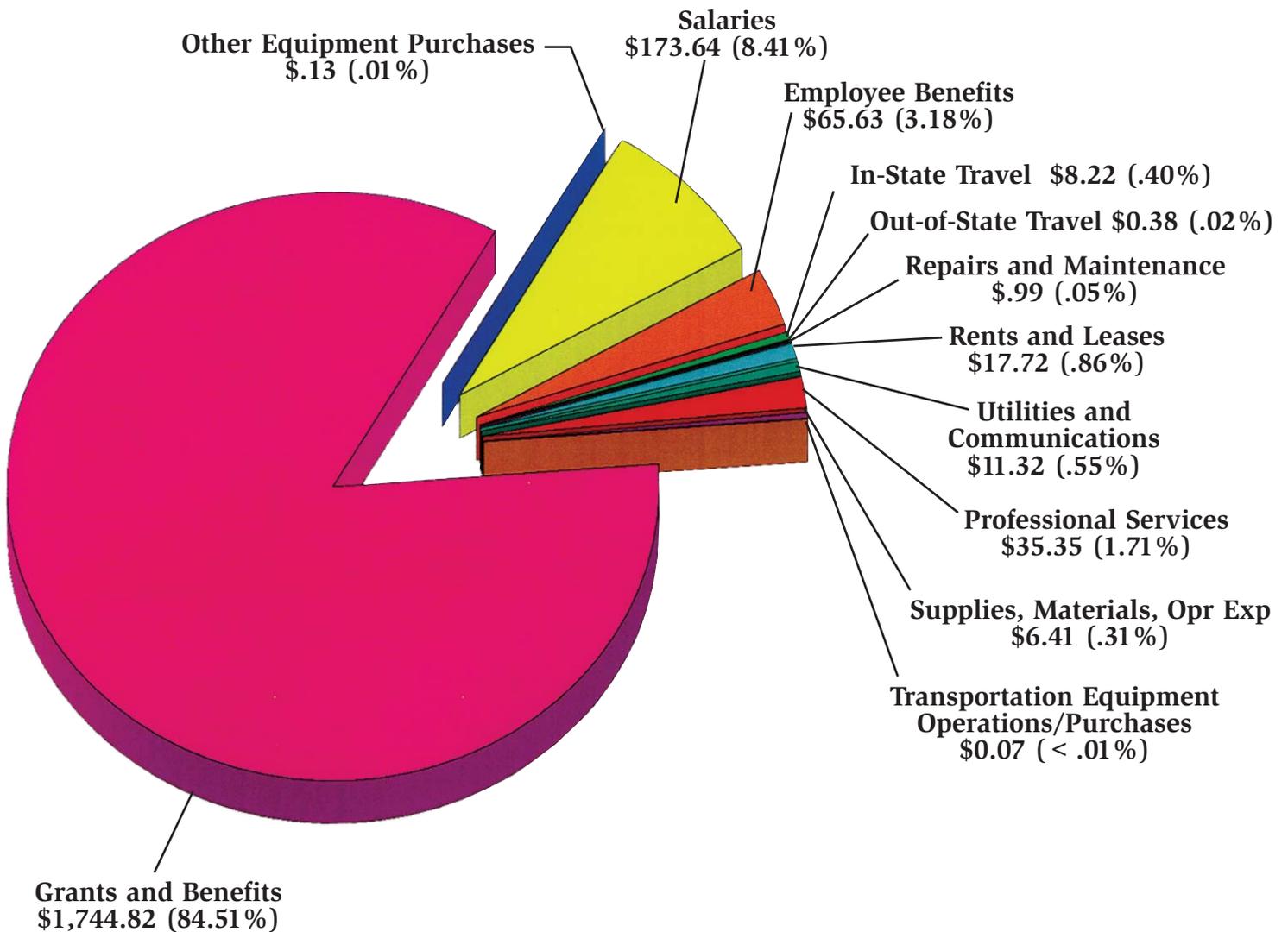
Federal Temporary Assistance to Needy Families.....	84,282,611
Federal Title IV-B Funds.....	12,886,592
Federal Title IV-D Funds.....	43,554,218
Federal Title IV-E Funds.....	55,827,974
Federal Title XIX Funds .....	80,424,757
Federal Social Services Block Grant-Title XX.....	30,118,495
Federal Child Day Care Discretionary Funds .....	39,695,379
Federal Child Day Care Mandatory Funds.....	15,844,207
Federal Child Day Care Matching Funds .....	20,586,465
Federal USDA Funds .....	1,435,137,626
Federal Child Abuse Grant .....	466,256
Other Federal Funds .....	142,662
Local Contract Funds .....	87,453
Child Support Interest and Fees .....	348,555
Casey Foundation Grant.....	123,750
Thomas Foundation Grant .....	136,837

#### STATE FUNDS

Transfers from MNC Agencies .....	972,201
Foster Care Trust Fund .....	14,256
General Fund Transfer.....	78,846,505
Education Trust Fund Transfer.....	12,564,377
Whiskey Tax .....	37,717,640
ABC Profits .....	633,657
Beer Tax and Fortified Wine Tax .....	11,229,578
Pension Residue.....	20,773,500
Sales Tax.....	1,322,000
Sales Tax-Foster Care .....	500,000
Sales Tax-Food Stamp .....	70,578,874
Tobacco Tax.....	2,965,323
Contractors' Gross Receipts .....	5,607,955
State Share of Child Support Collections.....	7,714,074
Food Stamp Overissuance .....	759,439
Other State Funds .....	1,196,791
Children First Trust Fund .....	9,651,946
Food Stamp Sales Tax Reversion .....	(27,314,100)
Unencumbered Balance Forward.....	9,294,228
<b>TOTAL SOURCES OF FUNDS .....</b>	<b>\$2,064,692,081</b>

