

State of Alabama
DEPARTMENT OF HUMAN RESOURCES

2019 ANNUAL REPORT





KAY IVEY
Governor
STATE OF ALABAMA

A letter from

THE COMMISSIONER

Dear Governor Ivey:

Fiscal Year 2019 provided much opportunity and success at the Department of Human Resources. One of the biggest achievements was that, for the second year in a row, DHR established a new record in the number of foster children who found permanency through adoption. In FY 2019, there were 731 foster children who achieved permanency through adoption compared to 710 in the previous year. Both years were record breakers as the previous record for foster care adoptions was 676 adoptions in FY 2009. This is a great victory for the children who need permanency through adoption and could not have been accomplished without the commitment of many individuals within and outside of DHR.

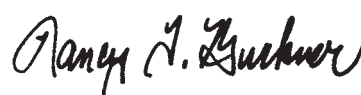
Thousands of Alabama DHR clients found employment in FY 2019 due to efforts to assist them with employment and training opportunities in both the Supplemental Nutrition Assistance Program (SNAP) and the Temporary Assistance to Needy Families (TANF) program. In the SNAP program, Alabama Resources for Enrichment, Self-Sufficiency, and Employability Training (A-RESET) has continued its work to build and expand Alabama's Employment & Training program for eligible SNAP recipients. A-RESET added additional partner sites throughout FY 2019 resulting in 5,562 clients participating in the program. This was a 23% increase over FY 2018. The TANF program averaged 2932 monthly participants in the JOBS program which resulted in 454 families transitioning off the TANF program due to employment.

Children are safer today because of measures taken by the legislature to require child care facilities that receive state or federal funding to become licensed under Alabama's Minimum Standards for daytime and nighttime centers. FY 2019 saw an increase of 170 previously exempt child care centers becoming licensed by DHR due to the legislation. Over 46,000 children received subsidized child care helping their parents work or participate in educational opportunities to learn marketable trades.

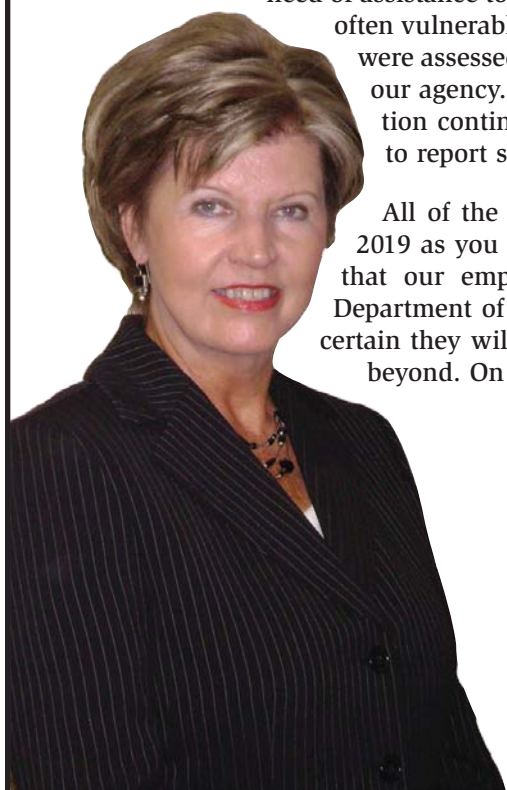
While children are safer in Alabama today due to a number of safety improvements, adults are also often in need of assistance to help them in their ability to live safely. Adults are living longer and are often vulnerable to abuse, neglect, or exploitation. In FY 2019 11,047 vulnerable adults were assessed and/or had prevention services provided to them and their families by our agency. This number is likely to increase in coming years as our adult population continues to grow and we increase efforts to encourage families and friends to report suspected abuse, neglect and/or exploitation.

All of the programs administered by DHR continued to improve throughout FY 2019 as you will see in this Annual Report. As you review this report, you will see that our employees are very dedicated to their work and to the goals of the Department of Human Resources and their achieved successes during FY 2019. I am certain they will continue to perform compassionate and caring work in FY 2020 and beyond. On their behalf, I present to you this FY 2019 Annual Report.

With warmest regards,



Nancy T. Buckner
Commissioner



DEPARTMENT OF HUMAN RESOURCES

DHR'S MISSION

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



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.

HISTORY

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 the administration of the Food Assistance Program and the welfare block grant. Support services are provided to help 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 2019, DHR's revenues and expenditures totaled \$1,852,626,282, including more than \$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 4,173 employees in FY 2019, 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 2019

October 1, 2018 - September 30, 2019

DHR STATE BOARD

GOVERNOR KAY IVEY

Chairman

MR. WAYNE SELLERS

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NANCY T. BUCKNER

Commissioner

CONTENTS

Family Services	5
Child Support Enforcement.....	9
Family Assistance	10
Food Assistance	12
Adult Protective Services.....	14
Child Care Services	16
Field Administration	18
Quality Assurance	21
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



FAMILY SERVICES

RECORD NUMBER OF CHILDREN ADOPTED IN FISCAL YEAR 2019

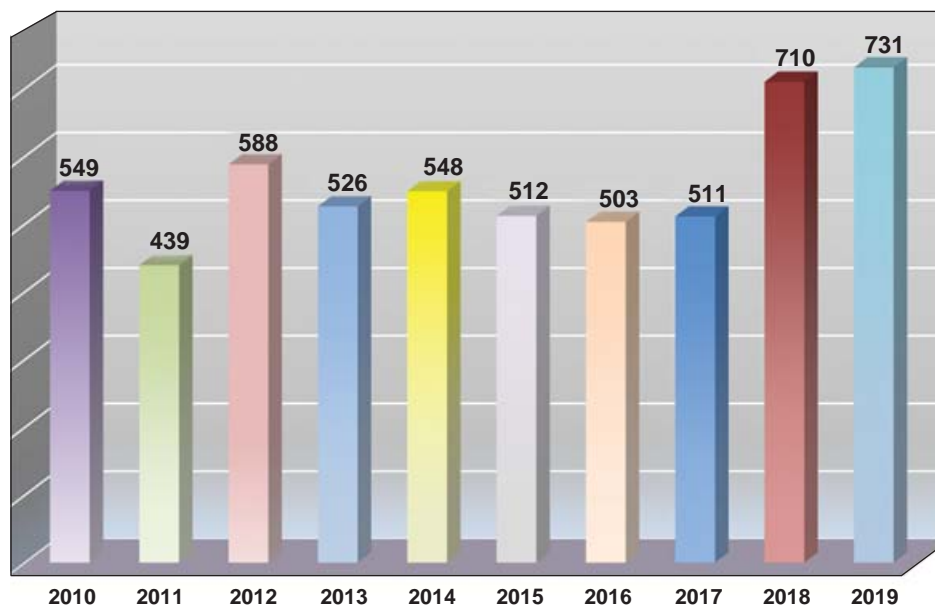
A record number of children from Alabama's foster care system found permanent homes in Fiscal Year 2019. There were 731 foster children adopted during FY 2019, up from 710 in fiscal year 2018 and 511 in FY 2017. This marks the second consecutive year where DHR finalized a record number of adoptions. The record 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 (WWK)**. 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 17 WWK youth were matched in FY 2019 with 14 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. The Heart Gallery also responds to families who are inquiring about the adoption and foster care process. In addition to the Heart Gallery Alabama sites, Alabama's waiting children are also featured on www.adoptuskids.org, www.adoption.com and the Department's own website.

