



Annual Report 2021



ALABAMA DEPARTMENT OF
HUMAN
RESOURCES



Our Mission

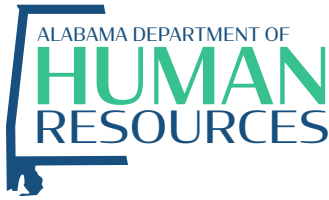
To provide for the protection, well-being, and self-sufficiency of children and adults.

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KAY IVEY
GOVERNOR
STATE OF ALABAMA



A Letter From the Commissioner



Dear Governor Ivey:

Throughout the second year of the COVID-19 pandemic, the Alabama Department of Human Resources displayed a remarkable ability to adapt to the evolving needs of Alabamians. Despite these changes, one thing that remained constant was our commitment to providing quality services to those in need.

This was especially apparent in the area of child care, where we saw a great necessity to further support providers as the industry continued its recovery from the financial impact of the pandemic. The return of parents and caregivers to the workplace elevated the demand for accessible child care, but many providers still encountered barriers on their paths to reopening.

In response to this predicament, DHR introduced the Temporary Assistance for Stabilizing Child Care II (TASCC II) grant program, which built upon the success of its predecessor from FY 2020. The goal of TASCC II was to supply providers with a financial boost to help them reopen and remain open. In all, DHR awarded over \$46 million to 1,583 providers

across Alabama. By September 2021, 90% of providers were open for business – a fantastic outcome for Alabama’s families, workforce, and economy.

This year, DHR also responded to a rising need for food assistance to address the risk of hunger posed by the pandemic and two natural disasters. In collaboration with our partners, we successfully distributed over \$344 million in Pandemic Electronic Benefit Transfer (P-EBT) benefits to 574,626 children who temporarily lost access to free or reduced-price school meals because of the pandemic.

Following the devastation of Hurricanes Sally and Zeta, DHR launched initiatives to aid Gulf Coast residents in their recovery. Our Food Assistance Division did an excellent job spearheading Alabama’s distribution of Disaster Supplemental Nutrition Assistance Program (D-SNAP) benefits and replacement SNAP benefits, which totaled over \$13 million for Hurricane Sally and more than \$22 million for Hurricane Zeta.

Another noteworthy accomplishment during FY 2021 was the adoption of 783 children and young adults from foster care. We attribute our success in this area to the continued emphasis DHR and our partners have placed on achieving permanency for those in foster care. This success also includes the return of over 71% of foster children to their biological parents or relatives this year.

These highlights are just a handful of the many accomplishments detailed in this FY 2021 Annual Report. I could not be more grateful to our employees, whose hard work, dedication, and resilience enable DHR to consistently provide high-quality services that are tailored to the evolving needs of Alabama’s citizens. I am confident in our team’s ability to adapt to any challenge that lies ahead as we continue to fulfill this important mission.

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



About Alabama DHR

The Department of Human Resources traces its history back to the Department of Child Welfare, an agency created by the Legislature in 1919 to serve at-risk children and families. During the Great Depression in 1933, the department gained the additional responsibility of administering financial assistance to a struggling American public. In 1935 with the passage of the Social Security Act, the department and most of its duties were absorbed by the newly created Department of Public Welfare.

In 1955, the department was renamed the Department of Pensions and Security. The current name was adopted in 1986. Some programs have changed over the years to meet the evolving needs of Alabama. However, the agency's primary goal has always been and always will be to help people in need.

MAJOR PROGRAMS

The department's major programs include Family Services, Food Assistance, Child Support, Child Care Services, Adult Protective Services, Family Assistance, and Emergency Welfare Services.

DIVERSE RESPONSIBILITIES

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

The agency also plays 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 is 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 FY 2021, DHR's revenues and expenditures totaled \$3,150,821,843, including more than \$2 billion in food assistance benefits. The federal government provided approximately 87% 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 from the U.S. Department of Agriculture and the U.S. Department of Health and Human Services.

DEPARTMENT EMPLOYEES

DHR averaged 4,006 employees in FY 2021, most of whom work in county offices. Social workers represent the largest category of DHR staff, although a variety of professions are represented within the agency.

DHR STATE BOARD

Governor Kay Ivey

Chairperson

Wayne Sellers

Vice Chair

Leslie D. Sanders

Secretary

Kathy Sawyer

Dr. Charles R. Nash

Dr. Phillip B. Hammonds

Elizabeth C. Smithart

Nancy T. Buckner

Commissioner

Family Services

The Family Services Division seeks to develop and maintain a quality system of care for children and their families through services aimed at achieving safety, permanency, and improved well-being in their own homes, as well as in out-of-home settings.

CHILDREN EXITING CARE

A total of 783 children from Alabama's foster care system were adopted in FY 2021. They were among 3,828 children who exited DHR care during the year, having achieved their permanency goals.

Children typically exit care due to finalized adoptions, determinations that it is safe for them to return to their biological parents or relatives, and in some cases, when they reach the age limits set by state and federal law.

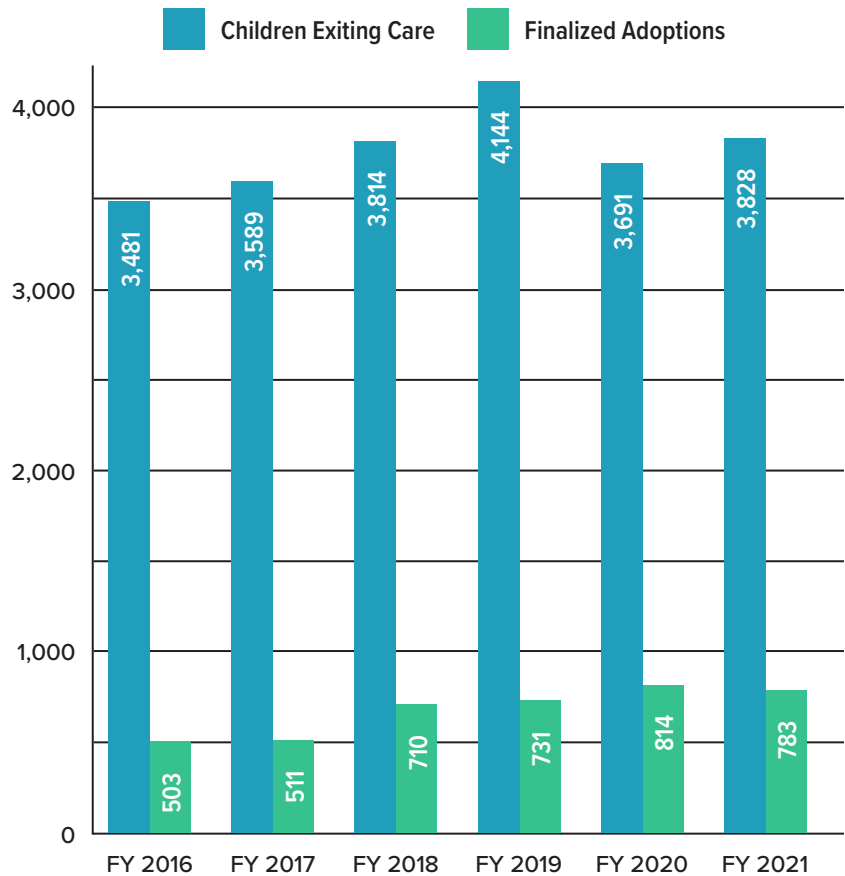
This year, 71.56% of foster children returned to their biological parents or relatives.

ADOPTION RECRUITMENT

DHR partners with the Dave Thomas Foundation for Adoption through its signature Wendy's Wonderful Kids program to find adoptive families for foster children and youth who historically have been challenging to match, such as older youth, children with significant special needs, and large sibling groups.

This year, the nationally recognized program helped match 24 children and youths in Alabama, including 15 who achieved permanency through adoption.

DHR also continued its longstanding partnership with Heart Gallery Alabama. Thanks to the important services provided by Heart Gallery, foster children who are waiting for adoption are featured on various media platforms across the state to help recruit adoptive families.



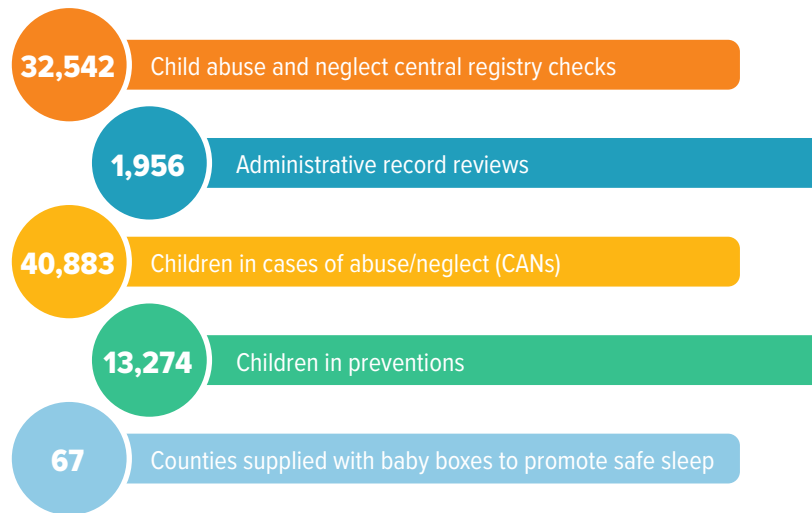
NATIONAL KINSHIP CARE MONTH

Governor Kay Ivey proclaimed September 2021 National Kinship Care Month in Alabama to recognize the vital role of kinship care providers and to celebrate their important contributions to the children, families, and communities of Alabama. Providers of kinship care can include grandparents, older siblings, aunts, uncles, first cousins, and other relatives within four degrees of kinship to a child.

In Alabama, approximately 5,000 children are growing up in kinship families, accounting for about 15% of out-of-home placements. This type of placement helps children maintain their security, stability, and family connection.

