

# Annual Report

ALABAMA DEPARTMENT OF HUMAN RESOURCES

# 2017





**KAY IVEY**  
**GOVERNOR**  
**STATE OF ALABAMA**

## A LETTER FROM THE COMMISSIONER

Dear Governor Ivey:

Fiscal year 2017 was filled with promises of a brighter future for Alabama's citizens through economic improvement and education. Several programs at DHR are working harder than ever to take advantage of the improved economy to help lead Alabamians from dependency to self-sufficiency.

The Supplemental Nutrition Assistance Program (SNAP) decreased to its lowest number of participants since 2009, while the unemployment rate in Alabama improved. DHR is aggressively working to continue this trend by improving its employment and training activities, working together with the Alabama Department of Labor and the Department of Commerce, and forming other partnerships designed to assist our clients in learning new skills and gaining meaningful employment.

Alabama's TANF families continue to participate in the JOBS program with over 3,400 adults in the TANF program participating in the JOBS program each month. This resulted in an average of 427 clients per month who found employment during FY 2017. Five hundred and ten TANF families left the program due to gaining employment and there was a monthly average of 2,349 TANF clients working in FY 2017.

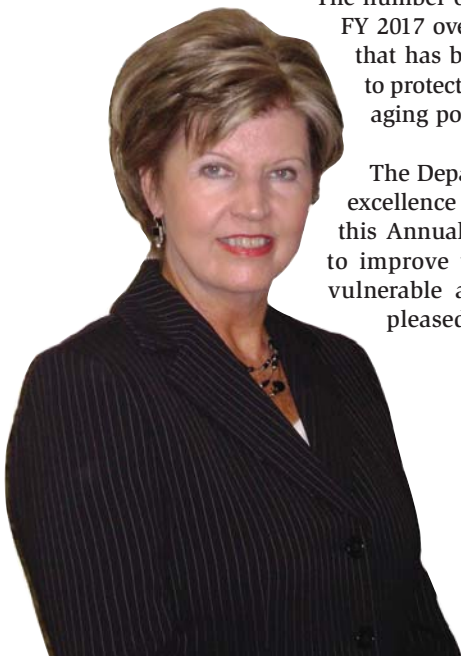
In an effort to ensure the safety of children attending child care centers that receive federal subsidy funding, DHR's Child Care Division completed health and safety inspections at 678 license-exempt child care centers. Those inspections found over 15,000 issues of non-compliance with over 12,000 of them being considered critical. These Centers must correct the non-compliance issues if they wish to continue to receive federal child care subsidies.

DHR is making great strides in ensuring a better future for our foster children by creating opportunities for them to advance their education. There were 153 foster youths participating in the Fostering Hope Scholarship in FY 2017. These 153 youths attended 33 different schools in Alabama as they gain knowledge and skills that will help them become independent and successful.

I am also pleased to report that DHR received over one million dollars in Federal Guardianship Incentive Award funds from the U.S. Department of Health and Human Services for our commitment and success in finalizing adoptions from foster care. This is the tenth straight year that Alabama DHR has received the federal adoption incentive award.

The number of Adult Abuse, Neglect and exploitation reports increased by 10% in FY 2017 over the previous year. We believe this is partially due to new legislation that has been enacted over the past few years to strengthen Alabama's ability to protect vulnerable adults. We believe this number will continue to rise as our aging population and public awareness increases over the next several years.

The Department of Human Resources and its employees continue to strive for excellence in all of the programs we administer as the information contained in this Annual Report clearly demonstrates. I assure you that DHR will continue to improve the services and support we provide to Alabama's children and vulnerable adults as we move forward through FY 2018 and beyond. I am pleased to submit to you this Annual Report for FY 2017.



With warmest regards,

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

Nancy T. Buckner  
Commissioner

# **SOME BASIC FACTS ABOUT THE STATE OF ALABAMA DEPARTMENT OF HUMAN RESOURCES**

***DHR'S MISSION***  
**TO PROVIDE FOR THE PROTECTION, WELL-BEING, AND SELF-SUFFICIENCY  
OF CHILDREN AND ADULTS**

## **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.

## **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.

## **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.

## **REVENUES AND EXPENDITURES**

In Fiscal Year 2017, DHR's revenues and expenditures totaled \$1,864,687,011, including more than \$1.17 billion in food assistance benefits. The federal government provided approximately 86% 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 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.

## **DEPARTMENT EMPLOYEES**

DHR averaged 4,145 employees in FY 2017, 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.





ALABAMA DEPARTMENT OF HUMAN RESOURCES  
**ANNUAL REPORT**  
Fiscal Year 2017

October 1, 2016 - September 30, 2017

**DHR STATE BOARD**

**GOVERNOR KAY IVEY**

*Chairman*

**MR. WAYNE SELLERS**

*Vice-Chair*

**MS. LESLIE D. SANDERS**

*Secretary*

**MS. KATHY SAWYER**

**DR. CHARLES R. NASH**

**DR. PHILLIP B. HAMMONDS**

**MS. ELIZABETH C. SMITHART**

**NANCY T. BUCKNER**

*Commissioner*

**CONTENTS**

Family Services .....	5
Child Support Enforcement .....	9
Adult Protective Services .....	10
Family Assistance .....	12
Child Care Services .....	14
Food Assistance .....	16
Field Administration .....	19
Sources and Uses of Funds for 2017 .....	23
FY 2017 Expenditures by Objects .....	24
FY 2017 Grants & Benefits by Program .....	24
FY 2017 Revenue Sources .....	25
FY 2017 Expenditures by Functional Area .....	25
Directory of DHR County Departments .....	26

**PUBLISHED BY THE ALABAMA DEPARTMENT OF HUMAN RESOURCES, 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

## FOSTERING HOPE SCHOLARSHIP AWARDED TO 153 FOSTER YOUTH

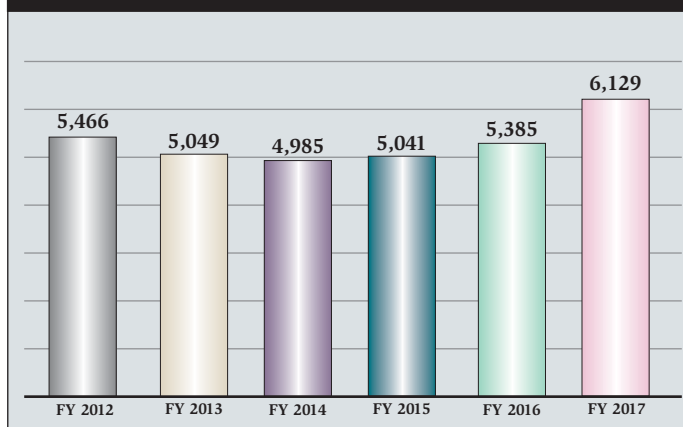
There are currently 153 foster youth receiving support from the Fostering Hope Scholarship. Foster youth are attending 33 different schools in Alabama. Fostering Hope mentors have contacted all recipients and are currently arranging face to face contact with them to review and provide needed support to assure success. There are also 150 foster youth who are pending high school seniors DHR is tracking so support can be provided to them as they prepare for post-secondary education.

The Independent Living Services (ILP) unit supports the needs and identification of services for older youth to develop skills to live independently and achieve permanency in a timely manner.