# EXPENDITURES BY OBJECTS

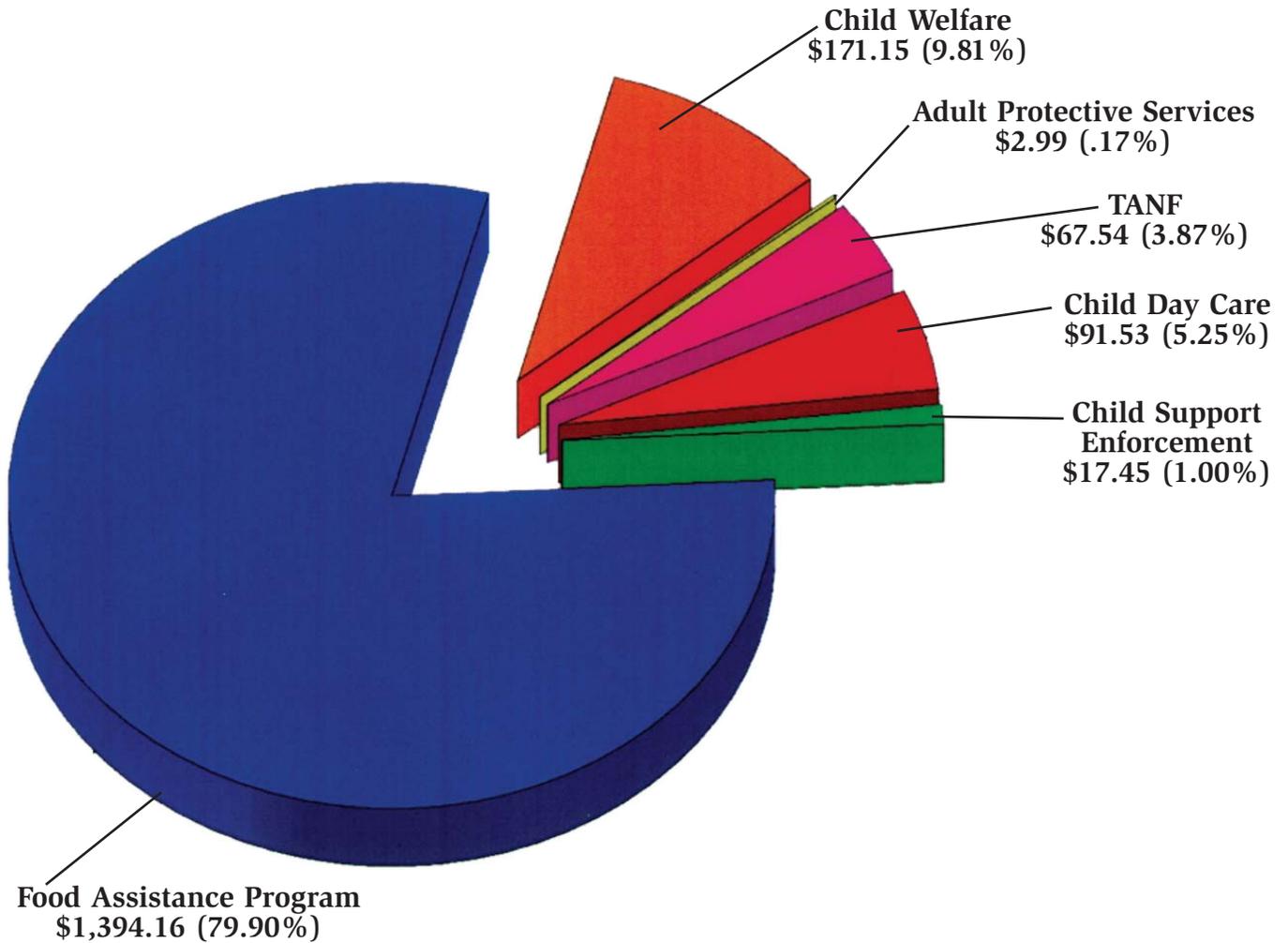
## FISCAL YEAR 2012



**TOTAL EXPENDITURES - \$2,064,692,081**  
**VALUES = MILLIONS**

# GRANTS AND BENEFITS BY PROGRAM

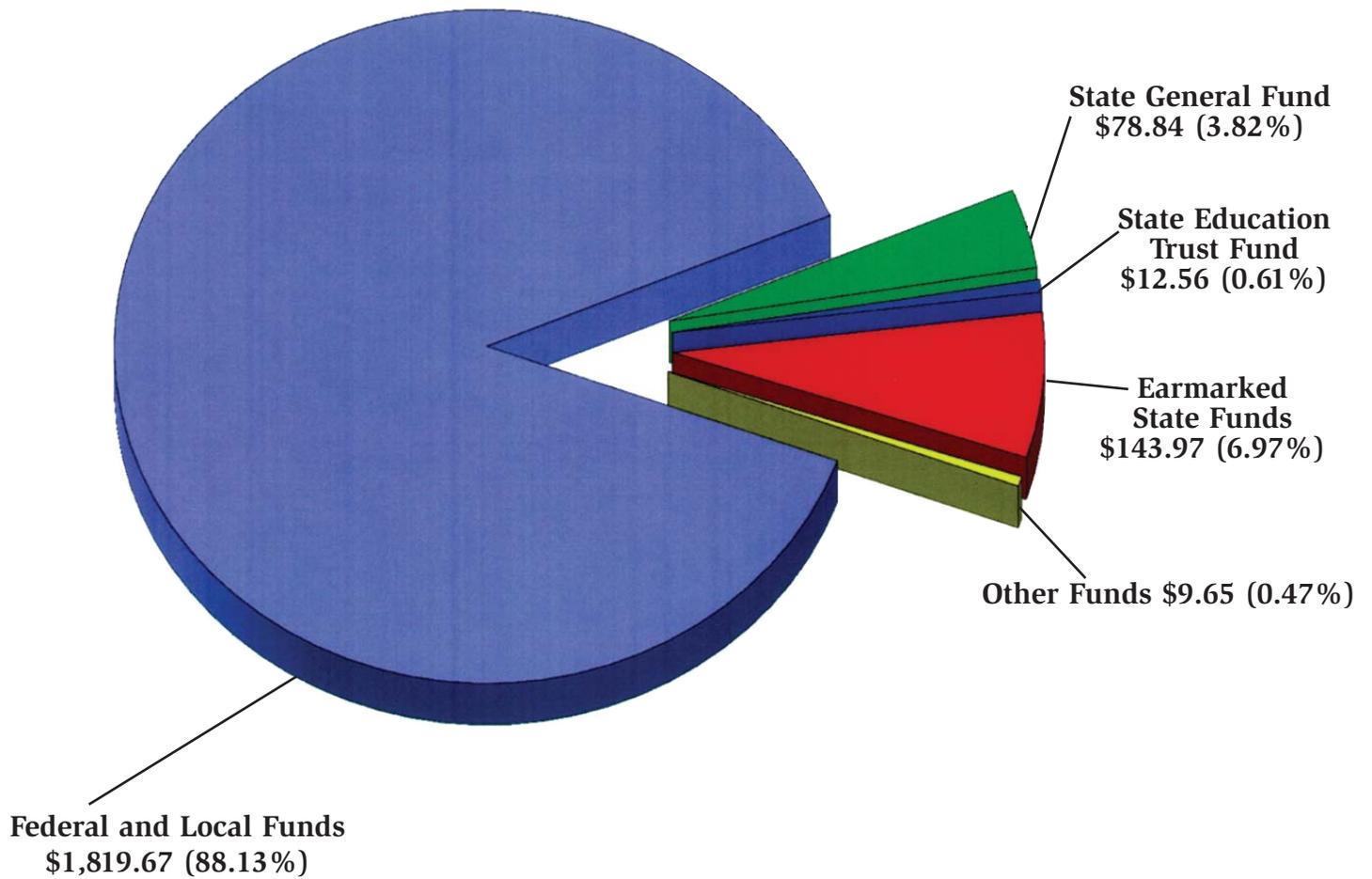
**FISCAL YEAR 2012**



**TOTAL GRANTS AND BENEFITS  
EXPENDITURES - \$1,744,822,968  
VALUES = MILLIONS**

# REVENUE SOURCES

## FISCAL YEAR 2012



**TOTAL FUNDS - \$2,064,692,081**  
**VALUES = MILLIONS**

# STATISTICAL DATA

## Fiscal Year 2012

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Table 1

## CASES UNDER CARE - HUMAN RESOURCES

	MONTHLY AVERAGE OF CASES UNDER CARE FOR FISCAL YEARS			
	OCTOBER 1, 2011 - SEPTEMBER 30, 2012		OCTOBER 1, 2010 - SEPTEMBER 30, 2011	
	Number of Cases	Average Payment Per Case 1/	Number of Cases	Average Payment Per Case 1/
GRAND TOTAL	710,096	XXX	688,369	XXX
FINANCIAL ASSISTANCE	TOTAL 21,960 2/	\$188.83	23,703 2/	\$189.37
State Supplementation:				
Old Age Pensions	35	52.96	47	55.53
Aid to Blind	2	56.33	3	56.00
Aid to Permanently & Totally Disabled	92	57.59	107	57.32
Family Assistance	21,831	189.16	23,546	190.25
Special Assistance:				
Aid to Refugees	0	0.00	0	0.00
NO PAYMENT-MEDICAL ASSISTANCE ONLY	TOTAL 39	XXX	46	XXX
SOCIAL SERVICES				
Primary Clients Open for Service	TOTAL 39,598	XXX	42,540	XXX
Payments on Behalf of Individual:				
Child Day Care	26,435	258.96	27,442	273.21
Adult Day Care	327	435.34	367	437.75
Foster Care 2/:				
Adult Service Fee	42	137.48	48	135.83
Foster Care Maintenance Payments 3/	1,635 4/	XXX	1,803 4/	XXX
Board Payment	(1,635)	408.87	(1,803)	411.40
Specialized Service Fee	(22)	48.03	(26)	49.44
Aid to Children in Foster Care	1,917 4/	XXX	2,002 4/	XXX
Board Payment	(1,633)	444.60	(1,741)	441.56
Specialized Service Fee	(25)	49.37	(26)	49.56
Special Care for Children	0	XXX	0	XXX
Other Primary Clients Open for Service	9,242	XXX	10,878	XXX
FOOD ASSISTANCE	TOTAL 411,710	XXX	387,217	XXX
CHILD SUPPORT PROGRAM	TOTAL 236,789	XXX	234,863	XXX

1/ Not to be used to compute DHR financial obligation.

2/ Portions of foster care are paid through State Supplementation.

3/ Formerly Aid to Dependent Children - Foster Care (ADC-FC).

4/ Total unduplicated number of children who received board payments and/or specialized service fees.

TABLE 2

NUMBER OF CASES RECEIVING FINANCIAL ASSISTANCE AND AVERAGE PAYMENTS BY CATEGORY

OCTOBER 1, 2011 - SEPTEMBER 30, 2012

MONTH	TOTAL		OLD AGE PENSIONS 1/		AID TO BLIND 1/		AID TO PERMANENTLY AND TOTALLY DISABLED 1/		FAMILY ASSISTANCE	
	Cases	Average Payment 2/	Cases	Average Payment 2/	Cases	Average Payment 2/	Cases	Average Payment 2/	Cases	Average Payment 2/
MONTHLY AVG. FOR YEAR .....	21,960	\$188.38	35	\$52.96	2	\$56.33	92	\$57.59	21,831	\$189.16
October 2011 .....	23,690	188.08	40	52.28	2	56.00	97	57.20	23,551	188.86
November .....	23,637	189.19	39	56.85	2	56.00	95	57.19	23,501	189.95
December .....	23,539	189.15	38	52.71	2	56.00	95	57.19	23,404	189.92
January 2012 .....	22,772	187.50	36	52.28	2	56.00	95	57.78	22,639	188.27
February .....	21,987	186.73	36	52.28	2	56.00	95	57.78	21,854	187.53
March .....	21,395	186.05	36	52.39	2	56.00	93	57.77	21,264	186.85
April .....	20,917	187.02	34	52.18	2	56.00	92	57.75	20,789	187.82
May .....	20,985	189.06	34	52.18	2	56.00	91	57.73	20,858	189.86
June .....	21,160	188.61	34	52.18	2	56.00	90	0.00	21,034	189.41
July .....	20,907	189.85	34	53.81	2	56.00	87	57.69	20,784	190.64
August .....	21,247	189.66	32	53.06	2	58.00	84	57.65	21,129	190.41
September .....	21,285	189.67	32	53.06	2	58.00	84	57.65	21,167	190.41

1/ State Supplementation for Old Age Pensions, Aid to Blind, and Aid to Permanently and Totally Disabled included personal care supplements for children and/or adults in foster homes licensed or approved by the Department of Human Resources.

