



2022

ALABAMA DEPARTMENT OF HUMAN RESOURCES

ANNUAL REPORT





Our Mission

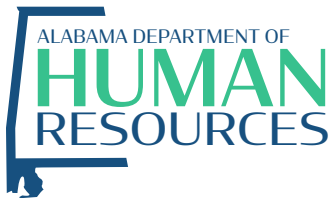
To provide for the protection, well-being, and self-sufficiency of children and adults.

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KAY IVEY
GOVERNOR
STATE OF ALABAMA



A Letter From the Commissioner



Dear Governor Ivey:

Despite the lingering effects of the COVID-19 pandemic, the hardworking staff of the Alabama Department of Human Resources achieved tremendous results for children and families during fiscal year 2022.

A priority for DHR this year was to address staffing shortages impacting the child care industry. Facing a highly competitive job market, child care providers throughout Alabama and the nation reported difficulties hiring and retaining workers, who serve essential roles for our families, workforce, and economy.

DHR responded to the dilemma by awarding grants that paid quarterly bonuses of \$3,000 for full-time child care employees and \$1,500 for part-time staff to help shore up the industry's workforce. Funded by the American Rescue Plan Act, these Child Care Workforce Stabilization grants provided bonuses to more than 10,000 child care employees each quarter. Feedback from child care providers and their workers was overwhelmingly positive. The grants are expected to continue through September 2023.

Similar staffing challenges impacted DHR as well during FY 2022, particularly among child welfare caseworkers. DHR and our counterparts throughout the nation have lost caseworkers due to the stressful nature of the job and increasing competition with private sector employers. Addressing the challenges with recruitment and retention is a priority for our department.

Still, our Family Services Division had a terrific year with 770 finalized adoptions from foster care, one of the highest totals on record. In addition, approximately 70% of foster children and youth who reached permanency this year returned to their biological parents or relatives, thereby reducing the foster care population to approximately 5,700 young Alabamians.

Promoting food security for Alabama's children remained another major focus for DHR this year. Since the start of the pandemic, our Food Assistance Division has distributed more than \$1 billion in Pandemic Electronic Benefit Transfer (P-EBT) benefits to help feed children. In FY 2022 alone, approximately 740,000 Alabama students received P-EBT benefits totaling more than \$500 million. This was accomplished in partnership with the U.S. Department of Agriculture Food and Nutrition Service and the Alabama State Department of Education.

None of these achievements would be possible without the tireless efforts of our employees, for whom I am so very grateful. They are truly some of the finest professionals in this line of work. I have no doubt that they will remain steadfast in our mission to provide for the safety and well-being of Alabamians in FY 2023 and beyond. On behalf of our fantastic staff, I present to you this FY 2022 Annual Report.

With warmest regards,

A handwritten signature in black ink that reads "Nancy T. Buckner". The signature is fluid and cursive, with a large, stylized "N" and "B".

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 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 2022, DHR's revenues and expenditures totaled \$3,829,277,822, including more than \$2.2 billion in food assistance benefits. The federal government provided approximately 89% 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 3,767 employees in FY 2022, 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 770 children from Alabama's foster care system were adopted in FY 2022. They were among 3,628 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, 69.07% of foster children returned to their biological parents or relatives.

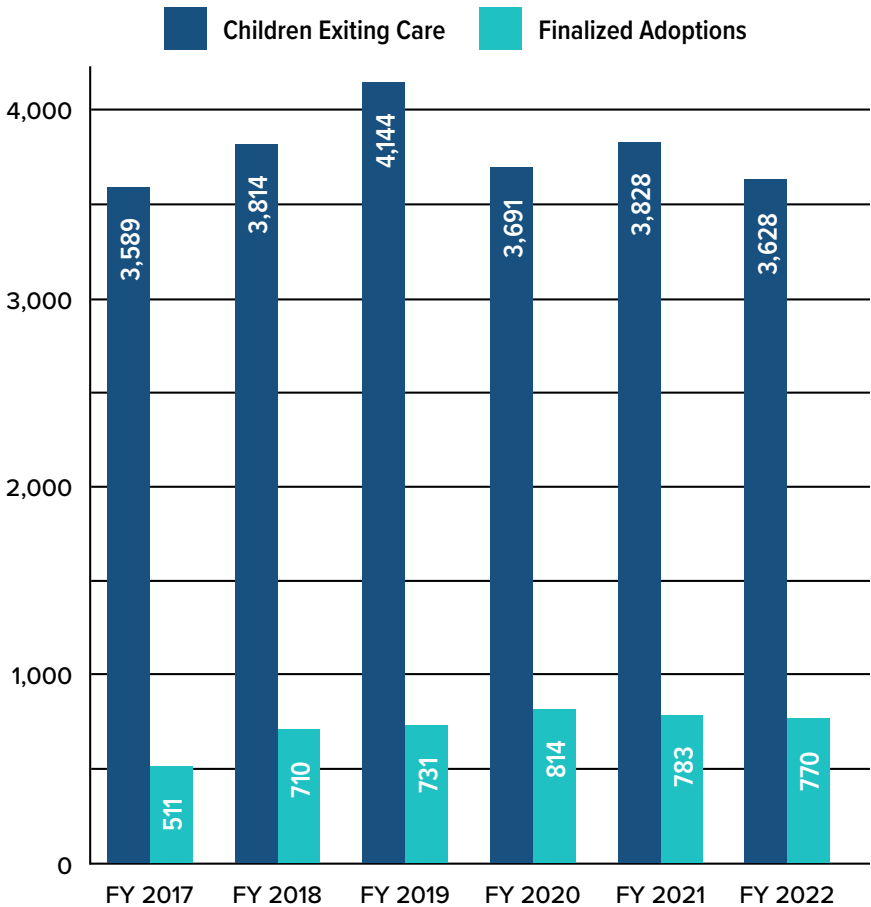
ADOPTION RECRUITMENT

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 prospective adoptive families with 13 Alabama children and youths, including 11 who achieved permanency through finalized adoptions.