OFFICE OF CHILD PROTECTIVE SERVICES

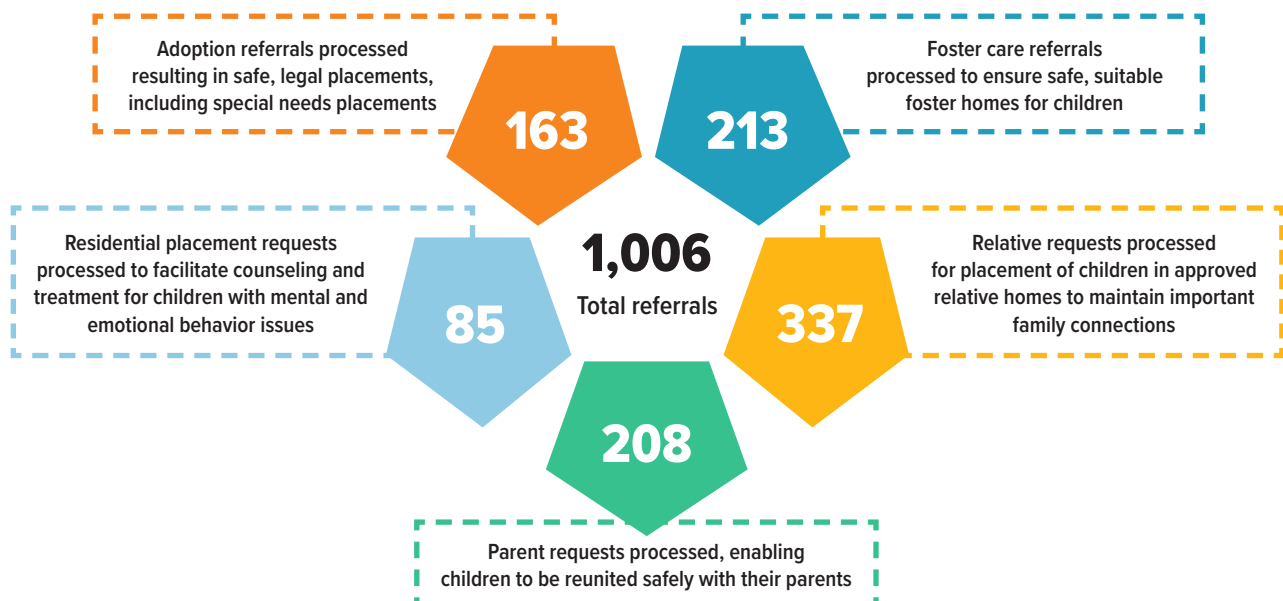
The mission of the Office of Child Protective Services (CPS) is to investigate and prevent abuse and neglect of children in Alabama. The primary functions of CPS include providing case consultation services, maintaining the Central Registry on Child Abuse and Neglect, and applying for and monitoring grants for protective services projects. The following data reflects the work of CPS in FY 2021:



INTERSTATE COMPACT ON THE PLACEMENT OF CHILDREN

The Interstate Compact on the Placement of Children (ICPC) law 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 handled by the ICPC Office within the Family Services Division.

In FY 2021, ICPC staff worked with the 67 county DHR offices, attorneys, child placing agencies, and all other 49 states to ensure safe and legal placements for children. The data below reflects this year's work:



FAMILY, ADULT, AND CHILD TRACKING SYSTEM

FACTS, or Family, Adult, and Child Tracking System, is the name of Alabama’s Statewide Automated Child Welfare Information System. The system is a comprehensive case management tool for child welfare and adult protective services.

The FACTS Unit provides support to staff through the FACTS Help Desk, along with technical assistance to facilitate system maintenance and improvements. In FY 2021, the FACTS Help Desk fielded 973 calls and 5,644 emailed incidents.

System enhancements were recently made to the ICPC, ILP, foster care, and subsidy screens in FACTS. The system has served an important role in the timely distribution of pandemic-related benefits to foster parents.

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 needed services are available for abused and neglected children and that policy is available so services are provided in compliance with the rules and regulations of the Alabama Medicaid Agency.

PROGRAM	FY 2021
Targeted Case Management	\$17,871,113.04
Medicaid Rehabilitative Services	\$28,497,695.85
Total	\$46,368,808.89

OFFICE OF CHILD WELFARE ELIGIBILITY/IV-E

The Title IV-E program, authorized by Title IV, Part E of the Social Security Act, provides federal funds to assist with the maintenance and care of certain children in foster care or placed with adoptive families. The funding is also used for the administration of the program and the training of staff who work with children and families. In FY 2021, Alabama received approximately \$68 million in federal reimbursements, plus an additional \$3.5 million in retroactive claiming.



ALABAMA INDEPENDENT LIVING PROGRAM

Alabama’s Independent Living Program assists foster youth between ages 14 and 21 in preparing for successful, stable transitions from foster care. The program also connects former foster youth with appropriate resources, services, and supports. Participating youth receive assistance preparing to exit foster care, learning skills to succeed as adults, and building long-term support networks.

FOSTERING HOPE SCHOLARSHIP

Celebrating its fifth anniversary, the Fostering Hope Scholarship program supported more than 205 current and former foster youths during the 2020-21 academic year. The state-funded program covers tuition and required school fees for eligible students pursuing their postsecondary education and training goals at public institutes in Alabama.

Of the program’s 2021 graduates, eight youths obtained four-year degrees and another five completed two-year programs. In addition, 191 foster youths earned high school diplomas or GEDs, making them eligible for this postsecondary educational support.



Adult Protective Services

The mission of the Adult Protective Services Division (APS) is to support and enable county DHR offices to protect elderly and disabled adults from abuse, neglect, and exploitation, and to prevent unnecessary institutionalization.

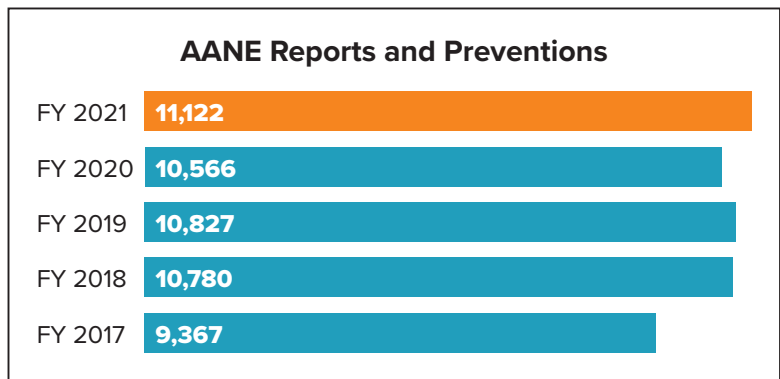
ABUSE, NEGLECT, AND EXPLOITATION

During FY 2021, APS received 11,122 reports consisting of 9,407 adult abuse, neglect, and exploitation (AANE) reports and 1,715 preventions.

Preventions include assessments of situations where there are concerns that abuse, neglect, or exploitation would occur unless assistance is provided.

Despite the ongoing pandemic, the amount of AANE reports rose by more than 8% compared to the previous year.

The division anticipates an increase of 15% to 25% in AANE reports in FY 2022, partly because more adults are living longer. Growing public awareness resulting from the division’s educational efforts is another reason for the expected increase in reports.



WORLD ELDER ABUSE AWARENESS DAY

Governor Kay Ivey proclaimed June 15, 2021, World Elder Abuse Awareness Day (WEAAD) in Alabama to help raise awareness about the mistreatment of the elderly population. APS state and county staff participated in WEAAD activities throughout June. DHR county offices hosted events throughout the month to commemorate the day of awareness.

Activities included decorating community buildings in purple – the color designated for elder abuse awareness – local press releases, public service announcements, proclamation signings, workshops, meetings with community agencies and partners, food and toiletry drives, and distribution of COVID-19 care packages to senior citizens. The county offices also used these activities as an opportunity to recruit adult foster care homes.



WORLD ELDER ABUSE AWARENESS DAY
 Building Strong Support for Elders

ELDERLY AND DISABLED ADULT VICTIM SERVICES PROGRAM

The Elderly and Disabled Adult Victim Services program (EDAVS) enables APS to offer both in-home and out-of-home placement resources to clients through homemaker and sitter services when offenders or caregivers have been removed or are unable to provide care. This effort seeks to avoid unnecessary out-of-home placements.

EDAVS also provides short-term funding for adult victims who require out-of-home placements at nursing homes, assisted living facilities, and adult foster care facilities.

Funding for these services comes from the Alabama Department of Economic and Community Affairs Victims of Crime Act grant program.

Since the grant was first awarded in April 2017:

2,950
Alabamians served

\$9,530,743
EDAVS expenditures

ALABAMA SPIRIT OF ADULT PROTECTIVE SERVICES AWARD

Ms. Adrine Smith-Brown, a social worker with Jefferson County DHR, was presented with the 2021 Alabama Spirit of APS Award during the APS Legal Conference on July 29, 2021, in Opelika.

Ms. Smith-Brown has spent 14 years with Jefferson County DHR, beginning her service in 2007 as a child welfare social worker. Since transferring to the county’s APS unit in 2014, she has investigated numerous exploitation cases that led to criminal charges against wrongdoers who preyed on vulnerable adults. Many of these cases resulted in convictions.

Ms. Smith-Brown has leveraged her strong relationships with community partners to recruit service providers for the EDAVS program. Her duties often involve coordinating emergency placement services, raising awareness about elder abuse, preparing grant applications, and strengthening relationships with hospitals, nursing homes, and law enforcement.

Colleagues describe her as an assertive advocate for the vulnerable who displays remarkable innovation in her efforts to protect at-risk adults and help them remain in their homes or in the least restrictive environments possible. Her dedication to the APS program has greatly benefited Alabama citizens.



Deputy Commissioner Karen Smith presents the 2021 Spirit of APS Award to Adrine Smith-Brown at the APS Legal Conference on July 29, 2021, in Opelika.