2/ Not to be used to compute DHR financial obligation.

NOTE: In accordance with Public Law 92-603, a program of Supplemental Security Income (SSI) administered by the Social Security Administration was effective January 1, 1974, for the aged, blind, and disabled. Alabama has a program of supplementation for persons receiving less under SSI than under OAP, AB, and APTD. Data with reference to programs of supplementation as administered by the Department of Human Resources are given here in addition to data for other programs.

TABLE 3

AID TO REFUGEES

OCTOBER 1, 2011 - SEPTEMBER 30, 2012

The Aid to Refugee Program was mandated by the Refugee Act of 1980. Funded solely with Federal Funds, AR was administered by the Department of Human Resources in a manner similar to FA. Alabama's AR program is now administered by Catholic Social Services, Archdiocese of Mobile.

TABLE 4

NUMBER OF INDIVIDUALS CERTIFIED AS CURRENTLY ELIGIBLE FOR MEDICAL ASSISTANCE  
UNDER TITLE XIX BY THE DEPARTMENT OF HUMAN RESOURCES TO ALABAMA MEDICAID AGENCY

OCTOBER 1, 2011 - SEPTEMBER 30, 2012

CATEGORY OF ELIGIBILITY	NUMBER OF INDIVIDUALS
MONTHLY AVERAGE FOR YEAR.....	3,455
Old Age Assistance .....	56
Aid to Blind .....	2
Medicaid for Low Income Families 1/ .....	0
Foster Care Maintenance Payments .....	2,070
Aid to Children in Foster Care .....	1,220
Aid to Permanently and Totally Disabled .....	107

1/ Administrative responsibility for this program has been transferred to the Alabama Medicaid Agency as of June 1, 2003.

TABLE 5

NUMBER OF CASES RECEIVING FINANCIAL ASSISTANCE THROUGH COUNTY DEPARTMENTS AND AVERAGE AMOUNT OF MONTHLY ASSISTANCE PER CASE BY COUNTY

MONTHLY AVERAGE FOR FISCAL YEAR OCTOBER 1, 2011 - SEPTEMBER 30, 2012

COUNTY	TOTAL 1/		OLD AGE PENSIONS		AID TO BLIND		AID TO PERMANENTLY AND TOTALLY DISABLED		FAMILY ASSISTANCE	
	Average Number of Cases	Average Amount of Assistance 1/	Average Number of Cases	Average Amount of Assistance 1/	Average Number of Cases	Average Amount of Assistance 1/	Average Number of Cases	Average Amount of Assistance 1/	Average Number of Cases	Average Amount of Assistance 2/
MONTHLY AVG. FOR YEAR	21,960	\$188.38	35	\$52.96	2	\$56.33	92	\$57.59	21,831	\$189.16
Autauga .....	218	180.31	0	0.00	0	0.00	*	60.00	218	180.73
Baldwin .....	342	188.84	0	0.00	0	0.00	1	60.00	341	189.22
Barbour .....	128	178.93	2	56.00	0	0.00	0	0.00	126	180.88
Bibb .....	85	183.09	0	0.00	0	0.00	0	0.00	85	183.09
Blount .....	224	191.29	0	0.00	0	0.00	1	56.00	223	191.90
Bullock .....	106	196.46	0	0.00	0	0.00	2	60.00	104	199.08
Butler .....	154	189.31	0	0.00	0	0.00	0	0.00	154	189.31
Calhoun .....	648	189.16	2	42.33	0	0.00	5	52.67	641	190.68
Chambers .....	237	192.63	*	214.00	0	0.00	4	57.00	233	194.95
Cherokee .....	85	173.86	0	0.00	0	0.00	0	0.00	85	173.86
Chilton .....	214	186.47	0	0.00	0	0.00	1	60.00	213	187.06
Choctaw .....	50	176.81	1	56.00	0	0.00	0	0.00	49	179.29
Clarke .....	166	183.96	1	60.00	0	0.00	0	0.00	165	184.71
Clay .....	27	177.48	0	0.00	0	0.00	0	0.00	27	177.48
Cleburne .....	51	186.92	0	0.00	0	0.00	1	56.00	50	189.53
Coffee .....	94	178.92	0	0.00	0	0.00	3	56.00	91	183.07
Colbert .....	105	187.56	0	0.00	0	0.00	0	0.00	105	187.56
Conecuh .....	77	179.41	0	0.00	0	0.00	0	0.00	77	179.41
Coosa .....	40	174.02	0	0.00	0	0.00	1	1.75	39	178.38
Covington .....	115	182.31	*	60.00	0	0.00	0	0.00	115	182.57
Crenshaw .....	71	178.21	0	0.00	0	0.00	1	33.92	70	180.26
Cullman .....	185	187.47	0	0.00	0	0.00	1	60.00	184	188.17
Dale .....	201	184.60	0	0.00	0	0.00	0	0.00	201	184.60
Dallas .....	583	191.06	0	0.00	0	0.00	0	0.00	583	191.06
DeKalb .....	233	181.47	*	60.38	0	0.00	2	58.00	231	182.72
Elmore .....	186	181.07	0	0.00	0	0.00	1	60.00	185	181.73
Escambia .....	126	178.19	0	0.00	0	0.00	0	0.00	126	178.19
Etowah .....	214	176.86	2	56.86	1	56.67	7	58.32	204	182.76
Fayette .....	76	185.80	0	0.00	0	0.00	0	0.00	76	185.80
Franklin .....	101	188.24	0	0.00	0	0.00	0	0.00	101	188.24
Geneva .....	65	182.93	0	0.00	0	0.00	0	0.00	65	182.93
Greene .....	70	196.01	0	0.00	0	0.00	0	0.00	70	196.01
Hale .....	158	188.36	0	0.00	0	0.00	0	0.00	158	188.36
Henry .....	71	194.12	0	0.00	0	0.00	0	0.00	71	194.12
Houston .....	706	191.63	0	0.00	0	0.00	0	0.00	706	191.63
Jackson .....	119	183.07	2	56.00	0	0.00	1	60.00	116	185.76
Jefferson .....	4,423	189.52	1	57.54	1	56.00	15	59.19	4406	190.02
Lamar .....	62	187.74	1	56.00	0	0.00	1	60.00	60	192.09
Lauderdale .....	194	188.02	0	0.00	0	0.00	3	58.67	191	190.06
Lawrence .....	91	184.78	0	0.00	0	0.00	0	0.00	91	184.78
Lee .....	282	184.06	*	56.00	0	0.00	0	0.00	282	184.29
Limestone .....	165	185.69	0	0.00	0	0.00	0	0.00	165	185.69
Lowndes .....	131	192.69	0	0.00	0	0.00	2	60.00	129	194.57
Macon .....	236	196.62	0	0.00	0	0.00	0	0.00	236	196.62
Madison .....	816	190.88	0	0.00	0	0.00	0	0.00	816	190.88
Marengo .....	125	181.72	0	0.00	0	0.00	0	0.00	125	181.72
Marion .....	101	182.66	4	38.13	0	0.00	0	0.00	97	188.59
Marshall .....	159	182.55	0	0.00	0	0.00	0	0.00	159	182.55
Mobile .....	2,554	193.56	1	56.31	0	0.00	9	60.00	2544	194.09
Monroe .....	94	187.26	0	0.00	0	0.00	0	0.00	94	187.26
Montgomery .....	1,963	190.73	3	56.00	0	0.00	3	56.00	1957	191.12
Morgan .....	223	183.72	0	0.00	0	0.00	1	56.00	222	184.30
Perry .....	101	179.55	1	56.00	0	0.00	1	60.00	99	182.02
Pickens .....	90	183.23	0	0.00	0	0.00	4	58.00	86	189.04
Pike .....	247	190.26	1	19.00	0	0.00	4	52.25	242	192.88
Randolph .....	196	186.19	1	23.00	0	0.00	4	69.50	191	189.49
Russell .....	357	192.64	0	0.00	0	0.00	0	0.00	357	192.64
Saint Clair .....	287	187.28	1	60.00	0	0.00	*	60.00	286	187.72
Shelby .....	317	186.28	0	0.00	0	0.00	0	0.00	317	186.28
Sumter .....	165	180.96	0	0.00	0	0.00	1	56.00	164	181.72
Talladega .....	502	185.47	1	56.00	0	0.00	4	59.14	497	186.62
Tallapoosa .....	255	183.58	1	56.00	0	0.00	1	56.00	253	184.59
Tuscaloosa .....	969	186.78	0	0.00	0	0.00	2	58.00	967	187.05
Walker .....	181	178.73	1	56.00	0	0.00	2	56.00	178	180.79
Washington .....	94	179.14	1	60.00	0	0.00	2	60.00	91	183.07
Wilcox .....	165	182.99	6	60.00	0	0.00	1	60.00	158	188.06
Winston .....	84	176.71	1	56.00	0	0.00	0	0.00	83	178.76

1/ Not to be used to compute DHR financial obligation.