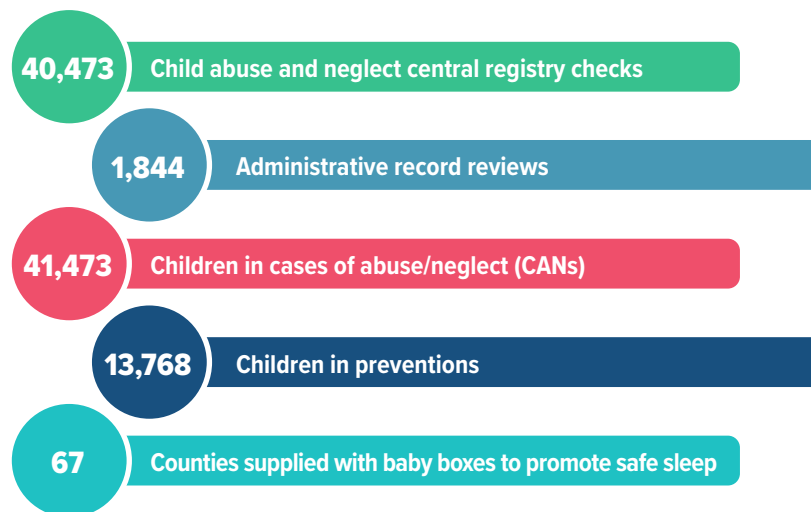
An upcoming expansion of the program in FY 2023 will add more recruiters to cover the entire state. This will help match even more foster children and youth with adoptive families in Alabama.

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.



OFFICE OF CHILD PROTECTIVE SERVICES

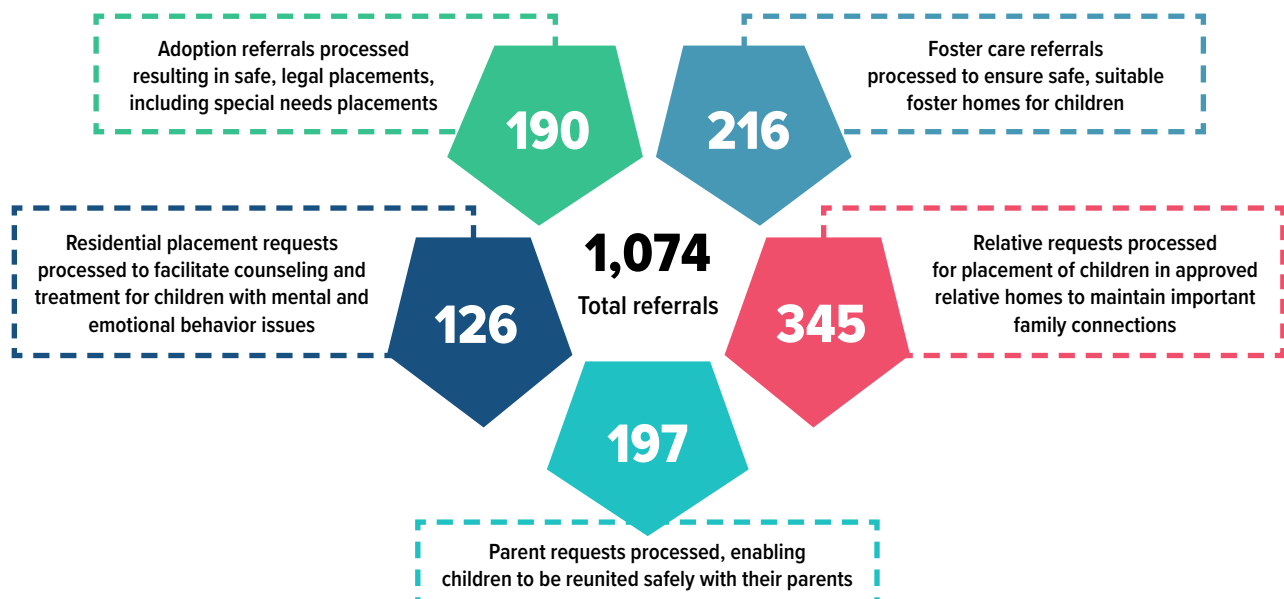
The mission of the Office of Child Protective Services (CPS) is to investigate and prevent abuse and neglect of children in Alabama. The primary functions of CPS include providing case consultation services, maintaining the Central Registry on Child Abuse and Neglect, and applying for and monitoring grants for protective services projects. The following data reflects the work of CPS in FY 2022.



INTERSTATE COMPACT ON THE PLACEMENT OF CHILDREN

The Interstate Compact on the Placement of Children (ICPC) law ensures 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 2022, 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 2022, the FACTS Help Desk fielded 1,033 calls and 5,325 emailed incidents. 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.

Revenues Received From the Alabama Medicaid Agency

PROGRAM	FY 2022
Targeted Case Management	\$14,394,623.86
Medicaid Rehabilitative Services	\$26,427,927.04
Total	\$40,822,550.90

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 2022, Alabama received approximately \$72.8 million in federal reimbursements, plus an additional \$3.1 million in retroactive claiming.



ALABAMA INDEPENDENT LIVING PROGRAM

Alabama's Independent Living Program provides specialized training and support to prepare foster youth between ages 14 and 21 for successful transitions into adulthood. Participating youth receive assistance preparing to exit foster care, learning skills to succeed as adults, and building long-term support networks.

The program also connects former foster youth with community resources, financial education, postsecondary education, and job training. Additional information about the program is available at [ilconnect.org](https://connect.al.org).

FOSTERING HOPE SCHOLARSHIP

The Fostering Hope Scholarship is a state-funded program that covers tuition and required school fees for eligible current and former foster youth pursuing postsecondary education and training goals at public institutes in Alabama. The program supported 232 young Alabamians during the 2021-22 school year, including 101 first-time participants.

Of the program's 2022 graduates, nine youths completed certifications, nine obtained bachelor's degrees, and one earned a master's degree. In addition, 171 received high school diplomas or GEDs, making them eligible for this postsecondary educational support. Since the program's launch during the 2016-17 school year, 89 participants have earned degrees or certifications. Learn more at fosteringhope.al.org.

Adult Protective Services

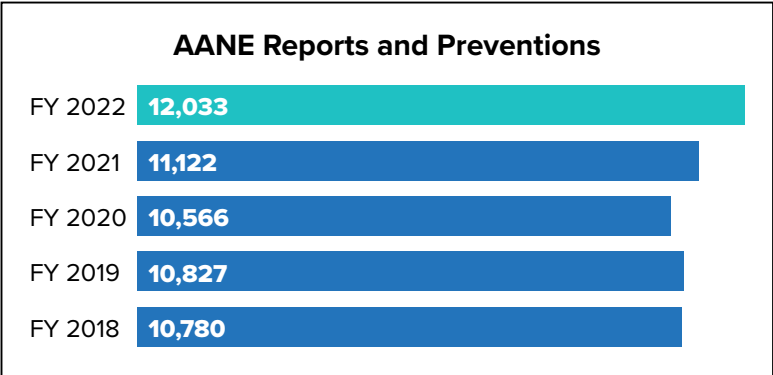
The mission of the Adult Protective Services Division (APS) is to support and enable county DHR offices to protect elderly and disabled adults from abuse, neglect, and exploitation, and to prevent unnecessary institutionalization.