### ILP Activities

- Two three day youth camps (150 - ages 14-17 and 150 - ages 17-21) for a total of 300 youth
- The Annual ILP Networking Mini-Conferences for 150 staff/providers
- Thirty-four youth participated in the 2016 Daniel Memorial Conference in August in Orlando, Florida
- Eight Foster Youth participated as Legislative Pages
- ILP Website for staff, foster parents, service providers and youth
- 153 current and former foster youth are participating in the Fostering Hope Scholarship

### CHILDREN IN DHR CUSTODY BY FISCAL YEAR MONTHLY AVERAGE





# FAMILY SERVICES

## DHR receives over \$1 million in Federal Adoption & Guardianship Incentive Award funds

In recognition of Alabama's commitment and success in finalizing adoptions from foster care, DHR once again received over \$1 million in Federal Adoption and Guardianship Incentive Award funds for FY 2017 from the U.S. Department of Health and Human Services. These funds were used to fund the Adoption Trained Therapist Network, regional trainings, recruitment, pre-adoptive and post-adoptive services and child-specific recruitment to remove barriers to adoptive placement based on pre-adoptive needs.

## ADOPTION RECRUITMENT

The Department coordinates two **Wendy's Wonderful Kids** projects with funding from the Dave Thomas Foundation for Adoption. These projects serve children in Jefferson and surrounding counties, as well as Mobile, Baldwin and other southwest Alabama counties. The project in Southwest Alabama began in 2007 and has served a total of 110 children, 65 of whom have achieved permanency through finalized adoptions. The Jefferson-area project started in 2011 and has served 73 children and 33 of them have achieved 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 with adoptive homes.

*(continued on page 7)*



Governor Kay Ivey signs proclamation declaring November as National Adoption Month.



# FAMILY SERVICES

(continued from page 6)

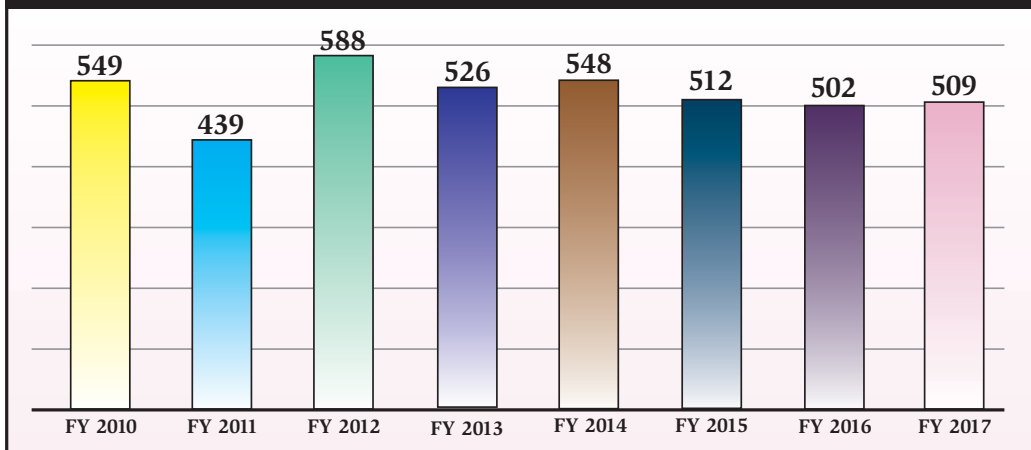
**Kids to Love**, a private non-profit foundation, continues to advocate for our foster children. In addition to the weekly Kids to Love features that air on WHNT-TV in Huntsville, children in foster care in Alabama are provided school supplies, Christmas gifts and college scholarships through Kids to Love.

**Camp Hope Alabama** is a new project of Kids to Love. One of the unfortunate realities for many children in foster care is being separated from their brothers and sisters. Camp Hope is a weekend camp that gives foster children a home-like atmosphere filled with fun activities but most importantly an opportunity to build and maintain their sibling bond. Participation in this camp gives adoption staff an opportunity to observe and assess how siblings interact with one another allowing them to do better matching with potential adoptive families. The facilities are also used from time-to-time for pre-placement adoption visits between children and families.

**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](http://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.

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

## STATEWIDE ADOPTIONS FINALIZED BY FISCAL YEAR



# FAMILY SERVICES

## POST ADOPTION SERVICES

Post Adoption Services are provided through contract with Children's Aid Society of Alabama. **Alabama Post Adoption Connection (APAC)** 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.

Services include recruiting, training and assessing families to adopt from foster care, library resources, training sessions and webinars, information and referral as well as family advocates and counselors. An annual camp for children and youth who have been adopted as well as special adoption-competent training for mental health providers are also among the services provided through APAC.

### OFFICE OF CHILD WELFARE ELIGIBILITY

The Title IV-E Program received \$41,710,181 in federal reimbursements for fiscal year 2016. The penetration rate was 53.76%. The penetration rate is important to the Department since it governs the amount of reimbursement that 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 next scheduled Alabama IV-E Foster Care Review will be conducted by the Administration of Children and Families during the week of September 10, 2018.

### INTERSTATE COMPACT FOR THE PLACEMENT OF CHILDREN (ICPC)

#### 1,225 Total Referrals

Adoptions - 228

Foster Care - 202

Relative Placement - 483

Parental - 250

Residential - 61

### 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 2017
Targeted Case Management	\$14,651,755.55
Medicaid Rehabilitative Services	\$28,782,866.67
Total	\$43,434,622.22

# CHILD SUPPORT

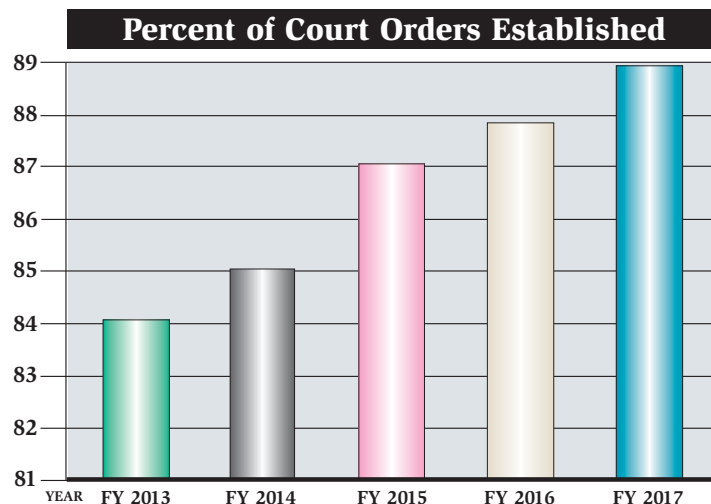
In Fiscal Year 2017 the Child Support Enforcement Division continues to partner with federal, state, and county child support staff, district attorneys, private attorneys, judges and other court officials, law enforcement officials, insurance companies, hospitals, the Bureau of Vital Statistics, the 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. 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 DIVISION DEVELOPS STATEWIDE DIGITAL FILING SYSTEM

The Child Support Enforcement Division has been successful in developing a statewide electronic document imaging system. This new imaging system, [Alabama DHR Document Imaging for Child Support](#) (ADDI-CS) launched statewide in FY2017. It is designed to serve as a method for child support staff to scan documents and import them into a digital file. Digital filing supports an electronic filing system that will significantly reduce paper-based processes, and provide improved security and instant file retrieval. The Alabama DHR Document Imaging for Child Support application was highlighted during the annual Federal Office of Child Support Enforcement Regional meeting in Tallahassee, Florida.

## Child Support Exceeds 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 reached a total of 96%. And 89% of court orders were established in DHR's 219,745 child support cases in FY2017, a record high within the last five years.