Family Assistance

FY 2021 Family Assistance Program Statistics

6,290

Average number of cases

\$191.18

Average monthly payment per case

11,453

Average number of child recipients

61%

Average percentage of child-only cases

22%

Non child-only cases receiving benefits beyond 36 months

The Family Assistance Division administers programs funded by the Temporary Assistance for Needy Families (TANF) block grant. These programs provide benefits and services to needy families so children may be cared for in their own homes or in the homes of relatives.

Services promote job preparation, work, and marriage, with the goal of helping individuals end their dependence on government benefits and achieve self-sufficiency. Cash assistance is issued to eligible program participants via Electronic Benefit Transfer (EBT) cards, and job readiness training is available through the JOBS Program.

FATHERHOOD PROGRAMS

The Family Assistance Division collaborates with a network of statewide organizations, including the Alabama Department of Child Abuse and Neglect Prevention, to provide fatherhood services designed to strengthen families. These services, available in 37 counties, were provided to 2,051 participants in FY 2021.

Participants receive a wide range of services, such as training and coaching focused on job readiness and identifying career pathways that lead to job credentials. The programs also offer life skills training, along with support and education groups, to help men understand and embrace their roles as fathers, while also stressing the importance of child support payments and promoting the overall well-being of children.

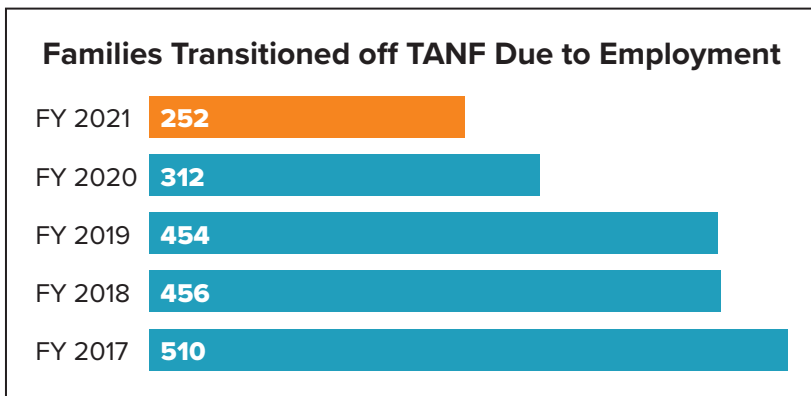
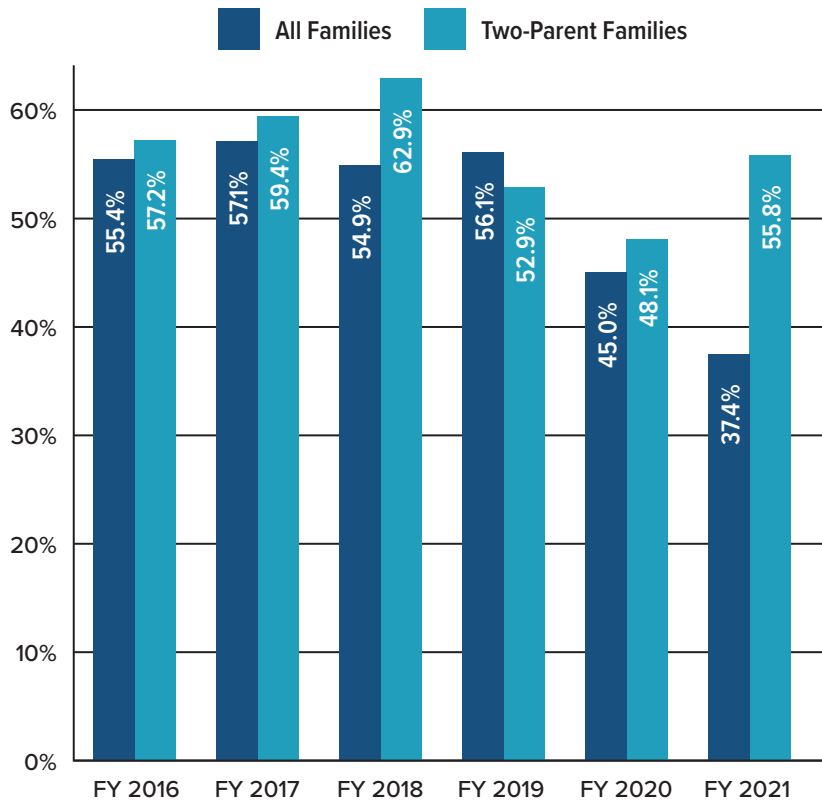
DOMESTIC VIOLENCE PREVENTION AND ASSISTANCE

DHR's 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 stands for Special Assessment Intervention Liaison.

During FY 2021, ACADV received 1,238 referrals for domestic violence via SAIL, worked with 458 SAIL participants, helped 272 participants acquire employment, and provided financial assistance to 113 low-income participants.



TEMPORARY ASSISTANCE FOR NEEDY FAMILIES WORK RATES



FY 2021 JOBS Facts

2,285

Average number of adults required to participate in the JOBS Program each month

28

Average number of two-parent families required to participate in the JOBS Program each month

235

Average number of adults who found employment each month

1,141

Monthly average of clients working

53

Average number of adults who participated in the Community Employment Program

Food Assistance

The Food Assistance Division administers the Supplemental Nutrition Assistance Program (SNAP) in Alabama. The division strives to end hunger by providing benefits to eligible low-income households so they can purchase food that meets their nutritional needs.

COVID-19 WAIVERS AND PROVISIONS

Emergency Supplemental Allotments: The Food Assistance Division received approval from the U.S. Department of Agriculture Food and Nutrition Service (USDA-FNS) to issue emergency supplemental allotments to SNAP households. This increased their monthly allotments to the maximum amounts for their household sizes in response to the pandemic.

Benefits issued through this provision totaled \$668,628,197 during FY 2021, with an average of 355,632 households per month. Since March 2020, emergency allotments have totaled \$965,079,315.

Pandemic EBT: The division issued Pandemic Electronic Benefit Transfer (P-EBT) benefits to households with children in grades K-12, Head Start, and pre-K who temporarily lost access to free or reduced-price school meals because of the pandemic. This process was completed with assistance from the Alabama State Department of Education. P-EBT benefits totaling \$344,027,329 were issued to 574,626 children from June through September 2021.

Suspension of Face-to-Face Interviews: USDA-FNS approved the suspension of face-to-face interviews through December 31, 2021, enabling SNAP applicants to complete eligibility interviews by phone.

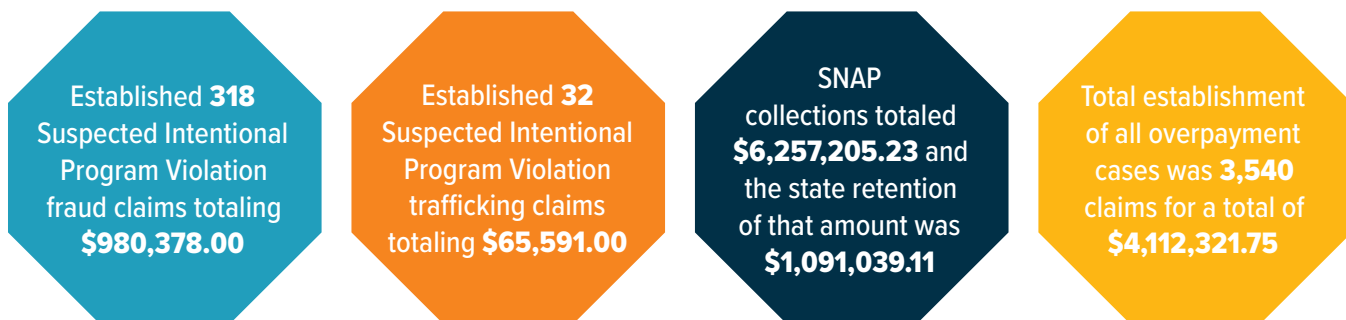
Interview Adjustment Waiver: The division was approved to waive the interview process for initial, expedited, and recertification applications if an applicant’s identity was confirmed and all other mandatory verifications were completed. This enabled qualifying households to receive SNAP benefits sooner.

Suspension of ABAWD Time Limit: Individuals who were otherwise subject to the Able-Bodied Adults Without Dependents (ABAWD) time limits for SNAP benefits were granted a “good cause” exemption, allowing them to continue receiving benefits.



PROGRAM INTEGRITY FOR SNAP

The following data reflects the division's work to protect the integrity of the SNAP program during FY 2021:



DISASTER RESPONSE

After Hurricanes Sally and Zeta swept through Alabama, USDA-FNS approved the issuance of replacement SNAP benefits and Disaster Supplemental Nutrition Assistance Program (D-SNAP) benefits for qualifying residents along the Gulf Coast and in the surrounding area.

The purpose of the replacement benefits was to offset food losses experienced by SNAP recipients due to storm-related power outages. D-SNAP benefits were available to non-SNAP, income-eligible households with both unreimbursed disaster-related expenses and food loss caused by the storms.

