

# ANNUAL REPORT 2024





# Our Mission

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

# Table of Contents

<b>A Letter From the Commissioner .....</b>	<b>3</b>
<b>About Alabama DHR .....</b>	<b>5</b>
<b>Family Services .....</b>	<b>6</b>
<b>Adult Protective Services .....</b>	<b>10</b>
<b>Family Assistance .....</b>	<b>12</b>
<b>Food Assistance .....</b>	<b>14</b>
<b>Child Support .....</b>	<b>16</b>
<b>Child Care Services .....</b>	<b>18</b>
<b>Quality Child Welfare .....</b>	<b>20</b>
<b>Field Administration .....</b>	<b>22</b>
<b>Finance .....</b>	<b>23</b>
<b>State Office Directory .....</b>	<b>26</b>
<b>County Office Directory .....</b>	<b>27</b>



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



# A Letter From the Commissioner



Dear Governor Ivey,

I am proud of the staff at the Alabama Department of Human Resources as they continued to serve Alabama children and families in FY 2024 through new challenges and changing times.

While there were plenty of challenges, DHR experienced many successes in FY24. The Family Services Division finalized 621 foster care adoptions. For the second year in a row, approximately 73% of foster children and youth who reached permanency, returned to their biological parents or relatives. Anytime we can return a child to his or her biological family, it is a tremendous win for the children, the families and DHR.

Our Child Support Division continued its outstanding track record with a paternity establishment rate at 98.83% and approximately \$355 million in child support collections. This is the sixteenth consecutive year we have exceeded the federally required 90% paternity establishment rate.

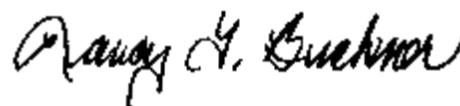
We also continued to focus on food security for Alabama's children and vulnerable adults. Our Food Assistance Division issued more than \$1.9 billion in total benefits for FY24 helping support over 752,000 Alabamians, including more than 331,000 children. Our Alabama Elderly Simplified Application Project (AESAP), opening Food Assistance to those age 60 or older, assisted over 101,200 individuals.

The Child Care Subsidy program introduced a new category of eligibility for children with special needs, with 500 slots to serve children with varying diagnoses. The child care providers that serve children in this special category receive inclusion services offered by United Cerebral Palsy of Huntsville (UCP). DHR believes this expansion will help strengthen child care across the state, making it more available to special needs families.

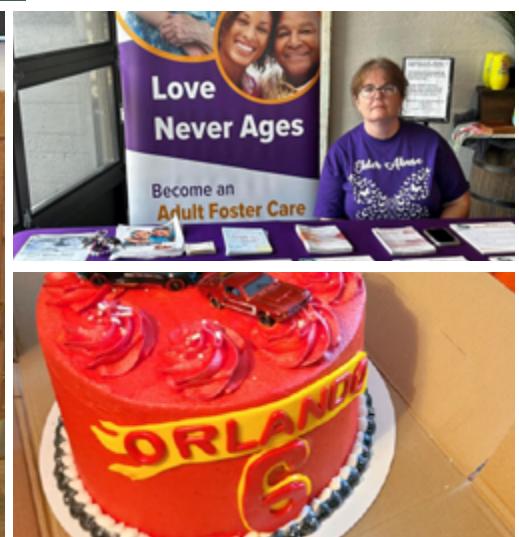
While hiring and retaining child welfare caseworkers continues to be a challenge, DHR's overall staffing levels increased in FY24. DHR will continue to strengthen recruitment efforts into FY25.

I am thankful to work with many great professionals every day and know that their efforts provide a great service to the people of Alabama. On behalf of our outstanding staff, I present to you DHR's FY24 Annual Report.

With warmest regards,



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 will always 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 2024, DHR's revenues and expenditures totaled \$3,031,187,472 including more than \$1.9 billion in food assistance benefits. The federal government provided approximately 85% 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 3,852 employees in FY 2024, 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. Joseph B. Morton

### Elizabeth C. Smithart

### Nancy T. Buckner

*Commissioner*

# Family Services

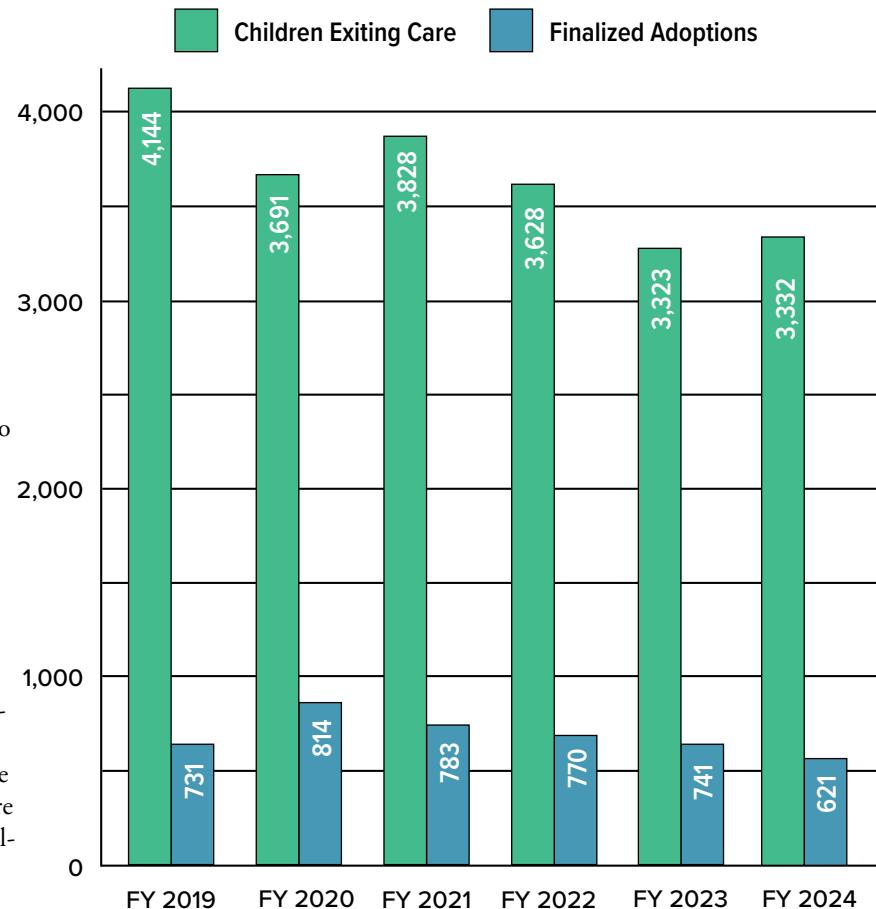
The Family Services Division seeks to develop and maintain a quality system of care for children and their families through services aimed at achieving safety, permanency, and improved well-being in their own homes, as well as in out-of-home settings.

## CHILDREN EXITING CARE

A total of 621 children from Alabama's foster care system were adopted in FY 2024. They were among 3,332 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, 73.5% of foster children returned to their biological parents or relatives.



## ADOPTION RECRUITMENT

The Office of Adoptions employs seven Adoption Placement Specialists who recruit for Alabama's children who are awaiting an adoptive home. Our Adoption Placement Specialists are based throughout the state and recruit for children who do not have an identified adoptive resource. Adoption Placement Specialists also work closely with the Wendy's Wonderful Kids recruiters to help match children who have more significant needs and can be more challenging to match.