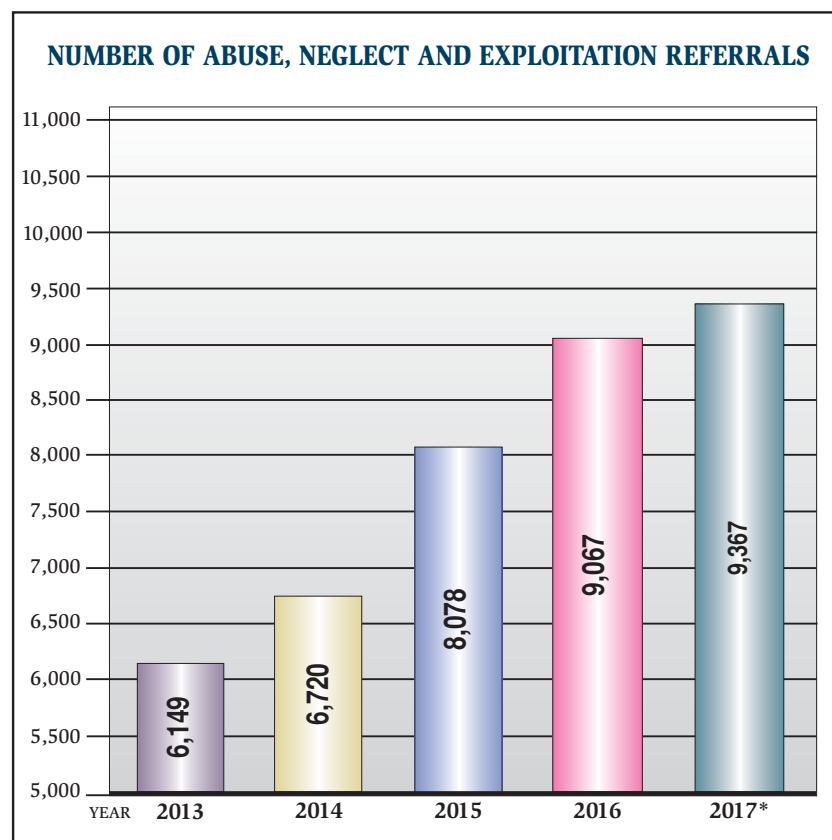


# ADULT PROTECTIVE SERVICES

## ADULT ABUSE, NEGLECT AND EXPLOITATION (AANE) REFERRALS CONTINUE TO RISE

The total number of AANE reports and preventions in FY 2017 shows an increase of approximately 10% from FY 2016. The combined total of AANE reports and prevention assessments was 9,367 and the total number of victims assessed was 9,700.

There were 7,481 Adult Abuse, Neglect, and Exploitation reports received and investigated by the Department of Human Resources in FY 2017. The reports involved adults aged 18 and older who were alleged to be in need of protection. The number of prevention assessments completed was 1,886. Preventions include assessment of situations in which there is concern that abuse, neglect, or exploitation would occur unless some assistance is provided.



\*Referrals for 2017 reported 9,700 victims

# ADULT PROTECTIVE SERVICES

## **ALABAMA SPIRIT OF APS AWARD 2017 WINNER IS Ms. CELIA GAMBLE OF MOBILE COUNTY DEPARTMENT OF HUMAN RESOURCES**

Ms. Celia Gamble, a social service caseworker in Mobile County, was awarded the 2017 Alabama Spirit of Adult Protective Services Award by Commissioner Nancy T. Buckner at a ceremony on June 14, 2017. Commissioner Buckner recognized the outstanding accomplishments of Ms. Gamble and presented her with a plaque honoring her as the recipient of the 2017 Alabama Spirit of APS Award.

Ms. Gamble has provided consistent quality services to the elderly and disabled adult population in Mobile County for 22 of her 37 years of Department service. She has worn many different hats over her tenure. She is resourceful and is always willing to help in a crisis day or night. Ms. Gamble's genuine nature and her empathy towards the family and community that she serves reflects in her case management skills and her understanding of best case practice for the general welfare needs and safety of the clients.

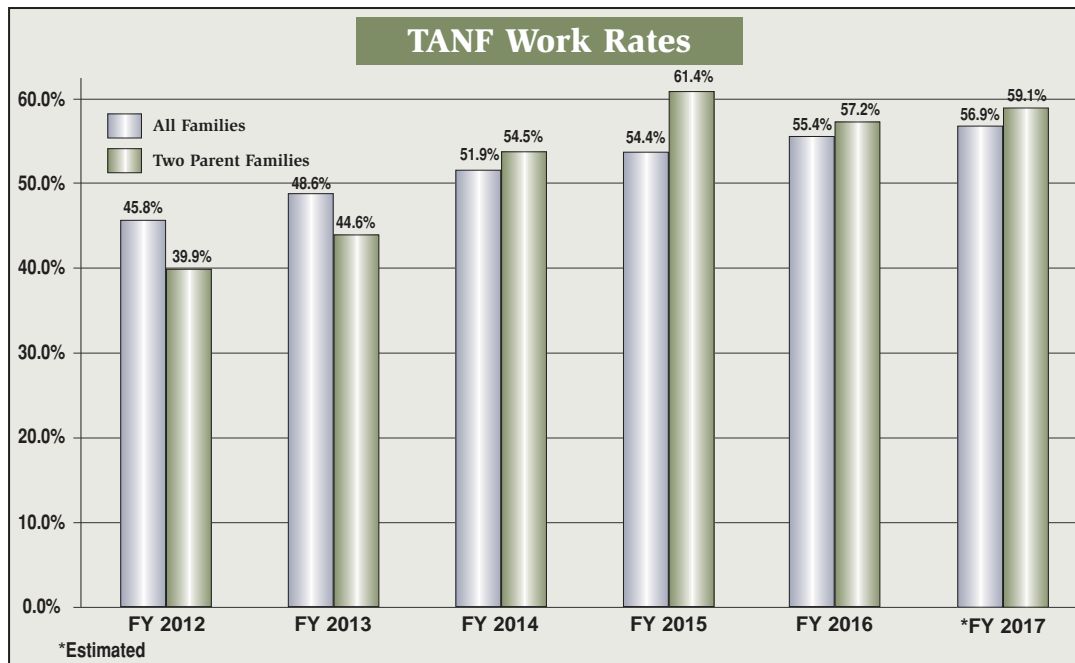


*Audrey Peterson, APS Program Manager; Doris Ball, APS Division Director; DHR Commissioner Nancy Buckner; Celia Gamble, Mobile County APS Social Worker; Stephanie Streeter, Mobile County Director; Tonia Bell, APS Program Manager*

# FAMILY ASSISTANCE

## FY 2017 JOB FACTS

*All Families Work Participation Rate - 56.9%    Two-parent Work Participation Rate - 59.1%*



- Average number of adults required to participate in the JOBS Program each month – 4,394
- Average number of two-parent families required to participate in JOBS each month – 54
- Adults who found employment each month averaged – 427
- Total monthly average of clients working – 2,349
- Average number of adults who participated in the Community Employment Program (CEMP) each month – 319
- Families Transitioned off TANF due to Employment - 510

### 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 2017, the ACADV received 2,186 referrals for domestic violence via SAIL, worked with 985 SAIL participants, helped 323 participants acquire employment and provided financial assistance to 325 low income participants.