ABUSE, NEGLECT, AND EXPLOITATION

During FY 2022, APS received 12,033 reports consisting of 9,909 adult abuse, neglect, and exploitation (AANE) reports and 2,124 preventions.

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

The division expects reports to increase in FY 2023, partly because more adults are living longer. Growing public awareness resulting from the division's educational efforts is another reason for the anticipated increase in reports.



WORLD ELDER ABUSE AWARENESS DAY

Governor Kay Ivey proclaimed June 15, 2022, World Elder Abuse Awareness Day in Alabama to help raise awareness about the mistreatment of the elderly population. APS staff observed the occasion throughout June, with many county offices hosting events to commemorate the day of awareness.



Commissioner Nancy Buckner joins Commissioner Jean Brown of the Alabama Department of Senior Services, Senator April Weaver, Representative Kenneth Paschal, and community leaders for the grand opening of the Elder Justice Center of Alabama in Montevallo. The event coincided with World Elder Abuse Awareness Day on June 15.



Governor Kay Ivey and DHR leaders recognize 2022 Spirit of APS Award winner Amy Floyd at the Alabama State Capitol in Montgomery. From left: Teresa Moman, Tonia Bell, Amy Floyd, Governor Kay Ivey, Sam Smith, Commissioner Nancy Buckner, and Patricia Faircloth. Photo: Hal Yeager/Governor's Office

ALABAMA SPIRIT OF ADULT PROTECTIVE SERVICES AWARD

Commissioner Nancy Buckner presented the 2022 Alabama Spirit of APS Award to Amy Floyd, a Pike County DHR social worker, on November 17, 2022.

Since joining DHR in 2013, Ms. Floyd has investigated numerous cases of abuse, neglect, and exploitation that led to criminal charges and convictions against wrongdoers who preyed on the elderly and disabled.

She has helped hundreds of vulnerable adults find safe living arrangements where they can receive proper care. She also plays a key role in the recruitment of adult foster homes and in raising awareness about elder abuse.

Colleagues describe Ms. Floyd as a passionate advocate for the vulnerable who has a giving heart. She personally raises thousands of dollars each year for low-income adults in the community. It is also common for Ms. Floyd to share fresh vegetables from her family's garden with vulnerable adults, care providers, coworkers, and area residents. Her dedication to the APS program has greatly benefited Alabama citizens.

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.

The program 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.

APS has served 3,592 Alabamians through more than \$12 million in EDAVS expenditures since the grant was first awarded in 2017.



Family Assistance

FY 2022 Family Assistance Program Statistics

5,700

Average
number of cases

\$190.91

Average monthly
payment per case

10,399

Average number
of child recipients

62%

Average percentage
of child-only cases

24%

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.

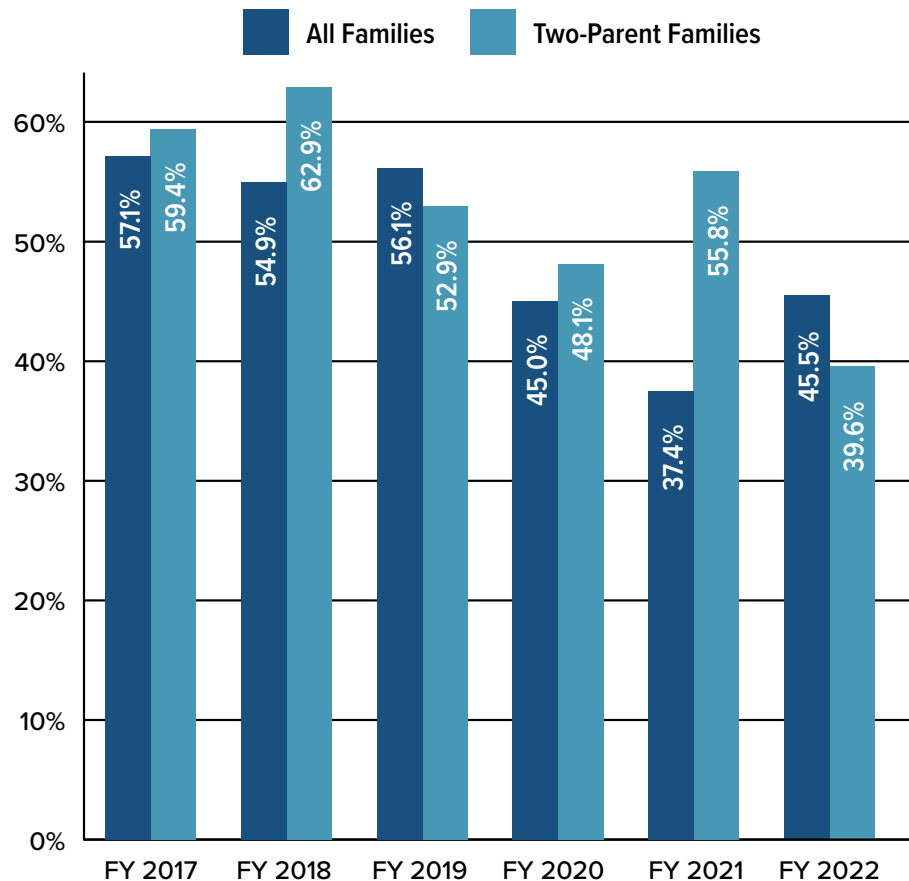
FATHERHOOD PROGRAMS

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 43 counties, were provided to 1,341 participants in FY 2022.

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.



TEMPORARY ASSISTANCE FOR NEEDY FAMILIES WORK RATES



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 2022, ACADV received 1,258 referrals for domestic violence via SAIL, worked with 584 SAIL participants, helped 240 participants acquire employment, and provided financial assistance to 225 low-income participants.

1-800-650-6522

ALABAMA DOMESTIC VIOLENCE HOTLINE

FY 2022 JOBS Facts

2,128

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

16

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

273

Average number of adults who found employment each month

1,223

Monthly average of clients working

56

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.