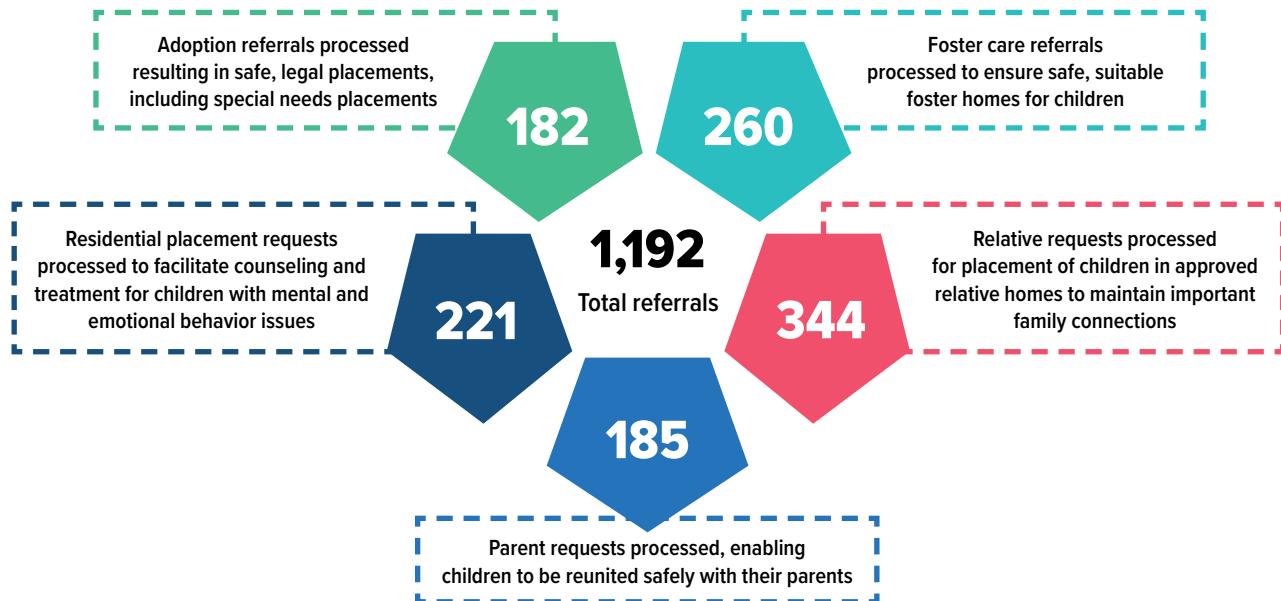
In FY 2024, our Adoption Placement Specialists matched 220 children with potential adoptive families, placed 172 children in adoptive placements, and helped to finalize 117 adoptions for children.

DHR continues our partnership with the Dave Thomas Foundation for Adoption. The Wendy's Wonderful Kids Program uses seven recruiters to serve 107 children throughout the state. The program matched 40 children and finalized 12 adoptions. The recruiters and supervisor attended the Wendy's Wonderful Kids Summit in Columbus, Ohio in April 2024. We will use the knowledge from the Summit to implement new strategies for adoption recruitment.

## INTERSTATE COMPACT ON THE PLACEMENT OF CHILDREN

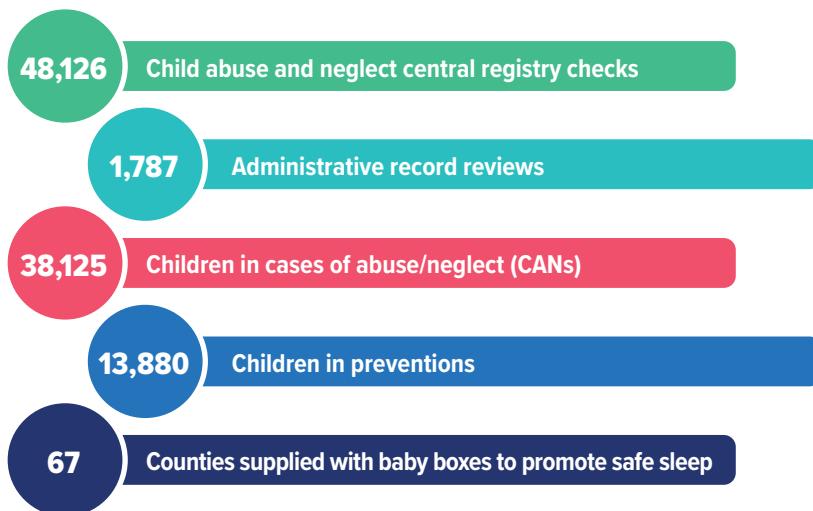
The Interstate Compact on the Placement of Children (ICPC) law ensures children receive the same protection and services when placed across state lines as they would if they had remained in their home state. Compliance with the Interstate Compact procedures, policy, and law is handled by the ICPC Office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

In FY 2024, 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.



## 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 2024.





## 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 2024, the FACTS Help Desk fielded 792 calls and 4,676 emailed incidents. The system has served an important role in the timely distribution of pandemic-related benefits to foster parents.

### Revenues Received From the Alabama Medicaid Agency

PROGRAM	FY 2024
Targeted Case Management	\$17,158,720.00
Medicaid Rehabilitative Services	\$24,044,013.28
<b>Total</b>	<b>\$41,202,733.28</b>

## 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.

## 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.

## ALABAMA INDEPENDENT LIVING PROGRAM

Alabama's foster youth, starting at age 14, can receive services and learn skills to help with education, employment, housing, budgeting and building a support network through the Independent Living Program.

With over 1,700 foster youth qualifying for this program, participating youth are able to experience the steps leading to adulthood through a variety of activities, events, and monthly meetings.

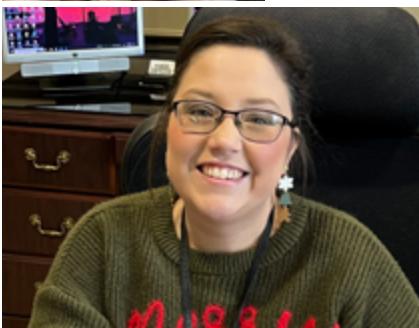
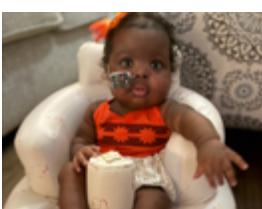
Additional information about the program can be found at [www.ilconnect.org](http://www.ilconnect.org).



## 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 175 young Alabamians at the end of the 2024 school year.

During the 2023-2024 school year, 254 students received funding through these programs, with 24 graduates receiving a 2 or 4 year degree. Learn more at [fosteringhopeal.org](http://fosteringhopeal.org).



# Adult Protective Services

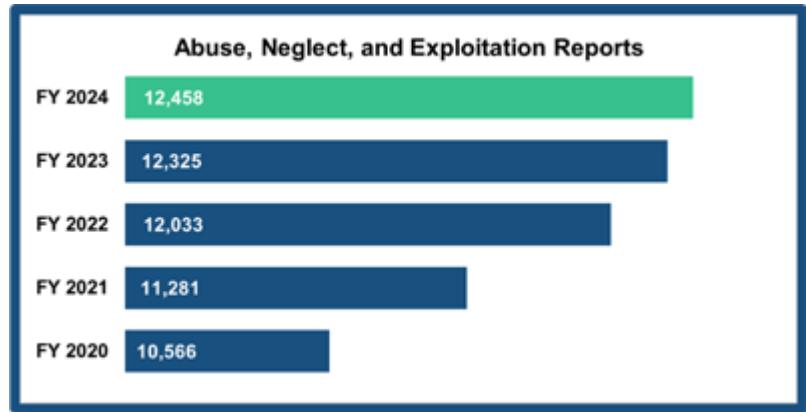
The mission of the Adult Protective Services Division (APS) is to support and enable county DHR offices to protect elderly and vulnerable adults from abuse, neglect, and exploitation, and to prevent unnecessary institutionalization.