**Alabama Domestic Violence Hotline 1-800-650-6522**

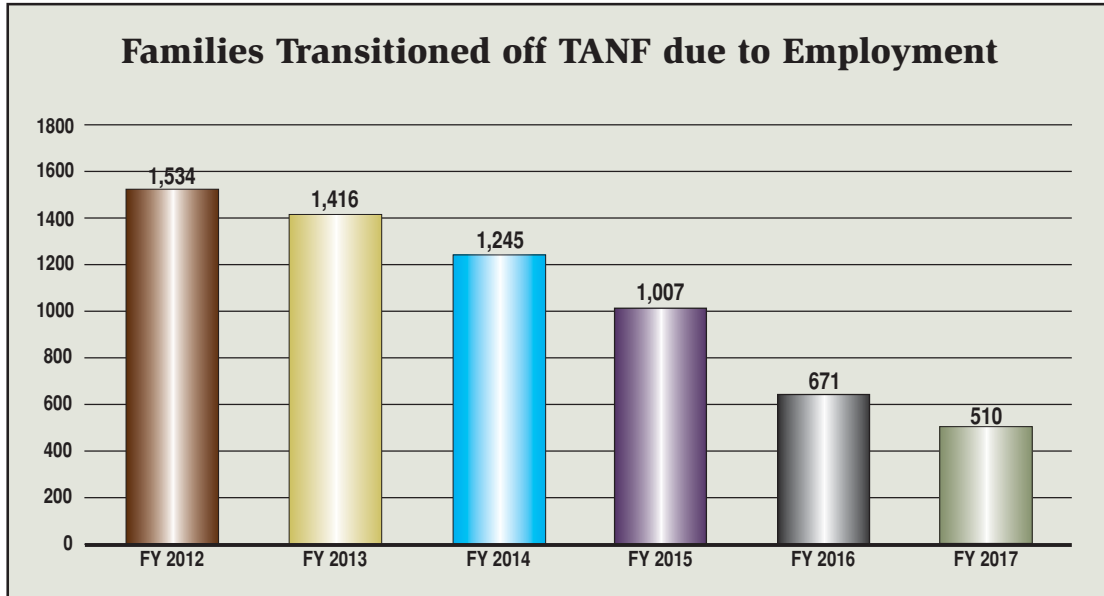


# FAMILY ASSISTANCE

## 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 2017 an average number of 54 individuals received benefits under the State Supplementation Program*



## Fiscal Year 2017

### Family Assistance Program Statistics

- Average caseload – 9,813
- Average monthly payment per case - \$189.28
- Average number of child recipients – 17,310
- Average percentage of child-only cases – 52%
- Non child-only cases receiving benefits beyond 36 months – 21.8%

# CHILD CARE SERVICES

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

The Early Head Start – Child Care Partnership (EHS-CCP) Program is increasing the number of Early Head Start and child care providers that can meet the highest standards of quality for infants and toddlers. The goals of the program is to:

- Combine the strengths of child care and Early Head Start (EHS) programs.
- Layering funding to provide comprehensive services and high-quality early learning environments for low-income working families with infants and toddlers.
- Integrate EHS comprehensive services and resources into the traditional child care and family care settings.

Funded Enrollment – 566  
Subsidy Children Enrollment – 83%  
Family Child Care Homes – 51 (in 20 Counties)  
Child Care Centers – 20 (in 13 Counties)  
# Counties – 29

## OFFICE OF CHILD CARE LICENSING – CCDF HEALTH AND SAFETY MONITORING

DHR licensing consultants conducted 678 monitoring visits of exempt providers participating in the Child Care Subsidy Program to determine compliance with federal Child Care and Development Fund (CCDF) Health and Safety requirements. Initial visits were conducted August 2017 and September 2017. All programs had 90 days from the initial visit to correct any non-compliance.

**Total Visits – 678 exempt centers**

**Number of Non-compliances - 15,156**

**Number of Critical non-compliances – 12,320**

## Child Care Licensing

In FY 2017, licensing consultants made 4,464 visits to licensed child care centers and licensed day care homes to determine compliance with minimum standards, license new facilities, renew licenses of existing facilities, investigate licensing complaints and to provide consultation to child care staff.

Licensed centers as of September 30, 2017.....981

Licensed child care homes as of September 30, 2017..... 770

Church Exempt child care facilities as of September 30, 2017..... 953

### CCDF Health and Safety Monitoring

Licensing consultants conducted 678 monitoring visits to exempt child care facilities as part of the Department's compliance with new CCDF (*Child Care and Development Fund*) regulations.

**Family Child Care Unit** – The EHS-CCP Program implemented a Family Child Care Unit to give more focus to the unique needs of the family child care partner sites, including more state level assistance, and timely site visits to evaluate and address challenges. The unit consists of a Program Supervisor and three Program Specialists.

# CHILD CARE SERVICES

## Child Care Subsidy Program

Beginning in February 2017, the Department began a Waiting List Project to place children into care from the Child Care Subsidy Program waiting list. Through this effort 1532 children were placed in care from the waiting list. The Child Care Subsidy Program recorded a 15% increase in child enrollment and an 8% increase in reimbursements to child care providers.

### Parent Eligibility

- Children enrolled in the program as of September 30, 2017 ..... 38,025
- Dollars reimbursed to child care providers ..... \$90.7 million
- Children on the waiting list as of September 30, 2016 .....1,010

## QUALITY ENHANCEMENT SERVICES

### ALABAMA Quality STARS - “Look for the STARS”

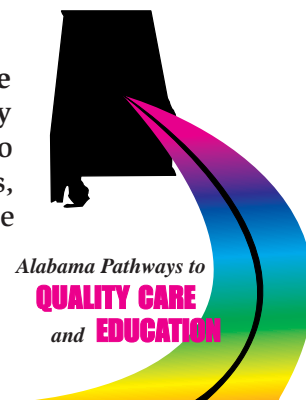
In FY 2017 twenty-five child care centers achieved STAR rating in the Alabama Quality STARS - QRIS (*Quality Rating and Improvement System*). The STAR rating identifies the center as meeting standards above and beyond minimum licensing requirements.



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). STAR rated centers also qualify for an annual Incentive Bonus ranging from \$200.00 for STAR 1 rated small center (licensing capacity 50 or less) to \$1,500 for a STAR 5 rated large center (licensing capacity over 100).

STAR 1 - 15
STAR 2 - 3
STAR 3 - 3
STAR 4 - 4
STAR 5 - 0

There are 655 child care practitioners registered in the Alabama Pathways - Professional Development Registry (PDR). The PDR database allows the Child Care Division to track the professional development qualifications (credentials, degrees, and training) of child care practitioners. Of those registered, 56% have an associate's or higher degree in child development, early childhood education or early education.





# FOOD ASSISTANCE

## **SNAP PARTICIPATION CONTINUES TO DECLINE** **as Employment Increases and Economy Improves**

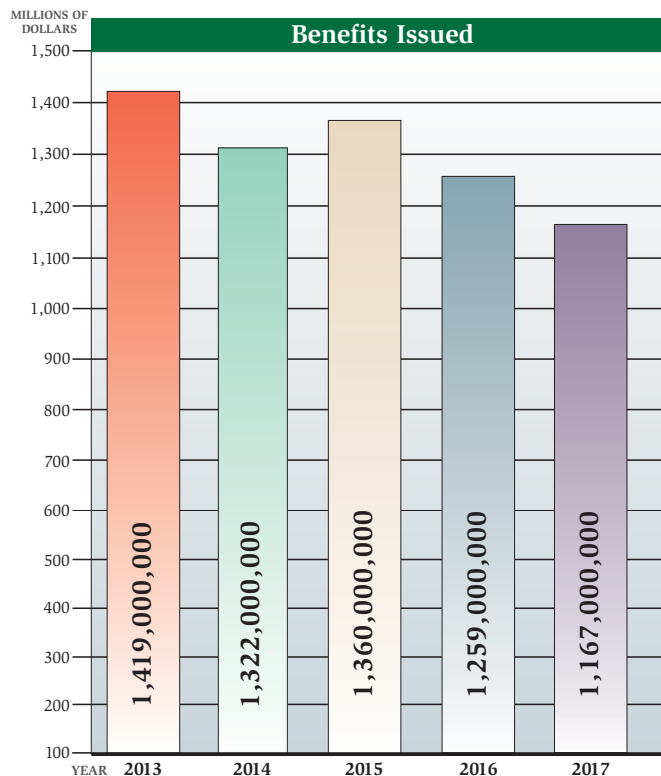


The number of low income people receiving Food Assistance benefits in Alabama decreased to the lowest number since FY 2009, as the unemployment rate headed toward the lowest rate since 2007. An average of 804,000 people received benefits each month in FY 2017, a decrease of almost 5% from FY 2016.