\* Less than .5.

NOTE: In accordance with Public Law 92-603, a program of Supplemental Security Income (SSI) administered by the Social Security Administration was effective January 1, 1974, for the aged, blind, and disabled. Alabama has a program of supplementation for persons receiving less under SSI than under OAP, AB, and APTD. Data with reference to programs of supplementation as administered by the Department of Human Resources are given here in addition to data for other programs.

TABLE 6

CASES APPROVED AS CATEGORICALLY RELATED AND  
ELIGIBLE FOR TITLE XIX BUT RECEIVING NO MONEY PAYMENT 1/

MONTHLY AVERAGE FOR FISCAL YEAR OCTOBER 1, 2011 - SEPTEMBER 30, 2012

COUNTY	TOTAL	OLD AGE PENSIONS	AID TO BLIND	AID TO PERMANENTLY AND TOTALLY DISABLED
MONTHLY AVERAGE FOR YEAR	39	22	0	17
Autauga.....	0	0	0	0
Baldwin.....	0	0	0	0
Barbour.....	0	*	0	0
Bibb.....	0	0	0	0
Blount.....	0	0	0	0
Bullock.....	0	0	0	0
Butler.....	0	0	0	0
Calhoun.....	4	3	0	1
Chambers.....	0	0	0	0
Cherokee.....	0	0	0	0
Chilton.....	2	0	0	2
Choctaw.....	0	0	0	0
Clarke.....	0	0	0	0
Clay.....	0	0	0	0
Cleburne.....	2	1	0	1
Coffee.....	0	0	0	0
Colbert.....	0	0	0	0
Conecuh.....	1	1	0	0
Coosa.....	1	0	0	1
Covington.....	0	0	0	0
Crenshaw.....	2	1	0	1
Cullman.....	1	0	0	1
Dale.....	0	0	0	0
Dallas.....	0	0	0	0
DeKalb.....	1	1	0	0
Elmore.....	0	0	0	0
Escambia.....	0	0	0	0
Etowah.....	1	0	0	1
Fayette.....	0	0	0	0
Franklin.....	0	0	0	0
Geneva.....	0	0	0	0
Greene.....	0	0	0	0
Hale.....	0	0	0	0
Henry.....	0	0	0	0
Houston.....	0	0	0	0
Jackson.....	0	0	0	0
Jefferson.....	2	2	0	0
Lamar.....	1	0	0	1
Lauderdale.....	1	0	0	1
Lawrence.....	1	0	0	1
Lee.....	0	0	0	0
Limestone.....	0	0	0	0
Lowndes.....	0	0	0	0
Macon.....	0	0	0	0
Madison.....	0	0	0	0
Marengo.....	0	0	0	0
Marion.....	1	1	0	0
Marshall.....	0	0	0	0
Mobile.....	1	*	0	1
Monroe.....	0	0	0	0
Montgomery.....	1	0	0	1
Morgan.....	0	0	0	0
Perry.....	0	0	0	0
Pickens.....	0	0	0	0
Pike.....	2	1	0	1
Randolph.....	1	1	0	*
Russell.....	1	0	0	1
Saint Clair.....	0	0	0	0
Shelby.....	2	1	0	1
Sumter.....	0	0	0	0
Talladega.....	5	4	0	1
Tallapoosa.....	1	1	0	*
Tuscaloosa.....	0	0	0	0
Walker.....	1	1	0	0
Washington.....	0	0	0	0
Wilcox.....	3	3	0	*
Winston.....	0	0	0	0

1/ These Old Age Pensions, Aid to Blind, Aid to Permanently and Totally Disabled cases received no money payment but were certified to the Alabama Medicaid Agency as eligible for Title XIX - Medical Assistance Program.

\* Less than .5.

TABLE 7  
REASONS FOR DENIAL - FAMILY ASSISTANCE CASES  
OCTOBER 1, 2011 - SEPTEMBER 30, 2012

REASONS FOR DENIAL:	FAMILY ASSISTANCE CASES	
	Number	Percent
TOTAL APPLICATIONS DENIED	22,533	100.0%
No Eligible Child .....	710	3.2
Resources Exceed Limits .....	5	*
Income Exceeds Standards .....	4,704	20.9
Recipient Initiative .....	13,790	61.2
Failure to Comply with JOBS Program Procedures .....	601	2.7
Undocumented Alien .....	25	0.1
Nonresident .....	67	0.3
Time Limits .....	148	0.7
Failure to Comply with Applicant Job Search Registration .....	0	0.0
Felony Convictions, Fleeing Felons, Residency/Identity Fraud .....	0	0.0
Failure to Cooperate with Child Support .....	213	0.9
Failure to Comply with Child Support/JOBS Program Requirements .....	13	0.1
Failure to Meet Other Eligibility Requirements .....	242	1.1
Other Disposition:		
Application Withdrawn .....	1,961	8.7
Unable to Locate or Moved .....	54	0.2

\* Less than .05 percent.

TABLE 8

## REASONS FOR OPENING - FAMILY ASSISTANCE CASES

OCTOBER 1, 2011 - SEPTEMBER 30, 2012

REASONS FOR OPENING:	FAMILY ASSISTANCE CASES	
	Number	Percent
TOTAL CASES OPENED	11,649	100.0%
FINANCIAL/MEDICAL AWARD REASONS:		
Absence of Parent/Spouse.....	8,398	72.1
Illness.....	47	0.4
Layoff or Discharge.....	848	7.3
Reduction or Termination of Contributions .....	66	0.6
Loss of or Reduction in Other Income.....	615	5.3
Exhaustion or Reduction of Assets to Meet Medical Care Costs.....	0	0.0
Exhaustion or Reduction of Assets to Meet Other Costs.....	293	2.5
Change in Policy.....	0	0.0
Increased Need for Medical Care.....	2	*
Increased Need for Other Requirements.....	31	0.3
Change in Payee.....	3	*
Transferred from Another Assistance Program .....	0	0.0
Received Aid in Another County/State.....	16	0.3
Death of Parent.....	7	0.1
Other.....	722	6.2
REINSTATED REASONS:		
Request for Fair Hearing.....	10	0.1
Reinstate - Administrative Reason.....	509	4.4
Reinstate - Other.....	82	0.8

\* Less than .05 percent.

TABLE 9

## REASONS FOR CLOSING FAMILY ASSISTANCE CASES

OCTOBER 1, 2011 - SEPTEMBER 30, 2012

REASONS FOR CLOSING:	FAMILY ASSISTANCE CASES	
	Number	Percent
TOTAL CASES CLOSED	23,088	100.0%
No Longer Eligible Child .....	1,126	4.9
Resources Exceed Limits .....	4	*
Income Exceeds Requirements:		
Earnings Increased .....	3,759	16.3
Benefits or Pensions Increased .....	649	2.8
Support from Person Inside Home Increased .....	0	0.0
Support from Person Outside Home Increased .....	1,228	5.3
Requirements Reduced .....	144	0.6
Moved or Can Not Locate .....	862	3.7
Recipient Initiative .....	5,172	22.4
Failure to Meet Other Eligibility Requirements .....	87	0.4
Failure to Comply with JOBS Program Requirements.....	6,006	26.0
Failure to Comply with CHILD SUPPORT Program Requirements.....	3,152	13.7
Failure to Comply with CHILD SUPPORT/JOBS Program Requirements.....	332	1.4
Time Limits.....	567	2.5
Felony Conviction, Fleeing Felon & Residency/Identity Fraud.....	0	0.0

\* Less than .05 percent.