## ABUSE, NEGLECT, AND EXPLOITATION

During FY 2024, APS received 12,458 reports consisting of 10,041 adult abuse, neglect, and exploitation (AANE) reports and 2,417 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 FY24, 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, 2024 as 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.



State DHR staff observed World Elder Abuse Awareness Day by wearing purple and setting up a display table at the state office in Montgomery.



Crenshaw County DHR APS staff received donations including water, sunscreen, lip balm, fans, air conditioners, and more from Closet of Love to distribute to the elderly across the county.

## ALABAMA SPIRIT OF ADULT PROTECTIVE SERVICES AWARD

Kaylan Jacobs, an Adult Protective Services Social Worker with the Chilton County Department of Human Resources, is the recipient of the 2024 Alabama Spirit of Adult Protective Services Award.

This award is presented annually to a front-line worker who, through their initiative and innovative ideas, make substantial contributions to the growth and development of the Adult Protective Services program.

Ms. Jacobs has developed excellent relationships with community partners such as local attorneys, the court system, the Chilton County sheriff's office, hospitals, nursing homes and various other agencies to meet the needs of clients. Additionally, she successfully navigates the legal system to assist elderly and disabled clients.

It was through her efforts that she was able to license the first-ever adult foster home in Chilton County. She also started a program to provide funds for Christmas presents, Valentine's Day cards/gifts and Mother's Day and Father's Day cards/gifts for clients. Local individuals, businesses and clubs support the program every year.



Alabama DHR Deputy Commissioner Karen Smith presents the 2024 Spirit of APS Award to Kaylan Jacobs.

## 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 4,392 Alabamians through more than \$15 million in EDAVS expenditures since the grant was first awarded in 2017.



# Family Assistance

## FY 2024 Family Assistance Program Statistics

**5,832**

Average  
number of cases

**\$309**

Average monthly  
payment per case

**10,903**

Average number  
of child recipients

**55**

Average percentage  
of child-only cases

**29**

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.

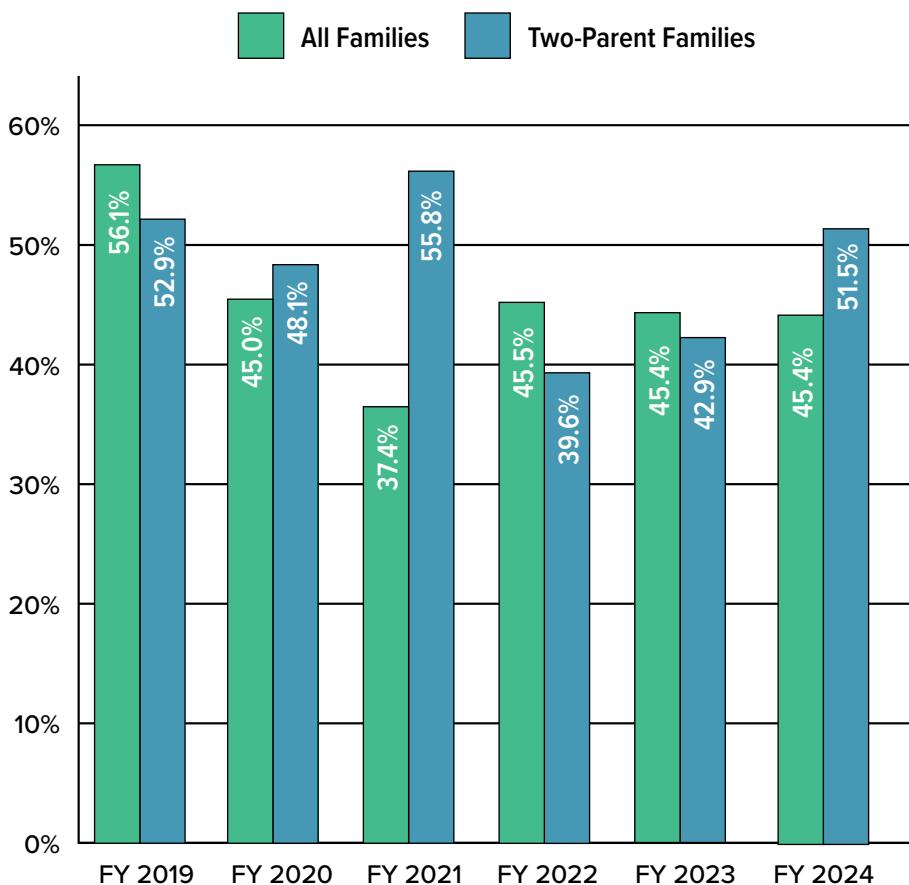
## FATHERHOOD PROGRAMS

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 54 counties, were provided to 1,870 participants in FY 2024, 489 of whom were employed.

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



## FY 2024 JOBS Facts

**2,776**

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

**26**

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

**259**

Average number of adults who found employment each month

**1,709**

Monthly average of clients working

**96**

Average number of adults who participated in the Community Employment Program

## 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 2024, ACADV received 338 referrals for domestic violence via SAIL, worked with 380 SAIL participants, helped 175 participants acquire employment. Additionally, 338 low-income participants were provided financial assistance.

**1-800-650-6522**

**ALABAMA DOMESTIC VIOLENCE HOTLINE**

# 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.

## ALABAMA DHR SNAP EMPLOYMENT & TRAINING PROGRAM

Alabama DHR's SNAP Employment & Training program, also known as Alabama Resources for Enrichment Self-sufficiency and Employability Training (A-RESET), has collaborated with the Alabama Network of Family Resource Centers (ANFRC) and Sylacauga Alliance Family Enhancement (SAFE) since October 2021. During this time, the ANFRC sites have been able to provide services to over 2,500 SNAP recipients in 32 counties across the state. Some of the services provided include supervised job search, job retention services, case management, basic education: GED and ESL classes, vocational training, soft skills/work readiness training and various supportive services that enable participants to remain in education and/or training to complete their goals.

From October 2023 through August 2024, this partnership has rendered great results. The Family Resource Centers have served a total of 1,126 A-RESET participants. Of those, 61 earned a GED, 33 completed an On-the-Job Training program and 126 participants earned a vocational/career technical training credential. The Family Resource Centers not only assist individuals with obtaining education and training skills, but they are also a trusted community resource to help secure employment. The Centers have been able to help 246 participants gain employment with an average wage of \$18 per hour.

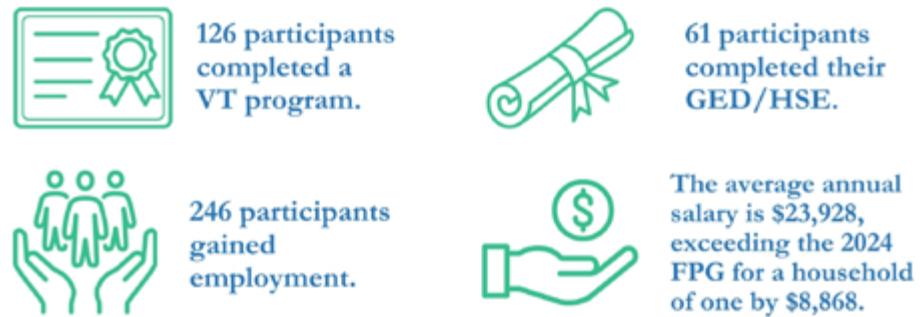
### A-RESET SUCCESS STORY

One success story is that of Daniel who was facing homelessness and hopelessness before entering the A-RESET program in October 2023 through the Mary Hill Family Service Center. The staff was able to assist him with obtaining basic needs including his birth certificate and a driver's license. During that time, the Center continued to work on his communication and interview skills as well as interview clothing. Soon after, Daniel received a job offer from Cook-Saw. Along with a job, they assisted with securing an apartment close by and provided him with a bike for transportation. Daniel rode this bike to work in the cold and in the rain and because of this, someone took notice. His tenacity paid off when someone donated Daniel a vehicle. He now lives independently, able to maintain employment and his apartment. Remembering all of those that poured into him, Daniel now volunteers at a shelter for the homeless and encourages them as they go through their struggles.