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 from **APAC** offices located in Birmingham, Montgomery, Huntsville and Mobile.



Governor Ivey signs proclamation declaring April 2019 Child Abuse Prevention Month.

OFFICE OF CHILD PROTECTIVE SERVICES

- 41, 601 CHILD ABUSE AND NEGLECT CENTRAL REGISTRY CHECKS
- 1,812 ADMINISTRATIVE RECORD REVIEWS
- 28,470 CASES OF ABUSE/NEGLECT (CANs)
- 10,614 PREVENTIONS
- 67 COUNTIES SUPPLIED WITH BABY BOXES TO PROMOTE SAFE SLEEP

FAMILY SERVICES

Interstate Compact on Placement of Children

The Interstate Compact on Placement of Children law (**ICPC**) ensures that children receive the same protection and services when placed across state lines as they would if they had remained in their home state. Compliance with the Interstate Compact procedures, policy and law is provided by the ICPC office within the Family Services Division.

In FY 2019, ICPC staff worked with the 67 Alabama County DHR offices, attorneys, Child Placing agencies and all other 49 states to ensure safe and legal placements for children during FY 2019 and produced the following data:

COMPLETED 1116 REFERRALS

- Processed **243** adoption referrals resulting in safe, legal placements, to include special needs
- Processed **203** foster care requests to ensure safe, suitable foster homes for children
- Processed **410** relative requests for placement of children in approved relative homes in order to maintain important family connections
- Processed **206** parent requests which enable children to be safely reunified with their parents
- Processed **54** residential placement requests to facilitate counseling and treatment for children with mental and emotional behavior issues

Alabama Independent Living Program

Alabama's Independent Living Program assists foster youth between the ages of 14 and 21 achieve permanency and prepare for successful transitions from foster care. Resources, services and supports are provided to help these youth learn the skills needed to succeed as adults and promote healthy independence. Foster youth 18 years and older receive additional supports to help them maintain safe and stable housing while attending school or starting a career.

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	FY19
Targeted Case Management	\$13,319,948.22
Medicaid Rehabilitative Services	\$27,650,747.00
Total	\$40,970,695.22

Fostering Hope Scholarship

Over the past three years we have had 524 foster youth participate in the Fostering Hope Scholarship Program at 42 state colleges and universities. There were 151 foster youth that graduated high school in 2019. Eighteen young people have received associate degrees, six have received bachelor's degrees, and eight have received career certifications.

CHILD SUPPORT

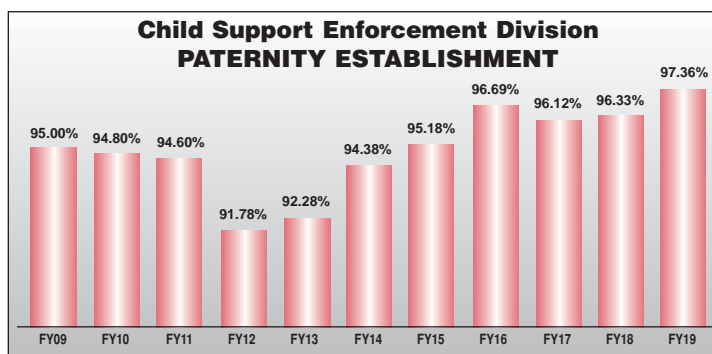
In Fiscal Year 2019 the Child Support Enforcement Division continued to partner with federal, state, and county child support staff, district attorneys, private attorneys, judges and other court officials, law enforcement officials, insurance companies, hospitals, the Center of Health Statistics, the 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.

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.

THE DEPARTMENT COLLECTED OVER \$377 MILLION IN CHILD SUPPORT IN FY 2019

MORE THAN A DECADE AND COUNTING **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 lifts children out of poverty by helping families achieve self-sufficiency. Program performance in paternity establishment continues to exceed 90%.



CHILD SUPPORT ENFORCEMENT DIVISION HOST 2019 OCSE REGION IV DIRECTORS MEETING

The Alabama Department of Human Resources-Child Support Enforcement Division served as the host State for the Federal Office of Child Support Enforcement (OCSE) Region IV-Child Support Directors meeting. Attendees represented child support agencies from Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee and the Eastern Band Tribe of Cherokee Indians-North Carolina.

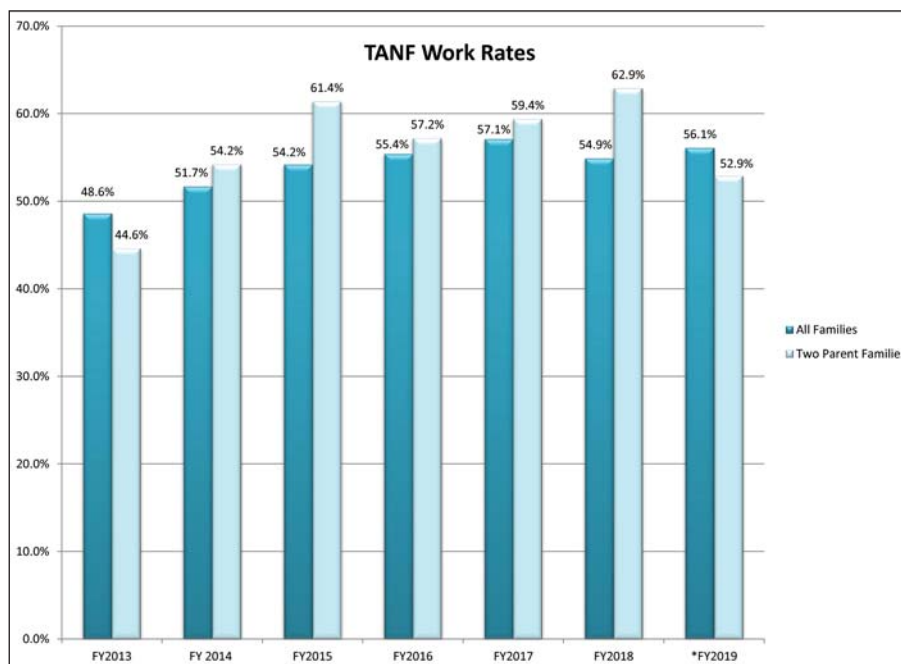


FRONT ROW (L-R): Kimberly Pope-OCSE Region IV Specialist; Lathesia McClenney-ADHR Child Support Director; Jacqueline Mull-OCSE Region IV Manager; Scott Lekan-OCSE Commissioner; Faye Nelson-ADHR Deputy Commissioner for Family Resources; Clifford Smith-ADHR Child Support Program Manager; Mina Roussell-ADHR Child Support Assistant Director.

BACK ROW (L-R): Felecia Powell-ADHR Child Support Program Manager; Melissa Johnson-OCSE Regional Director.

FAMILY ASSISTANCE

FY 2019 JOB FACTS



- Average number of adults required to participate in the JOBS Program each month – 2,932
- Average number of two-parent families required to participate in JOBS Program each month – 25
- Adults who found employment each month averaged – 370
- Total monthly average of clients working – 1,803
- Average number of adults who participated in the Community Employment Program (CEMP) – 166
- Families Transitioned off TANF due to Employment - 454

Domestic Violence Prevention and Assistance Effort

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 2019, the ACADV received 1,807 referrals for domestic violence via SAIL, worked with 812 SAIL participants, helped 444 participants acquire employment and provided financial assistance to 405 low income participants.

