

# Alabama Department of Industrial Relations



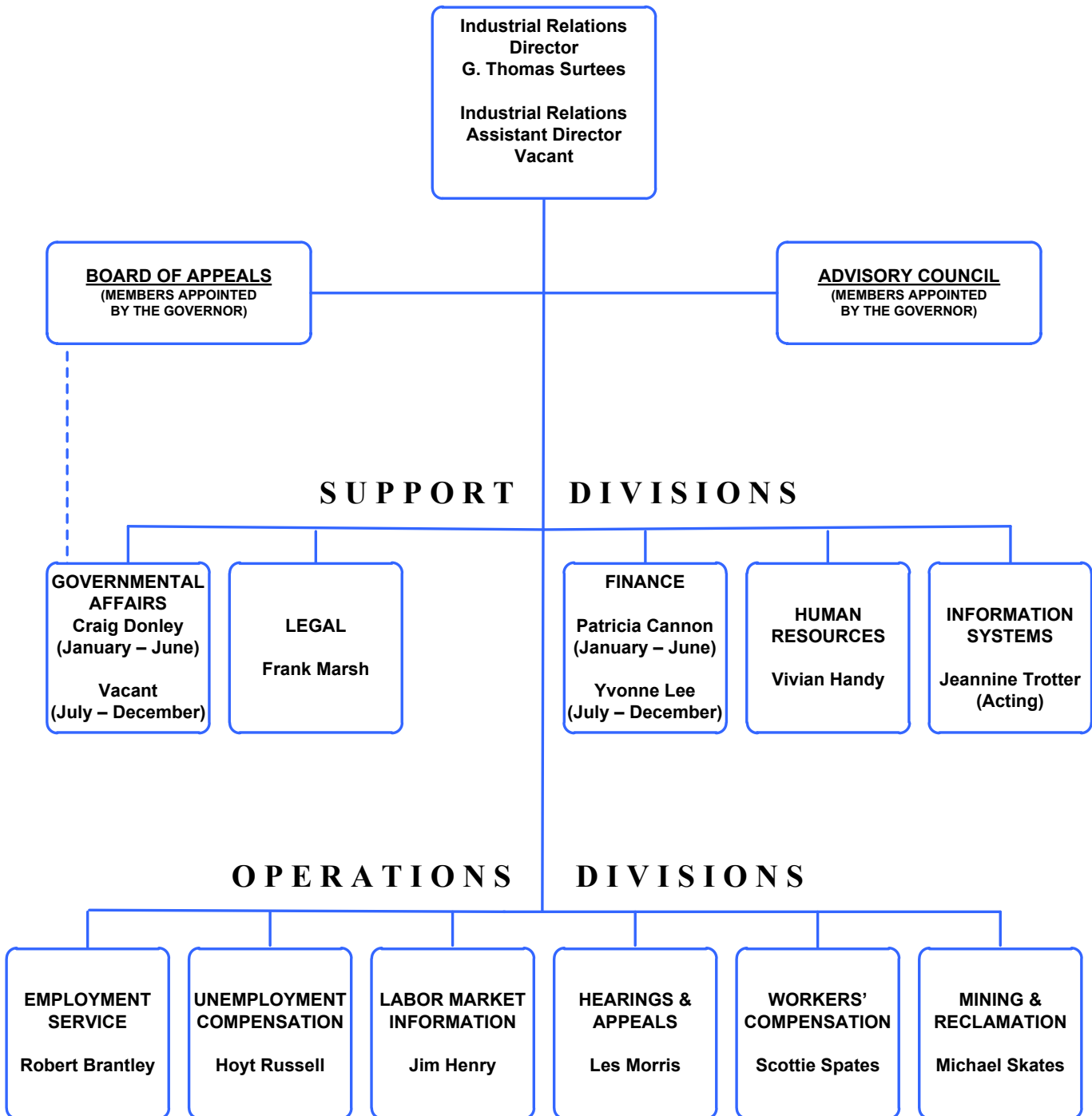
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**STATE OF ALABAMA**  
**DEPARTMENT OF INDUSTRIAL RELATIONS**  
**ORGANIZATION CHART**





**Letter to the Governor  
The Honorable Robert Bentley  
Governor of Alabama**

Dear Governor Bentley,

This Department faced numerous challenges over the past year. We assisted Alabamians as they faced natural disasters and mass layoffs, and we played a vital role in implementing new legislation, all while serving record numbers of Alabamians in our Career Centers.