While we have seen many successes over the years, A-RESET and ANFRC continue to work to build strong workforce programs and career pathways for those that we serve. Sharing the same vision of preparing individuals to become self-sufficient, A-RESET and ANFRC will continue to strengthen this partnership and further help Alabama SNAP recipients succeed.

## SAFE October 2023 - August 2024 Snapshot: Participant Services and Training Outcomes

**SAFE partners have served approximately 1,126 A-RESET participants as of August 2024.**

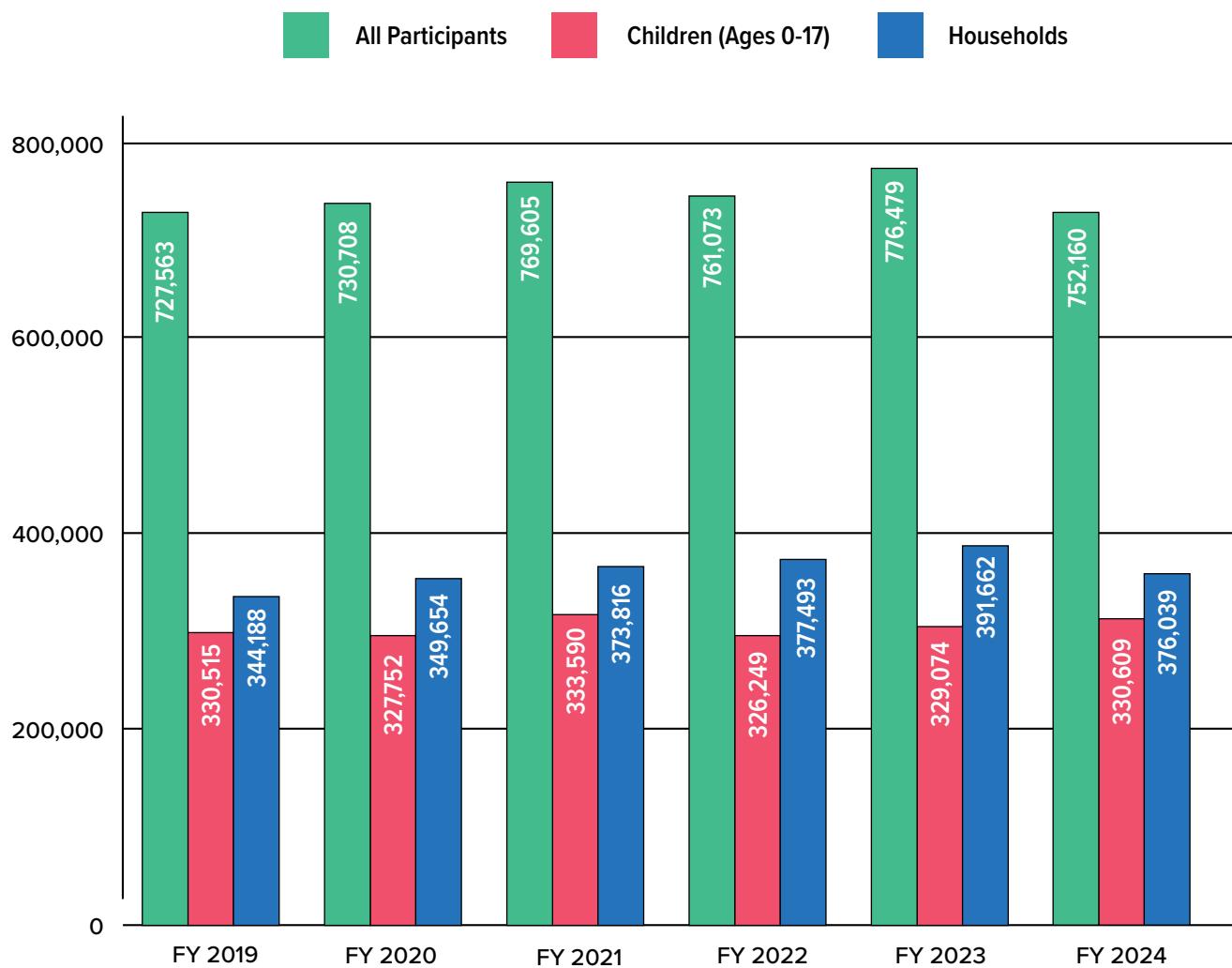


## PROGRAM INTEGRITY FOR SNAP

The following data reflects the division's work to protect the integrity of the SNAP program during FY 2024.



## AVERAGE PARTICIPATION IN SNAP PROGRAM



# Child Support

**R**esponsibilities 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 **192,817** cases and collected over **\$355 million** in child support during FY 2024.

## PATERNITY

In FY 2024, the division reported a 98.83% 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.

### Paternity Establishment Rate







# Child Care Services

## Child Care Services Statistics

**1,396**

Licensed centers

**542**

Licensed child care homes

**483**

Church-exempt child care facilities

**41,458**

Children enrolled in Child Care Subsidy Program

**\$257 M**

Dollars paid to providers in FY 2024 for child care slots

**\$50 M**

July Stability Grant Total

**\$38 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 2024, licensing consultants made 3,755 visits to licensed child care centers and exempt programs that participate in the subsidy program.

They also made 1,204 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 an average enrollment of 41,458 throughout FY 2024 serving an average of 29,000 families.

The Child Care Subsidy program introduced a new category of eligibility for children with special needs. The program supports 500 slots to serve children with varying diagnoses. Income and activity criteria are waived for the first year of eligibility. The child care providers that serve children in this special category receive inclusion services to maintain the child in the facility and avoid suspension or expulsion due to their diagnosis. The inclusion services are offered by United Cerebral Palsy of Huntsville (UCP). UCP also vets the families that are seeking assistance with child care for this program. All 500 slots were filled in FY24.

## GRANT OPPORTUNITIES

The Child Care Services Division concluded all grant opportunities in FY24. During FY24, a total \$89,073,091 were issued to child care providers and employees through two grants. The final workforce grant paid out \$38,678,850 supporting 1,531 providers. A stability grant was issued to 1,632 providers for a total payout of \$50,394,241.



### EHS-CCP in FY 2024

**566**  
**Children**

Total funded  
enrollment

**344**  
**Children**

Funded enrollment  
in licensed child  
care centers

**222**  
**Children**

Funded enrollment  
in licensed family  
child care homes

**32**

Family child  
care homes

**16**

Child care centers

**46**

Center-based  
classrooms

### 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 through 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 of the program during FY 2024 to promote participation among child care providers. A total of 1,412 centers and 540 homes are star-rated, including 321 providers that earned two or more stars.

### Alabama Quality Stars FY 2024 Incentives

1 Star	2 Star	3 Star	4 Star	5 Star
\$13.4 million	\$1.25 million	\$1.21 million	\$2.9 million	\$2.48 million



# Quality Child Welfare

Staff in the Quality Child Welfare 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.

An Onsite Review process was implemented to evaluate county performance utilizing federal standards established in the Child and Family Service Reviews (CFSR). This process includes completing case reviews with the federal Onsite Review Instrument (OSRI). Review outcomes are provided to each county to assist with the development of their County Improvement Plan.

In 2024, the Office of Quality Assurance completed Onsite Reviews in 11 counties, providing an assessment of the strengths and needs of county child welfare programs.

Specialists also partner with quality assurance coordinators and committees in each county to monitor child welfare outcomes through their completion of the County Self-Assessment and county case reviews.