Alabama Domestic Violence Hotline 1-800-650-6522

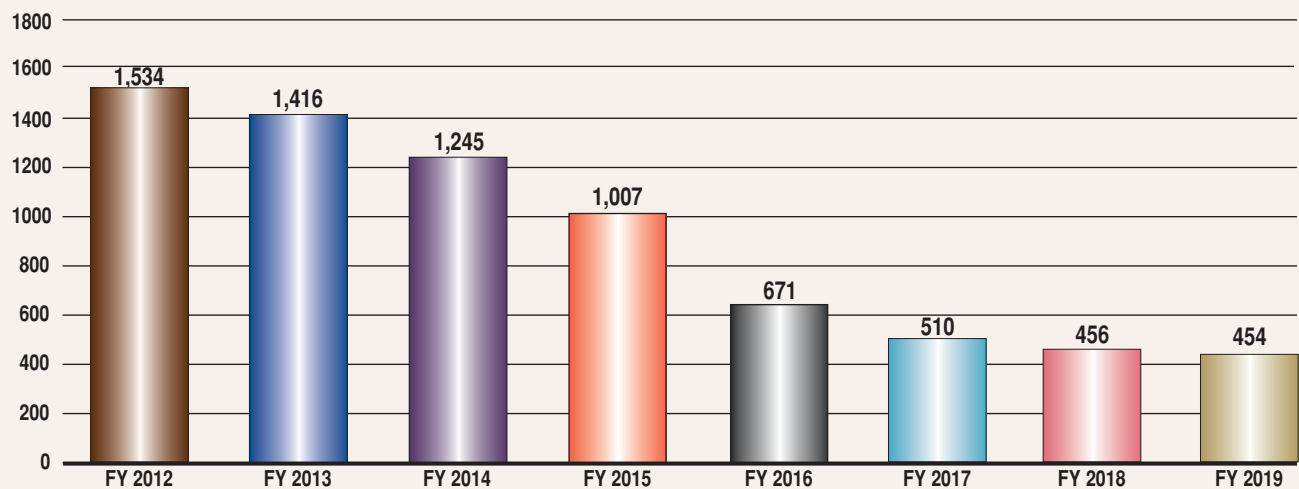
FAMILY ASSISTANCE

Fiscal Year 2019

Family Assistance Program Statistics

- Average caseload – 7,644
- Average monthly payment per case - \$188.00
- Average number of child recipients – 13,677
- Average percentage of child-only cases – 59%
- Non child-only cases receiving benefits beyond 36 months – 18.8%

Families Transitioned off TANF due to Employment

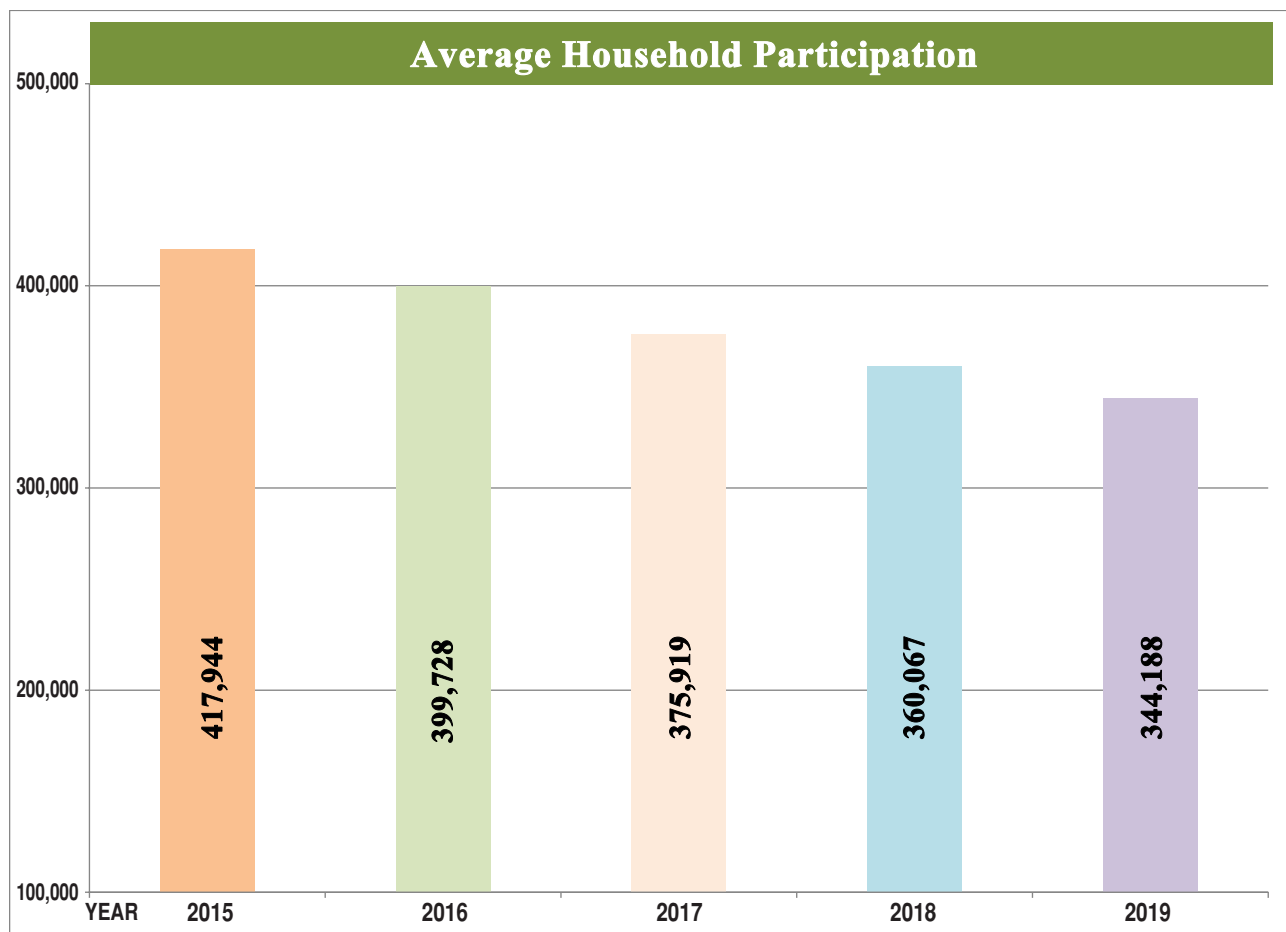


In FY 2019 an average number of 44 individuals received benefits under the State Supplementation Program

FOOD ASSISTANCE

Program Integrity for SNAP FY 2019

- Established 198 Suspected Intentional Program Violation (fraud) claims totaling \$550,499.90
- Established 134 Suspected Intentional Program Violation-Trafficking claims totaling \$130,844.96
- Collections for SNAP for FY 2019 were \$5,655,640.06 and the state retention of that total \$977,454.37
- Total establishment of all overpayment cases was 4432 cases for a total of \$5,392,511.86



FOOD ASSISTANCE

Expansion of the A-RESET program for FY 2019

In FY 2019, the Alabama Department of Human Resources Food Assistance Employment and Training (SNAP E&T) Program, known as Alabama Resources for Enrichment, Self-Sufficiency, and Employability Training (A-RESET) has continued its work to build and expand Alabama's Employment & Training program for eligible SNAP recipients. A-RESET successfully added seven additional partner sites throughout FY 2019. In FY 2019 5,562 clients took advantage of services offered through A-RESET, an increase of 23% over FY 2018's client participation of 4,524.

The A-RESET Portal was launched and placed into production for workers in June 2019, with an anticipated launch date in December 2019 for the Partner Portal search engine.