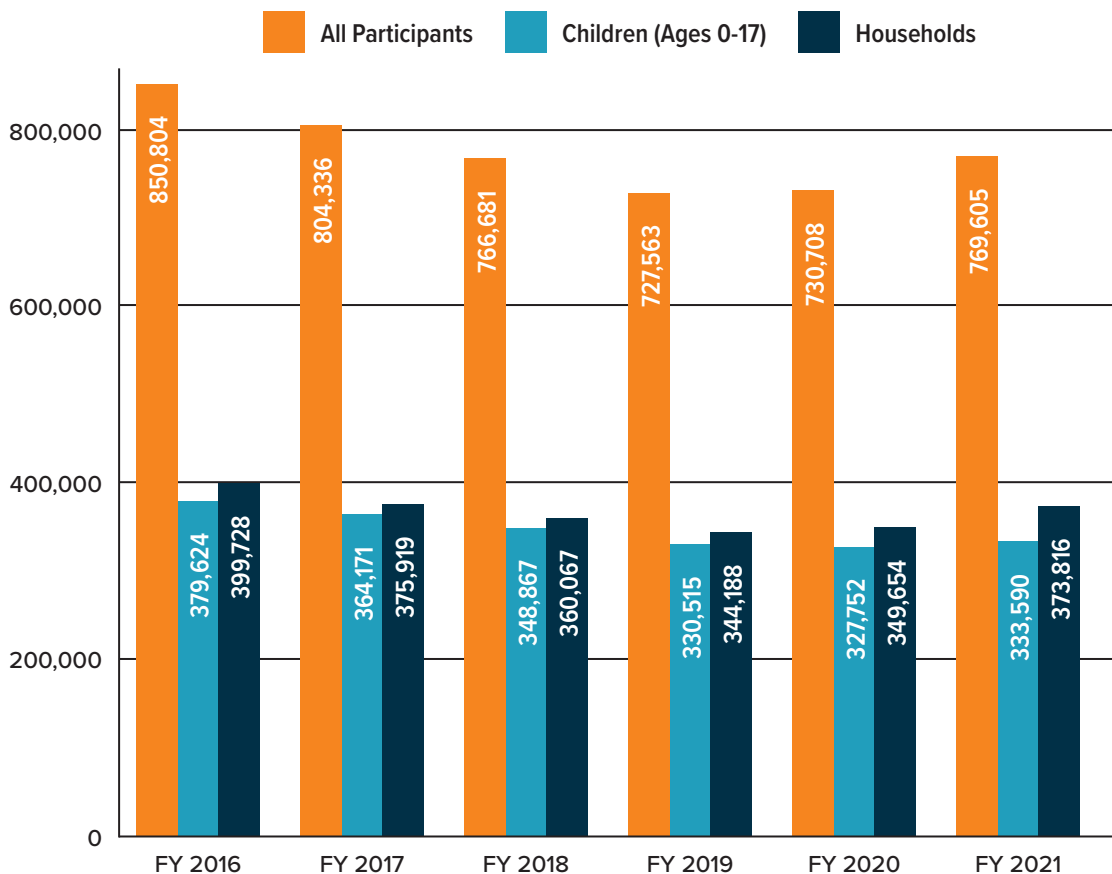
For Hurricane Sally, the division issued SNAP replacement benefits totaling \$6,031,816 to 45,582 households, in addition to D-SNAP benefits totaling \$7,119,070 to 17,607 households.

SNAP replacement benefits for Hurricane Zeta totaled \$12,638,049 for 114,588 households. D-SNAP benefits for the storm totaled \$9,721,624 for 25,776 households.



Wilcox County DHR hosted drive-thru interviews for Hurricane Zeta D-SNAP applicants who preferred to apply in person.

AVERAGE PARTICIPATION IN SNAP PROGRAM





EXPANSION OF A-RESET

A-RESET stands for Alabama Resources for Enrichment, Self-Sufficiency, and Employability Training. It is the name of Alabama's Employment and Training program, which provides job preparation services to SNAP recipients who are considered Able-Bodied Adults Without Dependents (ABAWD).

During FY 2021, A-RESET welcomed a new contracted partner, the Dannon Project, along with several new subcontractors under the Sylacauga Alliance for Family Enhancement (SAFE), which serves as the fiscal agent for the Alabama Network of Family Resource Centers.

This year, the Legislature appropriated \$50,000 in pure state funds to each family resource center. Those dollars can serve as match funds for A-RESET. Through the partnership with SAFE, seven new family resource centers benefited from the funds. These include:

- » Children and Family Connection of Russell County, Inc.
- » Circle of Care Center for Families (Chambers County)
- » Coffee County Family Services Center
- » First Family Service Center (Talladega County)
- » Hope Place Family Resource Center (Escambia County)
- » Jasper Area Family Services Center (Walker County)
- » Mary Hill Family Service Center (Dale County)

A-RESET's new contracted partner, the Dannon Project, provides services to ABAWDs in Calhoun, Clarke, Jefferson, Montgomery, Shelby, St. Clair, Tuscaloosa, and Walker counties. Their program focuses on life skills, mentoring, work readiness, occupational and leadership training, internship opportunities, job placement, and job retention.

A total of 2,450 SNAP recipients participated in A-RESET during FY 2021. This is a slight decrease from the prior year, resulting from the pandemic's impact on providers and their ability to remain open. With an expansion of A-RESET to Autauga, Dale, and Perry counties this year, a total of 42 counties are now served by the program.

Child Support Enforcement

Responsibilities of the Child Support Enforcement Division include establishing paternity, locating absent parents, collecting and distributing child support payments, and emphasizing the importance of parents meeting the needs of children, both financially and emotionally.

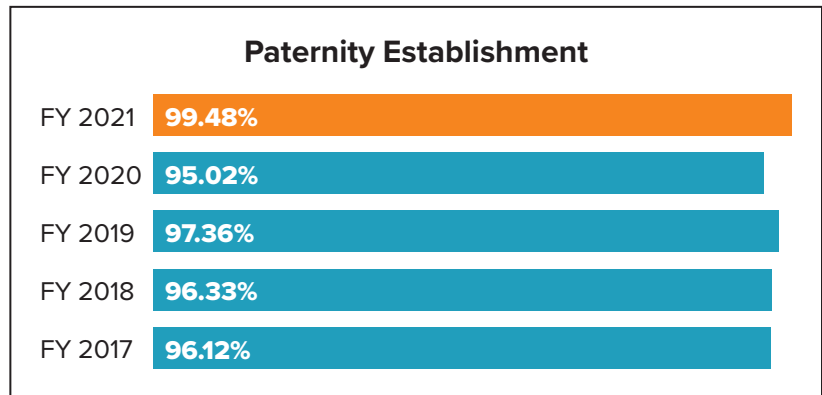
This work is accomplished in partnership with federal, state, and county child support staff, district attorneys, private attorneys, judges and other court officials, law enforcement, insurance companies, hospitals, the Center for Health Statistics, the Department of Labor, Medicaid, the Social Security Administration, the Department of Corrections, non-custodial parents, and numerous contractors.

The division served families in **189,901** cases and collected over **\$376 million** in child support during FY 2021.

RECORD PATERNITY ESTABLISHMENT RATE

In FY 2021, the division reported a record high 99.48% paternity establishment rate, well above the federally required rate of 90%.

Paternity and court order establishment, along with collection efforts, help families develop lasting relationships and raise children out of poverty by guiding families toward self-sufficiency.



Child Care Services

Child Care Services Statistics

1,270

Licensed centers

596

Licensed child care homes

479

Church-exempt child care facilities

48,474

Children enrolled in Child Care Subsidy Program

\$155.2 M

Dollars reimbursed to child care providers in FY 2021

\$46.4 M

TASCC II Grant Total

The Child Care Services Division is the state’s Child Care and Development Fund administrator, responsible for the child care subsidy program and quality initiatives. In addition, the division is responsible for monitoring and licensing child care centers and homes for compliance with performance standards.

CHILD CARE LICENSING

In FY 2021, licensing consultants made 3,940 visits to licensed child care centers and exempt programs that participate in the subsidy program. They also made 1,558 visits to licensed day care homes to determine compliance with licensing 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 subsidy program.

CHILD CARE SUBSIDY PROGRAM

The Child Care Subsidy Program maintained enrollment of more than 48,000 children during FY 2021. Of those enrolled, 10,967 children were awarded care through pandemic assistance offered to families of health care workers and first responders.

In June 2021, income thresholds were once again expanded to support more families. This changed entrance and exit eligibility to 180% and 200% of the federal poverty level, respectively. In addition, all families participating in the program will have their copays waived until September 30, 2022.

GRANT OPPORTUNITIES

The Child Care Services Division provided continued support to the child care community through grant programs geared toward stabilizing operations during the pandemic. From April to June, DHR awarded \$46.4 million in Temporary Assistance for Stabilizing Child Care II (TASCC II) grants to 1,583 providers, based on their daytime capacities.

In a separate initiative, DHR collaborated with the Alabama Department of Early Childhood Education (ADECE) to award \$3,000 grants to family and group child care homes. These grants provided a combined \$1.4 million to providers.

EARLY HEAD START-CHILD CARE PARTNERSHIP PROGRAM

The Early Head Start-Child Care Partnership (EHS-CCP) program provides high-quality child care and comprehensive services to low-income infants, toddlers, and their families. The EHS-CCP program has partnership sites in 23 counties in child care centers and family child care settings.

ALABAMA QUALITY STARS

The Child Care Services Division revamped and rebranded the Alabama Quality STARS Quality Rating and Improvement System (QRIS) during FY 2021. These improvements, coupled with changes to licensing standards to enhance quality, increased QRIS participation.

At the end of FY 2021, 1,321 licensed centers and 672 licensed child care homes had earned star ratings. For comparison, 138 licensed providers were participating in the program under the old system at the end of FY 2020.

The new QRIS system completed a pilot in September 2021 with promising results for child care programs that wish to pursue two-star ratings or higher.

Providers that meet the licensing performance standards earn one-star ratings and can apply for higher ratings through the QRIS program. The initiative is contracted by DHR in collaboration with ADECE.



EHS-CCP in FY 2021

566
Children

Total funded enrollment

344
Children

Funded enrollment in child care centers

222
Children

Funded enrollment in family child care homes

33
Family child care homes

16
Child care centers

Field Administration

Field Administration provides support and oversight of the 67 county directors in the area of county administration and leadership; coordination of services during disasters, emergencies, and issues of safety in the workplace; coordination of DHR's online training program; and management of programs supporting staff development, including coordination of the department's university partnerships and support for employees experiencing work-related grief.

STAFF DEVELOPMENT

During FY 2021, Staff Development partnered with professional social work education programs in 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 social work licensure preparation and training on the use of coaching in child welfare supervision, in addition to psychopharmacology for children and adolescents.

In October 2020, DHR sponsored the 19th Annual Fall Social Work Conference in partnership with the University of Alabama School of Social Work. The conference, held virtually due to the pandemic, featured workshops on social work ethics for technology-based social work, the impact of COVID-19 on high-risk youth, life after foster care, and more.