PANDEMIC EBT BENEFITS FOR ALABAMA'S CHILDREN

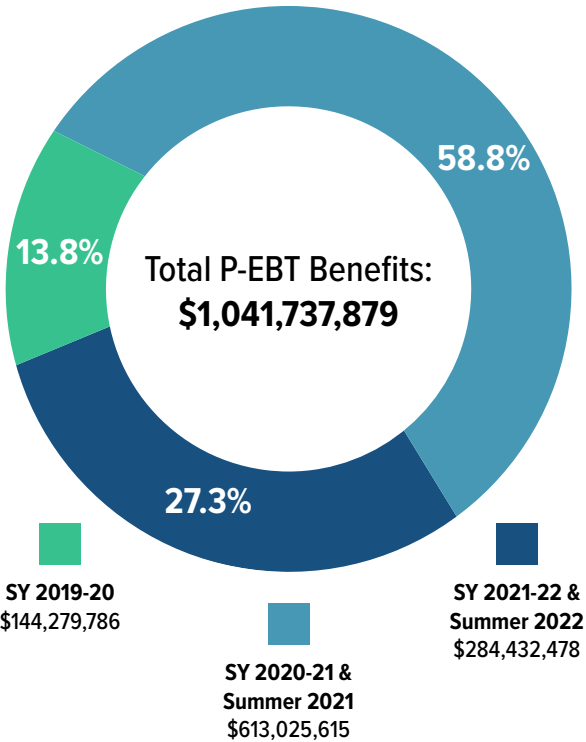
The Pandemic Electronic Benefit Transfer (P-EBT) program played an important role promoting food security for Alabama's children throughout the pandemic.

Under normal circumstances, schools provide free and reduced-price meals to students enrolled in the National School Lunch Program and the School Breakfast Program. However, participating students lost access to those vital meals as schools closed amid the public health emergency.

The U.S. Department of Agriculture Food and Nutrition Service (USDA-FNS) responded to the predicament by authorizing the distribution of P-EBT benefits to households with students who missed out on meals at school. Eligibility was also granted to pre-K children in SNAP households who met certain criteria.

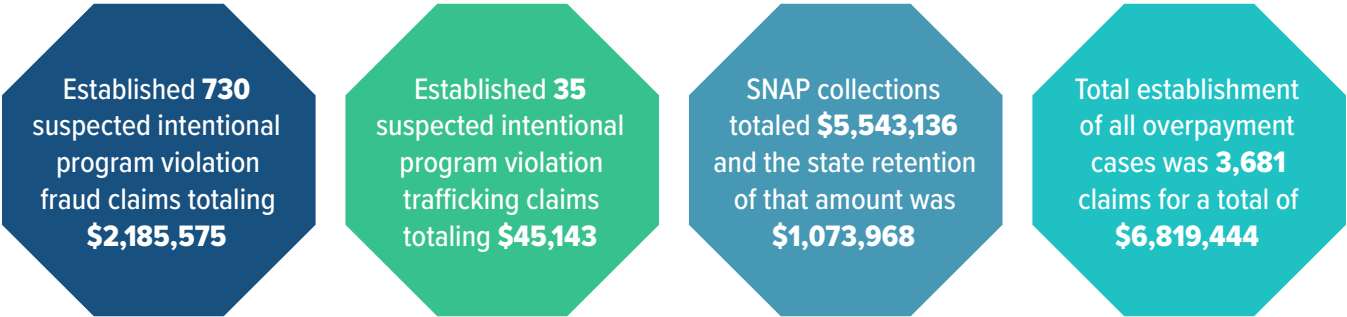
In Alabama, DHR issued more than \$1 billion in P-EBT benefits, covering the 2019-20 school year through the summer of 2022. In FY 2022 alone, approximately 740,000 Alabama students received P-EBT benefits totaling more than \$500 million.

The Alabama State Department of Education (ALSDE) assisted DHR by gathering and sharing data identifying eligible students. DHR is grateful to ALSDE and USDA-FNS for their collaboration throughout the endeavor, which successfully reduced the risk of hunger despite unprecedented challenges.



PROGRAM INTEGRITY FOR SNAP

The following data reflects the division's work to protect the integrity of the SNAP program during FY 2022.



EMERGENCY SUPPLEMENTAL ALLOTMENTS

Due to the federal public health emergency, the Food Assistance Division received approval from USDA-FNS to extend the issuance of emergency supplemental allotments to SNAP households.

This increased monthly allotments to the maximum amounts based on household size. Emergency allotments totaled \$793.8 million during FY 2022, with an average of 376,289 households receiving benefits each month.