TABLE 10

**SOCIAL SERVICES IN COUNTY DEPARTMENTS  
OCTOBER 1, 2011 - SEPTEMBER 30, 2012**

COUNTY	NUMBER OF PRIMARY CLIENTS 1/
MONTHLY GRAND TOTAL AVERAGE.....	39,598 2/
MONTHLY COUNTY TOTAL AVERAGE.....	39,590
Autauga .....	245
Baldwin .....	660
Barbour .....	127
Bibb .....	60
Blount .....	216
Bullock .....	97
Butler .....	157
Calhoun .....	781
Chambers .....	183
Cherokee .....	101
Chilton .....	296
Choctaw .....	10
Clarke .....	138
Clay .....	71
Cleburne .....	160
Coffee .....	291
Colbert .....	343
Conecuh .....	96
Coosa .....	42
Covington .....	182
Crenshaw .....	114
Cullman .....	656
Dale .....	197
Dallas .....	488
DeKalb .....	276
Elmore .....	244
Escambia .....	170
Etowah .....	739
Fayette .....	55
Franklin .....	161
Geneva .....	92
Greene .....	31
Hale .....	40
Henry .....	129
Houston .....	1,189
Jackson .....	205
Jefferson .....	9,843
Lamar .....	62
Lauderdale .....	523
Lawrence .....	117
Lee .....	1,087
Limestone .....	310
Lowndes .....	75
Macon .....	258
Madison .....	2,121
Marengo .....	112
Marion .....	107
Marshall .....	613
Mobile .....	6,805
Monroe .....	207
Montgomery .....	2,921
Morgan .....	606
Perry .....	24
Pickens .....	48
Pike .....	234
Randolph .....	99
Russell .....	710
Saint Clair .....	455
Shelby .....	697
Sumter .....	64
Talladega .....	619
Tallapoosa .....	260
Tuscaloosa .....	1,159
Walker .....	234
Washington .....	42
Wilcox .....	42
Winston .....	94

1/ Based on open primary clients and foster care and adoption children on file for fiscal year 2012.

2/ Includes foster care and adoption children for State Office.

**TABLE 11**  
**CHILD DAY CARE**  
**OCTOBER 1, 2011 - SEPTEMBER 30, 2012**

MONTH	NUMBER OF CASES	AVERAGE PAYMENT PER CASE 1/
AVERAGE FOR YEAR .....	26,435	\$258.96
October 2011 .....	26,659	252.54
November .....	27,057	274.81
December .....	26,956	283.03
January 2012 .....	26,879	270.75
February .....	26,479	256.39
March .....	26,776	273.05
April .....	26,502	261.67
May .....	27,249	225.31
June .....	25,464	235.83
July .....	25,474	267.84
August .....	25,791	256.79
September .....	25,933	248.56

1/ Not to be used to compute DHR financial obligation.

**TABLE 12**  
**ADULT DAY CARE**  
**OCTOBER 1, 2011 - SEPTEMBER 30, 2012**

MONTH	NUMBER OF CASES	AVERAGE PAYMENT PER CASE 1/
AVERAGE FOR YEAR .....	327	\$435.34
October 2011 .....	344	435.30
November .....	373	467.99
December .....	360	442.09
January 2012 .....	382	430.25
February .....	379	459.38
March .....	389	439.27
April .....	366	434.37
May .....	159	119.68
June .....	281	431.53
July .....	309	489.41
August .....	274	421.95
September .....	312	484.36

1/ Not to be used to compute DHR financial obligation.

**TABLE 13**  
**ADULT FOSTER CARE 1/**  
**OCTOBER 1, 2011 - SEPTEMBER 30, 2012**

MONTH	NUMBER OF ADULTS	AVERAGE PAYMENT PER CASE 2/
AVERAGE FOR YEAR .....	42	137.48
October 2011 .....	43	137.33
November .....	42	137.38
December .....	42	137.38
January 2012 .....	42	137.38
February .....	42	137.38
March .....	42	137.38
April .....	42	137.38
May .....	42	135.13
June .....	40	137.50
July .....	41	140.73
August .....	41	137.44
September .....	41	137.44

1/ Portions of Foster Care were paid through State Supplementation.

2/ Payments based on a rate of \$30.00 per month service fees made to the foster homes or \$110.00 per month for specialized foster care. Average payment should not be used to compute DHR financial obligation.

**TABLE 14**  
**FOSTER CARE FOR CHILDREN**  
**OCTOBER 1, 2011 - SEPTEMBER 30, 2012**

MONTH	FOSTER CARE MAINTENANCE PAYMENTS						AID TO CHILDREN IN FOSTER CARE					
	Total Unduplicated			Specialized			Total Unduplicated			Specialized		
	Number of Children Receiving Board Payments and/or Specialized Service Fees 1/	Board Payments		Service Fees 2/		Number of Children Receiving Board Payments and/or Specialized Service Fees 1/	Board Payments		Service Fees 2/			
		Number of Children	Average Per Child 3/	Number of Children	Average Per Child 3/		Number of Children	Average Per Child 3/	Number of Children	Average Per Child 3/		
AVERAGE FOR YEAR ....	1,635	1,635	\$408.87	22	\$48.03	1,917	1,633	\$444.60	25	\$49.37		
October 2011 .....	1,950	1,950	412.97	29	48.62	1,801	1,524	447.45	23	49.64		
November .....	1,951	1,951	408.98	23	49.49	1,779	1,498	454.65	27	51.48		
December .....	1,862	1,862	409.96	23	50.43	1,783	1,497	457.98	27	50.67		
January 2012 .....	1,914	1,914	410.90	28	47.92	1,717	1,442	457.74	25	49.67		
February .....	1,912	1,912	411.37	26	46.99	1,704	1,411	448.30	29	49.77		
March .....	1,553	1,553	413.94	31	48.12	2,060	1,768	436.42	21	49.68		
April .....	1,554	1,554	408.75	23	49.19	2,025	1,724	445.46	27	48.59		
May .....	1,473	1,473	401.16	15	50.00	2,042	1,742	446.31	31	49.83		
June .....	1,413	1,413	408.85	20	44.75	2,070	1,792	434.04	25	49.60		
July .....	1,275	1,275	403.21	16	47.60	2,148	1,871	439.87	22	47.80		
August .....	1,188	1,188	405.00	14	50.71	2,121	1,859	431.71	24	45.14		
September .....	1,569	1,569	406.77	14	40.95	1,752	1,469	443.41	21	50.00		

1/ Includes children under State supervision.

2/ Average specialized service fee computed only for the handicapped children receiving such fee.

3/ Not to be used to compute DHR financial obligation.

TABLE 15

## CHILDREN UNDER CARE OF PUBLIC AND PRIVATE FACILITIES

CHILD CARE FACILITIES LICENSED OR APPROVED BY STATE DEPARTMENT OF HUMAN RESOURCES AND  
OTHER FACILITIES LICENSED OR OPERATING UNDER THE AUSPICES OF THE STATE DEPARTMENT OF  
YOUTH SERVICES OR OTHER DEPARTMENTS

SEPTEMBER 30, 2012

The State Department of Human Resources or its duly authorized agent is charged by law with the responsibility of licensing, approving, and issuing 6-month permits to child care care institutions, group homes, child placing agencies, day care centers, and day care homes.

Information is also given for facilities which are licensed or operated by the state Department of Youth Services and report to that department. The figures also include data for maternity homes and hospitals and for Partlow State School.

	NUMBER OF FACILITIES	NUMBER OF CHILDREN
<u>CHILD CARE FACILITIES LICENSED OR APPROVED BY STATE DHR:</u>		
Child Care Institutions .....	36	540
Group Homes .....	23	185
Emergency Shelters .....	6	12
Child Placing Agencies .....	32	624
Day Care Centers .....	1,070	N/A
<u>FACILITIES OPERATED BY THE DEPARTMENT OF YOUTH SERVICES:</u>		
Group Homes .....	1	9
Campuses .....	3	221
Community Placement/Supervision Program.....	0	0
HIT Programs - Autaugaville/Thomasville.....	1	48
<u>FACILITIES LICENSED BY THE DEPARTMENT OF YOUTH SERVICES:</u>		
Residential Care Facilities-Short Term .....	18	187
Detention Facilities .....	12	234
Residential Care Facilities-Long Term.....	7	93
Campuses .....	2	64
Camp Programs .....	2	11
HIT Programs .....	0	0
Wilderness Programs.....	3	89
Comprehensive Youth Service Centers .....	16	290
Short-Term Detention Centers.....	6	0