The division also provided continued support for DHR's Social Work Licensure Initiative in FY 2021. Social work licensure supervision was provided to approximately 120 licensed employees in accordance with state law and the Alabama State Board of Social Work Examiners administrative code. Staff Development continued its use of an online platform to provide necessary face-to-face licensure supervision safely.



OFFICE OF TRAINING

The 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). The system aids in the development of over 4,000 DHR employees.

This work included assisting training divisions within DHR's program areas as they delivered trainings with LETS. By providing training online, the department reduces travel expenses and time away from work for trainers and participants, while offering more standardized training. LETS also tracks instructor-led trainings to maintain a complete training history for employees.

The Office of Training also 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 training website, training.dhr.alabama.gov.

SHELTERING AND MASS CARE TASK FORCE

Commissioner Buckner chaired the annual Sheltering and Mass Care Task Force meeting on December 10, 2020. DHR coordinates with state agencies and Voluntary Organizations Active in Disaster to prepare for sheltering and mass care of evacuees and displaced individuals during disasters and governor-ordered mandatory evacuations.

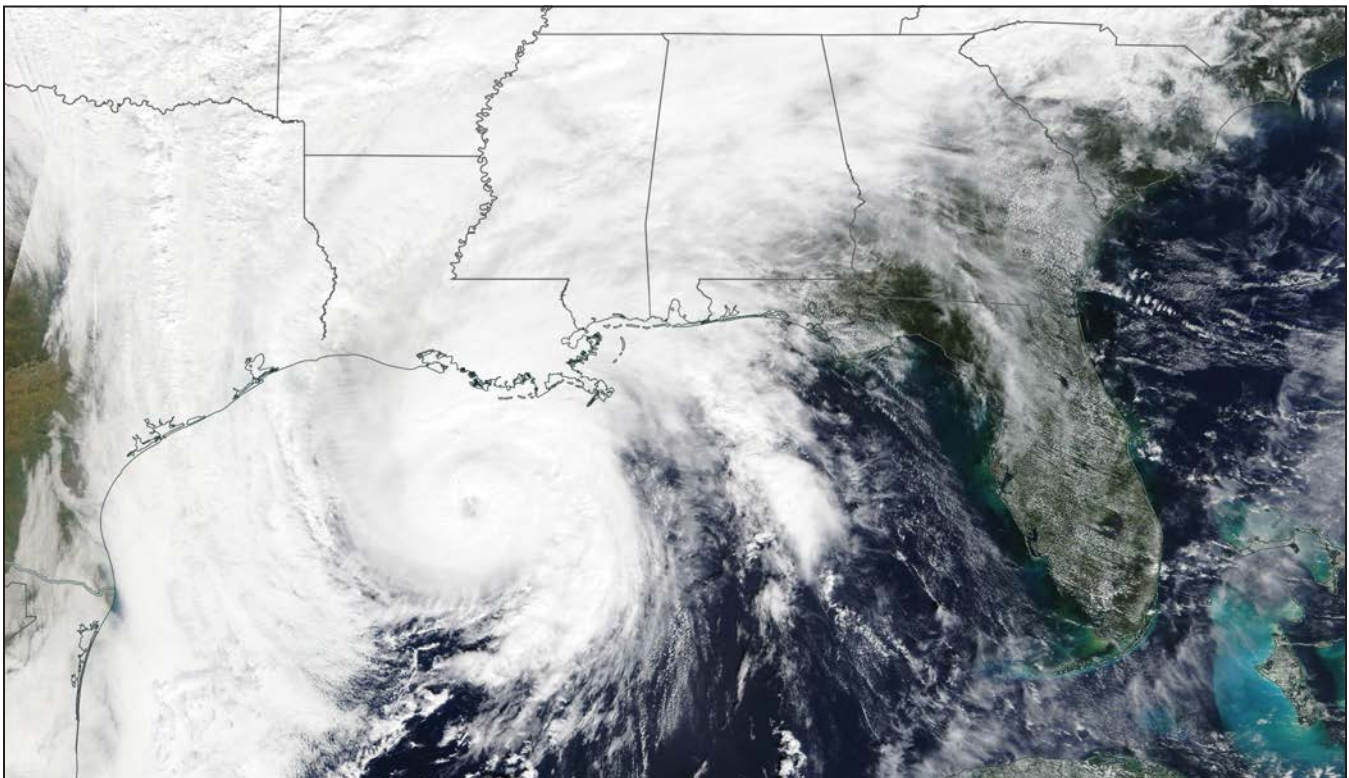
DISASTER PREPAREDNESS AND RESPONSE

Division staff participated in Alabama Emergency Management Agency (AEMA) exercises and trainings during FY 2021, including the annual hurricane exercise, conducted at the State Emergency Operations Center (SEOC) on June 11, 2021. Staff also supported or deployed to the SEOC, county EOCs, and AEMA division offices to support response and recovery operations associated with the following emergency management events:

- » **January 20, 2020-Present:** COVID-19 Pandemic
- » **October 28-29, 2020:** Hurricane Zeta
- » **January 25-26, 2021:** Severe Weather
- » **February 16-17, 2021:** Winter Weather
- » **March 15-17, 2021:** Severe Weather, Straight-Line Winds, Tornadoes
- » **March 25-26, 2021:** Severe Storms, Straight-Line Winds, Tornadoes
- » **March 31, 2021:** Severe Weather
- » **April 24, 2021:** Severe Weather
- » **May 3, 2021:** Severe Weather
- » **June 17, 2021:** Tropical Storm Claudette
- » **July 2, 2021:** Tropical Storm Elsa
- » **August 11, 2021:** Tropical Storm Fred
- » **August 28, 2021:** Hurricane Ida

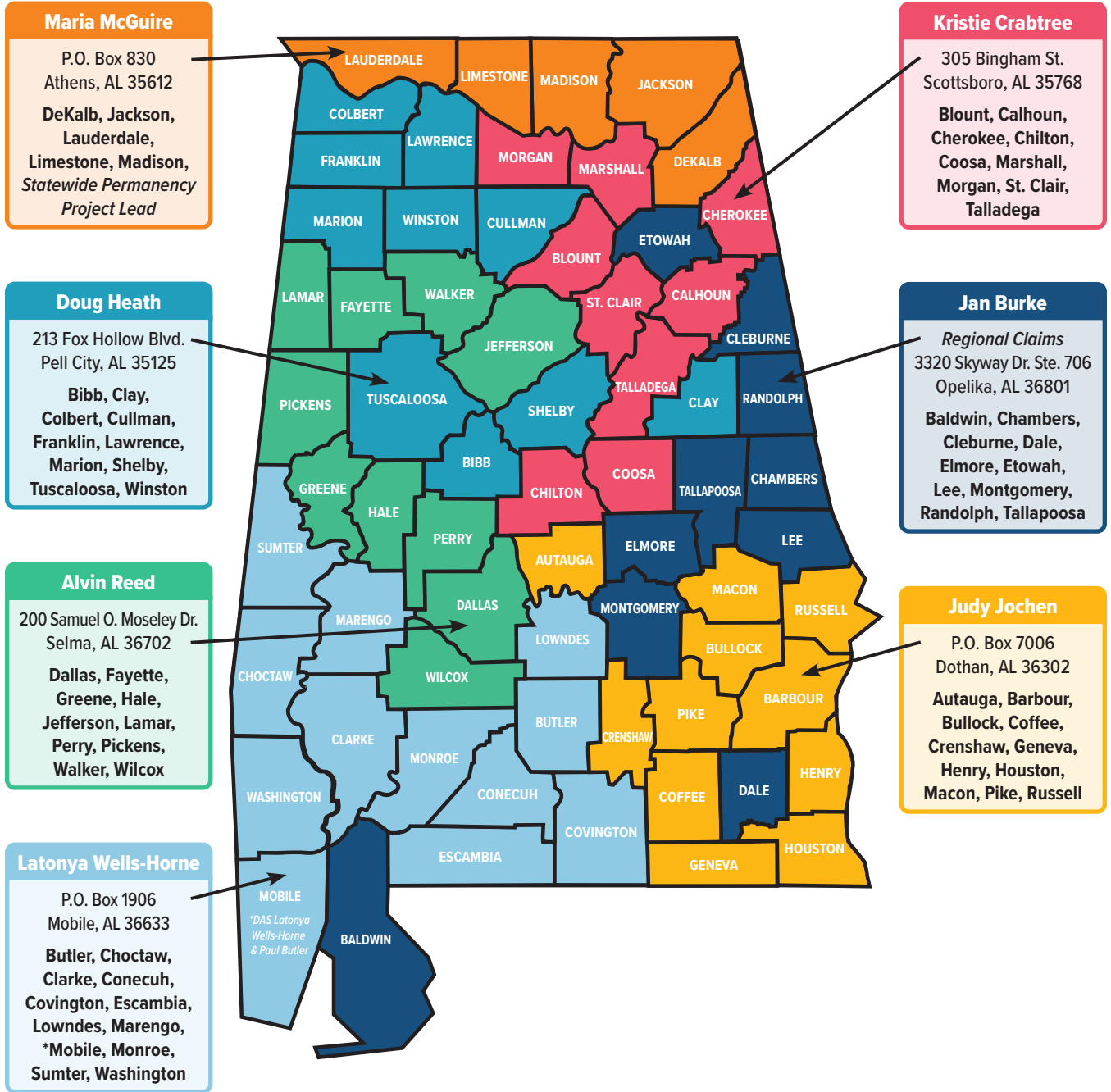
The Office of Emergency Welfare Services (EWS)/Safety participated in quarterly Functional and Access Needs in Disasters meetings co-chaired by the Governor’s Office on Disability and the Alabama Department of Public Health (ADPH). EWS/Safety also hosted biannual mass care conference calls in coordination with ADPH’s Center for Emergency Preparedness and AEMA. Sheltering and mass care support agencies provided updates on emergency preparedness activities undertaken to prepare for all-hazards responses.