In April of this year, our state suffered catastrophic losses as a result of powerful tornados that swept across Alabama. Hundreds were killed and the property losses were in the billions. DIR served 6,904 people by providing unemployment compensation benefits to help those who lost everything, including their jobs. Our staff was on the ground in the hardest hit areas, offering assistance in filing claims; and we conducted a statewide media tour to ensure that all citizens were aware of the services we offer.

A unique labor situation arose this year following the passage of Alabama's immigration law. DIR rose to the challenge by creating a program, "Work Alabama," that matches unemployed Alabamians with employers looking for temporary and permanent employees.

This year, our Employment Services Division made more employer contacts than have been made in over a decade. This means that we are reaching out to more and more employers to make them aware of our services.

Our unemployment rate continued to follow national trends for most of 2011, with a notable exception near the end of the year, when we experienced an unprecedented drop of 1.1% over two months. More than 38,000 jobs were created this year, putting unemployed Alabamians back to work.

DIR will continue to provide services to those Alabamians who need us the most. Our staff is dedicated to upholding our efficient and professional service standards.

I present the 2011 Alabama Department of Industrial Relations Annual Report, which reflects a high level of commitment to positive, proactive, and ongoing efforts to adapt to ever-changing times and to position Alabama for the future.

Sincerely,

A handwritten signature in cursive script that reads "G. Thomas Surtees".

G. Thomas Surtees, Director

## EMPLOYMENT SERVICES

Employment services are delivered through the Alabama Career Center System, which serves as the state's One-Stop Workforce Development services provider for both job seekers and employers. The Career Center System is a partnership made up of many other agencies, all working together to build a customer friendly system providing job seekers and employers with a full range of seamless employment and training services in the forty-five "One-Stop Career Centers" located throughout the state. Access to service is available 24/7 by internet or through "Resource Rooms" located in local Career Centers. In resource rooms, customers have access to high speed internet computers, software designed to aid job seekers, and a vast array of resource materials, including the latest labor market information to assist in career and job searches. Computers are equipped to offer registration assistance, resume preparation, labor market/career information/exploration, as well as a wide range of on-line resource material and tutorials for job related subjects. Service may be either self-directed by the customer, or provided by professional staff available in the Career Center.

Labor force expansion continued to exceed employment growth this year, swelling job seeker rolls in Alabama's Career Centers to a record level 400,000 plus job seekers. Over half a million job seekers (512,000) sought and received services in 2011.

Driving Alabama's workforce development system is Alabama JobLink, an Internet-based, customer-driven service delivery system at ([www.joblink.alabama.gov](http://www.joblink.alabama.gov)), featuring self-service options for job seekers and employers. For job seekers, AJL offers around-the-clock access for registration, job search, employment services, creation of a resume online, automatic e-mail notification when skills match employer openings, and in some instances, direct employer contact.

For employers, AJL is available 24/7 to post and manage job openings, search for qualified workers, and receive automatic e-mail notification when job requirements match job seeker skills.

While AJL usage remained heavy in 2011, some positive trends emerged: web-site hits declined 7% to 116,000,000 hits, automatic e-mail job match notifications to job seekers more than doubled to 9,000,000 and automatic notifications to employers of job matches increased 50% to 1,500,000.