TABLE 16

## FOOD ASSISTANCE PROGRAM - ALABAMA DEPARTMENT OF HUMAN RESOURCES

OCTOBER 1, 2011 - SEPTEMBER 30, 2012

COUNTY	AVERAGE NUMBER OF HOUSEHOLDS AND PERSONS PARTICIPATING PER MONTH				
	Households	Public	Non-Public	Total	Total
		Assistance	Assistance		
Recipients	Recipients	Recipients	Recipients	Benefits Issued	
TOTAL	411,710	134,431	775,813	910,244	\$1,394,062,186.00
Autauga .....	3,246	1,004	6,801	7,805	12,021,655.00
Baldwin .....	8,752	1,832	20,916	22,748	34,919,086.00
Barbour .....	2,751	897	5,599	6,496	10,035,962.00
Bibb .....	1,670	562	3,561	4,123	5,979,472.00
Blount .....	3,475	1,181	7,904	9,085	13,729,812.00
Bullock .....	1,235	501	2,404	2,905	4,255,849.00
Butler .....	2,348	875	4,567	5,442	8,016,177.00
Calhoun .....	11,602	3,593	22,228	25,821	41,282,744.00
Chambers .....	3,358	1,186	6,318	7,504	11,496,097.00
Cherokee .....	2,285	715	4,834	5,549	8,337,252.00
Chilton .....	3,770	1,157	8,101	9,258	14,402,090.00
Choctaw .....	1,565	533	2,910	3,443	5,154,343.00
Clarke .....	2,833	978	5,666	6,644	9,872,530.00
Clay .....	884	282	2,010	2,292	3,120,020.00
Cleburne .....	1,132	356	2,371	2,727	4,109,835.00
Coffee .....	2,624	746	5,843	6,589	9,724,887.00
Colbert .....	4,304	1,223	8,491	9,714	14,476,314.00
Conecuh .....	1,784	570	3,474	4,044	6,162,744.00
Coosa .....	933	310	1,767	2,077	3,076,416.00
Covington .....	3,432	929	7,311	8,240	12,385,604.00
Crenshaw .....	1,316	430	2,510	2,940	4,563,189.00
Cullman .....	4,978	1,457	10,890	12,347	17,966,207.00
Dale .....	4,719	1,397	9,233	10,630	16,271,896.00
Dallas .....	7,718	3,402	13,512	16,914	26,779,115.00
DeKalb .....	5,403	1,254	13,116	14,370	21,589,067.00
Elmore .....	5,073	1,425	10,987	12,412	19,269,630.00
Escambia .....	3,970	998	8,757	9,755	15,278,437.00
Etowah .....	8,018	2,360	15,958	18,318	26,876,287.00
Fayette .....	1,769	586	3,215	3,801	5,711,994.00
Franklin .....	2,736	777	5,920	6,697	10,149,955.00
Geneva .....	2,350	662	5,300	5,962	9,211,689.00
Greene .....	1,537	571	2,831	3,402	5,100,054.00
Hale .....	1,809	880	3,527	4,407	6,170,552.00
Henry .....	1,476	463	2,922	3,385	4,978,500.00
Houston .....	8,470	3,026	16,625	19,651	30,072,213.00
Jackson .....	3,788	972	8,480	9,452	14,001,792.00
Jefferson .....	56,189	20,421	99,370	119,791	191,379,322.00
Lamar .....	1,331	461	2,566	3,027	4,379,798.00
Lauderdale .....	5,893	1,737	11,922	13,659	20,127,641.00
Lawrence .....	2,785	823	5,704	6,527	9,746,523.00
Lee .....	7,565	1,939	15,979	17,918	27,773,484.00
Limestone .....	4,985	1,253	10,552	11,805	18,371,154.00
Lowndes .....	1,964	816	3,468	4,284	6,710,133.00
Macon .....	3,911	1,151	6,272	7,423	12,767,213.00
Madison .....	16,306	3,863	33,663	37,526	59,485,912.00
Marengo .....	2,542	1,065	4,410	5,475	7,813,703.00
Marion .....	2,675	804	5,548	6,352	9,310,550.00
Marshall .....	6,747	1,581	15,429	17,010	25,752,906.00
Mobile .....	40,864	12,387	82,377	94,764	153,483,617.00
Monroe .....	2,159	768	4,672	5,440	8,227,865.00
Montgomery .....	24,014	8,812	44,365	53,177	87,418,712.00
Morgan .....	7,287	1,765	15,576	17,341	26,846,456.00
Perry .....	2,214	905	3,749	4,654	7,075,181.00
Pickens .....	1,877	742	3,655	4,397	6,278,231.00
Pike .....	3,787	1,326	6,460	7,786	12,162,050.00
Randolph .....	2,405	795	5,116	5,911	8,995,683.00
Russell .....	6,280	1,743	13,210	14,953	24,668,397.00
St. Clair .....	5,172	1,484	11,307	12,791	19,701,243.00
Shelby .....	5,953	1,356	12,823	14,179	22,521,302.00
Sumter .....	2,278	974	3,644	4,618	6,935,681.00
Talladega .....	8,131	2,964	14,873	17,837	27,045,692.00
Tallapoosa .....	3,886	1,367	7,520	8,887	13,458,796.00
Tuscaloosa .....	12,404	4,680	23,788	28,468	43,646,489.00
Walker .....	5,215	1,636	10,954	12,590	19,260,891.00
Washington .....	1,511	512	2,904	3,416	5,045,054.00
Wilcox .....	2,330	1,128	3,858	4,986	7,571,265.00
Winston .....	1,601	603	3,432	4,035	5,698,388.00
AESAP .....	30,336	12,480	19,788	32,268	27,853,388.00

**TABLE 17**  
**CHILD SUPPORT CASES AND COLLECTIONS**  
**OCTOBER 1, 2011 - SEPTEMBER 30, 2012**

MONTH	NUMBER OF CASES	TOTAL COLLECTIONS
AVERAGE FOR YEAR	236,789	\$24,967,535.26 1/
October 2011 .....	236,015	24,134,870.18
November .....	236,969	24,145,875.88
December .....	237,163	25,643,587.64
January 2012 .....	237,241	24,311,602.05
February .....	237,265	24,447,960.60
March .....	236,644	26,179,407.10
April .....	236,461	24,467,070.56
May .....	236,637	25,896,627.24
June .....	236,595	25,258,968.78
July .....	236,884	24,710,318.10
August .....	236,685	28,201,447.57
September .....	236,896	22,212,687.41

1/ The average for the year includes collections made at the Ala. Disb. Unit and Child Supporting Accounting Site. The sites collect child support payments for all counties in Alabama and miscellaneous collections.

**TABLE 18**  
**THE JOBS PROGRAM**  
**OCTOBER 1, 2011 - SEPTEMBER 30, 2012**

The Temporary Assistance for Needy Families (TANF) program, established by the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA), required states to provide work and training services to recipients of Family Assistance (FA). Called JOBS in Alabama, the program emphasizes work activities and employment of recipients. Child care and other supportive services are available to JOBS participants. The Deficit Reduction Act of 2005 (DRA) made significant changes to TANF requiring states to operate a more intensive JOBS Program and drastically increased the documentation and tracking requirements.

MONTH	MANDATORY PARTICIPANTS	NONCOMPLIANT	EMPLOYED	ACTIVE IN WORK ACTIVITIES 1/
October 2011 .....	14,510	1,366	5,381	1,257
November .....	14,580	1,408	5,372	1,261
December .....	14,069	1,468	5,169	1,038
January 2012 .....	13,445	1,628	4,986	1,141
February .....	12,757	1,433	4,978	1,165
March .....	12,436	1,215	4,923	1,101
April .....	12,477	1,028	4,872	1,053
May .....	12,588	1,090	4,850	924
June .....	12,558	1,075	4,811	903
July .....	12,618	1,147	4,840	905
August .....	12,808	1,130	4,905	877
September .....	13,120	1,154	5,438	2,934

1/ Work Activities includes Community Employment, OJT placements, Job Search and Job Readiness activities, vocational education and high school or GED education for select individuals.

TABLE 19

SOCIAL SERVICES IN COUNTY DEPARTMENTS  
NUMBER OF ADULT ABUSE AND NEGLECT REPORTS

OCTOBER 1, 2011 - SEPTEMBER 30, 2012

COUNTY	NUMBER OF ADULT ABUSE & NEGLECT REPORTS
MONTHLY AVERAGE NUMBER OF ABUSE & NEGLECT REPORTS.....	329
Autauga .....	1
Baldwin .....	10
Barbour .....	3
Bibb .....	3
Blount .....	3
Bullock .....	1
Butler .....	4
Calhoun .....	22
Chambers .....	1
Cherokee .....	2
Chilton .....	2
Choctaw .....	1
Clarke .....	1
Clay .....	1
Cleburne .....	1
Coffee .....	3
Colbert .....	7
Conecuh .....	*
Coosa .....	1
Covington .....	4
Crenshaw .....	*
Cullman .....	9
Dale .....	4
Dallas .....	2
DeKalb .....	10
Elmore .....	1
Escambia .....	4
Etowah .....	14
Fayette .....	2
Franklin .....	3
Geneva .....	2
Greene .....	*
Hale .....	1
Henry .....	1
Houston .....	12
Jackson .....	4
Jefferson .....	52
Lamar .....	1
Lauderdale .....	5
Lawrence .....	1
Lee .....	9
Limestone .....	2
Lowndes .....	1
Macon .....	6
Madison .....	19
Marengo .....	3
Marion .....	2
Marshall .....	11
Mobile .....	17
Monroe .....	1
Montgomery .....	14
Morgan .....	1
Perry .....	*
Pickens .....	1
Pike .....	2
Randolph .....	1
Russell .....	8
Saint Clair .....	4
Shelby .....	5
Sumter .....	1
Talladega .....	6
Tallapoosa .....	2
Tuscaloosa .....	5
Walker .....	7
Washington .....	1
Wilcox .....	1
Winston .....	*

\* Less than .5.