In order to make this expansion less taxing, A-RESET used existing partnerships to petition subcontractors to provide eligible services. Partnership expansions included:

- **Sylacauga Alliance for Family Enhancement (SAFE)**
 - ❑ *Huntsville Family Services Center*
- **The Daniel Payne College Village Foundation**
 - ❑ *Added a site in Montgomery County*
- **United Ways of Alabama**
 - ❑ *Aid to Inmate Mothers (AIM)*
 - ❑ *Hope Inspired Ministries (HIM)*
 - ❑ *Hands On River Region (HORR)*
- **Workshops, Inc.**
 - ❑ *Added services for Shelby County*
- **Alabama Community College System**
 - ❑ *Added 3 additional Community Colleges to provide services*

In addition to the new partners, the program has added A-RESET staff as well. Shelby County now has a designated DHR case manager to provide services. The State also added an additional worker who assists with referrals from partners that do not have designated DHR case managers. This has assisted greatly with the expansion of partnerships throughout the State and the program continues to explore ideas for continued expansion to meet all State and Federal requirements.

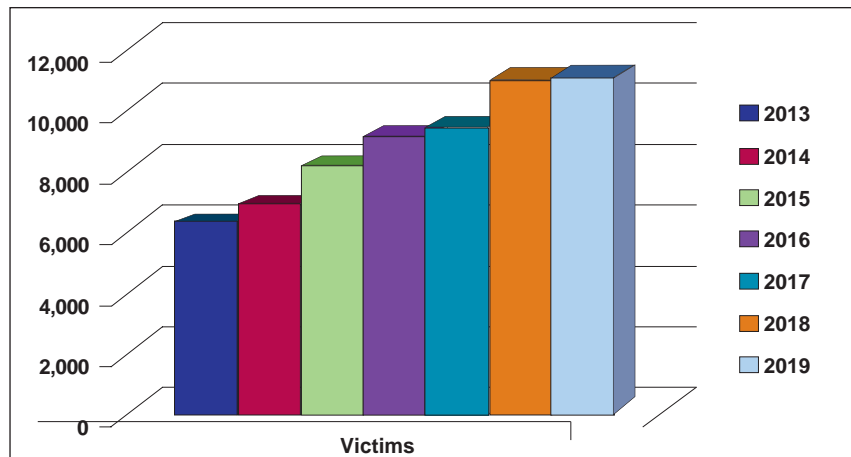
ADULT PROTECTIVE SERVICES

ADULT ABUSE, NEGLECT, and EXPLOITATION REPORTS and PREVENTIONS CONTINUE TO IMPACT ALABAMA'S ADULT POPULATION

The Alabama Department of Human Resources, APS Division, received **10,827** referrals consisting of Preventions and adult abuse, neglect, and exploitations (AANEs) for FY 2019. The total number of AANEs received was **8,789**. The total number of Preventions received and assessed during this reporting year was **2,038**. Preventions include assessments of situations in which there is concern that abuse, neglect, or exploitation would occur unless assistance is provided.

As more adults are expected to live longer lives and the public is receiving more education about elder abuse, we anticipate a continued increase. The total number of victims assessed and served through AANEs and Preventions for FY 2019 were 11,047.

The chart to the right reflects a continued increase of APS victims for the last seven fiscal years.



ALABAMA SPIRIT OF APS AWARD RECIPIENT

Mrs. Joyce Box, a social worker, with the Marshall County Department of Human Resources, was the recipient of the 2019 Alabama Spirit of Adult Protective Services Award. Commissioner Nancy T. Buckner acknowledged Mrs. Box's accomplishments and presented her with an award at a reception held in her honor on July 31, 2019.



Mrs. Box has established herself as a leader with the APS program within her agency as well as throughout her community due to her efforts in going above and beyond the call of duty in protecting her clients and ensuring their needs are met. She works with a sponsor to organize an angel tree each year to provide Christmas gifts for elderly clients who are being served by the Department. Mrs. Box solicits assistance from the community, as needed, to meet her client's needs as evidenced by her acquiring the service of a local youth group to help her with cleaning and decluttering a client's home so that the client could remain in her home safely. Mrs. Box's hard work continues to generate open communication and increased knowledge among community partners which has resulted in better services for the disabled and elderly population in Marshall County.

ADULT PROTECTIVE SERVICES

WORLD ELDER ABUSE AWARENESS DAY

Governor Kay Ivey signs proclamation claiming June 15, 2019 as Elder Abuse Awareness Day to help raise awareness of the mistreatment of our elderly population in Alabama. Adult Protective Services state and county departments participated in the World Elder Abuse Awareness Day (WEAAD) activities throughout the month of June 2019. Fifty DHR county offices held various events throughout the month of June to commemorate the day. The activities included local press releases, proclamation signings, seminars, workshops, luncheon meetings with community agencies, purchasing of WEAAD tee shirts, wearing purple ribbons, banners and bows, balloon release ceremonies, setting up displays of decorations throughout communities and one county painted their office purple.

The DHR county offices also coordinated these efforts with the recruitment of adult foster care homes.



Senior Services Commissioner Jean Brown and DHR Commissioner Nancy Buckner and others join Governor Ivey for the signing.

ELDERLY and DISABLED ADULT VICTIM SERVICES PROGRAM

The Department of Human Resources, Adult Protective Services Division, was awarded a grant through the Alabama Department of Economic and Community Affairs (ADECA) Victim of Crimes Act grant program that allows funding to enhance and provide direct services to victims of Abuse, Neglect, or Exploitation (AANE). The project's name is the Elderly and Disabled Adult Victims Services (EDAVS). EDAVS has provided APS with the opportunity to offer both in-home and out of home placement services for our clients through homemaker and sitter services when the offender or caregiver has been removed or is unable to provide care, in an effort to avoid unnecessary out-of-home placements. EDAVS also provides short-term funding of placements for adult victims requiring out-of-home placement including nursing home, assisted living and adult foster care.

The EDAVS expenditures as of October 4, 2019 totaled \$3,791,330.71.

CHILD CARE SERVICES

CHILD CARE LICENSING

In FY 2019, licensing consultants made **3794** visits to licensed child care centers and exempt programs who participate in the Subsidy Program and **1410** 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 the child care subsidy program.

Due to the August 1, 2019 deadline required by the Child Care Safety Act of 2018, **170** church exempt providers receiving state or federal funds became licensed centers.

Licensed centers as of September 30, 2019.....	1261
Licensed child care homes as of September 30, 2019.....	672
Church exempt child care facilities as of September 30, 2019.....	558

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 25 counties in center-based and family child care settings.

2018-2019 Program Year Facts

Total Funded Enrollment	566 children
Funded Enrollment in Center-Based Settings	344 children
Funded Enrollment in Family Child Care-Based Settings	222 children
* Total Cumulative Enrollment	789 children
Family Child Care Homes	45
Child Care Centers	18

* Cumulative Enrollment is defined as ALL children who have been enrolled in the program during the year and have attended at least one class.

CHILD CARE SERVICES

Child Care Subsidy

The Child Care Subsidy Program received an increase in federal funding in FY 2019. The additional funding was used to completely eliminate the waiting list for families applying for child care assistance. Eligible families are now able to access care within one week of application. The program has also increased reimbursement rates for providers to the 75th percentile based upon the most recent market rate survey. Additionally, all parent co-pays that were less than \$18.00 were eradicated. This allows families living below the federal poverty level to receive assistance without a co-payment requirement. Finally, eligibility for the subsidy program was increased from 100% of the federal poverty level to 130%.