The total amount of SNAP benefits decreased from \$1.26 billion to \$1.17 billion in FY 2017. In addition to the increase in employment, the decrease was also partly due to the time limits for Able-Bodied Adults Without Dependents (ABAWDS). Able-bodied adults between the ages of 18-50 without dependents (people who don't take care of anyone else) or those persons who are not "exempt" from the time limits are required to work, volunteer or attend a qualified education or training program for at least 80 hours each month or lose their SNAP benefits after three months.

### **PROGRAM INTEGRITY**

- Established 412 fraud claims totaling \$1.4 million in overpayments
- Established 224 trafficking claims in the amount of \$284,192
- Collected over \$6 million in repayments for all types of claims; program kept almost \$1.15 million
- Prosecuted 85 fraud cases in court resulting in \$339,000 collected in court-ordered restitution
- Processed a total of 4093 claims totaling \$5.9 million



# FOOD ASSISTANCE

## Big Changes for Alabama Food Assistance Employment and Training Program

The Alabama Department of Human Resources Food Assistance Employment and Training (E&T) Program has a new name: Alabama Resources for Enrichment, Self-Sufficiency, and Employability Training (**A-RESET**). More importantly, it has a new focus.

The State moved toward a more robust E&T program in FY 2017. As a result, the program is undergoing some major changes. The goal of these changes is to provide more program 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.

During the past year, DHR has aggressively pursued additional partnerships to increase the State's ability to assist our clients in their efforts to move from dependency to self-sufficiency.

In FY 2016 the State had one E&T partnership with the Alabama Department of Labor (ADOL). In FY 2017, the State established four new partnerships, bringing the total number of partnerships to five.

### ***The State's current partners are:***

- ***Alabama Department of Labor (ADOL)***
- ***Alabama Community College Systems Adult Education Program (Adult-Ed)***
- ***Goodwill Easter Seals of The Gulf Coast (GES)***
- ***The Bridge Center, Inc. (The Bridge)***
- ***Heritage Training and Career Center (HTCC)***

There are more partnerships on the horizon. The State has also placed nine case managers specializing in E&T in six counties: Elmore, Lee, Lowndes, Mobile, Montgomery, and Wilcox.

With the addition of these new partners and case managers, the State is able to offer more intense education, training, and case management to **A-RESET** participants.



DHR Food Assistance Director Brandon Hardin (standing) speaks with community leaders about DHR's Employment and Training Program.

# FOOD ASSISTANCE

## **Automation Improvements to Support A-RESET**

The USDA Food and Nutrition Service now requires states to gather more demographic information on E&T participants and have measures to more effectively evaluate their partners and the services they provide to SNAP E&T participants. As a result of these federal changes, the Food Assistance Division contracted with The University of Alabama to upgrade the Food Assistance computer system to capture and gather the needed information. The University of Alabama is also developing a web-based portal which will be accessible by A-RESET partners. The portal will enable the state and its partners to easily share information.

## **Alabama Continuum of Services Model to Transition Recipients from TANF JOBS Program into A-RESET**

Alabama SNAP's, Employment and Training program A-RESET and TANF's JOBS program have entered into an integrated project aimed at helping more families meet their ongoing financial needs and move from dependency to self-sufficiency.

The Continuum of Service Model involves state and local staff from DHR, the Alabama Department of Labor (ADOL) through the execution of the Workforce Innovation and Opportunity Act (WIOA), the Alabama Community College System Adult Education (Adult Ed), federal counterparts, other community based organizations (The Bridge Center, Inc. and Goodwill Easter Seals), as well as various employers working together to move families from dependency on government benefits into employment.

In Alabama, when TANF recipients obtain a job they are eligible to continue receiving TANF payments and supportive services including child care and transportation for 12 months. After that time, the Continuum of Service project then helps clients transition from TANF directly to A-RESET. If the client continues to be SNAP eligible, the client can move into the A-RESET program where they continue to receive educational, vocational, and work readiness training as well as supportive services including child care and transportation.

The program has also partnered with some employers to conduct hiring events at DHR offices around the state which allows SNAP and TANF clients to be screened and interviewed for potential jobs.

The purpose of this collaborative effort is to expand the scope of employment and supportive services provided to families in these programs with the goal of adequate employment and self-sufficiency, ending the need for government services.



# 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 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.

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.

---

## Emergency Welfare Services

- Field Administration staff participated in Alabama Emergency Management Agency (AEMA) exercises and trainings, including the annual Winter Weather Exercise at the State Emergency Operations Center and AEMA Division offices on November 2, 2016.
- Emergency Welfare Services (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 quarterly Mass Care conference calls and a webinar in coordination with ADPH's Center for Emergency Preparedness, Alabama Emergency Management Agency, and the National Center for Missing and Exploited Children. Sheltering and Mass Care (ESF6) support agencies, including American Red Cross, The Salvation Army, and Governor's Office on Disability 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 Long-term Recovery Committee (LTRC) cases and Community Safe Rooms/Shelter applications to the Governor's Emergency Relief Fund (GERF).

*(continued on page 20)*

# FIELD ADMINISTRATION

(continued from page 19)

- 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, 2016. DHR 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.

## *Field Administration – Employee Safety*

- The Office of EWS/Safety collaborated with the Alabama Law Enforcement Agency and the U.S. Department of Homeland Security to provide on-site safety training. ALEA and USDHS conducted “RUN, HIDE, FIGHT” (active shooter) and “If You See Something, Say Something™” trainings at County offices. The trainings emphasize the importance of personal safety and reporting suspicious activity to law enforcement.