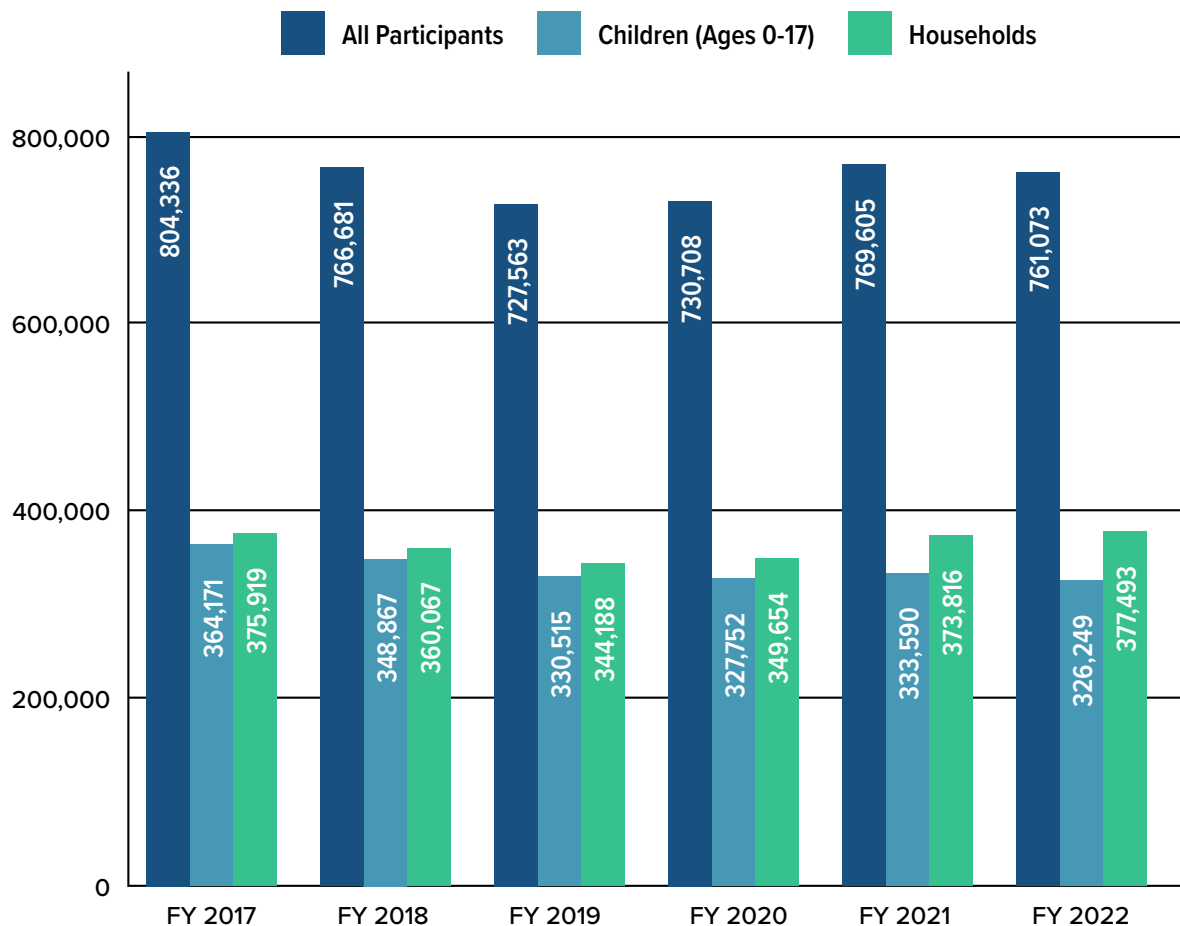
EXPANSION OF ONLINE FOOD PURCHASING

There is a growing list of grocery retailers participating in an Electronic Benefit Transfer (EBT) online purchasing pilot throughout the state.

Alabama was one of the first states selected for the nationwide program in 2020. Since then, 14 retailers have started accepting online SNAP payments in Alabama, including independent grocery retailers in Baldwin, Elmore, Jefferson, Lee, Limestone, and Mobile counties. Some of the nation's top retailers have joined as well, such as Amazon, Target, and Walmart.

Online transactions provide greater flexibility to SNAP participants, especially those in rural areas and those with mobility difficulties. The program enables them to purchase eligible food from the comfort of their homes 24 hours a day, seven days a week.

AVERAGE PARTICIPATION IN SNAP PROGRAM



Child Support

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.

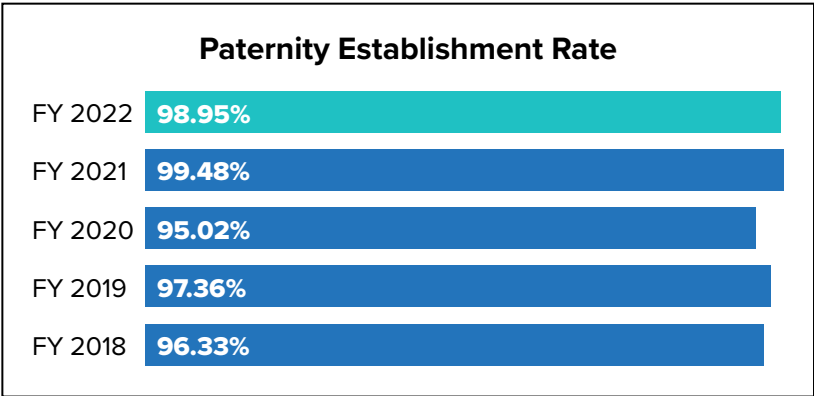
This work is accomplished in partnership with federal, state, and county child support staff, district attorneys, private attorneys, judges and other court officials, law enforcement, insurance companies, hospitals, the Center for Health Statistics, the Department of Labor, Medicaid, the Social Security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

The division served families in **186,037** cases and collected over **\$368 million** in child support during FY 2022.

PATERNITY ESTABLISHMENT

In FY 2022, the division reported a 98.95% 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

1,298

Licensed centers

562

Licensed child care homes

480

Church-exempt child care facilities

40,191

Children enrolled in Child Care Subsidy Program

\$197 M

Dollars paid to providers in FY 2022 for child care slots

\$101 M

TASCC IV Grant Total

\$74 M

CCWS 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 2022, licensing consultants made 4,134 visits to licensed child care centers and exempt programs that participate in the subsidy program.

They also made 1,578 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 40,000 children during FY 2022. Income thresholds continued to expand during the year to support more families.

This changed entrance and exit eligibility to 180% and 200% of the federal poverty level, respectively. All families participating in the program will continue to have their copays waived until further notice.

As of July 2022, child care subsidy payments are now calculated based on enrollment rather than attendance for all providers participating in the subsidy program.

GRANT OPPORTUNITIES

The Child Care Services Division continued to support licensed child care providers during FY 2022 with grant programs designed to stabilize operations.

From May to June, DHR awarded \$101 million in Temporary Assistance for Stabilizing Child Care IV (TASCC IV) grants to 1,708 providers based on their daytime capacities.

DHR launched a separate initiative, called Child Care Workforce Stabilization (CCWS) grants, in November 2021 to help child care providers recruit and retain workers amid the industry's recovery from the pandemic.

The grants paid for quarterly bonuses of \$3,000 for full-time employees and \$1,500 for part-time staff. DHR awarded grants totaling \$74 million to more than 1,400 licensed providers through the program.

Those providers care for more than 90,000 children in Alabama. The two-year grant period is scheduled to end in September 2023.



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 20 counties in child care centers and family child care settings. The program serves children 10 hours per day, 225 days per year.

ALABAMA QUALITY STARS

Alabama Quality STARS is the state's Quality Rating and Improvement System, an initiative available to licensed child care providers from DHR with assistance from the Alabama Department of Early Childhood Education. The program seeks to expand access to quality child care throughout the state.

Participating providers are rated on a scale of one to five stars based on the quality of their teacher-child interactions and their adherence to research-backed best practices for curriculum, learning environment, and family engagement, among other factors. Participation in the program is optional.

DHR worked to build awareness about the program during FY 2022 to promote participation among child care providers. A total of 1,207 centers and 537 homes are star-rated, including 141 providers that earned two or more stars.

**EHS-CCP in
FY 2022**

**566
Children**

Total funded
enrollment

**344
Children**

Funded enrollment
in licensed child
care centers

**222
Children**

Funded enrollment
in licensed family
child care homes

33

Family child
care homes

16

Child care centers

46

Center-based
classrooms

Field Administration

Field Administration provides support and oversight to the 67 county directors in the areas 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 2022, 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 intergenerational communication in child welfare social work supervision.

In October 2021, DHR sponsored the 20th Annual Fall Social Work Conference in partnership with the University of Alabama School of Social Work. The conference featured workshops on adverse childhood experiences, the impact of trauma on adolescent brains, leadership in the workplace, and more.

Staff also provided continued support for DHR's Social Work Licensure Initiative in FY 2022. 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.