**TABLE 20**  
**SOCIAL SERVICES IN COUNTY DEPARTMENTS**  
**AVERAGE NUMBER OF ADULT FOSTER CARE HOMES**

**OCTOBER 1, 2011 - SEPTEMBER 30, 2012**

COUNTY	NUMBER OF ADULT FOSTER CARE HOMES
MONTHLY AVERAGE NUMBER OF ADULT FOSTER CARE HOMES.....	36
Autauga .....	1
Baldwin .....	1
Barbour .....	0
Bibb .....	0
Blount .....	0
Bullock .....	0
Butler .....	3
Calhoun .....	0
Chambers .....	0
Cherokee .....	0
Chilton .....	0
Choctaw .....	0
Clarke .....	0
Clay .....	0
Cleburne .....	0
Coffee .....	1
Colbert .....	0
Conecuh .....	0
Coosa .....	0
Covington .....	0
Crenshaw .....	0
Cullman .....	0
Dale .....	0
Dallas .....	0
DeKalb .....	0
Elmore .....	1
Escambia .....	0
Etowah .....	3
Fayette .....	0
Franklin .....	0
Geneva .....	0
Greene .....	0
Hale .....	0
Henry .....	0
Houston .....	*
Jackson .....	0
Jefferson .....	3
Lamar .....	0
Lauderdale .....	0
Lawrence .....	0
Lee .....	2
Limestone .....	0
Lowndes .....	0
Macon .....	0
Madison .....	0
Marengo .....	2
Marion .....	0
Marshall .....	0
Mobile .....	11
Monroe .....	0
Montgomery .....	0
Morgan .....	0
Perry .....	0
Pickens .....	0
Pike .....	0
Randolph .....	0
Russell .....	3
Saint Clair .....	0
Shelby .....	0
Sumter .....	0
Talladega .....	3
Tallapoosa .....	0
Tuscaloosa .....	2
Walker .....	0
Washington .....	0
Wilcox .....	0
Winston .....	0

\* Less than .5.

# DHR COUNTY DEPARTMENTS

## Directory

With some exceptions, the programs and services of the Alabama Department of Human Resources are provided by or through the agency's 67 county departments of Human Resources. All DHR county departments have boards appointed by local governments. These County Boards of Human Resources are the hiring authority for the DHR County Director.

### **AUTAUGA**

Director: Onya Johnson  
203 North Court Street  
Prattville, AL 36067  
telephone: (334) 358-5000

### **BALDWIN**

Interim Director: Latonya Wells  
22259 Palmer Street  
Robertsdale, AL 36567  
telephone: (251) 945-2400

### **BARBOUR**

Interim Director: Stephanie McKnight  
Clayton Industrial Park  
276 Highway 239 South  
Clayton, AL 36016  
telephone: (334) 775-2000

### **BIBB**

Director: Karen H. Smith  
84 Library Street  
Centreville, AL 35042  
telephone: (205) 926-2900

### **BLOUNT**

Director: Marcia Parker  
415 5<sup>th</sup> Avenue East  
Oneonta, AL 35121  
telephone: (205) 274-5200

### **BULLOCK**

Director: Cherry Jones  
201 North Powell Street  
Union Springs, AL 36089  
telephone: (334) 738-0111

### **BUTLER**

Director: Lesa Syler  
109 Caldwell Street  
Greenville, AL 36037  
telephone: (334) 382-4400

### **CALHOUN**

Director: Doug Heath  
801 Noble Street  
Anniston, AL 36202  
telephone: (256) 231-7500

### **CHAMBERS**

Director: Julia Ann Hyde  
410 9th Ave. SW  
LaFayette, AL 36862  
telephone: (334) 864-4000

### **CHEROKEE**

Director: Teresa Sauls  
202 Dean Buttram Sr. Avenue  
Centre, AL 35960  
telephone: (256) 927-1440

### **CHILTON**

Director: Marilyn Colson  
500 Airport Road  
Clanton, AL 35046  
telephone: (205) 280-2000

### **CHOCTAW**

Director: Rosa Mickles  
1003 South Mulberry Avenue  
Butler, AL 36904  
telephone: (205) 459-9701

### **CLARKE**

Director: Lou Boykin  
22609 Highway 84  
Grove Hill, AL 36451  
telephone: (251) 275-7001

### **CLAY**

Director: Kay Robertson  
86930 Highway 9  
Lineville, AL 36266  
telephone: (256) 396-6800

### **CLEBURNE**

Director: Marsha Busby  
732 Oxford Street  
Heflin, AL 36264  
telephone: (256) 463-1700

### **COFFEE**

Director: Deana Stinson  
3881 Salem Road  
Enterprise, AL 36330  
telephone: (334) 348-2000

### **COLBERT**

Director: Louise Taylor  
3105 George Wallace Blvd.  
Muscle Shoals, AL 35661  
telephone: (256) 314-4900

### **CONECUH**

Interim Director: Voncile Jackson  
856 Liberty Hill Drive  
Evergreen, AL 36401  
telephone: (251) 578-3900

**COOSA**

Interim Director: Terry Benton  
 300 South Jackson Street  
 Rockford, AL 35136  
 telephone: (256) 377-2000

**COVINGTON**

Interim Director: Lesa Syler  
 1515 Martin Luther King Jr. Exp.  
 Andalusia, AL 36420  
 telephone: (334) 427-7900

**CRENSHAW**

Director: Kristi Maddox  
 25 Hospital Drive  
 Luverne, AL 36049  
 telephone: (334) 335-7000

**CULLMAN**

Director: Catherine Denard  
 1220 St. Joseph Street, NW  
 Cullman, AL 35055  
 telephone: (256) 737-5300

**DALE**

Director: Judy Jochen  
 513 Carroll Avenue  
 Ozark, AL 36360  
 telephone: (334) 445-4900

**DALLAS**

Director: Wanda Goodwin  
 200 Samuel O. Moseley Drive  
 Selma, AL 36702  
 telephone: (334) 874-1400

**DEKALB**

Director: Denise Raines  
 2301 Briarwood Avenue, South  
 Fort Payne, AL 35967  
 telephone: (256) 844-2700

**ELMORE**

Director: Michelle Wood  
 73932 Tallassee Highway  
 Wetumpka, AL 36092  
 telephone: (334) 514-3200

**ESCAMBIA**

Director: Lynn Barnes  
 326 Evergreen Avenue  
 Brewton, AL 36426  
 telephone: (251) 809-2000

**ETOWAH**

Interim Director: Teresa Sauls  
 210 Hoke Street  
 Gadsden, AL 35903  
 telephone: (256) 549-4100

**FAYETTE**

Director: Jason Cowart  
 410 16th Street, NE  
 Fayette, AL 35555  
 telephone: (205) 932-1665

**FRANKLIN**

Director: Jerry Groce  
 737 Highway 48  
 Russellville, AL 35653  
 telephone: (256) 331-5900

**GENEVA**

Director: Sue Hays  
 617 South Commerce Street  
 Geneva, AL 36340  
 telephone: (334) 684-5800

**GREENE**

Director: Wilson Morgan  
 36 Park Street  
 Eutaw, AL 35462  
 telephone: (205) 372-5000

**HALE**

Director: Sharon Jay  
 906 Wheelan Street  
 Greensboro, AL 36744  
 telephone: (334) 624-5820

**HENRY**

Director: Stephanie McKnight  
 507 Kirkland Street  
 Abbeville, AL 36310  
 telephone: (334) 585-4100

**HOUSTON**

Director: Mary Paulk  
 1605 Ross Clark Circle, SE  
 Dothan, AL 36301  
 telephone: (334) 677-0400

**JACKSON**

Interim Director: Drenda King  
 205 Liberty Lane  
 Scottsboro, AL 35769  
 telephone: (256) 574-0300

**JEFFERSON**

Director: Angela McClintock  
 11 West Oxmoor Road  
 Birmingham, AL 35201  
 telephone: (205) 945-3700

**LAMAR**

Director: Martha Trentham  
 250 Springfield Road  
 Vernon, AL 35592  
 telephone: (205) 695-5000

**LAUDERDALE**

Director: Cindy Bratcher  
 424 Veterans Drive  
 Florence, AL 35630  
 telephone: (256) 765-4000

**LAWRENCE**

Interim Director: Jerry Groce  
 13280 Alabama Hwy 157  
 Moulton, AL 35650  
 telephone: (256) 905-3100

**LEE**

Director: Jan Burke  
 1715 Corporate Drive  
 Opelika, AL 36801  
 telephone: (334) 737-1100

**LIMESTONE**

Director: Caroline Page  
 1007 West Market Street  
 Athens, AL 35612  
 telephone: (256) 216-6380

**LOWNDES**

Director: Rachel Waters  
 287 State Hwy. 97 South  
 Hayneville, AL 36040  
 telephone: (334) 548-3800

**MACON**

Interim Director: Linda Buchanan  
 404 North Main Street  
 Tuskegee, AL 36083  
 telephone: (334) 725-2100

**MADISON**

Director: Drenda King  
 2206 Oakwood Avenue, NW  
 Huntsville, AL 35810  
 telephone: (256) 535-4500

