

2018

Annual Report



DHR

Alabama Department of Human Resources



KAY IVEY
Governor
State of Alabama

A letter from **THE COMMISSIONER**

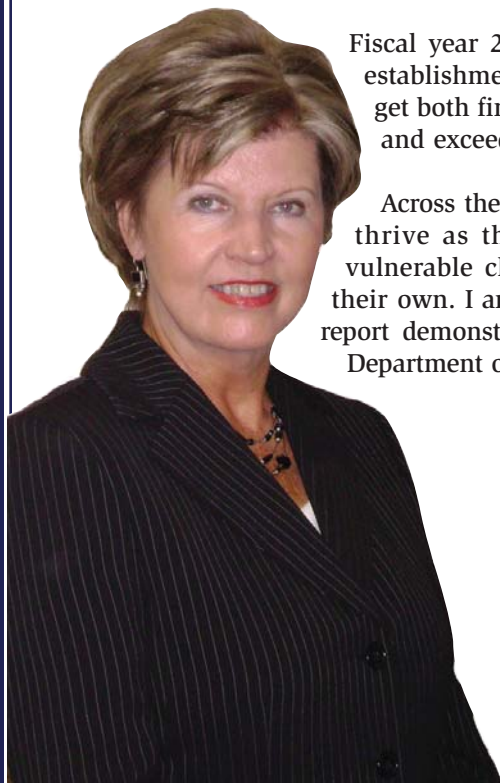
Dear Governor Ivey:

Fiscal year 2018 brought much good news to the citizens of Alabama, and children especially benefited from events of the year. A record number of children from Alabama's foster care system found permanent homes. Seven hundred and ten foster children found their forever homes by being adopted in FY 2018. This is an increase from 509 in fiscal year 2017 and 502 in FY 2016. The previous record was 676 foster children adopted in FY 2009. The increase in adoptions in 2018 would not have happened without the joint effort among DHR, juvenile courts, probate judges and other partners who all worked together to help these children achieve permanency.

Another important milestone in keeping children safe was reached in FY 2018 when all child care centers in Alabama that receive child care subsidy payments were required to undergo a health and safety inspection of their facility. While this measure stops short of requiring all child care centers to be licensed in Alabama, it does help ensure the safety of thousands of children who attended uninspected centers across Alabama.

It was also a good year for seniors as ACT 2018-456 was passed in the 2018 legislation session making persons with Alzheimer's or Dementia eligible for Senior Citizen's Alert regardless of age. The legislature also passed ACT 2018-564 to reflect the change of removing the term senility and its definition and replacing it with the term neurodegenerative disease and its definition. Unfortunately, the number of Adult Abuse, Neglect and Exploitation continues to rise as the total number of reports increased by 15% over FY 2017.

DHR's Food Assistance Division continues to show it is one of the best administered SNAP programs in the nation as it once again was recognized by being awarded a performance bonus of over one million dollars for its 2017 high application timeliness rate. The Division was also notified it had been awarded \$1.3 million for low Quality Control Case and Procedural error rates. These bonus awards mark the fourth time in the last few years that DHR's food assistance program has been recognized for high performance by the United States Department of Agriculture.



Fiscal year 2018 marked the tenth consecutive year of Alabama having a paternity establishment rate above 90%. Establishing paternity is critical to helping children get both financial and emotional support from both parents and Alabama is meeting and exceeding federal child support standards for establishing paternity.

Across the state of Alabama, DHR employees are working diligently to help families thrive as they deal with their day-to-day struggles. They protect the lives of vulnerable children and adults every day by placing the needs of others ahead of their own. I am extremely proud of the excellent work they do every day as this annual report demonstrates. On behalf of all of the hard working employees of the Alabama Department of Human Resources, I present you this FY 2018 DHR Annual Report.

With warmest regards,

A handwritten signature in black ink that reads "Nancy T. Buckner". The signature is fluid and cursive, written in a professional style.

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 Care Services, Adult Protective Services, Family Assistance, 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 has a major role in assisting needy families through administration of the Food Assistance Program and the 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.

DHR BOARDS

DHR operates under the State Board of Human Resources. The Governor, who serves as Board Chairperson, 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 AND EXPENDITURES

In Fiscal Year 2018, DHR's revenues and expenditures totaled \$1,835,798,713, including more than \$1.1 billion in food assistance benefits. The federal government provided approximately 84% of the agency's funds. Sources of state dollars included the General Fund, the 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).

DEPARTMENT EMPLOYEES

DHR averaged 4,213 employees in FY 2018, 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
STATE BOARD****MR. WAYNE SELLERS***Vice-Chair***MS. LESLIE D. SANDERS***Secretary***GOVERNOR KAY IVEY**
*Chairman***MS. KATHY SAWYER****DR. CHARLES R. NASH****DR. PHILLIP B. HAMMONDS****MS. ELIZABETH C. SMITHART****NANCY T. BUCKNER**
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CENTER FOR COMMUNICATIONS

**50 NORTH RIPLEY STREET
MONTGOMERY, ALABAMA 36104**

All programs of the Department of Human Resources are administered in accordance with the Civil Rights Act of 1964, as amended; the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; the Age Discrimination in Employment Act of 1967, as amended; the Americans with Disabilities Act of 1990, as amended, and all other federal and state civil rights laws, as amended.



FAMILY SERVICES

Record Number of Children Adopted in Fiscal Year 2018

A record number of children from Alabama's foster care system found permanent homes in Fiscal Year (FY) 2018. There were 710 foster children adopted during FY 2018, up from 509 in fiscal year 2017 and 502 in FY 2016. The previous record was 676 foster children adopted in FY 2009. The increase in adoptions in 2018 is the result of a joint effort between DHR and juvenile courts, probate judges and other partners.

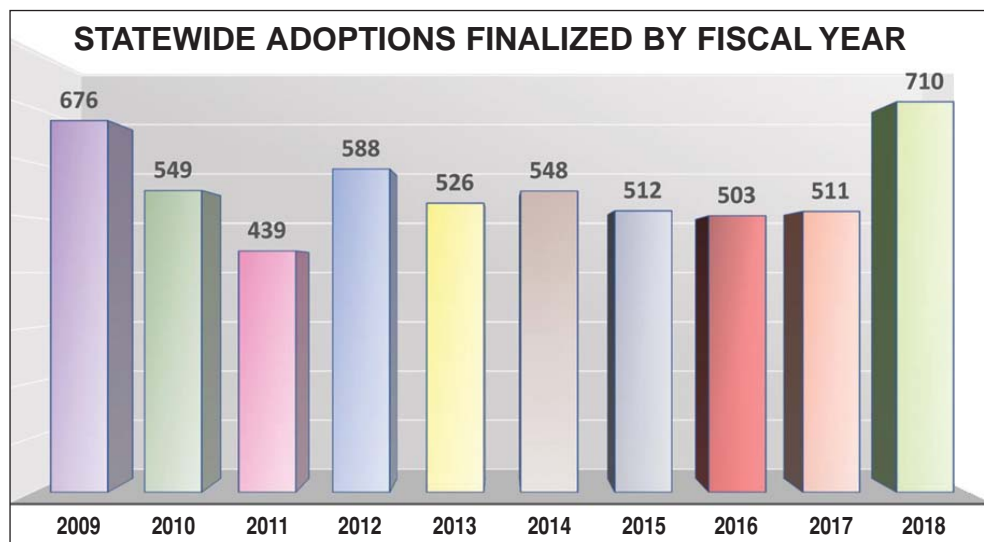
Adoption Recruitment

The Department continues its partnership with the **Dave Thomas Foundation** for Adoption through its signature **Wendy's Wonderful Kids Program**. This nationally recognized program has two primary Department of Human Resources sites represented in North and South Alabama; however WWK recruiters serve children all over the state. A total of 57 WWK youth were matched in FY 2018 with 32 of those youth achieving permanency through finalized adoptions. The children served by these projects are older children, children with significant special needs, larger sibling groups and other children that historically have been challenging to match.

Heart Gallery Alabama has been working with the Department for over ten years photographing and producing videos of children waiting for adoption. In addition to the website that features these children, www.heartgalleryalabama.com presents on-site exhibits at various locations across the state. Heart Gallery Alabama partners with several television network affiliates as well as regional and statewide publications featuring children waiting for adoption.

Kids to Love, a private non-profit foundation, continues to advocate for our foster children. In addition to the weekly *Kids to Love* features that air on WHNT-TV in Huntsville, children in foster care in Alabama are provided school supplies, Christmas gifts and college scholarships through *Kids to Love*. They also run Camp Hope Alabama, a weekend camp that gives foster children a home-like atmosphere filled with fun activities and most importantly, an opportunity to build and maintain their sibling bonds. Kids to Love also operates K-Tech. K-Tech delivers Siemens Certified Mechatronics systems assistant program providing training and credentialing in the foundational areas of safety, quality, manufacturing processes and maintenance. These students can expect potential high growth opportunities as well as Associate Degree wage earnings. They graduated 32 diverse students (12 of which have been our current or former foster youth) with a 100% completion rate. Our students range from 18-42 years old.