## 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.

A summary of training provided in FY 2024 is as follows:

### Training Statistics for FY 2024

TRAINING	NUMBER OF CLASSES	NUMBER OF STAFF/ PROVIDERS TRAINED
STEP: Foundations	23	252
STEP: Intake	12	107
STEP: Investigation	13	122
STEP: Case Management	15	148
STEP: Adoption	8	34
Supervisory Management	3	42
TIPS	5	103
TIPS/Deciding Together	5	33
<b>Total</b>	<b>84</b>	<b>841</b>

## 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.
- » Providing intensive, targeted work with county staff.



## 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 regarding child welfare. The information received is entered into a data system to monitor the types, volume, and status of concerns.

Specialists complete the Multidimensional Assessment Tool (MAT) for children in foster care, which assesses the level of care or type of placement a child may need. In FY 2024, staff completed 1,077 MAT assessments for children in foster care.

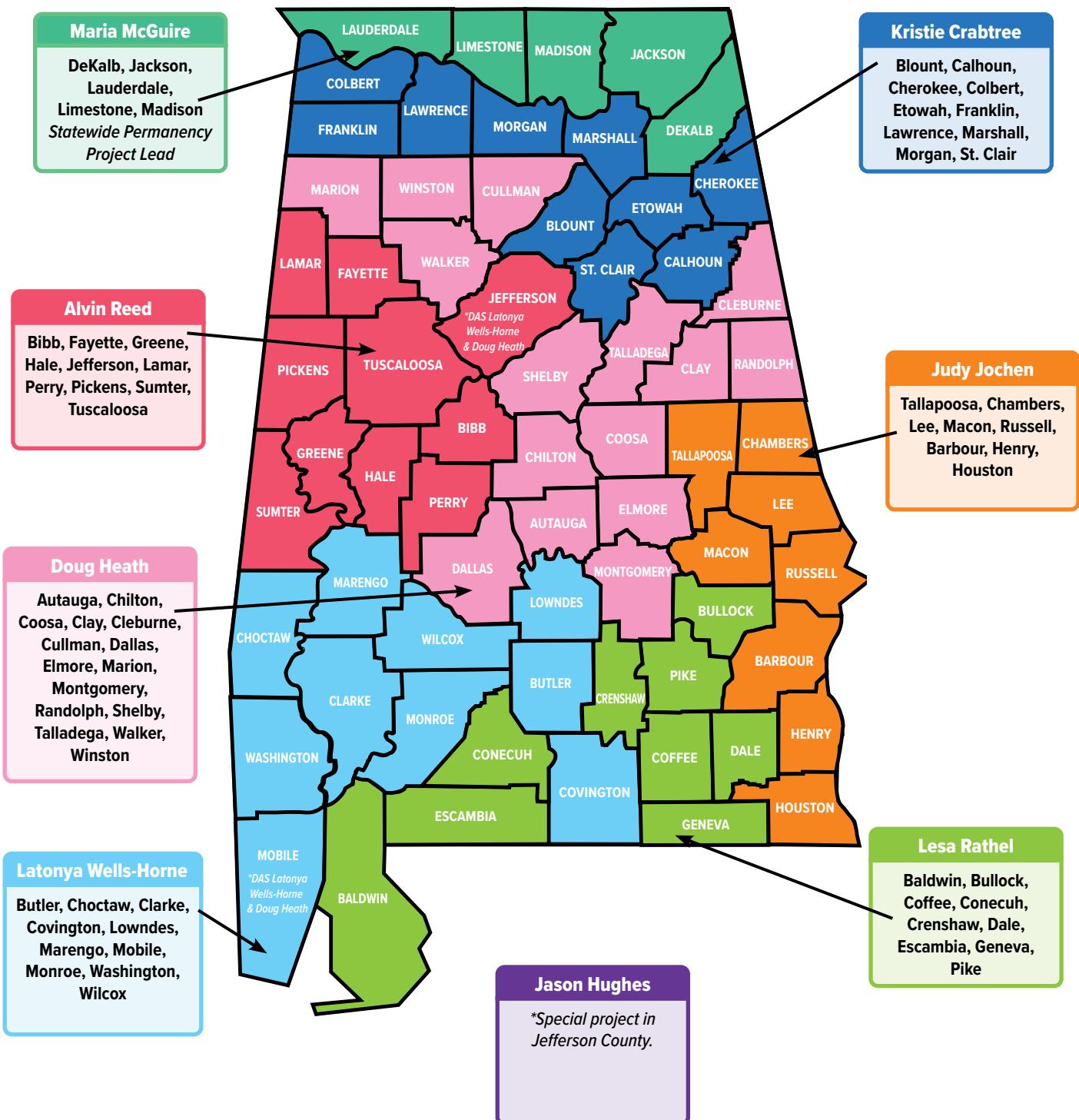
## OFFICE OF BEHAVIORAL SERVICES

The Office of Behavioral Services provides training on parenting techniques specific to behavior management through the Tools of Choice classes and individualized behavioral consultation to the families and children served by DHR.

During FY 2024, 39 classes were conducted in 35 counties and 107 individualized consultations were provided.