*"I have browsed your services. I like the effort taken to improve the site. I have two interviews next week."*

Improvements to AJL include the ability to upload a resume to the system, displaying job openings on a map for ease of location, introduction of "breadcrumbs" to help users better navigate the system, and "job speeding" / "job spidering" which expands access to millions of jobs from sources such as Monster, Hotjobs, Careerbuilder, Craigslist, the New York Times and Fortune 500 corporate websites, as well as thousands of other sources including small industry specific job boards, local newspapers and associations. During 2011, AJL also began to include jobs from the Alabama Green Jobs Portal website.

Empowerment of the users of Alabama's Labor Exchange system to self-direct job and worker searches has

opened access to the public labor exchange system to the public, making it truly a “customer demand–driven” system. Success in this shift in service delivery is borne out in the numbers of job seekers and employers served by the system with 186,000 new job seeker accounts and 5,100 new employer accounts established this year.

Automation and stream-lining of the delivery of workforce development services continues to position the Alabama Career Center System as the “gateway” to Alabama’s job and labor markets.

*“I recently came across the Alabama JobLink website and I was really impressed with the content. It seemed like a terrific resource for students, professionals, and web surfers alike. ”*

For the most recently completed year, almost 180,000 job seekers entered employment after receiving employment services through the Career Center System representing slightly less than half (46.4%) of the job seekers exiting the labor exchange system during this period. An overwhelming majority (79.4%) were found to still be employed six months after exiting the system. Average earnings were \$24,800 per year or almost \$12.00 per hour.

## **CLAIMANT ASSISTANCE PROGRAM**

The Claimant Assistance Program is designed to reduce the duration of joblessness for Unemployment Compensation claimants. This is accomplished through quick intervention by Career Centers with UC claimants to assess their needs and offer services designed to return them to work as quickly as possible. Among these services are Employability Development Plans, Job Search Plans, Job Search Workshops, and intensified job development and placement services including skills assessment/transferability tools provided on-line to claimants by the Career Center.

During the most recent year, more than 130,000 eligible claimants were helped to find jobs, thus creating a significant savings to the Unemployment Trust Fund.

## **EMPLOYER RELATIONS**

Over 18,000 promotional contacts were made by Career Center staff with Alabama employers last year, representing the most employer contacts made in over a decade. Spurring the yearly increase of 6,500 contacts was full implementation of a new Business Services program with trained Business Service Representatives focusing outreach to new employers and those not previously using Career Center services to help solve workforce problems.

Employers are apprised of services, programs and assistance available through the Career Center System to include on-the-job training and Incumbent Worker training program opportunities to help in meeting their workforce needs. The end result of the Business Services program is to help employers take advantage of programs in order to grow and create jobs. In turn, employers' feedback will be used to adjust services or develop new services to better serve employers.

## **RAPID RESPONSE**

Rapid Response activities provided by Career Center staff, funded under contract with the Alabama Department of Economic and Community Affairs, support the State's Rapid Response Team in providing assistance to the business community and workers affected by layoffs or plant closings in the State. Career Center staff participate in group employee meetings as a key member of the State's Rapid Response Team to provide information and direction to dislocated workers relative to Career Center services, including: UI registration, job registration, resume preparation, on-line job search, job placement, veteran's services, labor market information, and when necessary and appropriate, conduct dedicated on-site Job Search Workshops.

During the past year the Rapid Response team assisted workers at 35 major closing and layoffs which affected more than 4,000 dislocated workers.

## **FOOD STAMP PROGRAM**

During the most recent year, over 27,000 Food Stamp registrants were referred to the Food Stamp Employment and Training Program from the Department of Human Resources. 21,601 of these clients were placed in job search and were provided with training in job seeking skills. One thousand four hundred and forty-four (1,444) Food Stamp clients were either placed in jobs by the Career Centers or obtained employment after participating in the program.



## **TAX CREDITS FOR EMPLOYERS**

The Work Opportunity Tax Credits (WOTC), a federally-funded program, provides incentives for businesses to hire individuals that have barriers to employment. Private-sector employers can reduce their tax costs by employing individuals from any of 9 targeted WOTC designated groups. These may include TANF recipients, food stamp recipients, youth, ex-felons, SSI recipients, and those with disabilities. The benefits of this federally-funded program are twofold: WOTC helps those most in need find and retain jobs and it saves private-sector employers money by reducing their tax liability.