FAMILY SERVICES



Post Adoption Services

Post Adoption Services are provided through contract with Children's Aid Society of Alabama. APAC (Alabama Post Adoption Connection) is a statewide program designed to empower adoptive families facing adoption challenges and to facilitate stronger bonds and interaction within all adoptive families.

APAC Services are available to all adoptive and kinship guardianship family members. Some services are also available to foster family members, prospective adoptive families, kinship care families and professionals working with the foster/adoptive population. Statewide services are provided out of four APAC offices located in Birmingham, Montgomery, Huntsville and Mobile.

In addition to the Kids to Love and Heart Gallery Alabama sites, Alabama's waiting children are also featured on www.adoptuskids.org, www.adoption.com and the Department's own website, www.dhr.alabama.gov.

Baby Box Program

In an effort to promote safe sleep for infants, all expecting parents living in Alabama are eligible to receive a Baby Box through DHR at one of 98 distribution centers across the State. The box includes newborn essentials such as diapers, baby wipes, activity cards, breast pads and nipple cream for breastfeeding mothers, onesie, waterproof tote bag and more.



- 98 Distribution Centers
- Over 5000 people enrolled in Baby Box University
- Almost 5,000 Baby Boxes delivered in FY 2018

FAMILY SERVICES



Governor Ivey signs proclamation declaring April 2018 Child Abuse Prevention Month

OFFICE OF CHILD PROTECTIVE SERVICES

- 37, 978 CHILD ABUSE AND NEGLECT CENTRAL REGISTRY CHECKS
- 1,927 ADMINISTRATIVE RECORD REVIEWS
- 27,954 CASES OF ABUSE/NEGLECT (CANs)
- 9,953 PREVENTIONS

Office of Child Welfare Eligibility

The Title IV-E Program received over \$68 million in federal reimbursements for the fiscal year 2018. The penetration rate was 49.7% in FY 2018. The penetration rate is important to the Department since it governs the amount of reimbursements we receive from the federal government. The IV-E program, authorized by the Title IV, Part E of the Social Security Act, provides funds to our state for maintaining certain children in foster care or in adoptive families. The funding is also used for the administration of the program and training staff who work with the children and families. The Alabama IV-E Foster Care Primary Review was conducted by the Administration of Children and Families during the week of September 10, 2018. Alabama was determined to be in substantial compliance.

FAMILY SERVICES

Office of FINANCIAL RESOURCE MANAGEMENT

The Office of Financial Resource Management works with county staff and contract providers of Residential and Therapeutic Foster Care to ensure that needed services are available for abused and/or neglected children and that policy is available so that services are provided in compliance with rules and regulations of the Medicaid Agency.

REVENUES RECEIVED FROM THE ALABAMA MEDICAID AGENCY

PROGRAM	FY 2018
Targeted Case Management	\$14,224,593.73
Medicaid Rehabilitative Services	\$28,013,327.96
Total	\$42,237,921.69

Alabama Independent Living Program

Alabama's Independent Living Program assists foster youth between the ages of 14 and 21 years of age achieve permanency and prepare for successful transition out of foster care. Resources and services are provided to help these youth learn the various skills needed to live and promote healthy interdependence. Teens 18 years of age and older receive additional supports to help youth maintain their own housing while attending school or starting a career.

Fostering Hope Scholarship

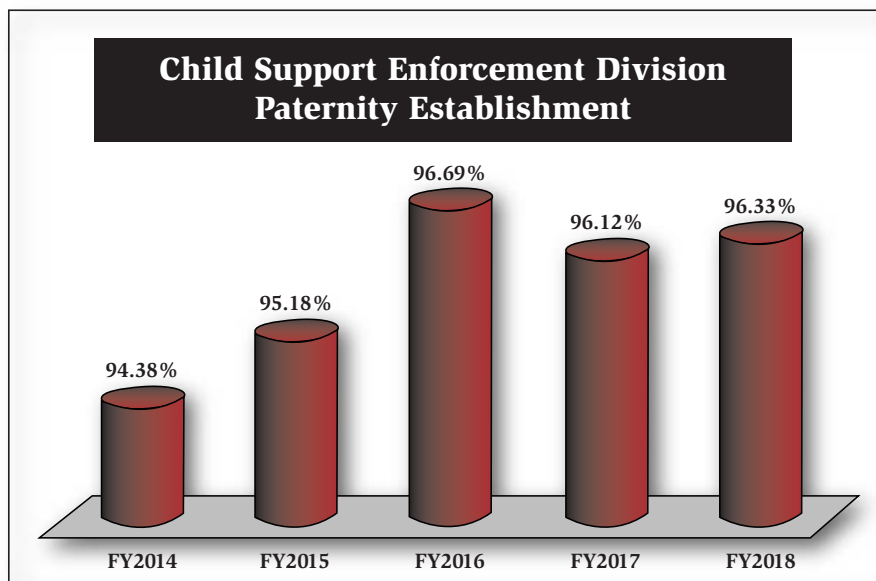
Over the last two years we have had 353 foster youth benefit from the Fostering Hope Scholarship. 195 of those youth are first-time College or vocational school attendees. Along with these youth, the Department is working to prepare over 170 youth who are pending high school graduation.

CHILD SUPPORT

In fiscal year 2018 the Child Support Enforcement Division continued to partner with federal, state, and county child support staff, district attorneys, private attorneys, judges and other court officials, law enforcement officials, insurance companies, hospitals, the Center of Health Statistics, the State Department of Labor, the Family Assistance (TANF) program, Medicaid, Child Welfare, the Social Security Administration, the Department of Corrections, noncustodial parents and numerous contractors all in an effort to provide consistent support payments for the children served by the agency. The Department collected \$383 million in child support in FY 2018. Establishing paternity, locating absent parents, collecting and distributing payments remain the focus while placing emphasis on both parents meeting the needs of the children financially and emotionally.

CHILD SUPPORT EXCEEDS PATERNITY PERFORMANCE STANDARDS

The Child Support Enforcement Division continues to exceed in performance standards. Paternity and court order establishment, along with collection efforts, help families develop lasting relationships and raises children out of poverty by helping families achieve self-sufficiency. Program performance in paternity establishment continues to exceed 90%.

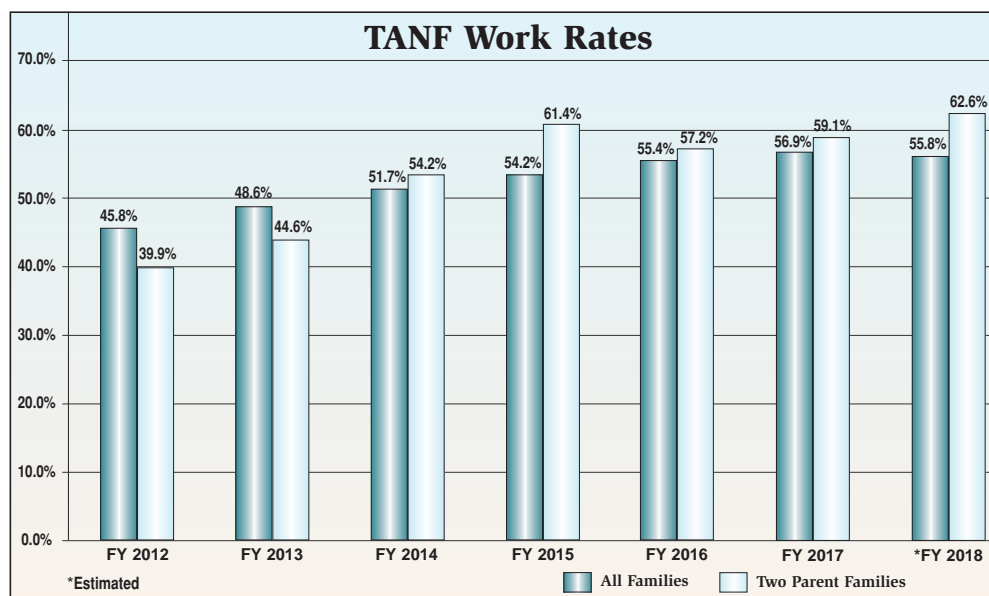


Child Support Enforcement Division Increases Outreach Participation

The Child Support Enforcement Division collaborated with Housing and Urban Development Offices in Alabama for National Father's Day events held during the month of June 2018. County child support offices participated in activities facilitated by the local housing authorities in Brewton, Northport, Tuskegee, Huntsville, Athens, Opp, Brilliant, and Aliceville and provided educational material on child support to attendees. The events not only focused on fathers, but also the family as a whole with the goal of empowering parents and promoting family bonding. Activities were provided for children, as well as parents, and included participation from churches, Head Start, Career Centers, community colleges, Counseling on Aging, Hospice, fire departments and law enforcement.