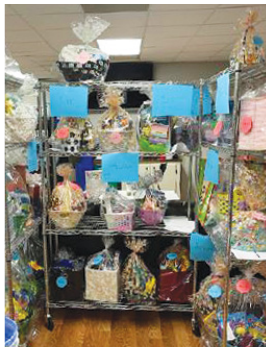
Staff also collaborated with ADPH, AEMA, and the American Red Cross to identify and survey additional mass care and medical needs shelters (MNS). The ADPH Medical Needs Shelter Planning Work Group, which includes DHR and other state partners, conducted site visits to potential MNS locations to meet with local sheltering partners and discuss agency roles, responsibilities, and shelter operations.



Hurricane Zeta swept through Alabama on October 28-29, 2020, producing 70 mph wind gusts that caused widespread damage to trees and power lines. Nearly 500,000 power outages were reported immediately following the storm. *Image: NASA*

DISTRICT ADMINISTRATIVE SPECIALISTS





Quality

Staff in the Quality Division facilitate county quality assurance reviews to ensure effective casework for children and families, monitor constituent concerns, develop and implement training for child welfare staff, monitor and support child welfare supervision in county offices, and provide behavioral analyst services to families in need.

OFFICE OF QUALITY ASSURANCE

The Office of Quality Assurance provides feedback to the department regarding the performance of the state’s child welfare system by completing Child and Family Service Reviews using the federal Onsite Review Instrument (OSRI) and by completing stakeholder interviews in every county biannually. During FY 2021, all districts were reviewed twice with 138 OSRIs completed.

OFFICE OF CONSTITUENT SERVICES

The Office of Constituent Services receives and responds to inquires from constituents who have concerns involving child welfare. The office accepts constituent communications by phone, email, and mail. The information received is entered into a data system to monitor the types, volume, and status of concerns.

Specialists also complete the Multidimensional Assessment Tool (MAT) for children in care, which assesses the level of care or type of placement a child may need. During FY 2021, staff completed 842 MAT assessments for children in care.

OFFICE OF BEHAVIORAL SERVICES

The Office of Behavioral Services provides training on parenting techniques specific to behavior management and individualized behavioral consultation to the families and children served by DHR. Seven behavior analysts and one behavior manager are based across the state to best serve the needs of children and families. During FY 2021, the team consulted on 205 cases and taught 61 Tools of Choice behavior management classes in 43 counties.



OFFICE OF CHILD WELFARE TRAINING

The Office of Child Welfare Training is responsible for training all new child welfare staff and supervisors. The office also provides certification training for agency providers and foster parents.

In response to COVID-19, most training sessions were adapted to a virtual format during FY 2021, allowing training to continue uninterrupted. Trauma Informed Partnering for Safety and Permanence (TIPS) training for potential foster and adoptive parents continued mostly in a classroom setting with participants adhering to COVID-19 precautions. However, some sessions were held virtually to ensure participants had flexibility to complete this important training without delays due to space limitations. A summary of training provided during FY 2021 is below:

TRAINING	NUMBER OF CLASSES	NUMBER OF STAFF/ PROVIDERS TRAINED
STEP: Foundations	17	246
STEP: Intake	13	128
STEP: Investigation	16	162
STEP: Case Management	17	203
STEP: Adoption	7	51
Supervisory Management	3	32
TIPS	11	135
TIPS/Deciding Together	3	47
Total	87	1,004

OFFICE OF QUALITY CHILD WELFARE PRACTICE

The Office of Quality Child Welfare Practice provides feedback and supports counties with regard to best practices in the following ways:

- » Conducting random record reviews across the state. During FY 2021, 280 cases were reviewed in 14 counties. Random record reviews are completed in 15 counties each calendar year.
- » Completing peer reviews with child welfare supervisors, providing feedback on case reviews, and offering observation and feedback on individual worker conferences and unit meetings. Additionally, support is provided to supervisors regarding county data use to enhance the ability to monitor child welfare practice.
- » Facilitating training on comprehensive family assessments and individualized service plans, family engagement, and meaningful caseworker visits.
- » Providing support to counties as they develop their County Improvement Plans twice per year. These plans are guides to Continuous Quality Improvement in each county.
- » Offering ongoing support with activities included in the Program Improvement Plan.

Finance

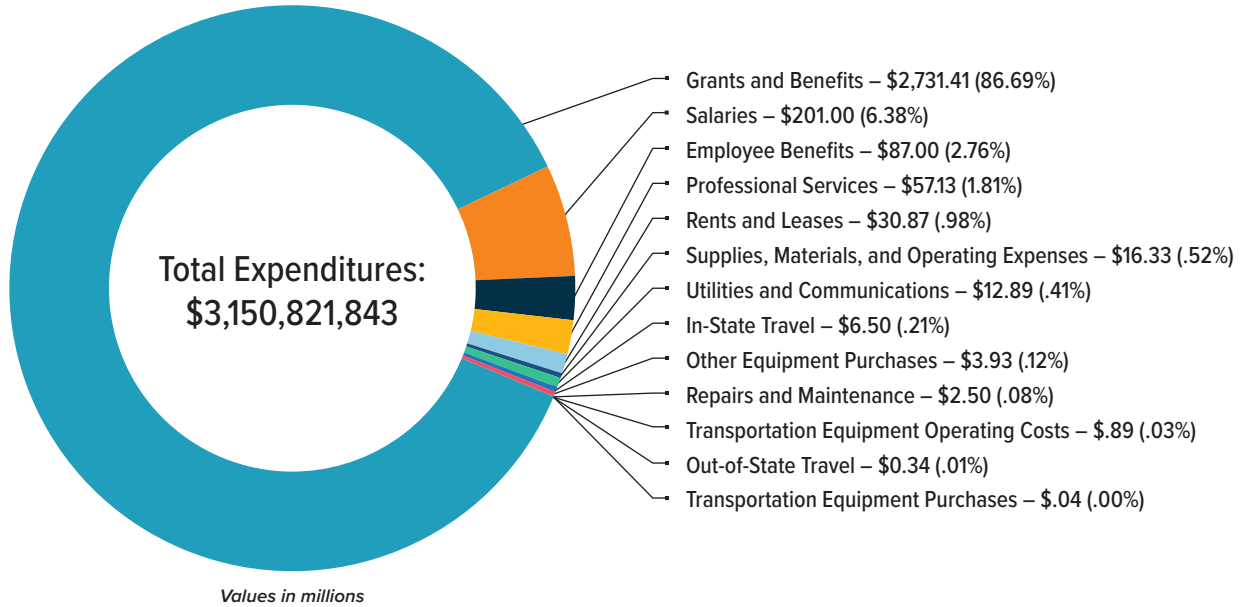
SOURCES OF FUNDS

FEDERAL AND LOCAL FUNDS	AMOUNT	STATE FUNDS	AMOUNT
Federal USDA Funds + Bonus Funds	\$2,223,668,178	Food Assistance Issuance	\$101,990,822
Federal Child Day Care Discretionary Funds	\$126,071,794	General Fund Transfer	\$80,726,812
Federal Temporary Assistance to Needy Families	\$73,075,851	Whiskey Tax	\$68,729,706
Federal Title XIX Funds	\$64,985,221	Unencumbered Balance Forward	\$45,836,777
Federal Title IV-E Funds	\$63,524,281	Education Trust Fund Transfer	\$31,424,165
ARP - TANF EA, CCDF Sec 2202	\$52,506,385	Confederate Pension Fund	\$20,773,500
Federal Child Day Care Matching Funds	\$37,998,104	State Share Child Support Collections	\$13,773,973
Federal Social Services Block Grant - Title XX	\$33,117,171	Children First Trust Fund	\$11,913,419
Federal Title IV-D Funds	\$27,309,968	Beer Tax and Fortified Wine Tax	\$11,722,051
Federal Child Day Care Mandatory Funds	\$16,441,707	Contractor's Gross Receipts	\$4,951,925
CCDF Discretionary COVID-19	\$11,647,396	Tobacco Tax	\$2,333,824
Early Head Start Grant	\$7,741,409	Other State Funds	\$1,902,501
Federal Title IV-B Funds	\$5,592,474	Transfers from MNC Agencies	\$1,788,406
Other Federal Funds	\$3,627,041	Sales Tax	\$1,322,000
CARES IV-B and CARES EHS	\$991,655	ABC Profits	\$626,999
HRSA (DECE)	\$966,667	Sales Tax - Foster Care	\$500,000
Federal Child Abuse Grant	\$542,202	Fortified Wine	\$70,940
Child Support Interest and Fees	\$341,580	Foster Care Trust Fund	\$26,224
Local - Thomas Foundation, Casey Foundation	\$258,715		
		Total Sources of Funds	\$3,150,821,843

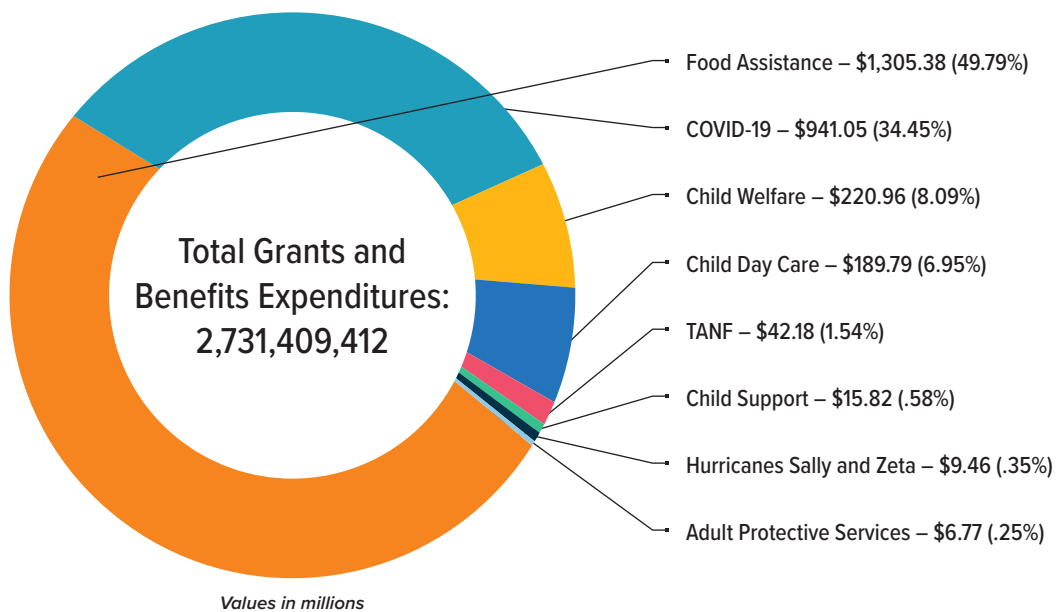
USES OF FUNDS

USE	AMOUNT	USE	AMOUNT
Grants and Benefits	\$2,731,409,412	In-State Travel	\$6,501,856
Salaries	\$200,992,722	Other Equipment Purchases	\$3,931,817
Employee Benefits	\$87,011,449	Repairs and Maintenance	\$2,492,142
Professional Services	\$57,132,774	Transportation Equipment Operating Costs	\$886,123
Rents and Leases	\$30,870,966	Out-of-State Travel	\$337,247
Supplies, Materials, and Operating Expenses	\$16,330,007	Transportation Equipment Purchases	\$37,587
Utilities and Communications	\$12,887,741		
		Total Uses of Funds	\$3,150,821,843