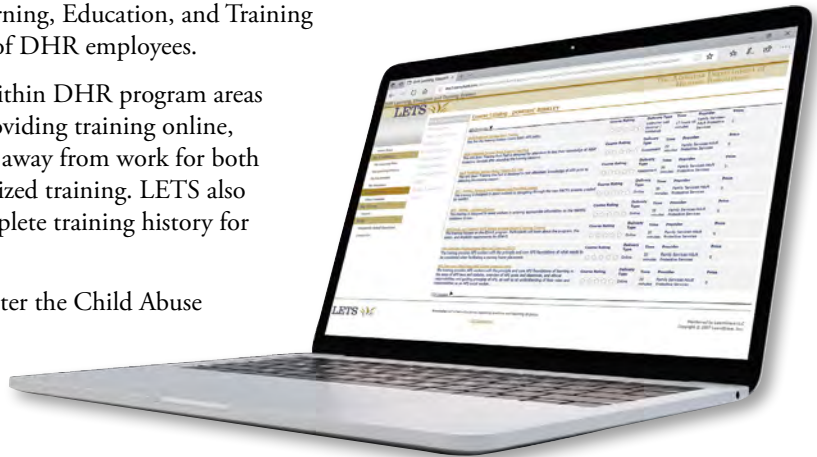
OFFICE OF TRAINING

The Office of Training continued to develop, administer, and evaluate training modules for DHR's online learning management system, LETS (Learning, Education, and Training System). This system supports the development of DHR employees.

This work included assisting training divisions within DHR program areas as they delivered trainings through LETS. By providing training online, the department reduces travel expenses and time away from work for both trainers and participants, while offering 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 through DHR's public training website, training.dhr.alabama.gov.

These are part of a statewide effort to ensure mandated reporters receive the necessary training to better protect Alabama's children, elderly, and disabled adults.



DISASTER PREPAREDNESS AND RESPONSE

Division staff participated in Alabama Emergency Management Agency (AEMA) exercises and trainings during FY 2022, including the annual hurricane exercise, conducted at the State Emergency Operations Center (SEOC) on May 10, 2022. Staff also coordinated with the SEOC, county EOCs, and AEMA divisions to support response and recovery operations associated with the following emergency management events:

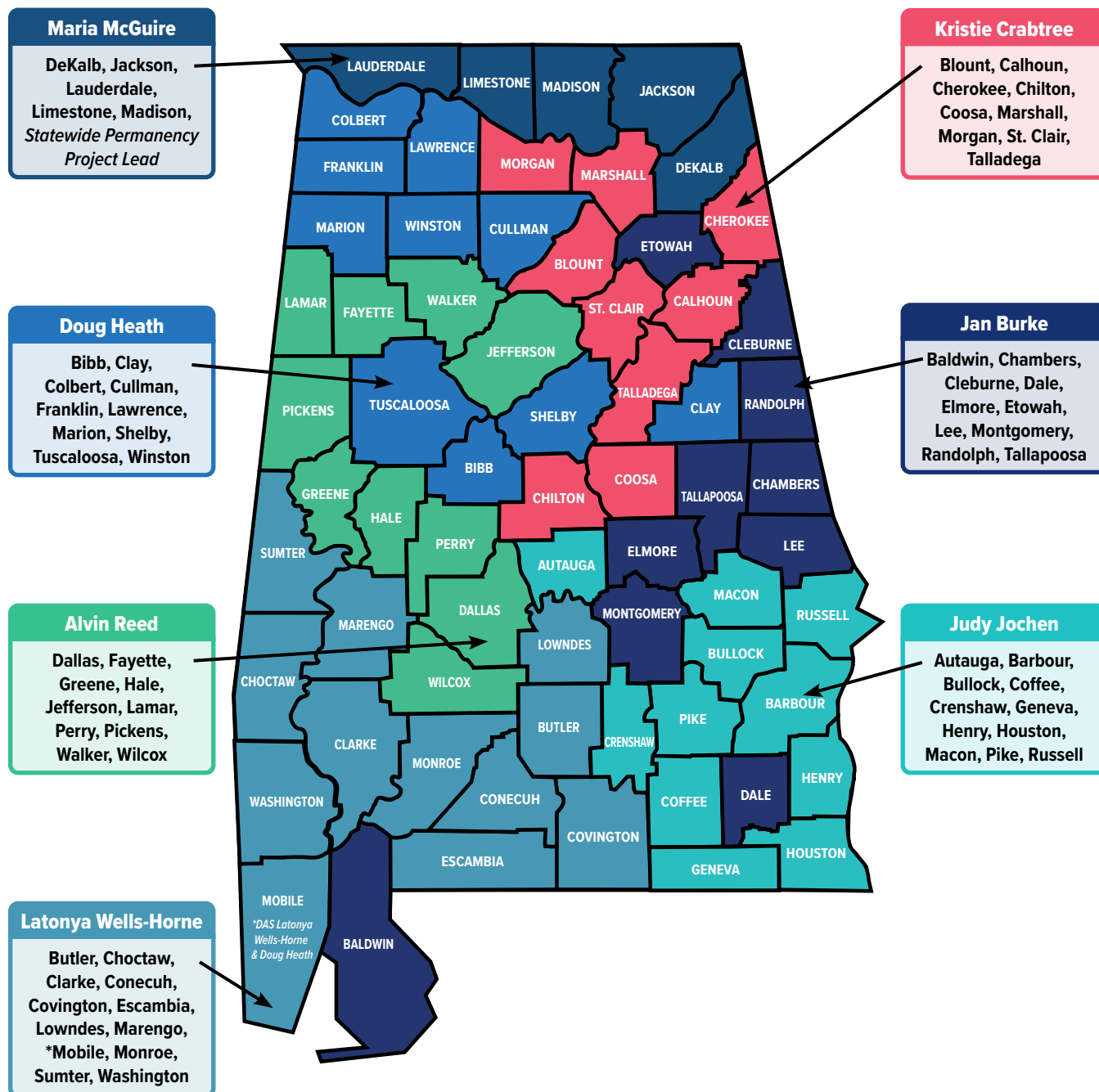
- » **October 6-7, 2021:** Severe Storms and Flooding
- » **February 3, 2022:** Severe Storms and Tornado

The Office of Emergency Welfare Services (EWS)/Safety participated in quarterly Functional and Access Needs in Disasters meetings chaired by the Governor's Office on Disability. EWS/Safety also hosted biannual mass care conference calls in coordination with the Alabama Department of Public Health's (ADPH) 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, the Alabama Community College System, 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.



DISTRICT ADMINISTRATIVE SPECIALISTS



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 2022 Regular Session of the Alabama Legislature, DHR collaborated with lawmakers on legislation supporting the department's mission of protecting the vulnerable. These governmental relations efforts contributed to the passage of the following legislation.