FAMILY ASSISTANCE

FY 2018 Jobs Facts



- Average number of adults required to participate in the JOBS Program each month: 3,531
- Average number of two-parent families required to participate in JOBS each month: 41
- Adults who found employment each month averaged: 425
- Total monthly average of clients working: 2,085
- Average number of adults who participated in the Community Employment Program (CEMP) each month: 251
- Families Transitioned off TANF due to Employment: 456

Alabama Coalition Against Domestic Violence

The Alabama Department of Human Resources' domestic violence prevention and assistance effort is managed by the **Alabama Coalition Against Domestic Violence** (ACADV). The program, funded by DHR, is known as SAIL which is an acronym for Special Assessment Intervention Liaison. SAIL currently provides services to low income persons in all 67 counties in Alabama via 24 specialists.

During FY 2018, the ACADV received 1,957 referrals for domestic violence via SAIL, worked with 798 SAIL participants, helped 420 participants acquire employment and provided financial assistance to 402 low income participants.

Alabama Domestic Violence Hotline 1-800-650-6522

FAMILY ASSISTANCE

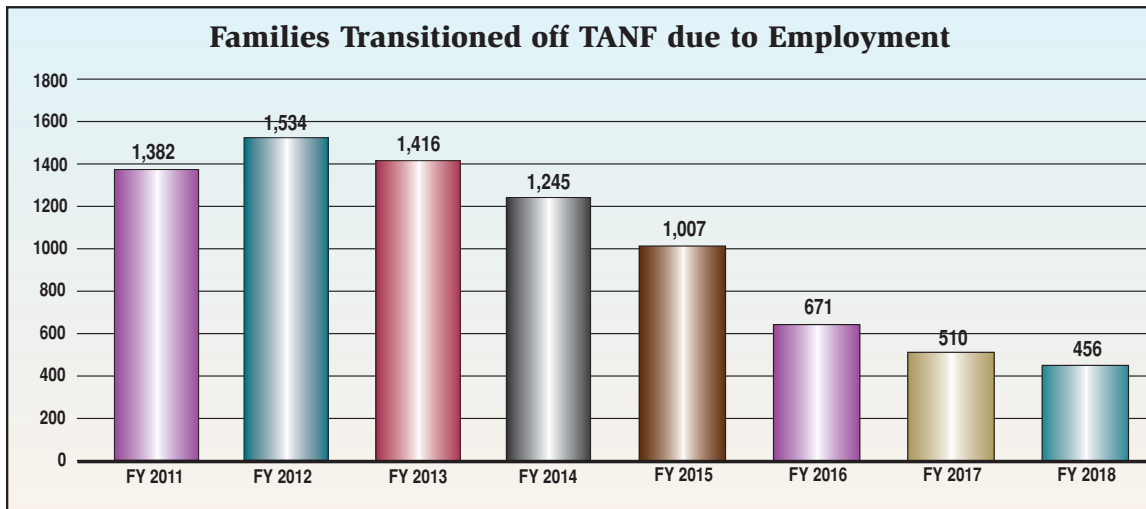
FISCAL YEAR 2018

Family Assistance Program Statistics

- Average caseload – 8,565
- Average monthly payment per case - \$187.47
- Average number of child recipients – 15,059
- Average percentage of child-only cases – 55%
- Non child-only cases receiving benefits beyond 36 months – 19.9%

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 and are paying someone to provide such care.



In FY 2018 an average number of 49 individuals receive benefits under the State Supplementation Program.

CHILD CARE SERVICES

ALABAMA Quality STARS

In FY2018 sixty-five child care centers achieved and maintained **STAR** rating in the Alabama Quality STARS - QRIS (*Quality Rating and Improvement System*). The **STAR** rating identifies the center as meeting standards above and beyond minimum licensing requirements. **Alabama Quality STAR** rated centers receive higher reimbursement for children participating in the Child Care Subsidy Program (up to 10% above the base rate for **STAR 5** centers).



The University of Alabama, Children's Program became the first early care and education center in the state to achieve a 5 STAR rating, the highest possible rating.

STAR Rating Statistics

STAR 1 - 56
STAR 2 - 3
STAR 3 - 3
STAR 4 - 4
STAR 5 - 1

A pilot of the Family Child Care provider Quality STARS was completed in FY 2018. Thirty-seven family child care providers, in 11 counties, participated in the pilot project. The pilot project will help the Division evaluate and improve upon the design of Alabama Quality STARS implementation with Family Child Care providers.

ALABAMA PATHWAYS

The *Alabama Pathways* - Professional Development Registry (PDR) database allows the Division to track the professional development qualifications (credentials, degrees, and training) of child care practitioners. In FY2018 there was a 27% increase in the number of child care professionals registered in the PDR. Of those registered, there was a 28% increase in child care professionals that have an associate's or higher degree in Child Development, Early Childhood Education or Early Education.



Early Head Start - Child Care Partnership (EHS-CCP) Program

The Early Head Start – Child Care Partnership (EHS-CCP) Program provides high quality child care and comprehensive services to low-income infant and toddlers and their families. The EHS-CCP program has partnership sites in 27 counties in center-based and family child care settings.

2017-2018 Program Year Total Cumulative Enrollment – 786
Funded Enrollment – 566 children
Subsidy Children Enrollment – 82%
Family Child Care Homes – 48
Child Care Centers – 20

CHILD CARE SERVICES

Child Care Subsidy Program

The Child Care Subsidy Program recorded a 7% increase in reimbursements to child care providers. Beginning October 2018 reimbursement rates for providers participating in the Child Care Subsidy Program increased to the 70th percentile of the most recent market rate survey. Efforts to reduce and eliminate a waiting list for families applying for child care assistance continued. The current waiting list is at the lowest amount in the history of the program.

Parent Eligibility

- Children enrolled in the program as of September 30, 201836,887
- Dollars reimbursed to child care providers\$97.4 million



Governor Kay Ivey signs HB 76, the Child Care Safety Act of 2018.

Office of Child Care Licensing

In FY 2018, licensing consultants made 3206 visits to licensed child care centers and exempt programs who participate in the Subsidy Program and 1610 visits to licensed day care homes to determine compliance with Minimum Standards, license new facilities, renew licenses of existing facilities, investigate complaints, provide consultation to child care staff, and to monitor compliance with the Health and Safety Guidelines for facilities participating in Subsidy.

<i>Licensed centers as of September 30, 2018.....</i>	<i>969</i>
<i>Licensed child care homes as of September 30, 2018.....</i>	<i>698</i>
<i>Church exempt child care facilities as of September 30, 2018.....</i>	<i>834</i>

ADULT PROTECTIVE SERVICES

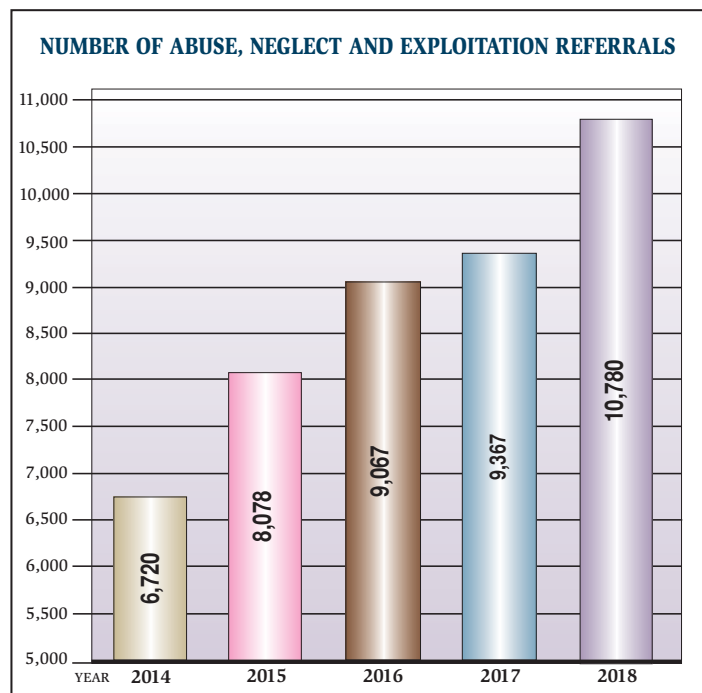
World Elder Abuse Awareness Day



World Elder Abuse Awareness Day (WEAAD) was observed on June 15, 2018, however, 45 county departments held various events throughout the month of June to commemorate the day. Elder abuse awareness was promoted through social media, radio and television advertisements, proclamation signings, workshops, luncheons, carnivals and the display of decorations throughout communities.

ADULT ABUSE, NEGLECT, AND EXPLOITATION REPORTS AND PREVENTIONS INCREASE 15% IN FY 2018

The Department received 10,780 reports of Adult Abuse, Neglect and Exploitation (AANE). This number indicates a 15% increase from FY 2017. Of the total reports that were received, 1974 were assessed as Preventions.



ADULT PROTECTIVE SERVICES

ALABAMA SPIRIT OF APS AWARD RECIPIENT



Ms. Hailey Killen, a social worker with the Lauderdale County DHR, was the recipient of the 2018 Alabama Spirit of Adult Protective Services Award.