Children enrolled in the subsidy program as of November 01, 2019.....46,753

Dollars reimbursed to child care providers.....\$134,290,230

Alabama Quality STARS

In FY 2019, ninety (90) early care and education centers had a STAR rating in the Alabama Quality STARS **QRIS** (*Quality Rating and Improvement System*).

Included were twenty-nine (29) new and twelve (12) higher STAR Rated Centers.

STAR Rating Statistics

STAR 1 – 62

STAR 2 – 19

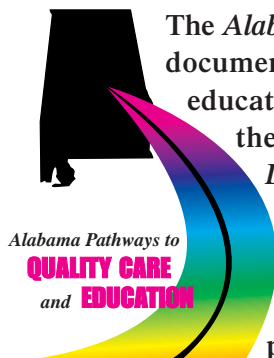
STAR 3 – 4

STAR 4 – 4

STAR 5 – 1



Alabama Pathways



The *Alabama Pathways Professional Development Registry (PDR)* database is used to document the education level and training attainment of staff in early care and education centers participating in the Alabama Quality STARS QRIS. Staff having the education or training reflected on the *Alabama Pathways Professional Development Lattice* receive a certificate from DHR recognizing their level of achievement.

FY 2019 began with **2,439** early care and education practitioners registered in the PDR and concluded with **3,910** registered. This reflected a **62%** increase of practitioners in the PDR in FY 2019.

FIELD ADMINISTRATION

Staff Development

During FY2019, 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 2018, the Department sponsored the 17th Annual Fall Social Work Conference in partnership with The University of Alabama School of Social Work.

Field Administration/Staff Development continued to provide support for the Department's Social Work Licensure Initiative throughout FY 2019. 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.

Also, Field Administration/Staff Development supported the District Administrative Specialists by collecting and analyzing data for use in the performance appraisals of county directors.

DISASTER PREPAREDNESS AND RESPONSE

Field Administration staff supported or 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:

28 January 19 – SEOC Activation Level 3 (AEMA/EMC's) – Severe Weather (Winter)

23 February 19 – SEOC Activation Level 4 (AEMA/EMC's Virtual) – Severe Weather

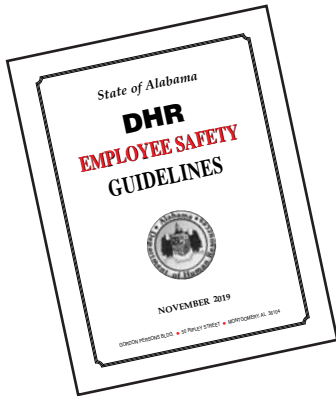
04 March 19 – SEOC Activation Level 3 (AEMA/EMC's Virtual) – Severe Weather (Lee County Tornado /Flood*)

13 April 2019 – SEOC Activation Level 3 (AEMA/ALNG/Forestry- Remaining EMC's Virtual) – Severe Weather (Tornado/Flood)

18 April 2019 – SEOC Activation Level 3 (AEMA / EMC's Virtual) – Severe Weather (Tornado/Flood)

FIELD ADMINISTRATION

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.

SHELTERING AND MASS CARE TASK FORCE

Commissioner Buckner chaired the annual Sheltering and Mass Care Task Force (SMCTF) meeting on November 13, 2019. 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.

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.

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.

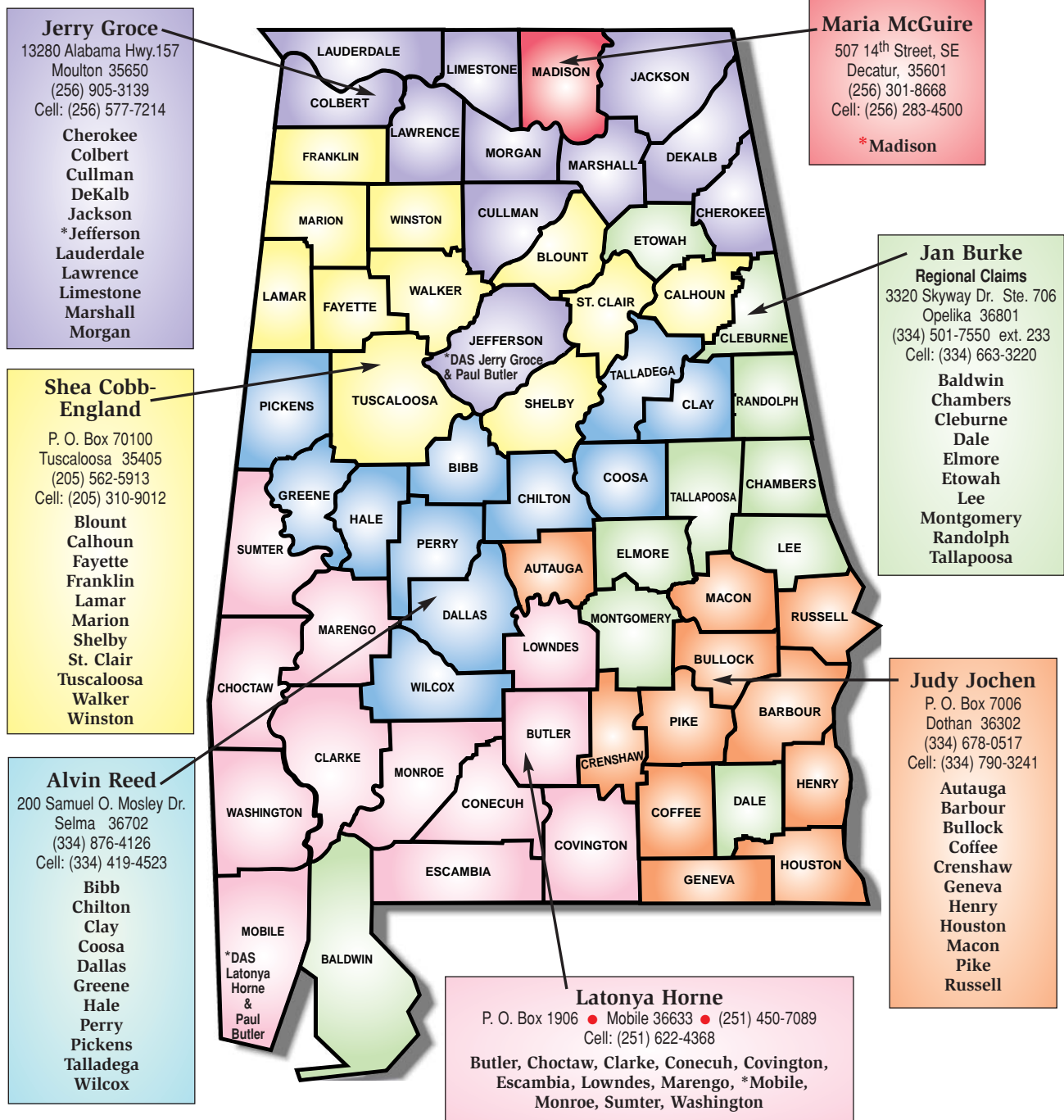
The Office of Training continued to administer the Child Abuse Mandated Reporters Training and the Adult Abuse Mandated Reporters Training for the citizens of Alabama through DHR’s public interactive training website (<http://training.dhr.alabama.gov>). Both of these trainings were developed as part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



FIELD ADMINISTRATION

DISTRICT ADMINISTRATIVE SPECIALISTS

As of September 30, 2019



* Maria Dresser will also be on a special project.