ACT NUMBER 2022-161

Subject: Elder Abuse Registry

Sponsor: Representative Victor Gaston (District 100)

This act establishes a registry for individuals who have been convicted of certain crimes against elders or who are found by DHR to have committed various forms of elder abuse or abuse against adults in need of protective services. It requires certain care providers to query the registry regarding employees and prospective employees. The act requires DHR to adopt rules, and it establishes criminal penalties.

ACT NUMBER 2022-416

Subject: Crimes and Offenses Against DHR Employees

Sponsor: Senator April Weaver (District 14)

This act includes additional activity that would constitute the crime of assault in the second degree, including with intent to cause physical injury, against a DHR employee or any employee performing social work during or as a result of the performance of his or her duty.



Governor Kay Ivey recognizes DHR leaders and Senator April Weaver for their contributions to Act Number 2022-416 (Senate Bill 90).

From Left: Doug Heath, Deputy Commissioner for Field Administration; Tracy Eubanks, Program Supervisor at Bibb County DHR; Commissioner Nancy Buckner; Governor Kay Ivey; Senator April Weaver; Carla Emmons, Director of Bibb County DHR; Stan Landers, Chief of Staff

Photo: Hal Yeager/
Governor's Office

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 (CFSR), using the federal Onsite Review Instrument (OSRI), conducting stakeholder interviews in counties, and working with county coordinators to develop strong quality assurance processes.

A Program Improvement Plan (PIP) identifying certain improvement goals was implemented in December 2019, following a federal CFSR the previous year. The Office of Quality Assurance measured progress toward these goals by performing district OSRI reviews throughout the state twice per year. In FY 2022, DHR successfully achieved the goals and completed the PIP.

In September 2022, the Office of Quality Assurance transitioned from a district review model to a county-specific review process. Starting in January 2023, 15 counties will be reviewed per year, providing a comprehensive assessment of the strengths and needs of county child welfare programs.

OFFICE OF CHILD WELFARE TRAINING

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

The office used a blended learning approach for county staff in FY 2022, with training provided in person and virtually. This ensured the timely completion of training, while allowing flexibility for staff throughout the state. A summary of training provided during FY 2022 is below.

Training Statistics for FY 2022

TRAINING	NUMBER OF CLASSES	NUMBER OF STAFF/ PROVIDERS TRAINED
STEP: Foundations	23	318
STEP: Intake	10	98
STEP: Investigation	16	162
STEP: Case Management	20	216
STEP: Adoption	6	26
Supervisory Management	6	73
TIPS	5	77
TIPS/Deciding Together	5	54
Total	91	1,024

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:

- » Completing peer reviews with child welfare supervisors, providing feedback on case reviews, and offering observation and feedback on individual conferences and unit meetings. The office also provides data support to supervisors to enhance monitoring of child welfare practices.
- » 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 that was completed during FY 2022.



OFFICE OF CONGREGATE CARE REVIEW

The Office of Congregate Care Review monitors, evaluates, and provides feedback on the performance of congregate care facilities and county departments in meeting the needs of children served by this type of provider.

The office evaluates services to determine if their scope, intensity, and quality are appropriate to meet the individual needs of children in congregate care settings. This is accomplished through the completion of stakeholder interviews with congregate care providers, county staff, family members, and children.

Specialists also complete case reviews for children with a focus on safety, well-being, and permanency. Review outcomes are provided to facilities, county DHR offices, and DHR's Resource Management Division for follow-up.

OFFICE OF CONSTITUENT SERVICES

The Office of Constituent Services receives and responds to inquiries 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 2022, staff completed 851 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. Staff are based across the state to best serve the needs of children and families. During FY 2022, the team provided individual consultation services to 187 children and taught 48 Tools of Choice behavior management classes in 31 counties.

Finance

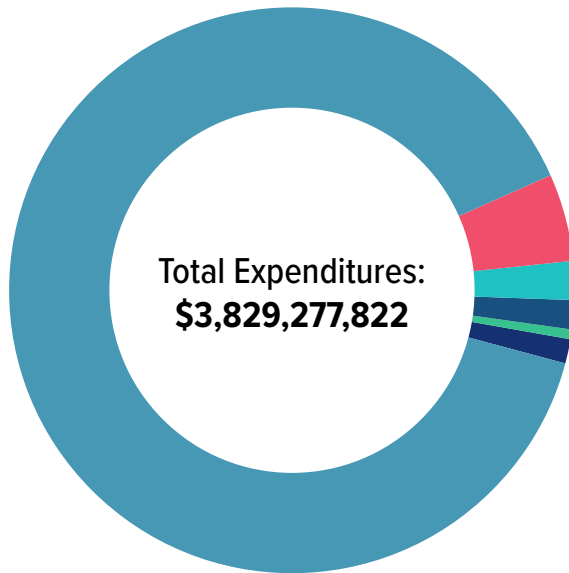
SOURCES OF FUNDS

FEDERAL AND LOCAL FUNDS	AMOUNT	STATE FUNDS	AMOUNT
Federal USDA Funds, P-EBT	\$2,759,592,579	Food Assistance Issuance	\$130,614,141
CRRSA APS, CCDF	\$165,494,889	General Fund Transfer	\$92,154,900
ARPA - EHS, APS, CCDF	\$109,877,491	Whiskey Tax	\$71,592,990
Federal Title IV-E Funds	\$70,787,718	Education Trust Fund Transfer	\$36,096,461
Federal Child Day Care Discretionary Funds	\$57,168,877	Unencumbered Balance Forward	\$22,361,664
Federal Title XIX Funds	\$55,606,888	Confederate Pension Fund	\$20,773,500
Federal Temporary Assistance for Needy Families	\$54,546,735	Children First Trust Fund	\$16,178,947
Federal Title IV-D Funds	\$40,611,524	Beer Tax and Fortified Wine Tax	\$11,173,909
Federal Social Services Block Grant - Title XX	\$33,465,551	Governor's Relief Fund	\$6,502,084
Federal Child Day Care Matching Funds	\$15,147,687	Contractor's Gross Receipts	\$5,197,607
Federal Child Day Care Mandatory Funds	\$13,975,450	Tobacco Tax	\$2,131,131
Federal Title IV-B Funds	\$10,398,501	Other State Funds	\$1,794,018
Early Head Start Grant	\$9,351,694	Sales Tax	\$1,322,000
CARES COVID-19 CWS, ILP, TANF	\$8,623,377	ABC Profits	\$650,280
Other Federal Funds	\$3,194,433	Sales Tax - Foster Care	\$500,000
Federal Child Abuse Grant	\$1,236,553	Fortified Wine	\$204,766
HRSA DECE	\$333,333	Transfers from MNC Agencies	\$100,000
Child Support Interest and Fees	\$271,411	Foster Care Trust Fund	\$7,233
Local - Thomas Foundation, Casey Foundation	\$237,500		
		Total Sources of Funds	\$3,829,277,822