# Field Administration

## DISTRICT ADMINISTRATIVE SPECIALISTS



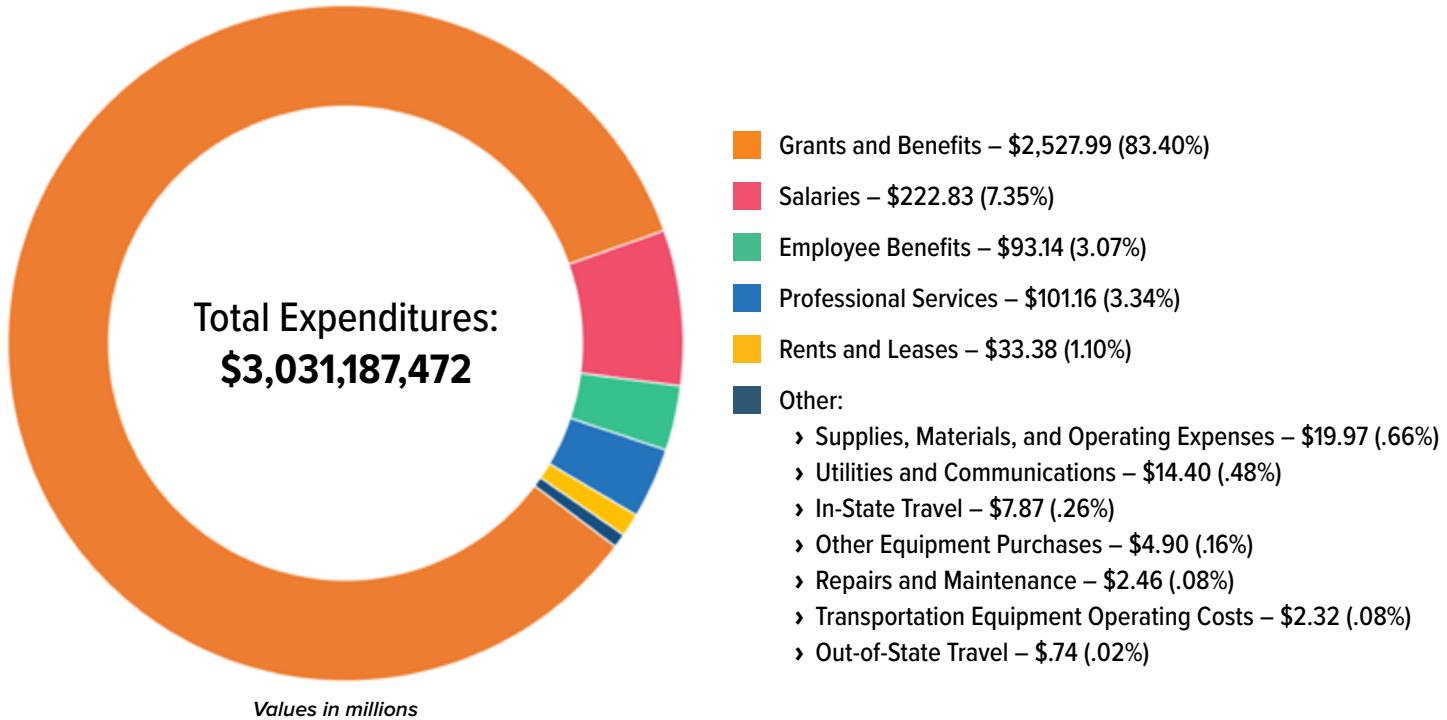
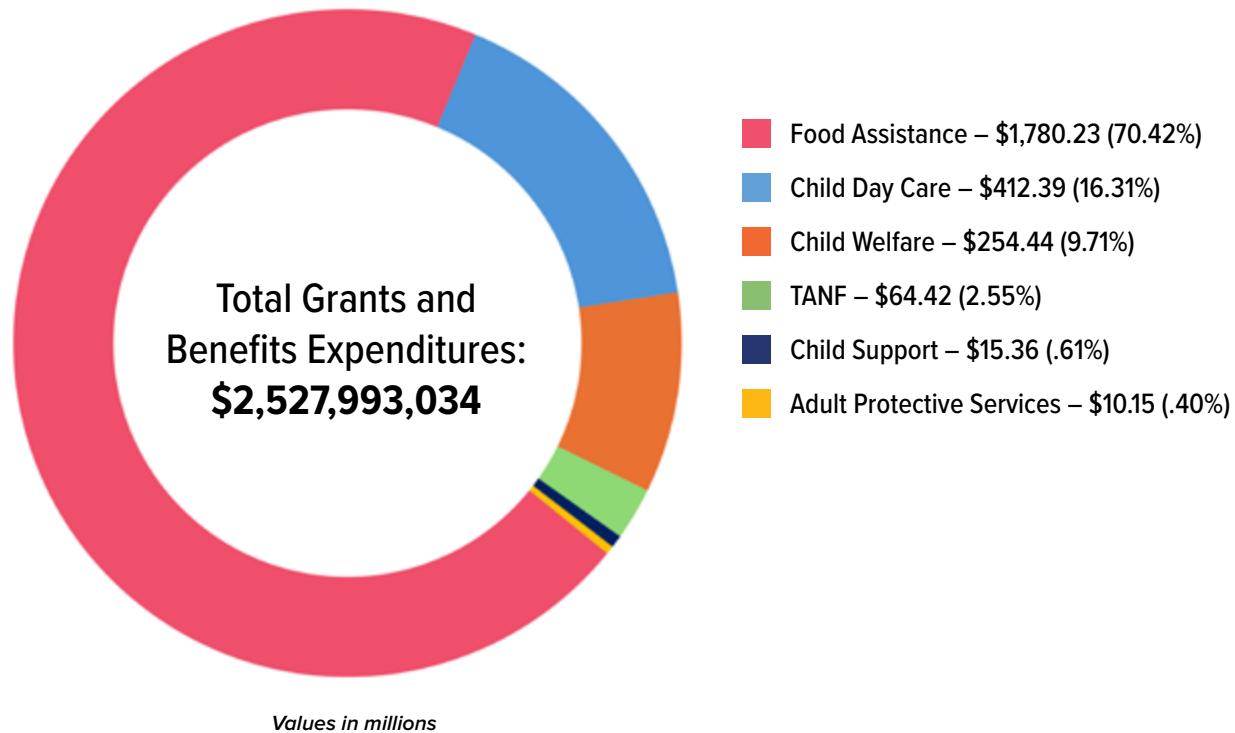
# Finance

## SOURCES OF FUNDS

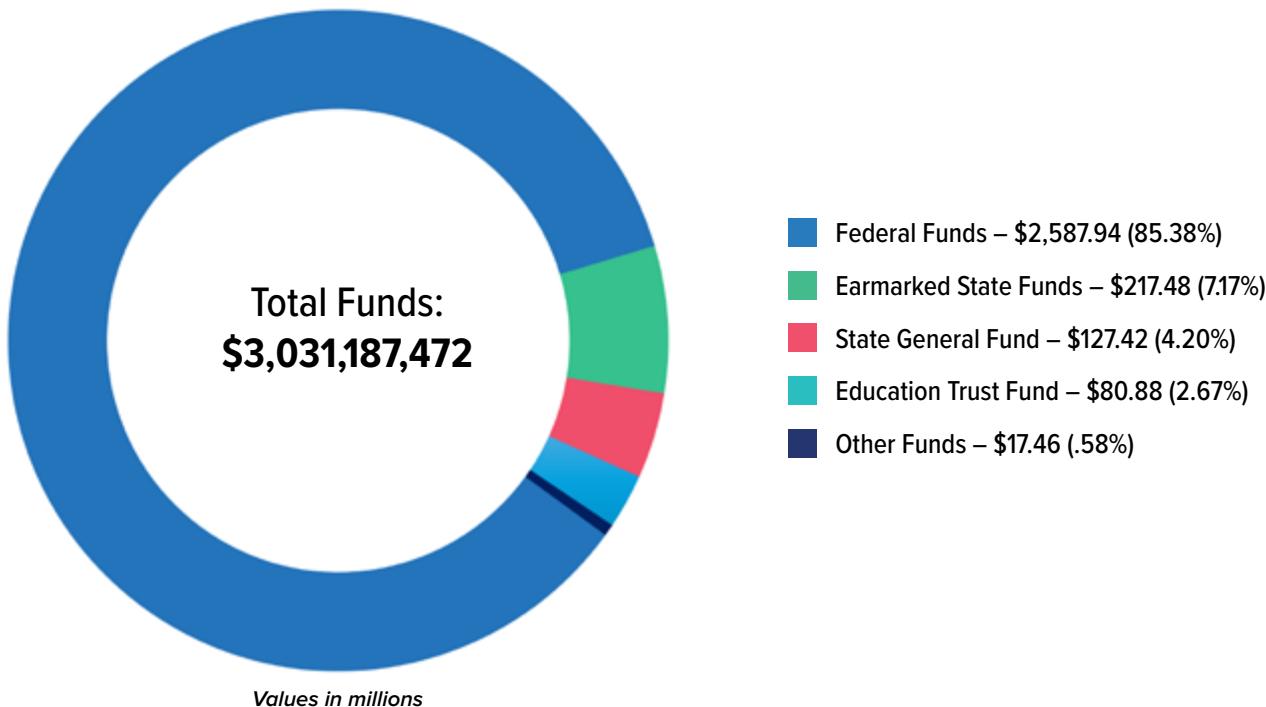
FEDERAL AND LOCAL FUNDS	AMOUNT	STATE FUNDS	AMOUNT
Federal USDA Funds, P-EBT	\$1,840,817,959	General Fund Transfer	\$127,424,153
Federal Child Day Care Discretionary Funds	\$177,273,287	Food Assistance Issuance	\$89,058,416
Federal Pandemic Funds (Various)	\$117,755,449	Education Trust Fund Transfer	\$80,877,149
Federal Temporary Assistance to Needy Families	\$117,277,538	Whiskey Tax	\$77,084,304
Federal Title IV-E Funds	\$74,820,774	Confederate Pension Fund	\$20,773,500
Federal Title IV-D Funds	\$57,644,261	Unencumbered Balance Forward	\$13,942,789
Federal Child Day Care Matching Funds	\$57,290,228	Beer Tax	\$10,730,573
Federal Title XIX Funds	\$57,235,705	Children First Trust Fund	\$9,636,330
Federal Social Services Block Grant - Title XX	\$33,616,225	Contractor's Gross Receipts	\$5,769,420
Federal Child Day Care Mandatory Funds	\$21,612,970	Other State Funds	\$2,216,793
Federal TANF Contingency	\$10,601,523	Tobacco Tax	\$1,778,579
Early Head Start Grant	\$10,370,586	Sales Tax	\$1,321,999
Federal Title IV-B Funds	\$6,179,435	Transfers from MNC Agencies	\$1,111,729
Other Federal Funds	\$2,359,589	Sales Tax - Foster Care	\$500,000
PSSF Families 1st Transition	\$2,312,000	Fortified Wine	\$421,455
Federal Child Abuse Grant	\$773,569	ABC Profits	\$392,803
Child Support Interest and Fees	\$143,320	Foster Care Trust Fund	\$18,062
Local - Thomas Foundation, Casey Foundation	\$45,000		
		<b>Total Sources of Funds</b>	<b>\$3,031,187,472</b>