Commissioner Nancy T. Buckner acknowledged Ms. Killen's accomplishments and presented her with an award at a reception that was held in her honor on May 30, 2018.

Ms. Killen has established herself as a leader of the APS program within her agency as well as throughout her community due to her efforts in advocating for and meeting the needs of the elderly and disabled adult population of which she serves. Ms. Killen is very compassionate and has the ability to remain composed in crisis situations so that needs and solutions are properly identified for individuals. Ms. Killen has united and educated community partners in an effort to streamline the process of providing services to the clients which exemplifies her dedication to the citizens of Lauderdale County.

LEGISLATIVE UPDATES

ACT 2018-456 which is derived from the Missing Persons Act of 1975 was passed in the 2018 legislation session. ACT 2018-564 which is derived from The Code of Alabama was passed to reflect the change of removing the term senility and its definition and replacing it with the term neurodegenerative disease and its definition.

FOOD ASSISTANCE

Alabama DHR received two bonus awards from the USDA

The Alabama Department of Human Resources received notification from the United States Department of Agriculture (USDA) that the Alabama Supplemental Nutrition Assistance Program (SNAP) was awarded a performance bonus in the amount of \$1,145,388 for a high application processing timeliness (APT) rate in fiscal year 2017. Alabama's APT for FY 2017 was 97.25%.

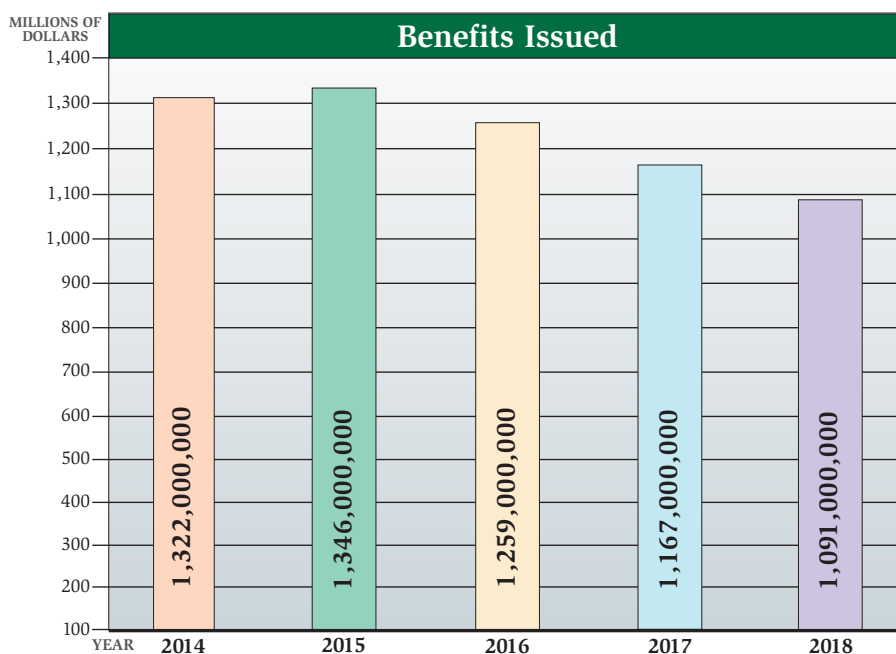
The Department was also notified it had been awarded a bonus for Quality Control (QC) Case and Procedural Error Rates (CAPER) for Fiscal Year (FY) 2016 in the amount of \$1,301,219. Alabama had a CAPER of 4.87% for FY 2016 against a national average of 23.47%.

The performance bonus payments may be used only for SNAP related expenses such as investments in technology, improvements in administration and distribution, and actions to prevent fraud, waste and abuse.

These bonus awards mark the fourth time in the last few years that DHR's food assistance program has been recognized for its high performance by the USDA. Last June, Alabama DHR was recognized by the USDA for its low payment error rate of 4.19% for FY 2017. In September, 2016, DHR received more than \$3.4 million for the FY2015 timeliness rate of 95.6 percent.

The number of low income people receiving Food Assistance benefits in Alabama decreased to the lowest number since FY 2009, as the unemployment rate continued to decrease. An average of 767,000 people received benefits each month in FY 2018, a decrease of over 4% from FY 2017.

The total amount of SNAP benefits decreased from \$1.17 billion to \$1.09 billion in FY 2018.



Program Integrity for SNAP FY 2018

- Established 307 Suspected Intentional Program Violation (fraud) claims totaling \$1,138,156
- Established 165 Suspected Intentional Program Violation-Trafficking claims totaling \$157,725.88
- Collections for SNAP for FY 2018 were \$5,888,488.86 and the state retention of that total \$1,100,187.20
- Total establishment of all overpayment cases was 4608 cases for a total of \$6,365,601.96

FOOD ASSISTANCE

FY 2018 Participation in the A-RESET program is up 52% Over FY 2017

In FY 2018, the Alabama Department of Human Resources Food Assistance Employment and Training (SNAP E&T) Program (A-RESET: Alabama Resources for the Enrichment, Self-Sufficiency, and Employability Training) has continued to work to build a high quality SNAP Employment and Training program which will allow clients to get the education, training and skills required to obtain and maintain substantial employment. In **FY 2017 2,971** SNAP clients participated in the program. With the addition of new dedicated county staff as well as additional community partners, in **FY 2018 4,524** clients took advantage of the services offered through A-RESET. That is an increase in participation of over **52%**.

In order to facilitate this increase in the participation rate in the A-RESET program which provides participants with the necessary education, skills, and training needed to successfully compete in today's job market and become employed at jobs which will allow them to become self-sufficient; the State has continued to add partners which can offer participants the needed resources. The State issued two requests for proposals (RFPs) which yielded ten new partnerships:

- *A Cut Above the Rest Training Facility,*
- *Alabama Alliance of Boys and Girls Clubs,*
- *Alabama Industrial Development Training Institute (AIDT),*
- *Family Counseling Center of Mobile, Inc.,*
- *Goodwill Industries of the Southern Rivers,*
- *M & E Consulting Services, LLC.,*
- *Sylacauga Alliance for Family Enhancement (SAFE),*
- *The Daniel Payne College Village Foundation,*
- *United Ways of Alabama, and*
- *Workshops, Inc.*



In addition to the new partners, the program has added A-RESET counties as well as staff. As of FY 2018, the State currently operates its A-RESET program in 39 counties 11 of which have 21 designated E&T case managers: Calhoun, Dallas, Elmore, Jefferson, Lee, Lowndes, Madison, Mobile, Montgomery, Tuscaloosa, and Wilcox. With the addition of these new partners and case managers, the State is able to extend the A-RESET program beyond able bodied adults without dependents (ABAWD) clients in these 11 counties to any SNAP client who wishes to participate and is otherwise eligible.

With the addition of these new partners and case managers, the State is able to offer more intense education, training, and case management to even more SNAP clients who are ready for A-RESET.

FIELD ADMINISTRATION

Emergency Welfare Services / Safety

Disaster Preparedness and Response

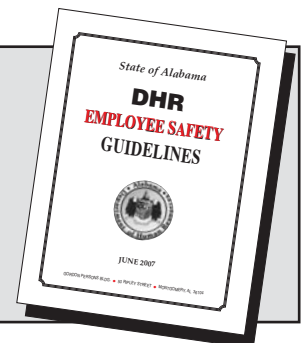
- Field Administration staff participated in (AEMA) Alabama Emergency Management Agency exercises and trainings, including the annual Winter Weather Exercise at the State Emergency Operations Center and AEMA Division offices on November 7, 2018.
- Field Administration staff deployed to the State Emergency Operations Center (SEOC), County EOCs, and AEMA Division Offices to support response and recovery operations associated with the following severe weather events:
 - **Severe Weather 19 Mar 18**
 - **Sub Tropical Storm Alberto – 25 May 18**
 - **Tropical Storm Gordon - 4 Sep 18**
 - **Hurricane Michael – 8 Oct 18**
- EWS/Safety participated in quarterly Functional and Access Needs in Disasters (FAND) meetings co-chaired by the Governor's Office on Disability (GOOD) and Alabama Department of Public Health (ADPH).
- EWS/Safety hosted bi-annual Mass Care conference calls in coordination with ADPH's Center for Emergency Preparedness and Alabama Emergency Management Agency. Sheltering and Mass Care (ESF6) support agencies, including American Red Cross, The Salvation Army, and Governor's Office of Volunteer Services provided updates on emergency preparedness activities undertaken to prepare for an all hazards response.
- EWS/Safety staff collaborated with ADPH, AEMA, and American Red Cross to identify and survey additional Mass Care and Medical Needs shelters. The ADPH Medical Needs Shelter (MNS) Planning Workgroup, which includes ADHR and other state partners, conducted site visits to pre-identified and potential MNS locations to meet with local sheltering partners and discuss agency roles, responsibilities, and shelter operations.
- Field Administration staff participated in ADPH Medical Needs Shelter (MNS) staff training. Participants learned more about MNS activities, including the Alabama Incident Management System (AIMS) patient registration module used to track MNS patients and caregivers.
- EWS/Safety coordinated with the Governor's Office of Volunteer Services, United Ways of Alabama, and other state agencies to review applications to the Governor's Emergency Relief Fund (GERF). The GERF provides assistance to individuals and families, through local LTRCs, with recovery costs that are a direct result of a disaster or emergency.