---

## **Staff Development**

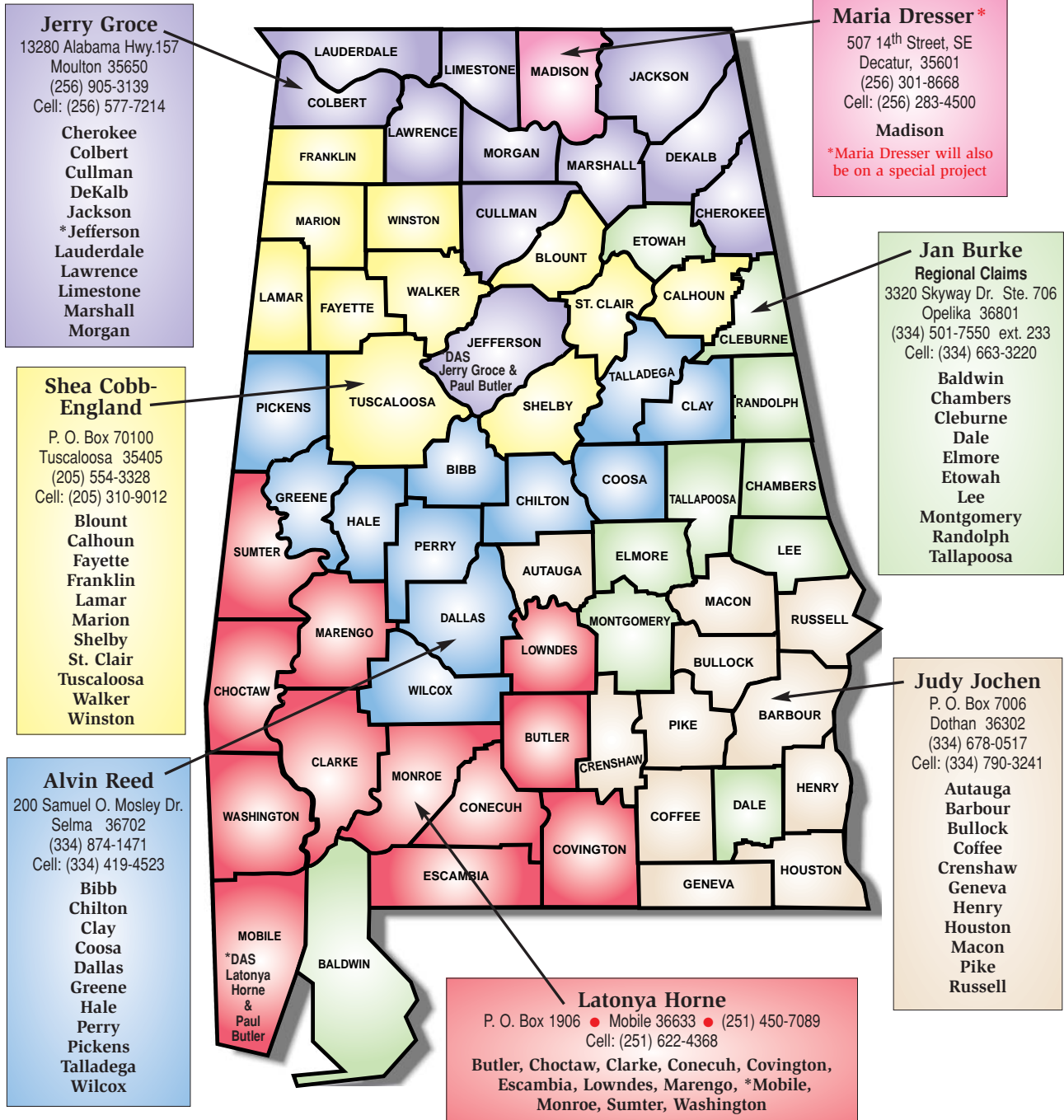
During 2017, Field Administration/Staff Development continued partnerships with professional social work education programs throughout Alabama to provide training and education to current and prospective child welfare social workers via the Title IV-E Traineeship Agreement. Through these partnerships, child welfare staff received training on building professional resiliency and well-being, as well as, social work licensure preparation. County directors participated in trainings focused on enhancing child welfare leadership skills. Several Child Welfare Information Sessions were held. 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 2017. 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, 2017









**ALABAMA  
DEPARTMENT OF  
HUMAN RESOURCES**

**SOURCES AND USES  
OF FUNDS FOR  
2017**



**USES OF FUNDS**

Salaries.....	171,765,115
Employee Benefits.....	77,357,564
In-State Travel.....	7,992,809
Out-of-State Travel.....	443,330
Repairs and Maintenance .....	1,249,981
Rents and Leases .....	24,861,158
Utilities and Communications.....	10,995,462
Professional Services .....	35,440,559
Supplies, Materials and Operating Expenses .....	10,430,915
Transportation Equipment Operating Costs .....	494,395
Grants & Benefits .....	1,518,982,939
Capital Outlay.....	100,000
Transportation Equipment Purchases .....	24,018
Other Equipment Purchases.....	4,548,766
<b>TOTAL USES OF FUNDS.....</b>	<b>\$1,864,687,011</b>

**SOURCES OF FUNDS**

**Federal and Local Funds**

Federal Temporary Assistance to Needy Families.....	67,966,409
Federal Title IV-B Funds .....	3,210,441
Federal Title IV-D Funds .....	62,341,472
Federal Title IV-E Funds.....	59,093,019
Federal Title XIX Funds .....	64,793,120
Federal Social Services Block Grant-Title XX.....	18,426,317
Federal Child Day Care Discretionary Funds .....	84,089,097
Federal Child Day Care Mandatory Funds .....	16,256,372
Federal Child Day Care Matching Funds.....	20,919,273
Federal USDA Funds .....	1,201,924,938
Federal Child Abuse Grant.....	42,178
Early Head Start Grant .....	6,568,862
Local Contract Funds.....	2,770
Child Support Interest and Fees .....	461,504
Casey Foundation Grant.....	3,750
Thomas Foundation Grant.....	146,075
Other Federal .....	149,111

**State Funds**

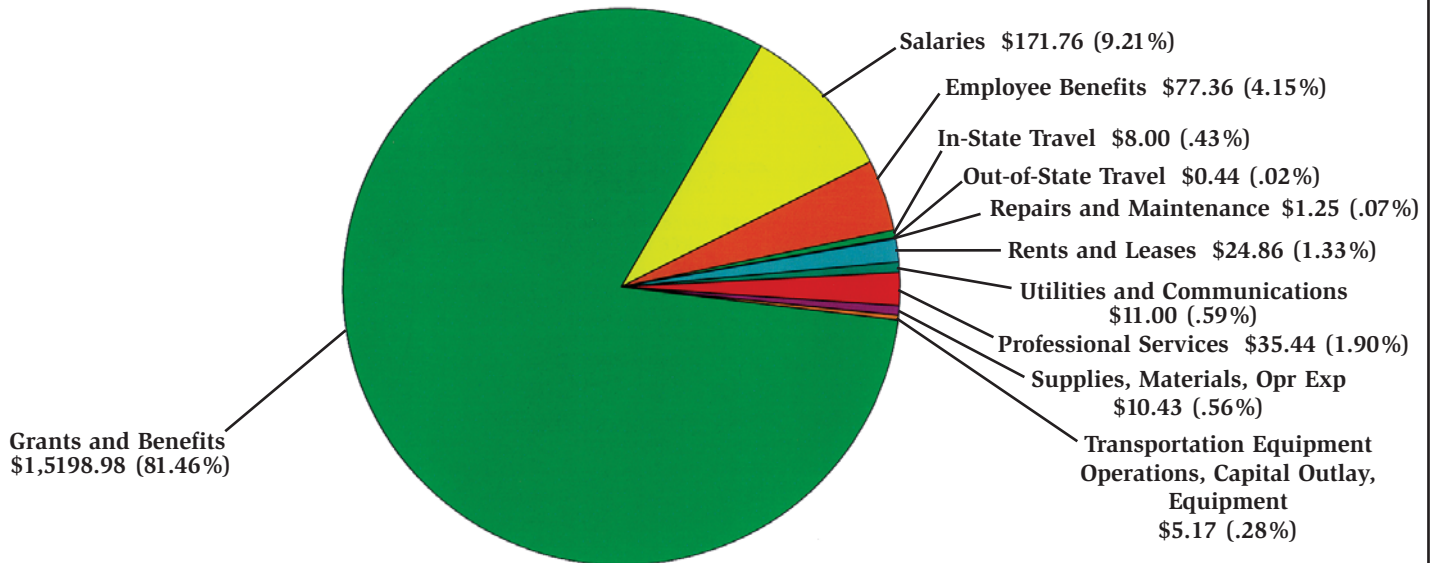
Transfers from MNC Agencies.....	1,127,333
Foster Care Trust Fund .....	24,217
General Fund Transfer .....	61,370,532
Education Trust Fund Transfer .....	31,284,720
Whiskey Tax .....	47,500,637
ABC Profits .....	433,593
Beer Tax and Fortified Wine Tax .....	11,115,795
Confederate Pension Fund .....	20,773,500
Sales Tax .....	1,322,000
Sales Tax-Foster Care .....	500,000
Food Assistance Issuance .....	58,906,756
Tobacco Tax .....	2,644,123
Contractors' Gross Receipts.....	6,141,759
Other State Funds .....	3,300,271
Children First Trust Fund.....	9,629,920
Unencumbered Balance Forward .....	2,217,147
<b>TOTAL FUNDS AVAILABLE .....</b>	<b>1,864,687,011</b>