## USES OF FUNDS

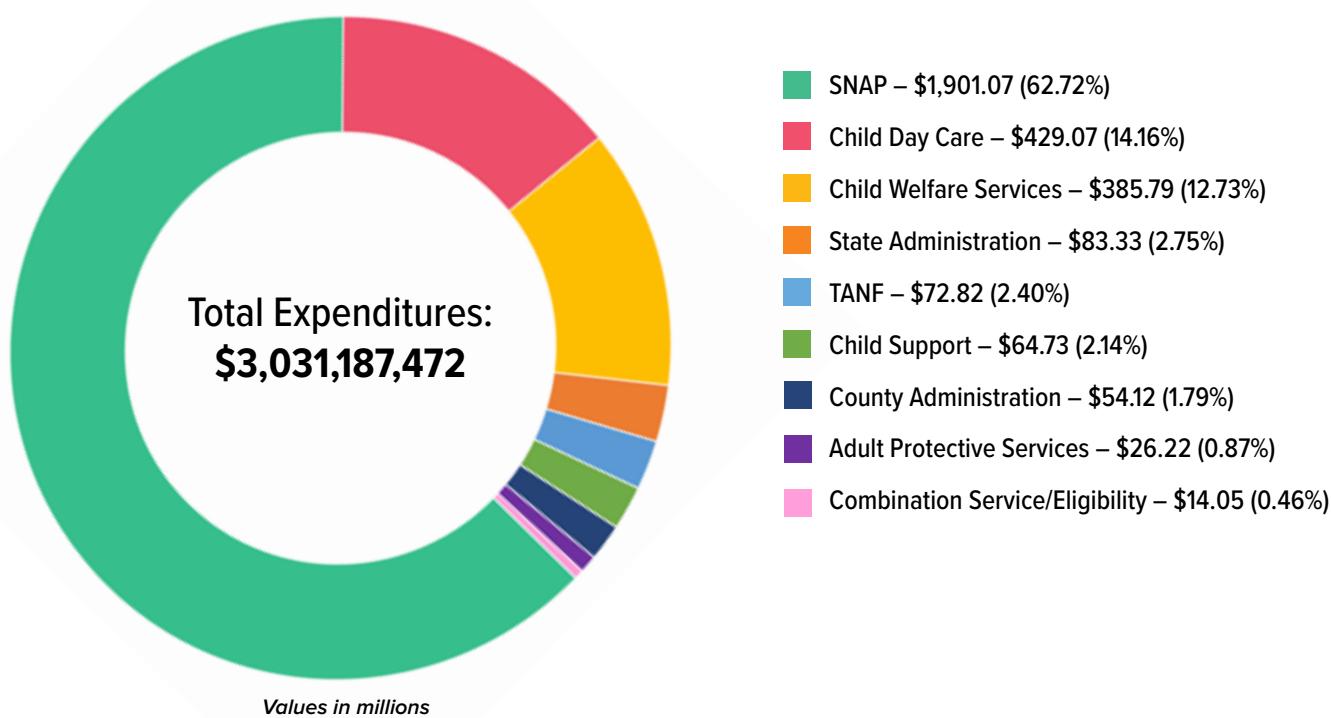
USE	AMOUNT	USE	AMOUNT
Grants and Benefits	\$2,527,993,034	Utilities and Communications	\$14,400,193
Salaries	\$222,834,227	In-State Travel	\$7,873,424
Professional Services	\$101,162,544	Other Equipment Purchases	\$4,904,061
Employee Benefits	\$93,143,629	Repairs and Maintenance	\$2,455,640
Rents and Leases	\$33,382,204	Transportation Equipment Operating Costs	\$2,321,995
Supplies, Materials, and Operating Expenses	\$19,973,802	Out-of-State Travel	\$742,719
		<b>Total Uses of Funds</b>	<b>\$3,031,187,472</b>

**EXPENDITURES BY OBJECTS****GRANTS AND BENEFITS EXPENDITURES BY PROGRAM**

## REVENUE SOURCES



## EXPENDITURES BY FUNCTIONAL AREA





# State Office Directory

## Administration

Commissioner.....	<b>NANCY T. BUCKNER</b>	(334) 242-1160
Special Assistant to the Commissioner.....	<b>JAN CASTEEL</b>	(334) 242-5759
Chief of Staff/Ethics Officer.....	<b>STAN LANDERS</b>	(334) 353-5804
Deputy Chief of Staff .....	<b>DANIEL SPARKMAN</b>	(334) 242-1164
Deputy Commissioner for Family Resources .....	<b>FAYE NELSON</b>	(334) 242-9378
Deputy Commissioner for Children and Family Services.....	<b>KAREN SMITH</b>	(334) 242-9329
Deputy Commissioner for Field Administration .....	<b>DOUG HEATH</b>	(334) 353-1170
Deputy Commissioner for Administrative Services.....	<b>STAN LANDERS (Interim)</b>	(334) 353-5804
Deputy Commissioner for Resources & Quality .....	<b>SHEA COBB-ENGLAND</b>	(334) 242-3327
Chief Legal Counsel.....	<b>FELICIA BROOKS</b>	(334) 242-9330

## Division Directors

Administrative Hearings .....	<b>LARRY LYNN &amp; JOSH LANE</b>	(334) 353-5038
Adult Protective Services.....	<b>TONIA BELL</b>	(334) 242-1350
Audit .....	<b>SIMEON HERROD</b>	(334) 242-3226
Child Care Services.....	<b>BERNARD HOUSTON</b>	(334) 242-1425
Child Support.....	<b>LATHESIA MCCLENNEY</b>	(334) 242-9300
Civil Rights/Equal Employment.....	<b>PATRICIA BROWN</b>	(334) 242-1550
Communications.....	<b>RUSSELL SELLERS</b>	(334) 242-1852
Emergency Welfare Services/Safety .....	<b>PAUL SMELLEY</b>	(334) 353-3387
Family Assistance .....	<b>FAYE NELSON (Interim)</b>	(334) 242-9378
Family Services.....	<b>AMANDA MANCUSO</b>	(334) 242-9500
Finance.....	<b>STAN LANDERS (Interim)</b>	(334) 353-5804
Food Assistance .....	<b>BRANDON HARDIN</b>	(334) 242-1700
General Services.....	<b>RANDAL BEESLEY</b>	(334) 409-6800
Governmental Relations .....	<b>PRESTON HORNSBY</b>	(334) 242-1854
Information Services.....	<b>LISA TOWNSEND</b>	(334) 242-3244
Management Analysis .....	<b>ROBYN WILLIAMS</b>	(334) 353-2915
Personnel.....	<b>ROBYN PEACOCK</b>	(334) 242-1780
Program Integrity/Criminal History .....	<b>JEREMY BARNES</b>	(334) 242-1365
Quality Assurance.....	<b>SHEA COBB-ENGLAND (Interim)</b>	(334) 242-3327
Quality Control.....	<b>JULIA NORRELL</b>	(334) 242-1471
Resource Management.....	<b>JODIE NATA</b>	(334) 242-8177
Staff Development.....	<b>MANDY ANDREWS</b>	(205) 744-3924
Training.....	<b>MELODY MESSICK</b>	(334) 353-4118