USES OF FUNDS

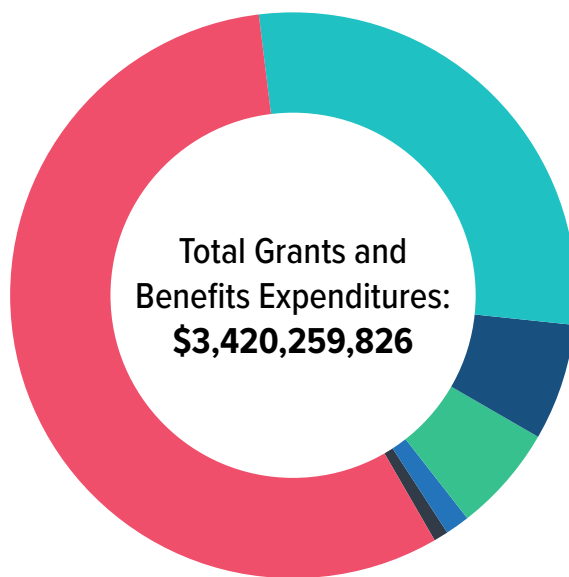
USE	AMOUNT	USE	AMOUNT
Grants and Benefits	\$3,420,259,826	Utilities and Communications	\$13,060,948
Salaries	\$193,074,214	In-State Travel	\$6,428,060
Employee Benefits	\$83,482,324	Other Equipment Purchases	\$2,849,131
Professional Services	\$60,390,144	Repairs and Maintenance	\$2,192,759
Rents and Leases	\$29,324,502	Transportation Equipment Operating Costs	\$1,176,158
Supplies, Materials, and Operating Expenses	\$16,534,783	Out-of-State Travel	\$504,973
		Total Uses of Funds	\$3,829,277,822

EXPENDITURES BY OBJECTS



Values in millions

GRANTS AND BENEFITS EXPENDITURES BY PROGRAM



Values in millions



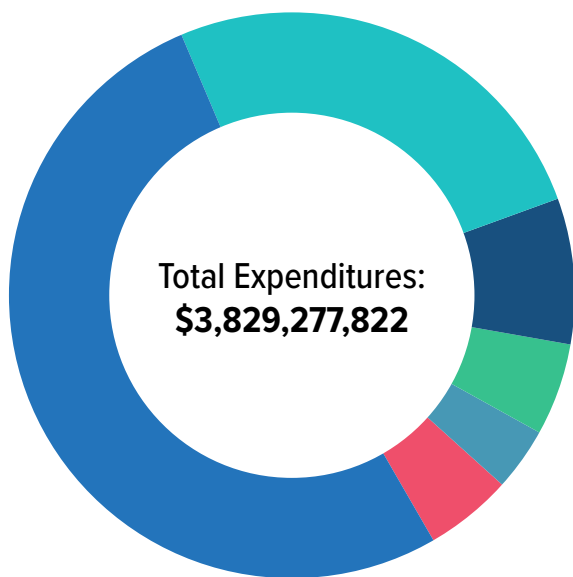
REVENUE SOURCES



Values in millions

- Federal Funds – \$3,409.92 (89.05%)
- Earmarked State Funds – \$266.85 (6.97%)
- State General Fund – \$92.15 (2.41%)
- State Education Trust Fund – \$36.10 (.94%)
- Other Funds – \$24.26 (.63%)

EXPENDITURES BY FUNCTIONAL AREA



Values in millions

- SNAP – \$1,993.82 (52.07%)
- COVID-19 – \$993.55 (25.95%)
- Child Welfare Services – \$311.24 (8.13%)
- Child Day Care – \$210.79 (5.50%)
- State Administration – \$128.67 (3.36%)
- Other:
 - › Child Support – \$54.12 (1.41%)
 - › TANF – \$53.80 (1.40%)
 - › County Administration – \$51.45 (1.34%)
 - › Adult Protective Services – \$19.90 (.52%)
 - › Combination Service/Eligibility – \$11.85 (.31%)
 - › Hurricanes Sally and Zeta – \$11 (.00%)

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	DOUG HEATH	(334) 353-1170
Deputy Commissioner for Administrative Services.....	STAN LANDERS (Interim)	(334) 353-5804
Deputy Commissioner for Quality.....	SHEA COBB-ENGLAND	(334) 242-3327
Chief Legal Counsel.....	FELICIA BROOKS	(334) 242-9330

Division Directors

Administrative Hearings	LARRY LYNN & JOSH LANE	(334) 353-5038
Adult Protective Services.....	SAM SMITH	(334) 242-1350
Audit	SIMEON HERROD	(334) 242-3226
Child Care Services.....	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.....	AMANDA MANCUSO	(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.....	ROBYN PEACOCK	(334) 242-1780
Program Integrity/Criminal History	JEREMY BARNES	(334) 242-1365
Quality Assurance.....	EMILY JONES	(334) 353-0301
Quality Control.....	JULIA NORRELL	(334) 242-1471
Resource Management.....	SHEA COBB-ENGLAND (Interim)	(334) 242-3327
Staff Development.....	MANDY ANDREWS	(205) 744-3924
Training.....	MELODY MESSICK	(334) 353-4118



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: Leslie Adams
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: Arcetia Black
1003 South Mulberry Avenue
Butler, AL 36904
(205) 459-9701

CLARKE

Director: Lesa Rathel (Interim)
22609 Highway 84
Grove Hill, AL 36451
(251) 275-7001

CLAY

Director: Nicole Parker (Interim)
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
Tuscumbia, AL 35674
(256) 314-4900

CONECUH

Director: Jason Hughes (Interim)
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 Rathel
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: Amanda Wallace
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: 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: Markita McLemore
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: Tracy Larkins (Interim)
404 North Main Street
Tuskegee, AL 36083
(334) 725-2100

MADISON

Director: Corey Williams
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: Marilyn Colson (Interim)
2743-A Gunter Park Drive West
Montgomery, AL 36109
(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

SHELBY

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

ST. CLAIR

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

SUMTER

Director: Dawn Hewitt (Interim)
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

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Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), 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.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (833) 620-1071, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to:

1. mail:

Food and Nutrition Service, USDA
1320 Braddock Place, Room 334
Alexandria, VA 22314; or

2. fax:

(833) 256-1665 or (202) 690-7442; or

3. email:

FNSCIVILRIGHTSCOMPLAINTS@usda.gov

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- 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

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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>.



Providing for the
**PROTECTION,
WELL-BEING, AND
SELF-SUFFICIENCY**
of children and adults.