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

DEPARTMENT OF HUMAN RESOURCES

**FY 2017**

**EXPENDITURES BY OBJECTS**



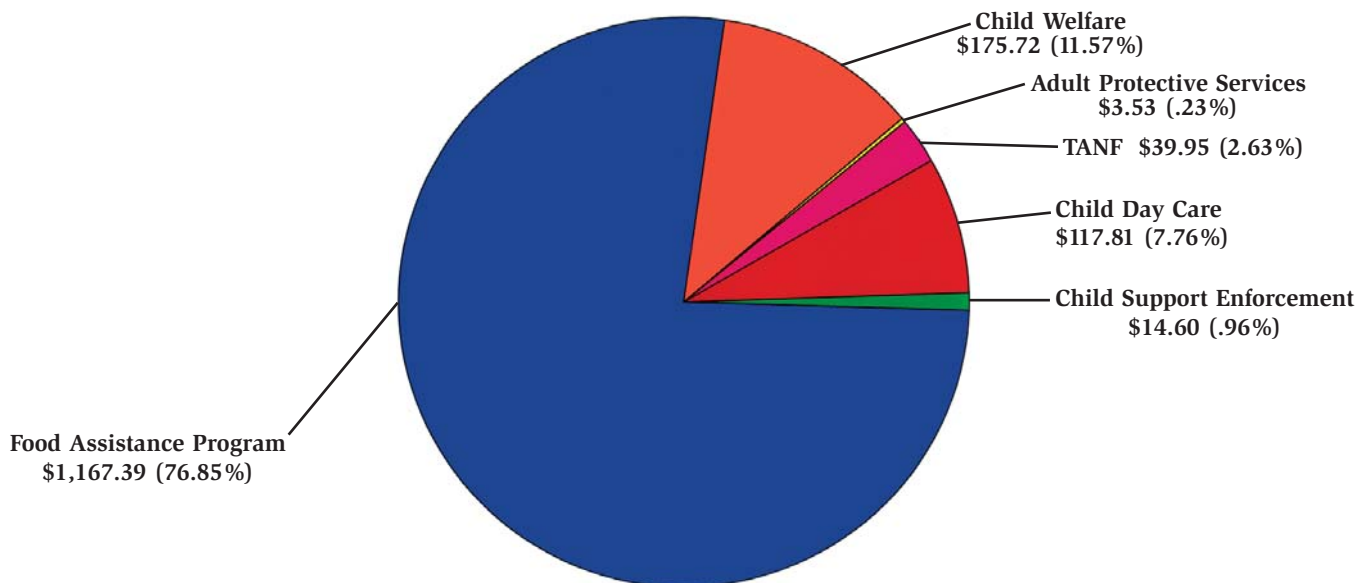
**TOTAL EXPENDITURES = \$1,864,687,011**  
**VALUES = MILLIONS**

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

DEPARTMENT OF HUMAN RESOURCES

**FY 2017**

**GRANTS AND BENEFITS BY PROGRAM**



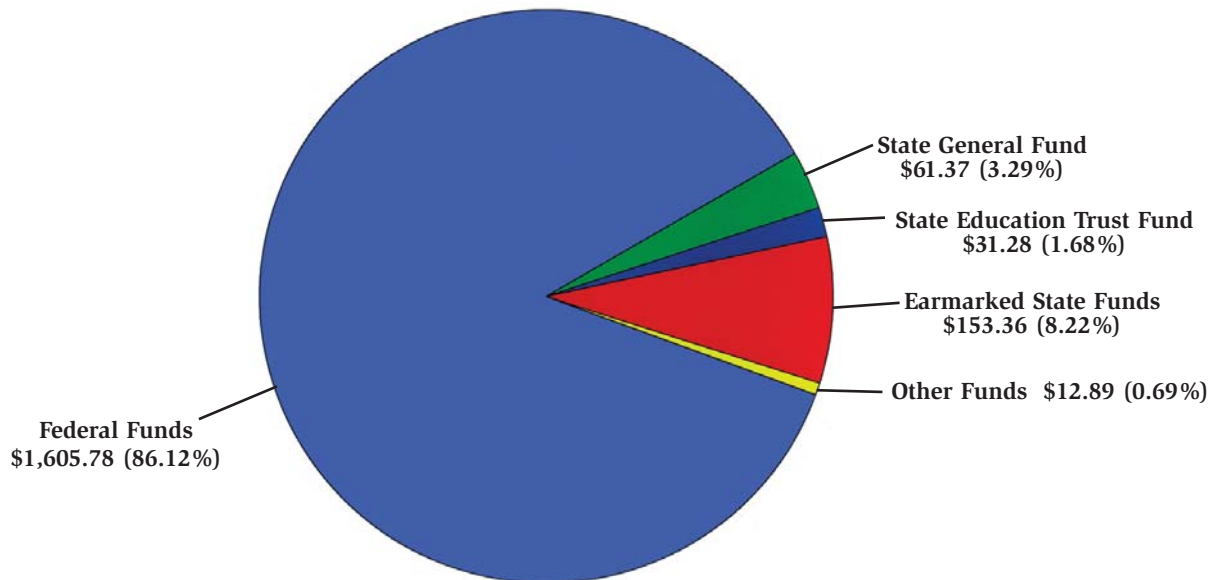
**TOTAL GRANTS AND BENEFITS EXPENDITURES = \$1,518,982,940**  
**VALUES = MILLIONS**