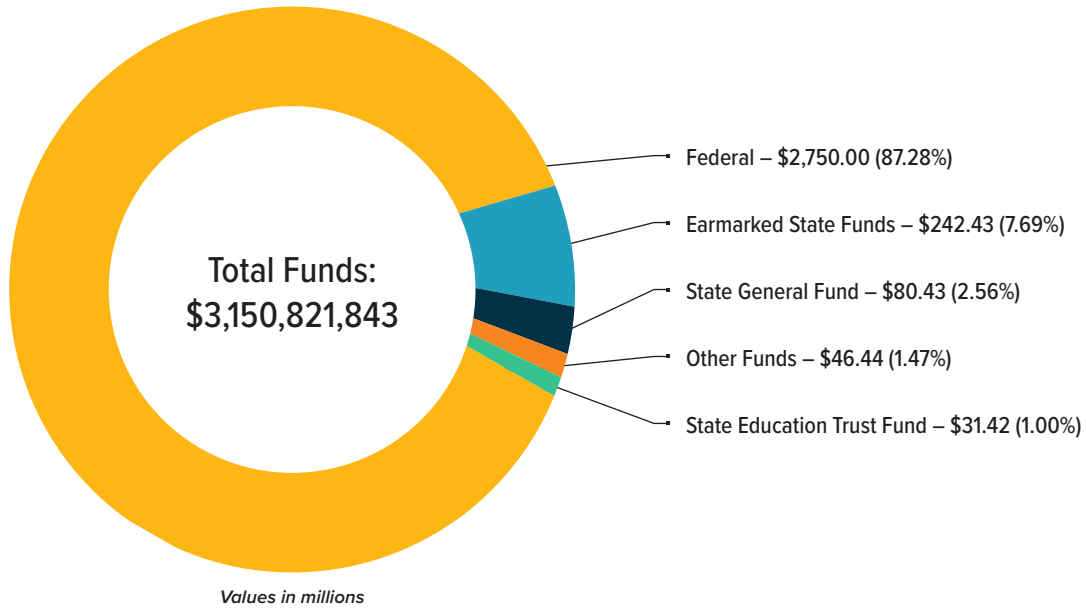
FY 2021 EXPENDITURES BY OBJECTS



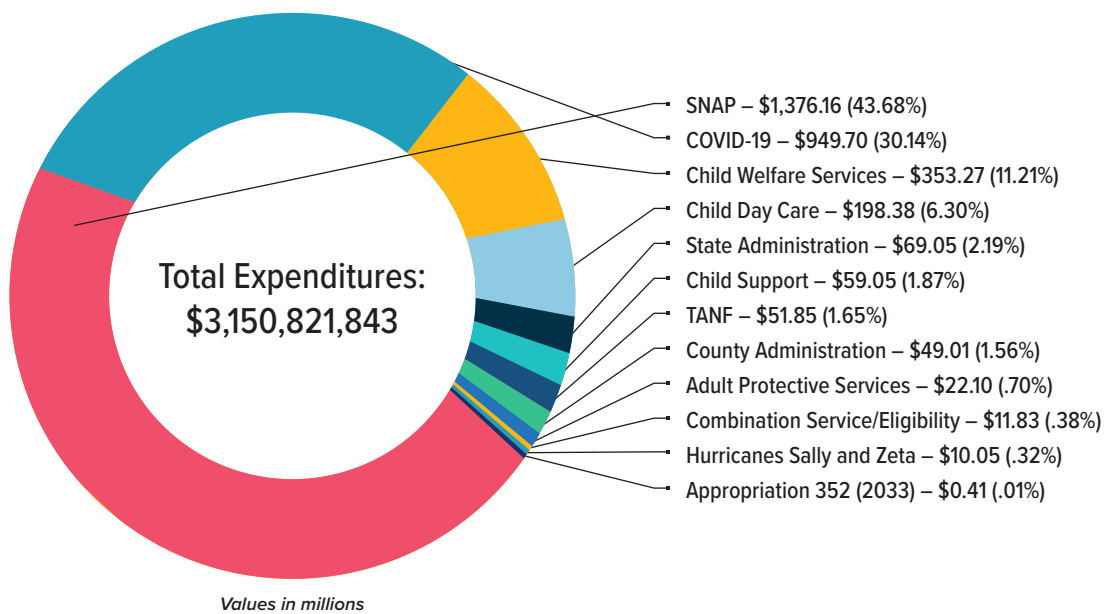
FY 2021 GRANTS AND BENEFITS EXPENDITURES BY PROGRAM



FY 2021 REVENUE SOURCES



FY 2021 EXPENDITURES BY FUNCTIONAL AREA



County Directors



Back Row from Left: Autumn White, Coosa County; Nicole Parker, Talladega County; Courtney Clark, Calhoun County

Front Row from Left: Marilyn Colson, Chilton County; Michelle Fulmer, Cherokee County; Kristie Crabtree, District Administrative Specialist; Marguerite Rollins, Marshall County; Cherri Pilkington, St. Clair County



Back Row from Left: Nikki Wynn, Randolph County; Marsha Busby, Cleburne County; Vonda Williams, Assistant Director, Montgomery County; Teresa Sauls, Etowah County; Julia Ann Hyde, Chambers County; Jan Burke, District Administrative Specialist

Front Row from Left: Lisa Kelley, Lee County; Michelle Wood, Elmore County; Sharonda Pettaway, Montgomery County; ReMigia Coleman, Baldwin County; Brenda Floyd, Tallapoosa County

Governmental Relations

The Governmental Relations Unit serves as liaison for congressional and legislative offices and directs the department's legislative program. The unit's work includes advising staff on legislative issues, producing legislative newsletters and reports, acting as liaison for other agencies, groups, and officials, and responding to inquiries from stakeholders.

During the 2021 Regular Session of the Alabama Legislature, DHR collaborated with lawmakers on legislation supporting the department's mission of protecting the vulnerable. These government relations efforts contributed to the passage of the following legislation:

ACT NUMBER 2021-77

Subject: Elder Abuse

Sponsor: Senator Rodger Smitherman (District 18)

This act amends the Elder Abuse Protection Order and Enforcement Act to require the redaction of sensitive information, including addresses and phone numbers, for an elder abuse plaintiff from court documents made available to the public. The act also clarifies that an elderly person who is of sound mind or body may hire legal representation to pursue a petition for relief under the provisions of the act.

ACT NUMBER 2021-225

Subject: Foster Homes

Sponsor: Representative Paul Lee (District 86)

This act expands the types of foster homes that are currently utilized and have been for many years. The act defines "relative" so that "relative" regarding foster homes has the same meaning as "relative" in juvenile proceedings.



County Directors



From Left: Jennifer Bolton, Lauderdale County; Tonita Phipps, Madison County; Shannon Heikkinen, Jackson County; Denise Raines, DeKalb County; Rachel Heard, Assistant Director, Madison County; Maria McGuire, District Administrative Specialist



Back Row from Left: Felicia Thomas, Lowndes County; Jodie Nata, Conecuh County; Lesa Rathel, Covington County; Juanita Spinks, Assistant Director, Mobile County; Ashley Carlock, Washington County; Lynn Barnes, Escambia County; Dawn Hewitt, Marengo County

Front Row from Left: Stephanie Streeter, Mobile County; Jennifer Langford, Butler County; Latonya Wells-Horne, District Administrative Specialist; Arcretia Black, Choctaw County; Jane Agee, Monroe County



County Office Directory

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

AUTAUGA

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

BALDWIN

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

BARBOUR

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

BIBB

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

BLOUNT

Director: Catherine Denard
55 DHR Lane
Oneonta, AL 35121
(205) 274-5200

BULLOCK

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

BUTLER

Director: Jennifer Langford
182 West Adams Street
Greenville, AL 36037
(334) 382-4400

CALHOUN

Director: Courtney Clark
415 West 11th Street
Anniston, AL 36202
(256) 240-2085

CHAMBERS

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

CHEROKEE

Director: Michelle Fulmer
202 Dean Buttram Sr. Avenue
Centre, AL 35960
(256) 927-1440

CHILTON

Director: Marilyn Colson
324 Health Center Drive
Clanton, AL 35045
(205) 258-4900

CHOCTAW

Director: Arcretia Black
1003 South Mulberry Avenue
Butler, AL 36904
(205) 459-9701

CLARKE

Director: Jaquel Taylor
22609 Highway 84
Grove Hill, AL 36451
(251) 275-7001

CLAY

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

CLEBURNE

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

COFFEE

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

COLBERT

Director: Kelly Pearson
3105 George Wallace Boulevard
Muscle Shoals, AL 35661
(256) 314-4900

CONECUH

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

COOSA

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

COVINGTON

Director: Lesa Syler
1515 MLK Jr. Expressway
Andalusia, AL 36420
(334) 427-7900

CRENSHAW

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

CULLMAN

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

DALE

Director: Jason Hughes (Interim)
513 Carroll Avenue
Ozark, AL 36360
(334) 445-4900