Sheltering and Mass Care Task Force

- Commissioner Buckner chaired the annual Sheltering and Mass Care Task Force (SMCTF) meeting on December 7, 2018. ADHR coordinates with state agencies and Voluntary Agencies Active in Disasters (VOADs) to prepare for the sheltering and mass care of evacuees and/or displaced persons during a disaster or any Governor ordered mandatory evacuation.

EMPLOYEE SAFETY

The Office of EWS/Safety collaborated with the Alabama Law Enforcement Agency to provide on-site safety training. ALEA conducted "RUN, HIDE, FIGHT" (active shooter) trainings at County offices. The trainings emphasize the importance of personal safety and reporting suspicious activity to law enforcement.



FIELD ADMINISTRATION

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 4,000 DHR employees. In addition to administering the Field Administration courses on topics such as employee safety, emergency welfare duties, and confidentiality, the Office of Training continued to assist the training divisions within DHR's different program areas in delivering their trainings through LETS.

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

The Office of Training continued to administer the Child Abuse Mandated Reporters Training and the Adult Abuse Mandated Reporters Training for the citizens of Alabama through DHR's public interactive training website (<http://training.dhr.alabama.gov>). Both of these trainings were developed as part of a statewide effort to ensure mandated reporters receive the necessary training to better protect Alabama's children, elderly, and disabled adults.



STAFF DEVELOPMENT

During FY2018, Field Administration/Staff Development continued partnerships with professional social work education programs throughout Alabama to provide training and education to current and prospective child welfare social workers via the Title IV-E Traineeship Agreement. Through these partnerships, child welfare staff received training on building child welfare supervision skills and improving permanency outcomes for children in care, as well as, social work licensure preparation. County directors participated in trainings focused on enhancing child welfare leadership skills. In October 2017, the Department sponsored the 16th Annual Fall Social Work Conference in partnership with The University of Alabama School of Social Work. The conference theme was "Well-being: Seeing the Big Picture" and featured workshop topics covering building well-being and resilience in children and child welfare staff and social work ethics. Several Child Welfare Information Sessions for social work students were held at universities throughout the state. In addition to these training opportunities, the Title IV-E Traineeship Agreement supported the infusion of child welfare content into professional social work education programs and stipend support for professional social work students interested in child welfare careers.

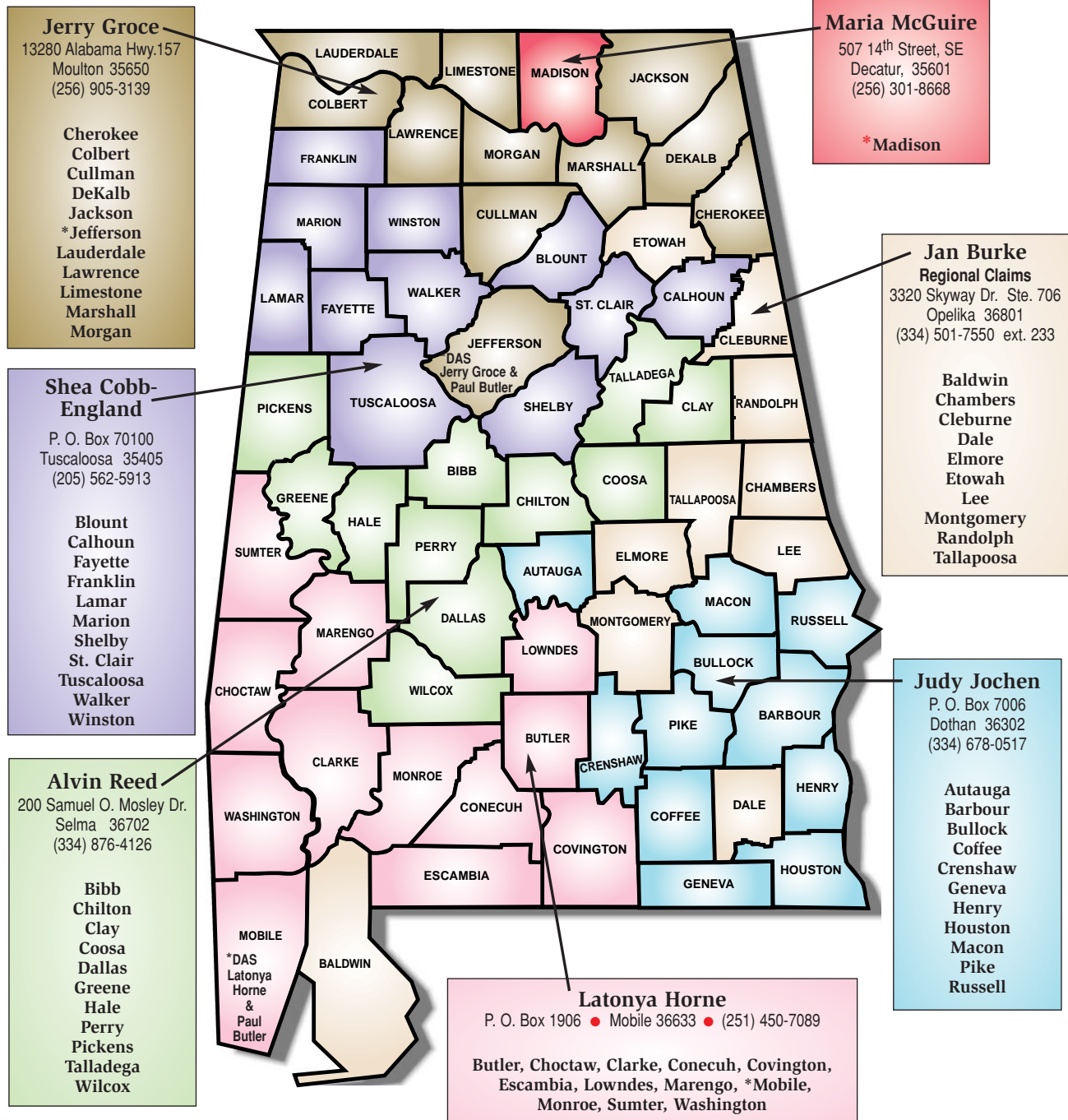
Field Administration/Staff Development continued to provide support for the Department's Social Work Licensure Initiative throughout 2018. Social Work Licensure Supervision, in accordance with Alabama State Law and the Alabama Board of Social Work Examiners Administrative Code, was provided to approximately 130 licensed employees throughout the State. Field Administration/Staff Development Social Work Licensure Supervisors provided crisis intervention assistance to foster parents and employees of the Department working with cases of particularly severe child abuse. Crisis and grief intervention is also provided to employees dealing with the unexpected deaths of co-workers. Also, Field Administration/Staff Development supported the District Administrative Specialists by collecting and analyzing data for use in the performance appraisals of county directors.



FIELD ADMINISTRATION

DISTRICT ADMINISTRATIVE SPECIALISTS

As of September 30, 2018



* Maria McGuire will also be on a special project.

QUALITY ASSURANCE

CONTINUOUS QUALITY IMPROVEMENT

A chief component of the QA Division's focus is Continuous Quality Improvement (CQI). CQI occurs when one or more of the QA Division offices engage community stakeholders, collect qualitative and quantitative data, assess systemic strengths and needs, initiates institutional interventions, evaluates interventions for success (or lack thereof), and ensures the sustainment of a higher level of child welfare practice.

THE FIVE OFFICES THAT MAKE UP THE QA DIVISION ARE:

The Office of Child Welfare Training plays a vital role in partnering with other units to meet overall Child Welfare training needs of the Department. They communicate with other DHR offices by helping to deliver appropriate training to training staff.