## General Information

Phone: (334) 242-1310

Fax: (334) 353-1115

communications@dhr.alabama.gov

dhr.alabama.gov

# 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.

<b>AUTAUGA</b> Director: Onya Johnson 203 North Court Street Prattville, AL 36067 (334) 358-5000	<b>BUTLER</b> Director: Jennifer Langford 182 West Adams Street Greenville, AL 36037 (334) 382-4400	<b>CLARKE</b> Director: Latorie Horn 22609 Highway 84 Grove Hill, AL 36451 (251) 275-7001	<b>COOSA</b> Director: Autumn White 141 South Jackson Street Rockford, AL 35136 (256) 377-2000	<b>ELMORE</b> Director: Michelle Wood 8961 U.S. Highway 231 Wetumpka, AL 36092 (334) 514-3200
<b>BALDWIN</b> Director: Autumn White (Interim) 22259 Palmer Street Robertsdale, AL 36567 (251) 945-2400	<b>CALHOUN</b> Director: Courtney Clark 415 West 11th Street Anniston, AL 36202 (256) 240-2021	<b>CLAY</b> Director: Brittany Stevens 86930 Highway 9 Lineville, AL 36266 (256) 396-6800	<b>COVINGTON</b> Director: Lynn Barnes 1515 MLK Jr. Expressway Andalusia, AL 36420 (334) 427-7900	<b>ESCAMBIA</b> Director: Tracie James-Mauldin 326 Evergreen Avenue Brewton, AL 36426 (251) 809-2000
<b>BARBOUR</b> Director: Leslie Adams 276 Highway 239 South Clayton, AL 36016 (334) 775-2000	<b>CHAMBERS</b> Director: Julia Ann Hyde 410 9th Avenue SW LaFayette, AL 36862 (334) 864-4000	<b>CLEBURNE</b> Director: Marsha Busby 732 Oxford Street Heflin, AL 36264 (256) 463-1700	<b>CRENSHAW</b> Director: Tracy Larkins (Interim) 25 Hospital Drive Luverne, AL 36049 (334) 335-7000	<b>ETOWAH</b> Director: Teresa Sauls 210 Hoke Street Gadsden, AL 35903 (256) 549-4100
<b>BIBB</b> Director: Carla Emmons 84 Library Street Centreville, AL 35042 (205) 926-2900	<b>CHEROKEE</b> Director: Michelle Fulmer 202 Dean Butram Sr. Avenue Centre, AL 35960 (256) 927-1440	<b>COFFEE</b> Director: Deana Stinson 3881 Salem Road Enterprise, AL 36330 (334) 348-2000	<b>CULLMAN</b> Director: Amy Smith 1220 St. Joseph Street NW Cullman, AL 35055 (256) 737-5300	<b>FAYETTE</b> Director: Jason Cowart 410 16th Street NE Fayette, AL 35555 (205) 932-1665
<b>BLOUNT</b> Director: Catherine Denard 55 DHR Lane Oneonta, AL 35121 (205) 274-5200	<b>CHILTON</b> Director: Marilyn Colson 324 Health Center Drive Clanton, AL 35045 (205) 258-4900	<b>COLBERT</b> Director: Stephanie Pinkard 3105 George Wallace Boulevard Muscle Shoals, AL 35661 (256) 314-4900	<b>DALE</b> Director: Amanda Wallace 513 Carroll Avenue Ozark, AL 36360 (334) 445-4900	<b>FRANKLIN</b> Director: Amber Steward 737 Highway 48 Russellville, AL 35653 (256) 331-5900
<b>BULLOCK</b> Director: Tracy Larkins 687 March Street Union Springs, AL 36089 (334) 738-6400	<b>CHOCTAW</b> Director: Dawn Hewitt (Interim) 1003 South Mulberry Avenue Butler, AL 36904 (205) 459-9701	<b>CONECUH</b> Director: Laura Berry 856 Liberty Hill Drive Evergreen, AL 36401 (251) 578-3900	<b>DALLAS</b> Director: Carol Dixon (Interim) 200 Samuel O. Moseley Drive Selma, AL 36702 (334) 876-4100	<b>GENEVA</b> Director: Julie Lindsey (Interim) 1831 West Magnolia Avenue Geneva, AL 36340 (334) 684-5800
<b>DEKALB</b> Director: Denise Raines 2301 Briarwood Avenue South Fort Payne, AL 35967 (256) 844-2700	<b>GREENE</b> Director: Wilson Morgan 36 Park Street Eutaw, AL 35462 (205) 372-5000			

**HALE**

**Director:** Natasha King  
906 Wheelan Street  
Greensboro, AL 36744  
(334) 624-2583

**LAWRENCE**

**Director:** Markita McLemore  
13280 AL Highway 157  
Moulton, AL 35650  
(256) 905-3100

**MARION**

**Director:** Dwan Madden  
760 Industrial Drive  
Hamilton, AL 35570  
(205) 921-6000

**PICKENS**

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

**TALLADEGA**

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

**HENRY**

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

**LEE**

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

**MARSHALL**

**Director:** Lori Bateman  
180 Bluff Road  
Guntersville, AL 35976  
(256) 582-7100

**PIKE**

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

**HOUSTON**

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

**LIMESTONE**

**Director:** Amber Steward (Interim)  
1007 West Market Street  
Athens, AL 35612  
(256) 216-6380

**MOBILE**

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

**RANDOLPH**

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

**JACKSON**

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

**LOWNDES**

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

**MONROE**

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

**RUSSELL**

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

**JEFFERSON**

**Director:** Deana Stinson (Interim)  
2001 12th Avenue North  
Birmingham, AL 35234  
(205) 423-4500

**MACON**

**Director:** Allison Foster  
404 North Main Street  
Tuskegee, AL 36083  
(334) 725-2100

**MONTGOMERY**

**Director:** Dan Williams  
2743-A Gunter Park Drive West  
Montgomery, AL 36109  
(334) 293-3100

**SHELBY**

**Director:** Ahzshaka Johnson  
987 Highway 70  
Columbiana, AL 35051  
(205) 669-3000

**LAMAR**

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

**MADISON**

**Director:** Corey Williams  
2206 Oakwood Avenue NW  
Huntsville, AL 35810  
(256) 427-6000

**MORGAN**

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

**ST. CLAIR**

**Director:** Keondra Hampton  
213 Fox Hollow Boulevard  
Pell City, AL 35125  
(205) 812-2100

**LAUDERDALE**

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

**MARENGO**

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

**PERRY**

**Director:** Eulonda Russell  
1609 Highway 5 South  
Marion, AL 36756  
(334) 683-5500

**SUMTER**

**Director:** Wilson Morgan (Interim)  
108 West Main Street  
Livingston, AL 35470  
(205) 652-5000

**WINSTON**

**Director:** Tracy Norwood  
156 Blake Drive  
Double Springs, AL 35553  
(659) 247-6000

## **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, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity.

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](mailto:FNSCIVILRIGHTSCOMPLAINTS@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, [oecr@dhr.alabama.gov](mailto:oecr@dhr.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>.

.....

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

.....



50 N. Ripley St. Montgomery, AL 36104  
[dhr.alabama.gov](http://dhr.alabama.gov)