The amount of tax credit an employer receives for each certification is based on the particular category for which the applicant qualifies. Targeted group members can provide an employer tax credits for as much as \$2,400 for each new adult hire; \$1,200 for each new summer youth hire; \$4,800 for each new disabled veteran; and \$9,000 over a two-year period for each new long-term family assistance recipient hired.

During FY2011, approximately 57,000 new applications were submitted by employers for WOTC certification. This represents 57,000 new individuals becoming gainfully employed in Alabama during FY2011. Almost 25,000 WOTC certifications were issued during FY 2011, saving Alabama employers over \$63,000,000.

Alabama's automated system allows employers to electronically import or manually enter WOTC applications, review status of applications, and download determinations. Employers have the option of mailing applications but are encouraged to take advantage of the automated system.

Automation efforts in the processing of applications for ex-felon and food stamps categories during FY2011 have resulted in increased numbers of determinations issued and faster processing time. Further automation progress, to include additional target groups, is being pursued in order to improve responsiveness of the certification process to employers.

Additional information on the WOTC program is available at <http://www.doleta.gov/business/incentives/optax/> or <http://wotc.alabama.gov/>

## **SERVICES TO RURAL RESIDENTS**

In addition to comprehensive Career Centers located in the state's more densely-populated metropolitan areas, the Career Center System also operates fourteen satellite centers and five itinerant centers to facilitate access to workforce delivery services through the Career Center System in the state's rural areas serving the needs of rural customers.

As a part of this service, the Career Center System coordinates the activities of the Agricultural Placement Program, Agricultural Clearance Program, and H-2A Program for non-immigrant aliens. Centers are also responsible for conducting agricultural crew leader registration, overseeing the Migrant and Seasonal Farm Worker Outreach Program as well as performing pre-occupancy housing inspections for 136 H-2A dwellings last year. These dwellings represented 31 different H-2A certifications.

Migrant and seasonal farm workers were offered all services provided to other applicants and referred to other community agencies as needed. Bilingual staff or access to bilingual assistance is available for each local office to help coordinate the process if the applicant is not proficient in English.

## **FOREIGN LABOR CERTIFICATION**

The Foreign Labor Certification Unit works directly with the employer, his agent or attorney to ensure that labor certification applications meet regulations and guidelines mandated by federal and state laws, U.S. Department of Labor and Employment Service guidelines.

Effective last year the labor certification process for H-2B (temporary nonagricultural workers) was centralized at the US Department of Labor's Chicago office. The Foreign Labor Certification H-2B Unit now serves a customer service role responding to employer inquiries and dissemination of comprehensive information concerning the program and guidance in the filing process. Certifications from the national office last year resulted in six job orders for temporary nonagricultural positions being posted to the state's electronic labor exchange (AJL) representing 67 job openings.

Thirty-one applications for temporary agricultural foreign workers (H-2A) were processed for 628 openings. There were 136 housing inspections completed to determine adequate living facilities for alien workers.

## **VETERANS**

### **Alabama Provides Veterans with Priority in Services and Training**

A total of 24,095 veterans, Eligible Persons and Transitioning Military Service Members (TSMs) were actively registered in the Alabama Job Link (AJL) data system during the reporting period. The AJL is accessible by Internet and is self-service. Nevertheless, 12,491 veteran-registrants, including active duty military preparing for release from the U.S. Armed Forces, requested services of Career Center specialists and Local Veterans Employment Representatives (LVERs) to help them identify military skills that may be transferrable to civilian jobs or for assistance in entering new careers in high demand occupations.

Veterans' Employment Representatives and Career Center Specialists provided career coaching, local and national job search assistance, intensive services to locate and apply for supportive services and resources, and personal assistance in navigating today's complex and challenging job market. Veterans receive priority emphasis in all employment services and training, and most Alabama Career Centers are staffed with Local Veterans Employment Representatives who serve only veterans.