QUALITY ASSURANCE

The Office of Quality Assurance provides feedback to the Department on the performance of the state's child welfare system by completing Child and Family Service Reviews (CFSRs) and utilizing the federal Onsite Review Instrument (OSRI). In February 2019, The Office of Quality Assurance adopted the federal OSRI to measure and report the Department's progress as Alabama's Program Improvement Plan is implemented. During FY 2019, all districts were reviewed, with 92 OSRIs completed.

Office of Quality Child Welfare Practice (QCWP)

The Office of Quality Child Welfare Practice provides feedback and support to the counties around best practice in the following ways:

- Conducting random record reviews across the state. During FY 2019, reviews were completed in 14 counties. Fifteen reviews are completed each calendar year.
- Providing support and coaching to child welfare supervisors through peer reviews, observation of individual conferences and unit meetings and giving feedback, and providing trainings on specific areas of need.
- Supporting the counties as they develop their County Improvement Plans (CIPs) twice per year. These plans are a guide for Continuous Quality Improvement (CQI) in each county.

Office of Child Welfare Training (OCWT)

The Office of Child Welfare Training (OCWT) is responsible for training all new child welfare staff and new child welfare supervisors. Training is also provided for agency providers and foster parents.

Training	Number of Classes During FY 2019	Number of Staff and/or Providers Trained During FY 2019
STEP: Foundations	26	269
STEP: Intake	15	92
STEP: Investigation	16	151
STEP: Case Management	17	151
STEP: Adoption	6	43
Supervisory Management	4	46
TIPS (Trauma Informed Partnership for Safety & Permanence)	7	122
TIPS/Deciding Together	6	68
TOTAL	97	942

Office of Quality Behavioral Services

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. During FY 2019, the team consulted on 167 individual cases across the state and completed 58 Tools of Choice behavior management courses in 24 different counties.

OFFICE OF CONSTITUENT SERVICES

The Office of Constituent Services receives and responds to calls from constituents who have concerns regarding child welfare issues. The office accepts constituent communications via phone, emails, and letters. The information received is entered into a data system to monitor the types of concerns/volume and status of concerns received. The unit also assists counties by completing the Multidimensional Assessment Tool (MAT) for children in care; this tool assesses the level of care or type of placement a child may need.



ALABAMA DEPARTMENT OF HUMAN RESOURCES



SOURCES AND USES OF FUNDS FOR FY **2018-19**

USES OF FUNDS

Salaries.....	187,152,687
Employee Benefits	85,890,549
In-State Travel	7,486,114
Out-of-State Travel	534,041
Repairs and Maintenance	1,669,700
Rents and Leases	28,029,707
Utilities and Communications.....	11,729,890
Professional Services	43,059,749
Supplies, Materials and Operating Expenses	12,173,333
Transportation Equipment Operating Costs	891,184
Grants & Benefits.....	1,468,712,973
Capital Outlay.....	313,507
Other Equipment Purchases	4,982,848

TOTAL USES OF FUNDS\$1,852,626,282

SOURCES OF FUNDS

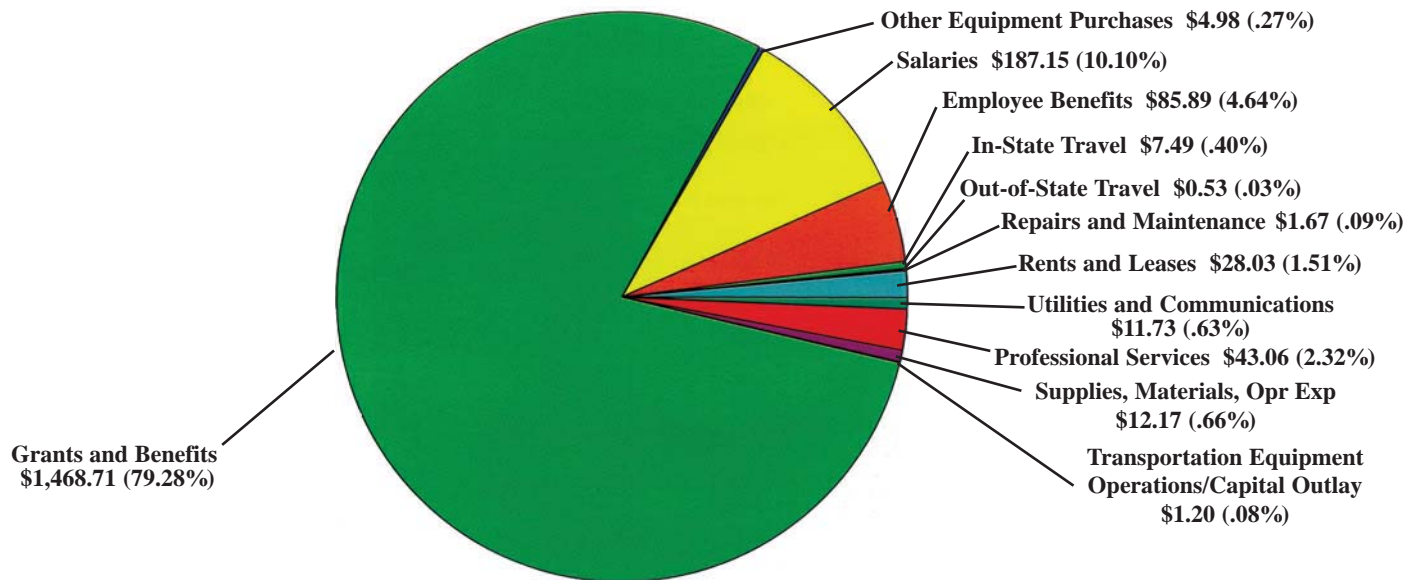
Federal and Local Funds

Federal Temporary Assistance to Needy Families	92,997,856
Federal Title IV-B Funds	13,223,352
Federal Title IV-D Funds	44,727,590
Federal Title IV-E Funds.....	73,544,355
Federal Title XIX Funds	57,888,141
Federal Social Services Block Grant-Title XX.....	36,302,009
Federal Child Day Care Discretionary Funds.....	110,321,410
Federal Child Day Care Mandatory Funds.....	16,441,707
Federal Child Day Care Matching Funds.....	23,472,662
Federal USDA Funds	1,082,068,923
Federal Child Abuse Grant	328,290
Early Head Start Grant	8,710,459
Child Support Interest and Fees.....	239,819
Casey Foundation Grant	
Thomas Foundation Grant	140,000
Other Federal.....	2,778,053

State Funds

Transfers from MNC Agencies.....	
Foster Care Trust Fund	22,362
General Fund Transfer	66,509,295
Education Trust Fund Transfer	29,091,340
Whiskey Tax	53,765,004
ABC Profits	380,000
Beer Tax and Fortified Wine Tax.....	11,379,382
Confederate Pension Fund	20,773,500
Sales Tax	1,322,000
Sales Tax-Foster Care.....	500,000
Food Assistance Issuance.....	52,204,773
Tobacco Tax.....	2,415,059
Contractors' Gross Receipts	7,309,390
Other State Funds.....	1,785,475
Children First Trust Fund	10,963,310
Unencumbered Balance Forward	31,020,766
TOTAL FUNDS AVAILABLE	1,852,626,282