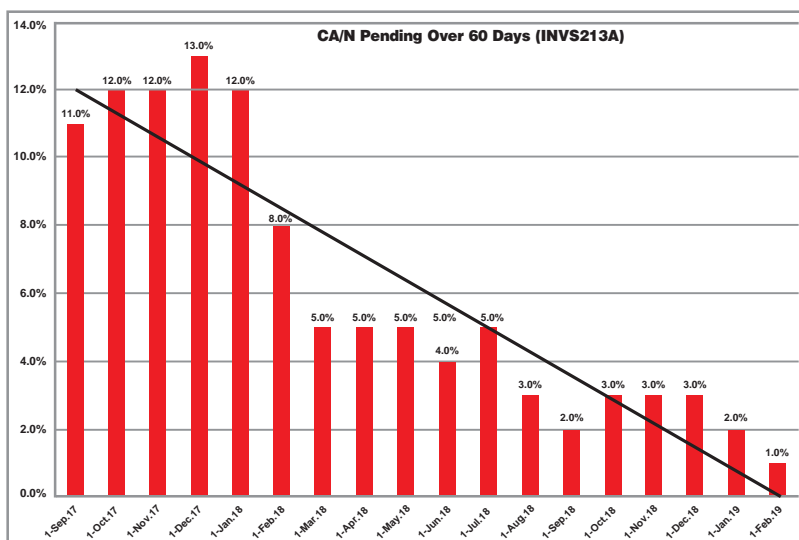
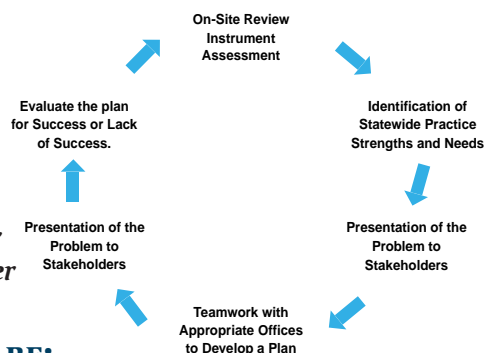
The Office of Quality Child Welfare Practice conducts random record reviews, completes Child Welfare Practice Review Tools and provides a Report of Findings to County Directors and their staff following each onsite review. The OQCWP Specialist provides coaching and capacity building in each county to develop an agreement around improving practice.

The Office of Constituent Services receives and responds to calls from constituents who have concerns about child welfare issues. The Office accepts constituent communications by phone, emails, and letters. They also address concerns received from Legislators, the Commissioner and her staff, and the Governor's office. This unit also assists counties by completing a tool to determine the level of care or placement for behaviorally challenged children in foster care.

The Office of Quality Assurance provides feedback to the Department on the performance of the state's child welfare system. This unit provides a vital component of the Division's mission and purpose. They conduct on-site case reviews by interviewing child welfare case participant and interviewing other relevant stakeholders. After a system of checks and balances with internal and federal reviewers to ensure fidelity of the case reviews, the information is entered into a database where case review findings are maintained.

The Office of Quality Behavioral Services provides training on parenting techniques specific to behavior management and individualized behavioral consultation to the families and children served by the Department of Human Resources.

The QA CQI Process:





ALABAMA DEPARTMENT OF HUMAN RESOURCES

Salaries	176,873,528
Employee Benefits	83,226,475
In-State Travel	7,797,596
Out-of-State Travel	495,872
Repairs and Maintenance	1,656,491
Rents and Leases	25,771,319
Utilities and Communications	11,637,152
Professional Services	40,080,718
Supplies, Materials and Operating Expenses	10,968,085
Transportation Equipment Operating Costs	423,843
Grants & Benefits	1,472,959,669
Capital Outlay	100,000
Other Equipment Purchases	3,807,965

TOTAL USES OF FUNDS\$1,835,798,713

USES OF FUNDS

SOURCES AND USES OF FUNDS FOR

2018



Sources of Funds

FEDERAL AND LOCAL FUNDS

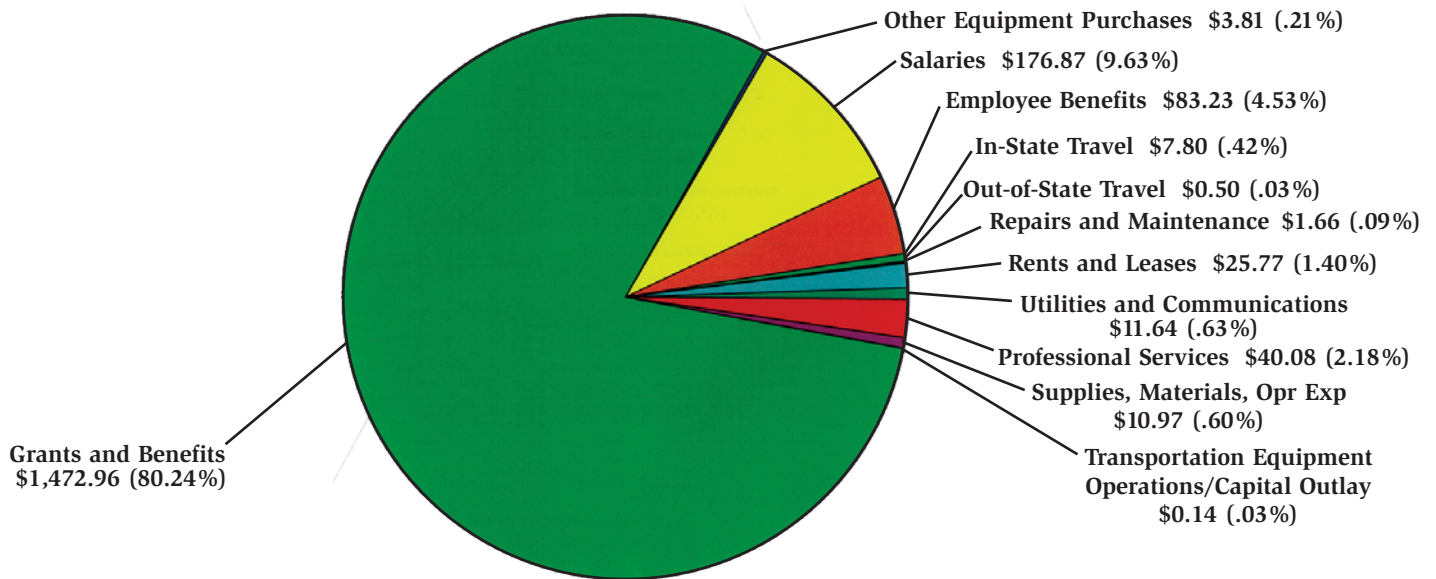
Federal Temporary Assistance to Needy Families	92,045,183
Federal Title IV-B Funds	14,855,328
Federal Title IV-D Funds	35,277,150
Federal Title IV-E Funds	58,764,677
Federal Title XIX Funds	62,987,697
Federal Social Services Block Grant-Title XX	33,458,974
Federal Child Day Care Discretionary Funds	63,062,253
Federal Child Day Care Mandatory Funds	16,627,042
Federal Child Day Care Matching Funds	33,868,434
Federal USDA Funds	1,149,322,782
Federal Child Abuse Grant	625,422
Early Head Start Grant	7,839,113
Child Support Interest and Fees	254,173
Casey Foundation Grant	2,500
Thomas Foundation Grant	140,000
Other Federal Funds	1,567,020

STATE FUNDS

Transfers from MNC Agencies	683,279
Foster Care Trust Fund	57,223
General Fund Transfer	62,516,331
Education Trust Fund Transfer	31,284,720
Whiskey Tax	50,277,215
ABC Profits	482,778
Beer Tax and Fortified Wine Tax	11,018,997
Confederate Pension Fund	20,773,500
Sales Tax	1,322,000
Sales Tax-Foster Care	500,000
Food Assistance Issuance	55,141,479
Tobacco Tax	2,535,766
Contractors' Gross Receipts	7,684,027
Other State Funds	7,536,626
Children First Trust Fund	11,360,408
Unencumbered Balance Forward	1,926,616
TOTAL FUNDS AVAILABLE	1,835,798,713

Amounts are reported as provided by the Executive Budget Office using the STAARS Performance Budgeting System.

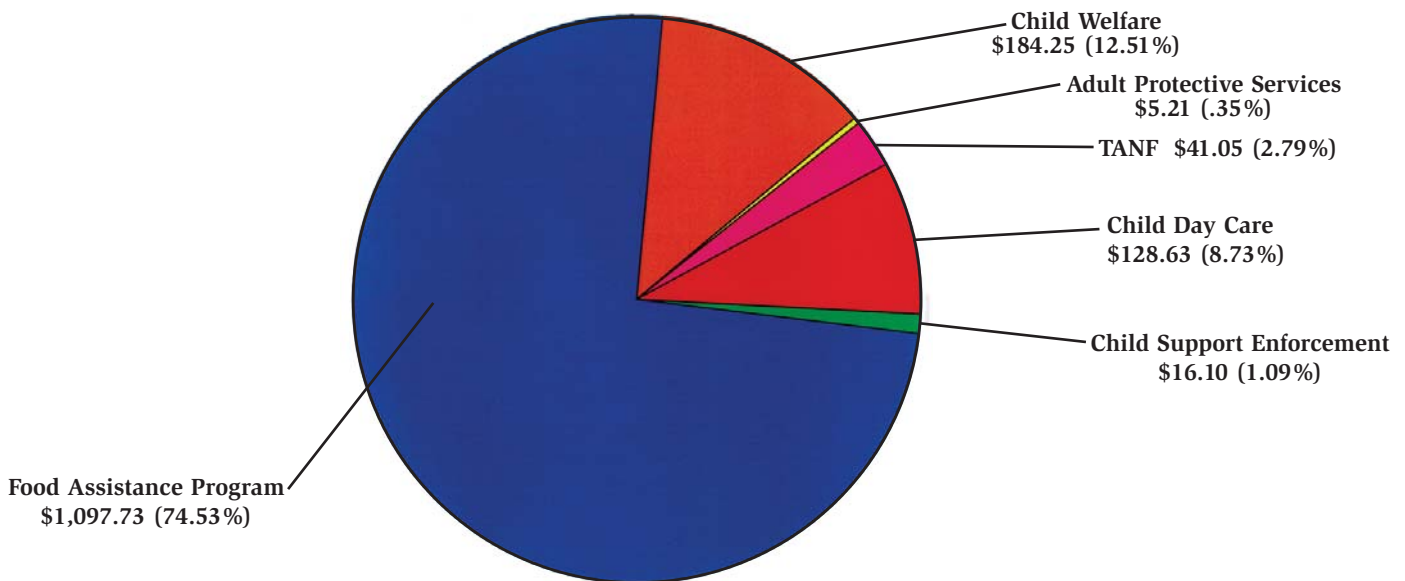
Department of Human Resources
FY 2018
EXPENDITURES BY OBJECTS



TOTAL EXPENDITURES = \$1,835,798,713
VALUES = MILLIONS

Amounts reported are as provided by the Executive Budget Office using the STAARS Performance Budgeting System.