### **Services to Military**

Alabama Career Centers provide services for military separating from active duty at the U.S. Army Aviation Center on Fort Rucker, Anniston Army Depot, and Maxwell Air Force Base. Last year over 800 separating military and their spouses attended three-day workshops designed to teach veterans job search and interviewing skills, develop effective resumes, find job and apprenticeship training, and locate resources and supportive services in their transition into the civilian workplace. Veterans' Employment Representatives also attended several hundred Yellow Ribbon events and military family functions for deactivating units of the Alabama National Guard and Reserve components, to provide similar transition and job search services.

### **Outreach to Disabled Veterans**

To assist veterans and separating military with severe service-connected disabilities, Alabama operates a Disabled Veterans Outreach Program (DVOP), using specialists to guide Disabled Veterans in finding work or accessing services and vocational rehabilitation training. These specialized representatives counsel veterans who face significant barriers to employment due to military service-connected disabilities, and provide them with assistance in making career choices, guidance on applying for veterans' benefits and job training, and assistance



with employment and re-employment rights. In partnership with the U.S. Department of Veterans Affairs, Vocational Rehabilitation and Employment (VR&E) Division, DVOP specialists and the Local Veterans Employment Representatives in the Alabama Career Centers work in teams with VR&E's counselors to share resources and the case management of seriously disabled veterans who are participating in vocational training for employment. The program places mutual accountability of the teams for the progress of participating veterans, from enrollment to employment. Placing several hundred disabled veterans through training and into employment last year, the model program was adopted by the U.S. Department of Labor and the U.S. Department of Veterans Affairs as a nationwide program.

### **Partnerships to Serve Veterans**

Alabama Career Centers collaborate with colleges, universities, and trade schools to coordinate job fairs and career expositions, including events held at military installations and National Guard armories. These intensive efforts make an important difference for newly-separated military veterans. According to the U.S. Department of Labor year-end report 9,748 veterans and Transitioning Military Service Members entered employment last year after receiving job search services or training services from Alabama Career Centers and partner agencies.

Other community partnerships developed by Alabama Career Centers and the Department of Industrial Relations included Homeless Veterans Stand- Down events held in Mobile, Birmingham, Dothan, Huntsville, Opelika-Auburn, and several rural areas.

Alabama is in partnership with the Direct Employers Association, through an initiative supported by the National Association of State Workforce Agencies (NASWA) that automates the posting of federal contractor job and career openings into Alabama's Job Link data system. Jobs are posted directly to the Career Center located at the site of the contract. Veterans have 24 hour priority access to employment openings posted by member companies holding federal contracts in Alabama.

## **UNEMPLOYMENT COMPENSATION**

### **QUALITY ASSURANCE**

- The Division met federal requirements for time lapse in all cases, both paid and denied. Alabama continues to have the fewest exception rate in our region of eight states. The Division sent two representatives to the peer to peer review in Atlanta, Georgia in September 2011.