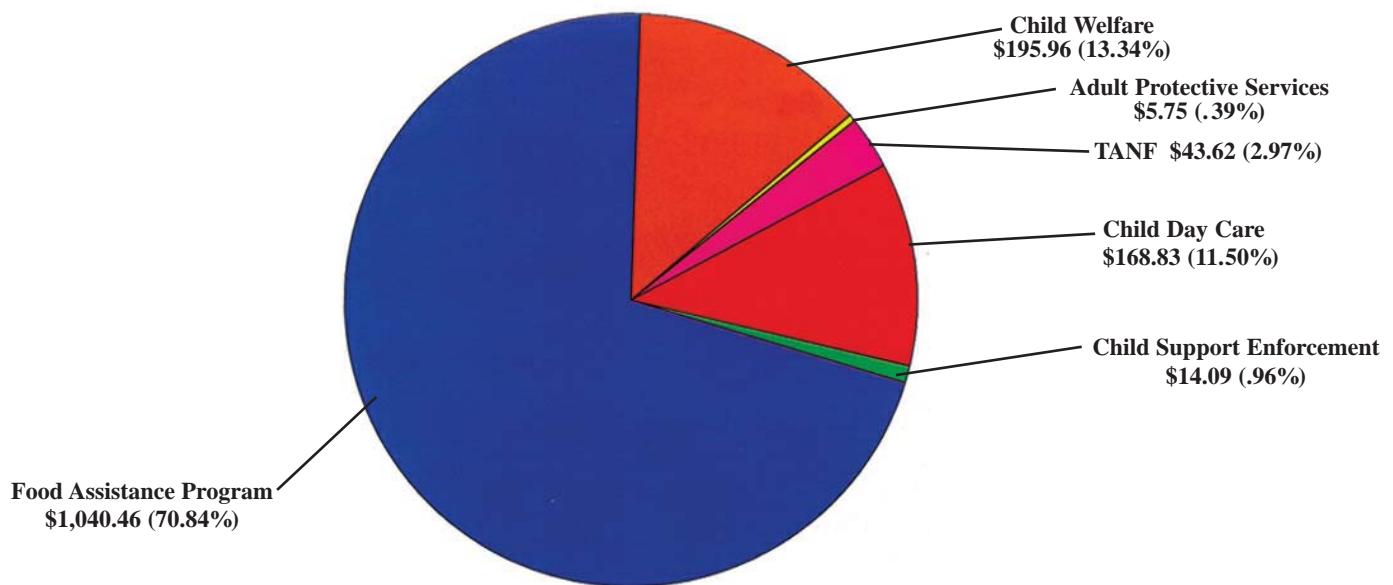
**Department of Human Resources
FY 2019
EXPENDITURES BY OBJECTS**



**TOTAL EXPENDITURES = \$1,852,626,282
VALUES = MILLIONS**

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

**Department of Human Resources
FY 2019
GRANTS AND BENEFITS BY PROGRAM**



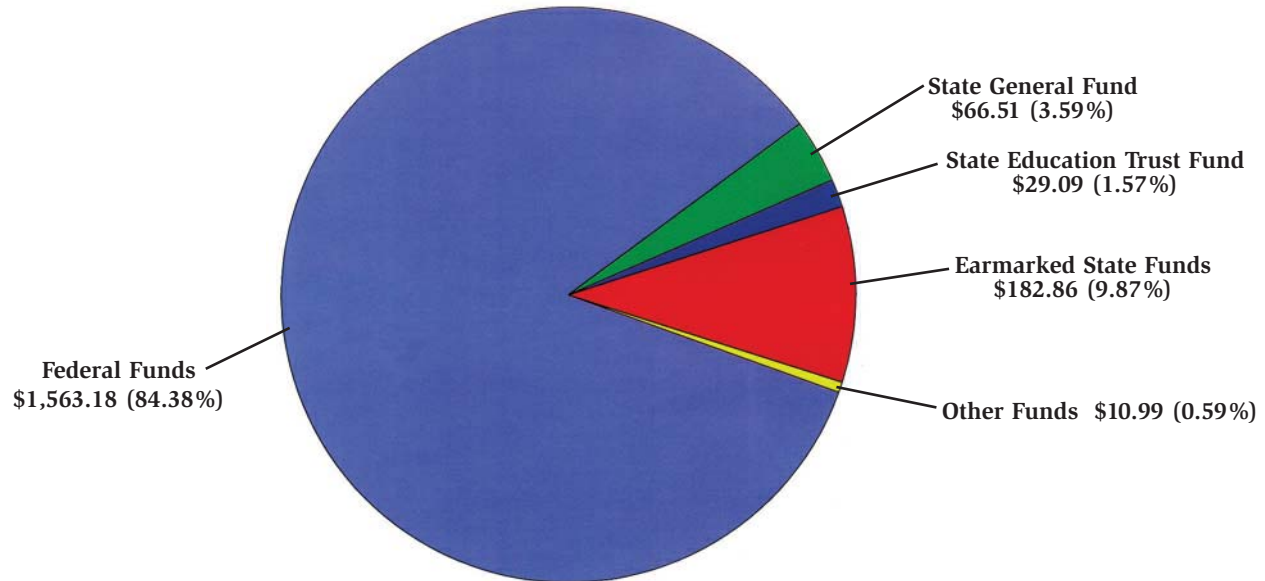
**TOTAL GRANTS AND BENEFITS EXPENDITURES = \$1,468,712,973
VALUES = MILLIONS**

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

Department of Human Resources

FY 2019

REVENUE SOURCES



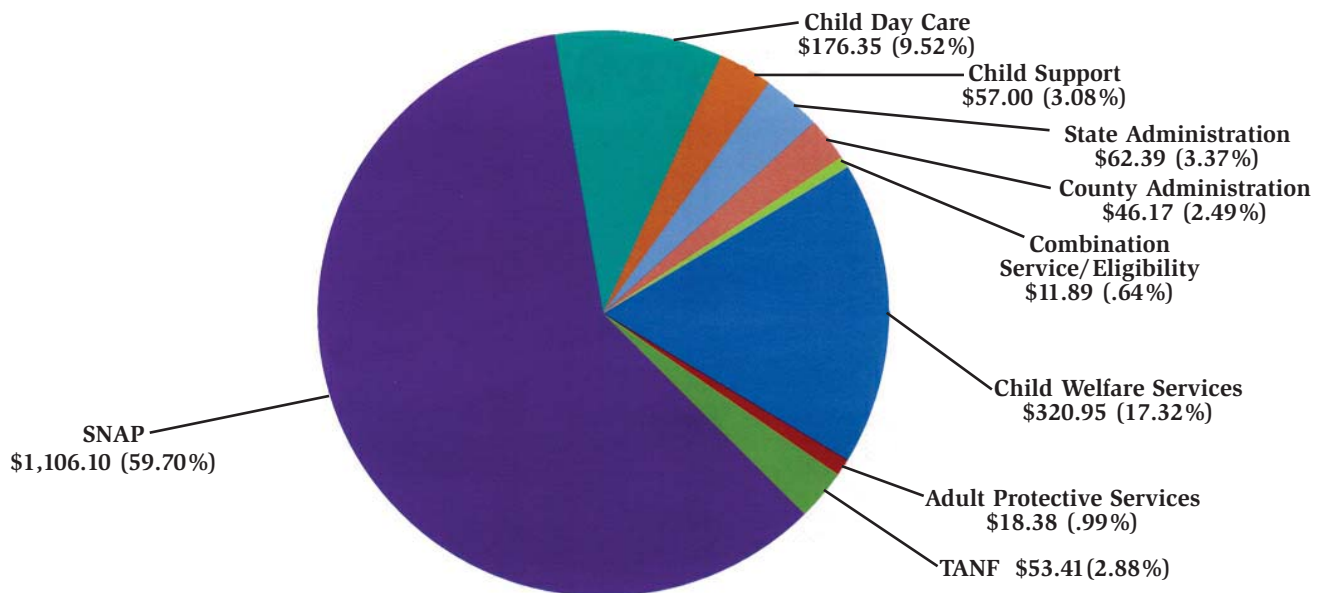
TOTAL REVENUES = \$1,852,626,282
VALUES = MILLIONS