### **MARENGO**

Director: Ellen Wallace  
701 South Shiloh Street  
Linden, AL 36748  
telephone: (334) 295-2000

### **MARION**

Interim Director: Dale Hendrix  
760 Industrial Park  
Hamilton, AL 35570  
telephone: (205) 921-6000

### **MARSHALL**

Director: Marcia Parker  
1925 Gunter Avenue  
Guntersville, AL 35976  
telephone: (256) 582-7100

### **MOBILE**

Director: Rose Johnson  
3103 Airport Blvd.  
Mobile, AL 36603  
telephone: (251) 450-9100

### **MONROE**

Director: Voncile Jackson  
25 Legion Drive  
Monroeville, AL 36460  
telephone: (251) 743-5900

### **MONTGOMERY**

Director: Terry Benton  
3030 Mobile Highway  
Montgomery, AL 36108  
telephone: (334) 293-3100

### **MORGAN**

Director: Tonita Phipps  
507 14th Street, SE  
Decatur, AL 35602  
telephone: (256) 340-5840

### **PERRY**

Director: Alvin Reed  
1609 Highway 5 South  
Marion, AL 36756  
telephone: (334) 683-5500

### **PICKENS**

Interim Director: Jason Cowart  
401 Tuscaloosa Avenue  
Carrollton, AL 35447  
telephone: (205) 367-1500

### **PIKE**

Director: Florence Mitchell  
717 South Three Notch St.  
Troy, AL 36081  
telephone: (334) 807-6120

### **RANDOLPH**

Director: Sharonda M. Pettaway  
865 Hillcrest Avenue  
Wedowee, AL 36278  
telephone: (256) 357-3000

### **RUSSELL**

Director: Wanda Martin  
1003 25th Avenue  
Phenix City, AL 36869  
telephone: (334) 214-5780

### **ST. CLAIR**

Director: Cherri Pilkington  
1310 Comer Avenue  
Pell City, AL 35125  
telephone: (205) 812-2100

### **SHELBY**

Director: Kim Mashego  
987 Highway 70  
Columbiana, AL 35051  
telephone: (205) 669-3000

### **SUMTER**

Director: Vanessa Patton  
108 West Main Street  
Livingston, AL 35470  
telephone: (205) 652-5000

### **TALLADEGA**

Director: Nicole Parker  
P. O. Drawer 539  
Talladega, AL 35161-0539  
telephone: (256) 761-6600

### **TALLAPOOSA**

Director: Marsha Hanks  
353 North Broadnax Street  
Dadeville, AL 36853  
telephone: (256) 825-2755

### **TUSCALOOSA**

Director: Judy Young  
3716 12th Avenue East  
Tuscaloosa, AL 35407  
telephone: (205) 554-1100

### **WALKER**

Director: Randy Redmill  
1901 Highway 78 East  
Jasper, AL 35501  
telephone: (205) 387-5400

### **WASHINGTON**

Director: Brenda Taylor  
14921 St. Stephens Avenue  
Chatom, AL 36518  
telephone: (251) 847-6100

### **WILCOX**

Director: Lathesia Saulsberry  
231 Depot Street  
Camden, AL 36726  
telephone: (334) 682-1200

### **WINSTON**

Director: Dale Hendrix, Jr.  
991 Highway 33 North  
Double Springs, AL 35553  
telephone: (205) 489-1500





# STATE OFFICE DIRECTORY

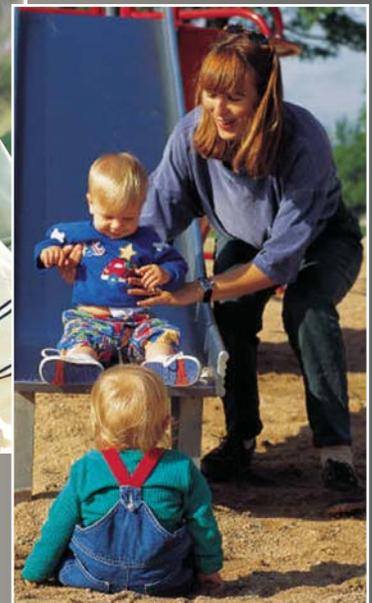
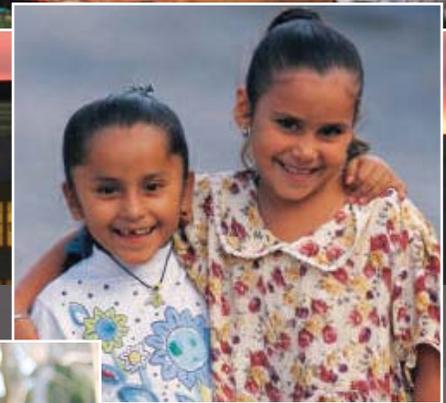
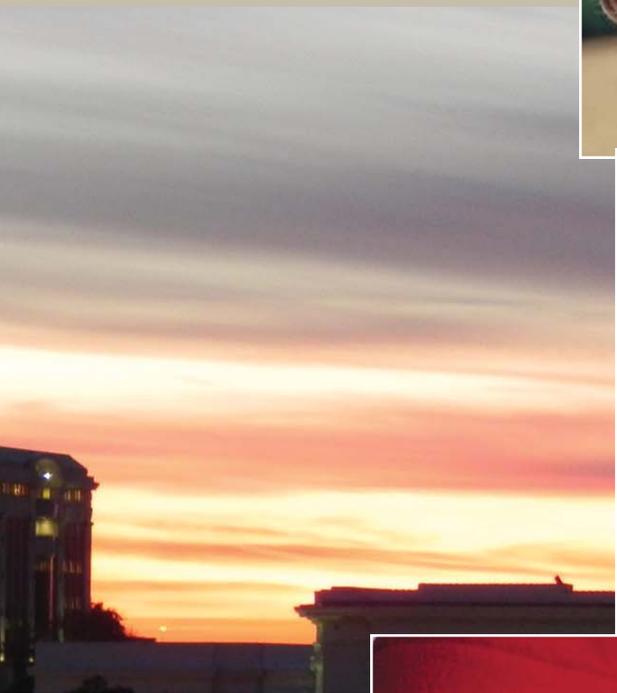
## ALABAMA DEPARTMENT OF HUMAN RESOURCES

DHR INFORMATION.....(334) 242-1310  
FAX NUMBER FOR INFORMATION.....(334) 353-1115  
E-MAIL ADDRESS FOR INFORMATION .....communications@dhr.alabama.gov  
DHR Website.....www.dhr.alabama.gov

COMMISSIONER.....NANCY T. BUCKNER 242-1160  
CHIEF OF STAFF/ETHICS OFFICER.....NANCY S. JINRIGHT 242-1160  
DEPUTY COMMISSIONER FOR ADMINISTRATIVE SERVICES .....JOEL MARSH 242-8395  
DEPUTY COMMISSIONER FOR FAMILY RESOURCES .....TERRIE REID 242-9378  
DEPUTY COMMISSIONER FOR FIELD ADMINISTRATION.....JAMES SLAUGHTER 353-1170  
DEPUTY COMMISSIONER FOR CHILDREN AND FAMILY SERVICES .....CAROLYN B. LAPSLEY 353-3008

ADULT PROTECTIVE SERVICES .....DORIS BALL 242-1350  
ADMINISTRATIVE HEARINGS.....WILLIAM PRENDERGAST 242-1325  
INFORMATION SERVICES .....CHERI MARTIN 242-3244  
CHILD SUPPORT ENFORCEMENT.....FAYE NELSON 242-9300  
CHILD CARE SERVICES (INTERIM) .....TERRIE REID 242-1425  
CIVIL RIGHTS/EQUAL EMPLOYMENT .....DESIREÉ JACKSON 242-1550  
ELECTRONIC BENEFITS TRANSFER .....JOHNNIE COX 242-1723  
TRAINING/FIELD ADMINISTRATION .....MELODY GRIFFIN 242-9275  
EMERGENCY WELFARE SERVICES/EMPLOYEE SAFETY .....PAUL SMELLEY 242-9275  
FAMILY SERVICES .....PAUL BUTLER 242-9500  
FAMILY ASSISTANCE (INTERIM) .....TERRIE REID 242-1773  
FINANCE .....CONITHA KING 242-9425  
FOOD ASSISTANCE .....MARY LOIS MONROE 242-1700  
GENERAL SERVICES .....JACQUELINE DARNELL 409-6800  
PUBLIC INFORMATION .....BARRY SPEAR 242-1850  
LEGAL .....SHARON FICQUETTE 242-9330  
MANAGEMENT AND FISCAL ANALYSIS .....MIKE SALTER 242-3327  
PERSONNEL .....VERA WARREN 242-1780  
QUALITY CONTROL.....KAY PILGREEN 242-1450  
RESOURCE MANAGEMENT .....SUSAN WARD 242-1650

ALL OFFICES LISTED ABOVE ARE LOCATED IN MONTGOMERY. THE AREA CODE IS 334.



**DHR**

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