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

DEPARTMENT OF HUMAN RESOURCES

REVENUE SOURCES

FY 2017



TOTAL FUNDS = \$1,864,687,011

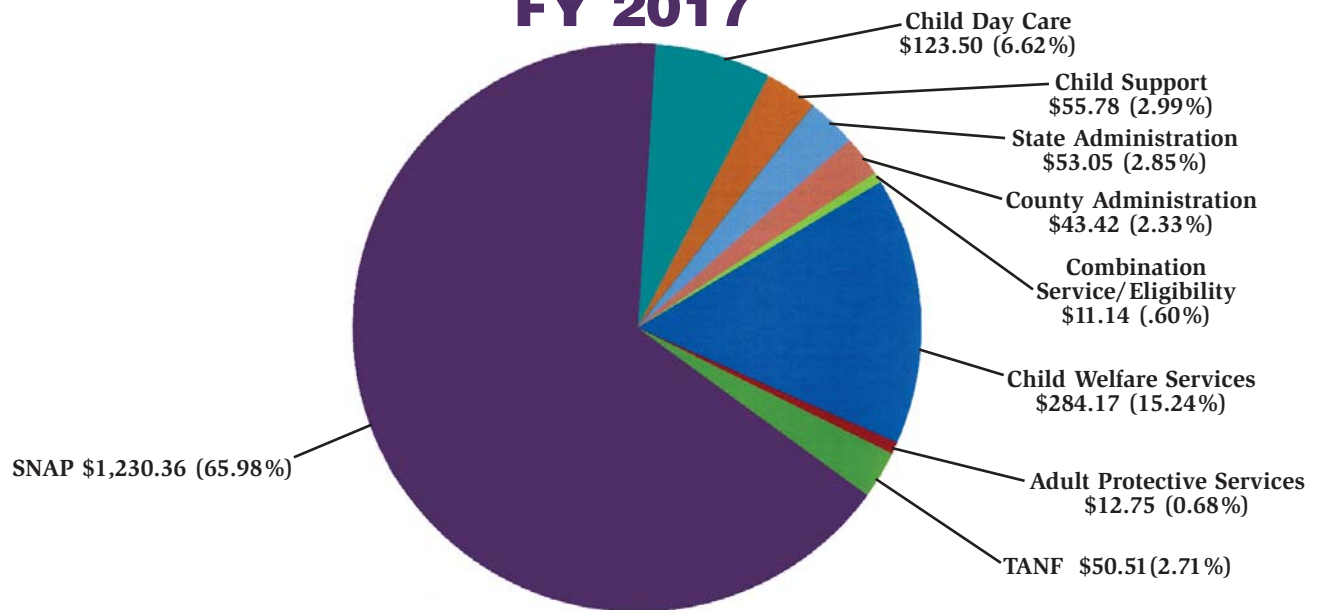
VALUES = MILLIONS

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

DEPARTMENT OF HUMAN RESOURCES

EXPENDITURES BY FUNCTIONAL AREA

FY 2017



TOTAL EXPENDITURES = \$1,864,687,011

VALUES = MILLIONS

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

# DHR COUNTY DEPARTMENTS DIRECTORY FY-2017

*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

**Director: Stephanie McKnight**  
Clayton Industrial Park  
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 5<sup>th</sup> 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**  
109 Caldwell Street  
Greenville, AL 36037  
telephone: (334) 382-4400

## CALHOUN

**Director: Sam Smith**  
415 West 11<sup>th</sup> Street  
Anniston, AL 36202  
telephone: (256) 240-2021

## CHAMBERS

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

## CHEROKEE

**Director: Barbara 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

**Interim Director: Alvin Reed**  
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 Trapp**  
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



**Bottom from left:** Lainie Alexander, Morgan County; Denise Raines, DeKalb County; Kristie Crabtree, Jackson County; Shea Cobb England, Assistant Director, Jefferson County (Bessemer)

**Middle from left:** Amy Smith, Cullman County; Angela McClintock, Jefferson County; Francine Fenderson, Assistant Director, Jefferson County; Teri Coley, Assistant Director, Jefferson County; Doug Heath, Assistant Director, Jefferson County; Brandy Trapp, Colbert County; Cindy Bratcher, Lauderdale County

**Top from left:** Tracy Miller, Limestone County; Dan Williams, Assistant Director, Jefferson County; Corey Williams, Lawrence County



**Bottom from left:** Misty Creel, Pickens County; Marilyn Colson, Chilton County; Wanda Goodwin, Dallas County; Wilson Morgan, Greene County

**Top from left:** Nicole Parker, Talladega County; Mattie Harris, Hale County; Carla Emmons, Bibb County; Autumn White, Coosa County; Crystal May, Perry 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 Maddox**  
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: Barbara Harden**  
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**  
8961 US Hwy 231 N  
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) 624-5820

## **HENRY**

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

## **HOUSTON**

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

## **JACKSON**

**Director: Kristie Crabtree**  
205 Liberty Lane  
Scottsboro, AL 35769  
telephone: (256) 575-6000

## **JEFFERSON**

**Director: Angela McClintock**  
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) 737-1100

## **LIMESTONE**

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





# DHR COUNTY DIRECTORS



**Bottom from left:** Julia Ann Hyde, Chambers County; Teresa Sauls, Etowah County; Sharonda Pettway, Assistant Director, Montgomery County; Gerald Ware, Cherokee County; Michelle Woods, Elmore County

**Middle from left:** Barbara Hardin, Dale County; Marsha Busby, Cleburne County; Emily Jones, Lee County; Brenda Floyd, Tallapoosa County;

**Top from left:** Jan Casteel, Assistant Director, Montgomery County; Shayla Townsend, Randolph County; Gia Coleman, Baldwin County; Sam Smith, Calhoun County



**Bottom from left:** Stephanie Streeter, Mobile County; Stacy Blongren, Assistant Director, Mobile County; Lesa Syler, Covington County; Jennifer Langford, Butler County

**Top from left:** Juanita Spinks, Assistant Director, Mobile County; Carol Dixon, Marengo County; Ashley Carlock, Washington County; Della Whitfield, Sumter County; Jodie Nata, Conecuh County

## **LOWNDES**

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

## **MACON**

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

## **MADISON**

**Director: Tonita Phipps**  
2206 Oakwood Avenue, NW  
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**  
1925 Gunter Avenue  
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 Creel**  
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**

**Director:**  
**Shayla Boyd Townsend**  
865 Hillcrest Avenue  
Wedowee, AL 36278  
telephone: (256) 357-3000

## **RUSSELL**

**Director: Jan Casteel**  
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**  
353 North Broadnax Street  
Dadeville, AL 36853  
telephone: (256) 825-3700

## **TUSCALOOSA**

**Director: Joy Humphrey**  
3716 12th Avenue East  
Tuscaloosa, AL 35405  
telephone: (205) 554-1100

## **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



**Bottom from left:** Tracy Larkins, Bullock County; Julie Lindsey, Henry County; Onya Myhand, Autauga County

**Top from left:** Stephanie McKnight, Houston County; Deana Stinson, Coffee County; Linda Bibb, Macon County



**From left:** Tyron Newton, Assistant Director, Madison County; Tonita Phipps, Director, Madison County; Rachael Heard, Assistant Director, Madison County



**Bottom from left:** Keir Vickery, Marion County; Amber Steward, Franklin County; Kim Mashego, Shelby County; Randy Redmill, Walker County

**Top from left:** Jason Cowart, Fayette County; Cherri Pilkington, St. Clair County; Joy Humphrey, Tuscaloosa County; Randy Shelton, Lamar 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**  
**JOEL MARSH**  
**242-8395**

**DEPUTY COMMISSIONER**  
**FOR FAMILY RESOURCES**  
**FAYE NELSON**  
**242-9378**

**DEPUTY COMMISSIONER**  
**FOR CHILDREN AND FAMILY SERVICES**  
**JOHN JAMES**  
**242-9329**

**DEPUTY COMMISSIONER**  
**FOR FIELD ADMINISTRATION**  
**PAUL BUTLER**  
**353-1170**

**DEPUTY COMMISSIONER FOR CW QUALITY ASSURANCE**  
**GINA SIMPSON**  
**242-3327**

**FINANCE**  
**CONITHA KING - 242-942**

**LEGAL**  
**SHARON FICQUETTE - 242-9330**

**COMMUNICATIONS**  
**JOHN HARDY - 242-1850**

**CIVIL RIGHTS/EQUAL EMPLOYMENT**  
**DESIREE JACKSON - 242-1550**

**ADULT PROTECTIVE SERVICES**  
**DORIS BALL 242-1350**

**FAMILY SERVICES**  
**KAREN SMITH 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) JOEL MARSH 242-8395**

**INFORMATION SERVICES**  
**LISA TOWNSEND 242-3244**

**ELECTRONIC BENEFITS TRANSFER**  
**JULIA THOMAS 242-1723**

**PERSONNEL**  
**KELLY LEVER 242-1780**

**EMERGENCY WELFARE SERVICES**  
**EMPLOYEE SAFETY**  
**PAUL SMELLEY 353-3387**

**CHILD WELFARE/CONSTITUENT**  
**SERVICES**  
**BETH SCHAFER 242-5677**

**FAMILY ASSISTANCE**  
**(ACTING) FAYE NELSON 242-1773**

**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**





## ALABAMA DEPARTMENT OF HUMAN RESOURCES

50 NORTH RIPLEY STREET  
MONTGOMERY, ALABAMA 36104

[www.dhr.alabama.gov](http://www.dhr.alabama.gov)