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

Department of Human Resources

FY 2019

EXPENDITURES BY FUNCTIONAL AREA



TOTAL EXPENDITURES = \$1,852,626,282
VALUES = MILLIONS

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

DHR COUNTY DEPARTMENTS DIRECTORY FY-2019

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

AUTAUGA

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

BALDWIN

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

BARBOUR

Director: Ashley Brunson
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
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Oneonta, AL 35121
telephone: (205) 274-5200

BULLOCK

Director: Tracy Larkins
687 March Street
Union Springs, AL 36089
telephone: (334) 738-6400

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
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LaFayette, AL 36862
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CHEROKEE

Director: Michelle Fulmer
202 Dean Buttram Sr. Avenue
Centre, AL 35960
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CHILTON

Director: Marilyn Colson
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Clanton, AL 35046
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CHOCTAW

Director: Arcretia Black
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Butler, AL 36904
telephone: (205) 459-9701

CLARKE

Director: Jaquel Taylor
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CLAY

Director: Kay Robertson
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CLEBURNE

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COFFEE

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COLBERT

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CONECUH

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COOSA

Director: Autumn White
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telephone: (256) 377-2000

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CRENSHAW

Director: Kristi Kitchens
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DALLAS

Director: Wanda Goodwin
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DEKALB

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ETOWAH

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FAYETTE

Director: Jason Cowart
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FRANKLIN

Director: Amber Steward
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Russellville, AL 35653
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DHR COUNTY DIRECTORS



Top row from left: Stacey Blomgren, Assistant Director, Mobile County; Lesa Rathel, Covington County; Jennifer Langford, Butler County; Lynn Barnes, Escambia County; Dawn Hewitt, Marengo County; Jodie Nata, Conecuh County; Ashley Carlock, Washington County

Bottom row from left: Arcetia Black, Choctaw County; Jaquel Taylor, Clarke County; Juanita Spinks, Assistant Director, Mobile County; Stephanie Streeter, Mobile County; Felicia Thomas, Lowndes County



Top row from left: Gia Coleman, Baldwin County; Rhonda Brooks, Randolph County; Brenda Floyd, Tallapoosa County; Sharonda Pettaway, Montgomery County; Julia Ann Hyde, Chambers County; Teresa Sauls, Etowah County; Marsha Busby, Cleburne County

Bottom row from left: Michelle Wood, Elmore County; Stephanie McKnight, Dale County; Jenny Story, Assistant Director, Montgomery County; Lisa Kelley, Lee County

GENEVA

Director: Jason Hughes
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GREENE

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Eutaw, AL 35462
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HALE

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HENRY

Director: Julie Lindsey
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HOUSTON

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LAMAR

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Wedowee, AL 36278
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Talladega, AL 35160
telephone: (256) 761-6600

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Tuscaloosa, AL 35405
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Chatom, AL 36518
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Camden, AL 36726
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WINSTON

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

DHR COUNTY DIRECTORS



Top row from left: Denise Raines, DeKalb County; Danny Williams, Assistant Director, Jefferson County; Tracy Miller, Limestone County; Regina Weathersby, Assistant Director, Jefferson County; Sondra Landers, Lawrence County; Francine Fenderson, Jefferson County; Doug Heath, Assistant Director, Jefferson County; Terri Coley, Assistant Director, Jefferson County; Marsha Parker, Marshall County

Bottom row from left: Amy Smith, Cullman County; Kristie Crabtree, Jackson County; Crystal May, Assistant Director, Jefferson County; Kelly Pearson, Colbert County; Lainie Alexander, Morgan County; Cindy Bratcher, Lauderdale County



Top row from left: Autumn White, Coosa County; Marilyn Colson, Chilton County; Carol Dixon, Wilcox County; Nicole Parker, Talladega County; Misty Renfroe, Pickens County; Mattie Harris, Hale County

Bottom row from left: Wanda Goodwin, Dallas County; Carla Emmons, Bibb County; Wilson Morgan, Greene County; Dorothy Carson, Perry County

DHR COUNTY DIRECTORS



Top row from left: Randy Redmill, Walker County; Linda Bibb, Calhoun County; Kim Mashego, Shelby County; Joy Humphrey, Tuscaloosa County; Jason Cowart, Fayette County

Bottom row from left: Gerald Ware, Assistant Director, Calhoun County; Amber Steward, Franklin County; Diane Watson, Winston County; Kier Vickery, Marion County; Cherri Pilkington, St. Clair County



Top row from left: Tonya Allen, Macon County; Patty Faircloth, Pike County; Allison Bryars, Russell County; Deana Stinson, Coffee County; Jason Hughes, Geneva County; Ashley Brunson, Barbour County; Kristi Kitchens, Crenshaw County

Bottom row from left: Tracy Larkins, Bullock County; Leslie Kelly, Houston County; Julie Lindsey, Henry County; Onya Johnson, Autauga County

Left to right: Rachael Heard, Assistant Director, Madison County; Tyron Newton, Assistant Director, Madison County; Tonita Phipps, Director, Madison County





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(1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

(2) fax: (202) 690-7442; or

(3) email: program.intake@usda.gov.

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COMMISSIONER
NANCY T. BUCKNER
242-1160

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

SPECIAL ASSISTANT
STAN LANDERS
353-5804

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
ADMINISTRATIVE SERVICES
PAUL BUTLER INTERIM
242-8395

FINANCE DIRECTOR
CONITHA KING
242-9425

CHIEF LEGAL COUNSEL
FELICIA BROOKS
242-9330

DEPUTY COMMISSIONER FOR
CW QUALITY ASSURANCE
GINA SIMPSON
242-2079

ADULT PROTECTIVE SERVICES
SAM SMITH 242-1350

FAMILY SERVICES
JAN CASTEEL 242-9500

QUALITY CONTROL
JEREMY BARNES 242-1365

ADMINISTRATIVE HEARINGS
LARRY LYNN 242-1325

FOOD ASSISTANCE
BRANDON HARDIN 242-1700

RESOURCE MANAGEMENT
STARR STEWART 242-1650

CHILD SUPPORT ENFORCEMENT
LATHESIA MCCLENNEY 242-9300

GENERAL SERVICES
JACQUELINE DARNELL 409-6800

TRAINING/FIELD ADMINISTRATION
DR. MELODY MESSICK 242-9275

CHILD CARE SERVICES
BERNARD HOUSTON 242-1427

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

**PROGRAM INTEGRITY/
CRIMINAL HISTORY**
STAN LANDERS / INTERIM 353-5400

FAMILY ASSISTANCE
(ACTING) FAYE NELSON 242-1773

CHILD WELFARE/CONSTITUENT SERVICES
BETH SCHAFER 242-5677

GOVERNMENTAL RELATIONS
PRESTON HORNSBY 242-1850

COMMUNICATIONS
BARRY SPEAR 242-1852

CIVIL RIGHTS / EQUAL EMPLOYMENT
FELICIA BROOKS / ACTING 242-1550



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

DRB



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