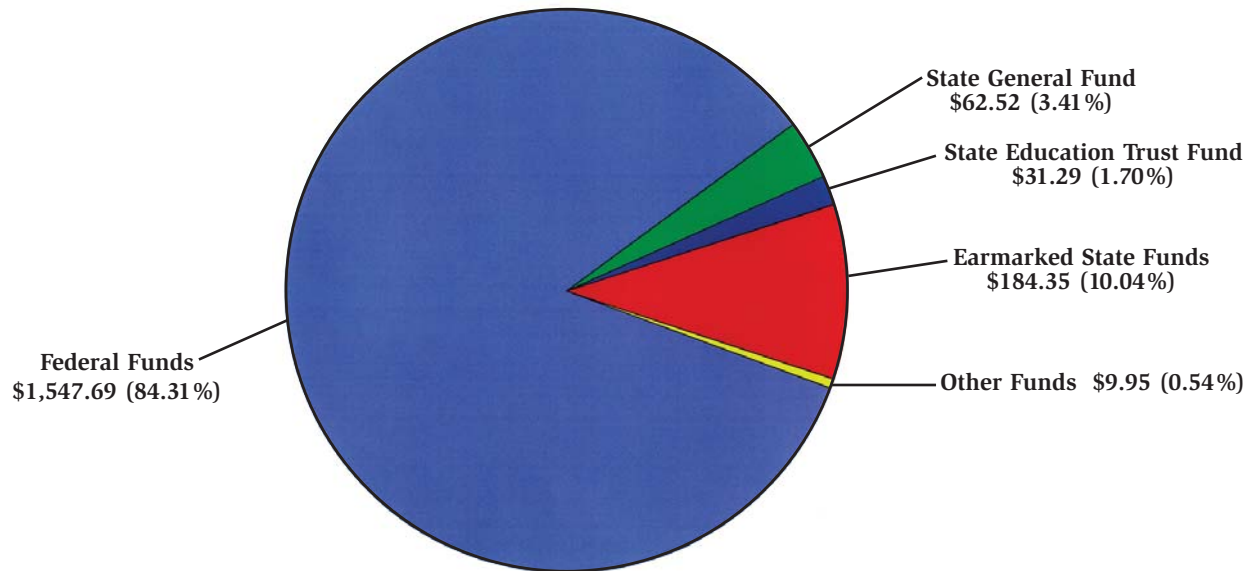
Department of Human Resources
FY 2018
GRANTS AND BENEFITS BY PROGRAM



TOTAL GRANTS AND BENEFITS EXPENDITURES = \$1,472,959,668
VALUES = MILLIONS

Amounts reported are as provided by the Executive Budget Office using the STAARS Performance Budgeting System.

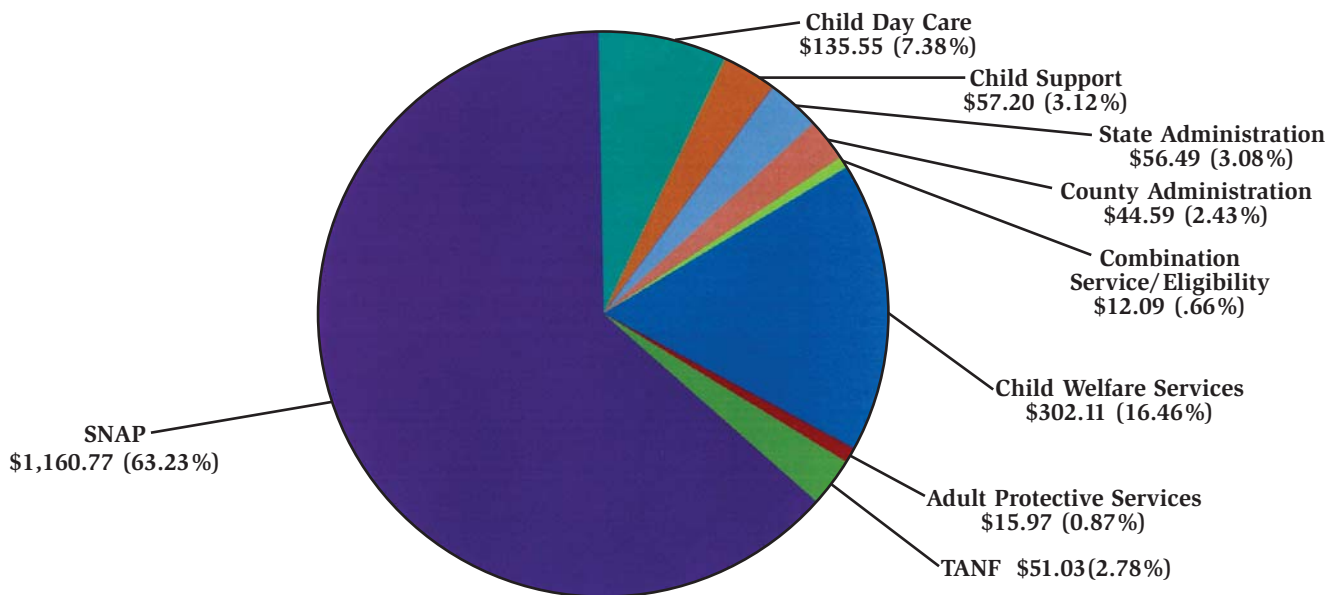
Department of Human Resources
FY 2018
REVENUE SOURCES



TOTAL EXPENDITURES = \$1,835,798,713
VALUES = MILLIONS

Amounts reported are as provided by the Executive Budget Office using the STAARS Performance Budgeting System.

Department of Human Resources
FY 2018
EXPENDITURES BY FUNCTIONAL AREA



TOTAL GRANTS AND BENEFITS EXPENDITURES = \$1,835,798,713
VALUES = MILLIONS

Amounts reported are as provided by the Executive Budget Office using the STAARS Performance Budgeting System.

DHR COUNTY DEPARTMENTS DIRECTORY FY-2018

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

BALDWIN

Director: ReMigia Coleman
22259 Palmer Street
Robertsdale, AL 36567
telephone: (251) 945-2400

BARBOUR

Interim Director: Deana Stinson
276 Highway 239 South
Clayton, AL 36016
telephone: (334) 775-2000

BIBB

Director: Carla Emmons
84 Library Street
Centreville, AL 35042
telephone: (205) 926-2900

BLOUNT

Director: Catherine Denard
415 5th Avenue East
Oneonta, AL 35121
telephone: (205) 274-5200

BULLOCK

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

BUTLER

Director: Jennifer Langford
182 West Adams Street
Greenville, AL 36037
telephone: (334) 382-4410

CALHOUN

Director: Linda Bibb
415 West 11th Street
Anniston, AL 36202
telephone: (256) 240-2085

CHAMBERS

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

CHEROKEE

Director: Michelle Fulmer
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

Interim Director: Ashley Carlock
1003 Mulberry Avenue
Butler, AL 36904
telephone: (205) 459-9701

CLARKE

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

CONECUH

Director: Jodie Nata
856 Liberty Hill Drive
Evergreen, AL 36401
telephone: (251) 578-3900

DHR COUNTY DIRECTORS



Top row from left: Joy Humphrey, Tuscaloosa County; Randy Shelton, Lamar County; Jason Cowart, Fayette County; Catherine Denard, Blount County; Linda Bibb, Calhoun County; Kim Mashego, Shelby County

Bottom row from left: Kier Vickery, Marion County; Diane Watson, Winston County; Cherri Pilkington, St. Clair County; Randy Redmill, Walker County



Top row from left: Carla Emmons, Bibb County; Marilyn Colson, Chilton County; Carol Dixon, Wilcox County; Autumn White, Coosa County; Kay Robertson, Clay County

Bottom row from left: Misty Renfroe, Pickens County; Nicole Parker, Talladega County; Wilson Morgan, Greene County; Wanda Goodwin, Dallas County