DALLAS

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

DEKALB

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

ELMORE

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

ESCAMBIA

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

ETOWAH

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

FAYETTE

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

FRANKLIN

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

GENEVA

Director: Jason Hughes
1831 West Magnolia Avenue
Geneva, AL 36340
(334) 684-5801

GREENE

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

HALE

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

HENRY

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

HOUSTON

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

JACKSON

Director: Shannon Heikkinen
305 Bingham Street
Scottsboro, AL 35768
(256) 575-6000

JEFFERSON

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

LAMAR

Director: Randy Shelton
250 Springfield Road
Vernon, AL 35592
(205) 695-5000

LAUDERDALE

Director: Jennifer Bolton
424 Veterans Drive
Florence, AL 35630
(256) 765-4000

LAWRENCE

Director: Lakeasha Ford
13280 AL Highway 157
Moulton, AL 35650
(256) 905-3100

LEE

Director: Lisa Kelley
1715 Corporate Drive
Opelika, AL 36801
(334) 737-7778

LIMESTONE

Director: Lori Bateman
1007 West Market Street
Athens, AL 35612
(256) 216-6380

LOWNDES

Director: Felicia Thomas
382 State Highway 97 South
Hayneville, AL 36040
(334) 548-3800

MACON

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

MADISON

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

MARENGO

Director: Dawn Hewitt
701 South Shiloh Street
Linden, AL 36748
(334) 295-2000

MARION

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

MARSHALL

Director: Marguerite Rollins
180 Bluff Road
Guntersville, AL 35976
(256) 582-7100

MOBILE

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

MONROE

Director: Jane Agee
25 Legion Drive
Monroeville, AL 36460
(251) 743-5900

MONTGOMERY

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

MORGAN

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

PERRY

Director: Dorothy Carson
1609 Highway 5 South
Marion, AL 36756
(334) 683-5500

PICKENS

Director: Tyler Simmons
401 Tuscaloosa Avenue
Carrollton, AL 35447
(205) 367-1500

PIKE

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

RANDOLPH

Director: Nikki Wynn
865 Hillcrest Avenue
Wedowee, AL 36278
(256) 357-3000

RUSSELL

Director: Allison Bryars
1901 Opelika Road
Phenix City, AL 36867
(334) 214-5780

ST. CLAIR

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

SHELBY

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

SUMTER

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

TALLADEGA

Director: Nicole Parker
1010 Ashland Highway
Talladega, AL 35160
(256) 761-6600

TALLAPOOSA

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

TUSCALOOSA

Director: Misty Renfroe
3716 12th Avenue East
Tuscaloosa, AL 35405
(205) 562-6100

WALKER

Director: Ginger McGaughy
1901 Highway 78 East
Jasper, AL 35501
(205) 387-5400

WASHINGTON

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

WILCOX

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

WINSTON

Director: Diane Watson
156 Blake Drive
Double Springs, AL 35553
(659) 247-6000



County Directors



Back Row from Left: Allison Bryars, Russell County; Deana Stinson, Coffee County, Barbour County (Interim); Judy Jochen, District Administrative Specialist; Jason Hughes, Geneva County; Onya Johnson, Autauga County

Front Row from Left: Kristi Kitchens, Crenshaw County; Patricia Faircloth, Pike County; Julie Lindsey, Henry County; Tonya Allen, Macon County; Tracy Larkins, Bullock County



Back Row from Left: Kier Vickery, Marion County; Misty Renfroe, Assistant Director, Tuscaloosa County; Carla Emmons, Bibb County; Kim Mashego, Shelby County; Doug Heath, District Administrative Specialist

Front Row from Left: Amber Steward, Franklin County; Amy Smith, Cullman County; Kelly Pearson, Colbert County; Kay Robertson, Clay County; Lakeasha Ford, Lawrence County



Back Row from Left: Ginger McGaughy, Walker County; Tyler Simmons, Pickens County; Randy Shelton, Lamar County; Carol Dixon, Wilcox County; Alvin Reed, District Administrative Specialist; Francine Fenderson, Jefferson County; Regina Weathersby, Assistant Director, Jefferson County; Danny Williams, Assistant Director, Jefferson County

Front Row from Left: Jason Cowart, Fayette County; Mattie Harris, Hale County; Wilson Morgan, Greene County; Stacey Blomgren, Assistant Director, Jefferson County; Crystal May, Assistant Director, Jefferson County; Wanda Goodwin, Dallas County; Dorothy Carson, Perry County

Legal Division

MONTGOMERY-BASED LEGAL DIVISION STAFF



Back Row from Left: Madeline Lewis, Sandra Guerrero, Jonathan Schlenker, Joshua Lane, Leah Reader, Elizabeth Hendrix
Middle Row from Left: Latonya Hughes, Vanzetta Andrews, Kimberly Dobbs, John Padgett, Breonna McCullough
Front Row From Left: Meagan Davis, Jennifer Bush, Karen Phillips, Felicia Brooks, Jacqueline Lowery

STATE LEGAL DIVISION MANAGEMENT

Felicia Brooks, Chief Legal Counsel
Jonathan Schlenker, Deputy Attorney General

COUNTY AND REGIONAL SUPERVISING ATTORNEYS

Baldwin County Regional Legal Office
Laurie Hoyt, Asst. Attorney General

Jefferson County Legal Office
Chandra Payne, Asst. Attorney General (Child Welfare)
Diane Dunning, Asst. Attorney General (APS)
Meredith Tyson, Asst. Attorney General (Child Support)

Mobile County Regional Legal Office
Brandon Jackson, Asst. Attorney General (APS & Child Welfare)
Chadwick Johnson-Clark, Asst. Attorney General (Child Support)

Montgomery County Regional Legal Office
Jonathan Schlenker, Deputy Attorney General

Shelby County Legal Office
Jason Bonar, Asst. Attorney General

Tuscaloosa County Legal Office
Amye Jefferson, Asst. Attorney General

State Office Directory

General Information

Phone: (334) 242-1310
 Fax: (334) 353-1115
communications@dhr.alabama.gov
dhr.alabama.gov

Administration

Commissioner.....	NANCY T. BUCKNER	(334) 242-1160
Chief of Staff/Ethics Officer.....	STAN LANDERS	(334) 353-5804
Deputy Commissioner for Family Resources.....	FAYE NELSON	(334) 242-9378
Deputy Commissioner for Children and Family Services.....	KAREN SMITH	(334) 242-9329
Deputy Commissioner for Field Administration.....	PAUL BUTLER	(334) 353-1170
Deputy Commissioner for Administrative Services.....	CONITHA KING	(334) 242-8395
Deputy Commissioner for Quality.....	SHEA COBB-ENGLAND	(334) 242-3327
Chief Legal Counsel.....	FELICIA BROOKS	(334) 242-9330

Division Directors

Administrative Hearings.....	LARRY LYNN	(334) 242-1325
Adult Protective Services.....	SAM SMITH	(334) 242-1350
Audit.....	SIMEON HERROD	(334) 242-3226
Child Care Services and Workforce Development.....	BERNARD HOUSTON	(334) 242-1425
Child Support.....	LATHESIA MCCLENNEY	(334) 242-9300
Civil Rights/Equal Employment.....	PATRICIA BROWN	(334) 242-1550
Communications.....	DOMINIC BINKLEY	(334) 242-1852
Emergency Welfare Services/Safety.....	PAUL SMELLEY	(334) 353-3387
Family Assistance.....	FAYE NELSON (Interim)	(334) 242-9378
Family Services.....	JAN CASTEEL	(334) 242-9500
Finance.....	NANCY SCHLICH	(334) 242-9425
Food Assistance.....	BRANDON HARDIN	(334) 242-1700
General Services.....	RANDAL BEESLEY	(334) 409-6800
Governmental Relations.....	PRESTON HORNSBY	(334) 242-1854
Information Services.....	LISA TOWNSEND	(334) 242-3244
Management Analysis.....	WES BROWN	(334) 242-3328
Personnel.....	KELLY LEVER	(334) 242-1780
Program Integrity/Criminal History.....	STAN LANDERS (Interim)	(334) 353-5804
Quality Assurance.....	EMILY JONES	(334) 353-0301
Quality Control.....	JEREMY BARNES	(334) 242-1365
Resource Management.....	SHEA COBB-ENGLAND (Interim)	(334) 242-3327
Staff Development.....	MANDY ANDREWS	(205) 744-3924
Training.....	MELODY MESSICK	(334) 353-4118

NOTICE REGARDING CIVIL RIGHTS COMPLIANCE

All eligible persons are provided an equal opportunity to participate in all programs and activities administered by the Alabama Department of Human Resources without regard to race, color, national origin, age, disability, or sex in accordance with Federal/State laws and regulations pertaining thereto.

USDA Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: <http://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint>, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (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.

This institution is an equal opportunity provider.

HHS Nondiscrimination Notice

The Alabama Department of Human Resources complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The Alabama Department of Human Resources does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The Alabama Department of Human Resources provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

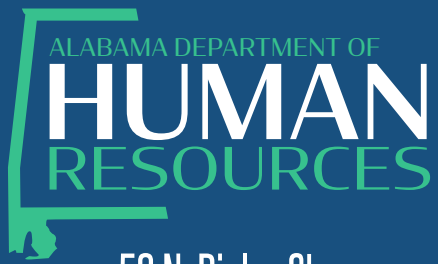
- Qualified interpreters
- Information written in other languages

If you need these services, please contact your local county office.

If you believe that this agency has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: The Alabama Department of Human Resources Office of Civil Rights, Gordon Persons Building 50 N. Ripley St., Montgomery, Al. 36130-4000, (334)242-1550, oeccr@ahr.alabama.gov. You can file a grievance in person, by mail, or email. If you need help filing a grievance, The Office of Civil Rights is available to help you at (334) 242-1550.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-868-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.





50 N. Ripley St.
Montgomery, AL 36104
dhr.alabama.gov