COOSA

Director: Autumn White
300 South Jackson Street
Rockford, AL 35136
telephone: (256) 377-2000

COVINGTON

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

CRENSHAW

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

CULLMAN

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

DALE

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

DALLAS

Director: Wanda Goodwin
200 Samuel O. Moseley Drive
Selma, AL 36702
telephone: (334) 876-4100

DEKALB

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

ELMORE

Director: Michelle Wood
8961 U.S. Highway 231
Wetumpka, AL 36092
telephone: (334) 514-3200

ESCAMBIA

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

ETOWAH

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: Amber Steward
737 Highway 48
Russellville, AL 35653
telephone: (256) 331-5900

GENEVA

Director: Jason Hughes
1831 West Magnolia Avenue
Geneva, AL 36340
telephone: (334) 684-5800

GREENE

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

HALE

Director: Mattie Harris
906 Wheelan Street
Greensboro, AL 36744
telephone: (334) 624-2583

HENRY

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

HOUSTON

Director: Leslie Kelly
1605 Ross Clark Circle
Dothan, AL 36301
telephone: (334) 677-0400

JACKSON

Director: Kristie Crabtree
205 Liberty Lane
Scottsboro, AL 35769
telephone: (256) 575-6100

JEFFERSON

Director: Francine Fenderson
2001 12th Avenue North
Birmingham, AL 35234
telephone: (205) 423-4500

LAMAR

Director: Randy Shelton
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

Director: Corey Williams
13280 Alabama Hwy 157
Moulton, AL 35650
telephone: (256) 905-3100

LEE

Director: Emily Jones
1715 Corporate Drive
Opelika, AL 36801
telephone: (334) 737-7778

LIMESTONE

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

DHR COUNTY DIRECTORS



Top row from left: Kristi Kitchens, Crenshaw County; Jason Hughes, Geneva County; Onya Myhand, Autauga County; Deana Stinson, Coffee County

Bottom row from left: Tracy Larkins, Bullock County; Leslie Kelly, Pike County; Julie Lindsey, Henry County; Patty Faircloth, Pike County



Top row from left: Marsha Busby, Cleburne County; Teresa Sauls, Etowah County; Allison Bryars, Assistant Director, Montgomery County; Amanda Faulk, Assistant Director, Montgomery County; Sharonda Pettaway, Montgomery County

Bottom row from left: Stephanie McKnight, Dale County; Gia Coleman, Baldwin County; Brenda Floyd, Tallapoosa County; Michelle Wood, Elmore County

LOWNDES

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

MACON

Director: Tonya Allen
404 North Main Street
Tuskegee, AL 36083
telephone: (334) 725-2100

MADISON

Director: Tonita Phipps
2206 Oakwood Avenue
Huntsville, AL 35810
telephone: (256) 427-6000

MARENGO

Interim Director:
Wilson Morgan
701 South Shiloh Street
Linden, AL 36748
telephone: (334) 295-2000

MARION

Director: Kier Vickery
760 Industrial Park
Hamilton, AL 35570
telephone: (205) 921-6000

MARSHALL

Director: Marcia Parker
180 Bluff Road
Guntersville, AL 35976
telephone: (256) 582-7100

MOBILE

Director: Stephanie Streeter
3103 Airport Blvd.
Mobile, AL 36606
telephone: (251) 450-7000

MONROE

Interim Director:
Latonya Wells-Horne
25 Legion Drive
Monroeville, AL 36460
telephone: (251) 743-5900

MONTGOMERY

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

MORGAN

Director: Lainie Alexander
507 14th Street, SE
Decatur, AL 35601
telephone: (256) 301-8800

PERRY

Interim Director:
Wanda Goodwin
1609 Highway 5, South
Marion, AL 36756
telephone: (334) 683-5500

PICKENS

Director: Misty Renfroe
401 Tuscaloosa Avenue
Carrollton, AL 35447
telephone: (205) 367-1500

PIKE

Director: Patty Faircloth
717 South Three Notch Street
Troy, AL 36081
telephone: (334) 807-6120

RANDOLPH

Interim Director:
Kay Robertson
865 Hillcrest Avenue
Wedowee, AL 36278
telephone: (256) 357-3000

RUSSELL

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

ST. CLAIR

Director: Cherri Pilkington
213 Fox Hollow Boulevard
Pell City, AL 35125
telephone: (205) 812-2100

SHELBY

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

SUMTER

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

TALLADEGA

Director: Nicole Parker
P. O. Drawer 539
Talladega, AL 35161
1010 Ashland Hwy.
Talladega, AL 35160
telephone: (256) 761-6600

TALLAPOOSA

Director: Brenda Floyd
1279 South Tallassee Street
Dadeville, AL 36853
telephone: (256) 825-3700

TUSCALOOSA

Director: Joy Humphrey
3716 12th Avenue East
Tuscaloosa, AL 35405
telephone: (205) 562-6100

WALKER

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

WASHINGTON

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

WILCOX

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

WINSTON

Director: Diane Watson
991 Highway 33 North
Double Springs, AL 35553
telephone: (205) 489-1500

DHR COUNTY DIRECTORS



Top row from left: Ashley Carlock, Washington County; Jodie Nata, Conecuh County; Lynn Barnes, Escambia County; Lesa Syler, Covington County; Jennifer Langford, Butler County

Bottom row from left: Juanita Spinks, Assistant Director, Mobile County; Stephanie Streeter, Mobile County; Stacy Blomgren, Assistant Director, Mobile County



Rachael Heard, Assistant Director, Madison County; Tonita Phipps, Director, Madison County; Tyron Newton, Assistant Director, Madison County



Top row from left: Amy Smith, Cullman County; Teri Coley, Assistant Director, Jefferson County; Tracy Miller, Limestone County; Corey Williams, Lawrence County; Doug Heath, Assistant Director, Jefferson County; Marsha Parker, Marshall County

Bottom row from left: Denise Raines, DeKalb County; Angela McClintock, Jefferson County; Brandy Jeffrey, Colbert County; Cindy Bratcher, Lauderdale County; Lainie Alexander, Morgan County



STATE OFFICE DIRECTORY

COMMISSIONER
NANCY T. BUCKNER
242-1160

CHIEF OF STAFF/ETHICS OFFICER
NANCY S. JINRIGHT
242-1160

DEPUTY COMMISSIONER FOR
ADMINISTRATIVE SERVICES
PAUL BUTLER / ACTING
242-8395

DEPUTY COMMISSIONER
FOR FAMILY RESOURCES
FAYE NELSON
242-9378

DEPUTY COMMISSIONER
FOR CHILDREN AND FAMILY SERVICES
KAREN SMITH
353-3343

DEPUTY COMMISSIONER
FOR FIELD ADMINISTRATION
PAUL BUTLER
353-1170

DEPUTY COMMISSIONER FOR CW QUALITY ASSURANCE
GINA SIMPSON
242-3327

FINANCE
CONITHA KING - 242-9425

LEGAL
SHARON FICQUETTE - 242-9330

COMMUNICATIONS
JOHN HARDY - 242-1850

CIVIL RIGHTS/EQUAL EMPLOYMENT
DESIREE JACKSON - 242-1550

ADULT PROTECTIVE SERVICES
SAM SMITH 242-1350

FAMILY SERVICES
JAN CASTEEL 242-9500

QUALITY CONTROL
LARRY CAVER 242-1365

ADMINISTRATIVE HEARINGS
WILLIAM PRENDERGAST 242-1325

FOOD ASSISTANCE
BRANDON HARDIN 242-1700

RESOURCE MANAGEMENT
STARR STEWART 242-1650

CHILD SUPPORT ENFORCEMENT
LATHESIA SAULSBERRY 242-9300

GENERAL SERVICES
JACQUELINE DARNELL 409-6800

TRAINING/FIELD ADMINISTRATION
DR. MELODY MESSICK 242-9275

CHILD CARE SERVICES
JEANETTA GREEN 242-1556

MANAGEMENT AND FISCAL ANALYSIS
(ACTING) PAUL BUTLER 242-8395

INFORMATION SERVICES
LISA TOWNSEND 242-3244

EMERGENCY WELFARE SERVICES
EMPLOYEE SAFETY
PAUL SMELLEY 353-3387

PERSONNEL
KELLY LEVER 242-1780

PUBLIC ACCOUNTABILITY
STAN LANDERS 353-5400

FAMILY ASSISTANCE
(ACTING) FAYE NELSON 242-1773

CHILD WELFARE/CONSTITUENT SERVICES
BETH SCHAFER 242-5677

PUBLIC INFORMATION
BARRY SPEAR 242-1850

DHR INFORMATION
(334) 242-1310

FAX NO. FOR INFORMATION
(334) 353-1115

E-MAIL ADDRESS FOR INFORMATION
communications@dhr.alabama.gov

DHR WEBSITE
www.dhr.alabama.gov

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





50 North Ripley Street
Montgomery, Alabama 36104
www.dhr.alabama.gov