### **BENEFIT OPERATIONS**

- Unemployed workers continued to file for EUC and HEB during 2011 as the programs remained in effect until December 31, 2011.
- During the period beginning October 1, 2010 and ending September 20, 2011, 16 companies were certified for Trade Adjustment Assistance.
- As a result of severe storms, flooding, tornadoes, and straight-line winds that occurred on April 15, 2011, President Obama declared a federal disaster in Alabama on April 28, 2011. President Obama declared a total of 43 Alabama counties to be major disaster areas for the purpose of paying Disaster Unemployment Assistance benefits. There were 1,061 DUA claims filed and 321 claims approved. The last week payable will be October 29, 2011.
- At the end of 2011, there were 264 participants in the ATAA/RTAA programs.
- At the end of 2011, there were 1,525 participants in TAA-funded training.
- The Trade and Globalization Adjustment Assistance Act of 2009 ended on February 12, 2011. We reverted back to the Trade Act of 2002 regulations which will remain in effect until new legislation is enacted.
- There were regularly publicized prosecutions and convictions for unemployment fraud which had not only deterrent value but incentivized claimants to begin repaying old overpayments.
- Alabama began participating in a Federal Treasury Offset Program which will allow the UC program to collect delinquent overpayments from individuals who receive payments from the federal treasury such as income tax refunds.
- Alabama has made a renewed commitment to integrity as demonstrated in our initiative “EVERY-ONE OWNS INTEGRITY”. This will help raise the level of awareness of all employees to maximize the focus on program integrity.
- Alabama streamlined procedures and increased staffing in our Combined Wage Interstate Section to focus on proper determinations of UC Interstate eligibility versus Alabama Extended Unemployment Compensation (EUC) or Alabama High Unemployment Extended Benefits (HEB) eligibility.
- Alabama launched a new emphasis on program integrity and convened a Cross Regional Taskforce designed to reduce fraud, improper payments, and to collect outstanding overpayments more effectively.

## CALL CENTER OPERATIONS

- 463,393 claims and inquiry calls were handled through the call centers in 2011.
- 276,036 claims were processed through our Remote Initial Claims (RIC) System.
  - \* 114,329 claims were processed by Customer Service Representative (CSRs).
  - \* 107,770 claims were completed via the web application.
  - \* 53,937 claims were initiated on the web, but were completed by CSRs.
- 194,725 issues were adjudicated by our adjudication staff.
  - \* 108,165 separation issues
  - \* 86,560 non-separation issues
- As a result of the disasters that occurred in April, the call centers processed 5,766 disaster-related claims.
- Alabama continues to be consistently ranked in the top five nationally by the Department of Labor in the category of prompt payment of unemployment benefits to unemployed citizens. The agency has been ranked number one in Region 3 throughout the year in this category. In the category of issuing timely claims determinations to claimants, the agency is ranked number one in Region 3.
- Approximately 500 claims were processed as a result of a mass layoff by Jefferson County.

## TAX OPERATIONS

In 2011 Tax Operations accomplished many goals. Electronic filing and paying percentages continue to increase. Electronic receipts of tax returns remain approximately 99 percent and electronic remittances are 85 percent or greater each quarter. Continued enhancements of our computer systems have virtually eliminated many of our paper processes which are listed below:

- ACH Credit Payment Method has enabled large companies and third-party representatives to pay contributions electronically in lieu of paper checks. All major third party representatives are now remitting funds via ACH credit. This method has automated thousands of paper check payments previously processed.
- Tax Rate notices will continue to be available via download from our website. This secure method allows employers to download their tax rate notices. 2012 notices will be available for download after December 1, 2011. This method continues to save the department the postage and labor costs associated with mailing notices to the employers.
- In December 2010 the electronic adjustment forms were implemented. Employers have utilized this adjustment application thus eliminating the need for manual entry of paper forms. This application has expedited adjustments to employer accounts and wage corrections.
- An upgraded and enhanced employer application containing a Status report to determine liability (SR-2) Internet application, is currently in a pilot program. The final product should be implemented and available on our website after December 1, 2011. This new application will be more robust and provide more needed data used to establish and assign employer accounts.

Field Services has also experienced a major year in 2011. Some major accomplishments are as follows:

- Collections for fiscal year totaled \$14,614,842.58, representing a Return on Investment of \$210.31.
- Calendar year audits exceeded the quota by 38 audits. Field services audit quota for 2011 was 1,750. The total number of audits completed by field personnel totaled 1,788.

<b>UNEMPLOYMENT COMPENSATION</b>				
	<b>Fiscal Year</b>		<b>Net Change</b>	<b>Percent Change</b>
	<b>2011</b>	<b>2010</b>		
<b>State Unemployment Compensation</b>				
Initial Claims				
New	238,081	245,228	(7,147)	-2.9
Additional	104,883	109,756	(4,873)	-4.4
Weeks Claimed *	2,194,068	2,767,780	(573,712)	-20.7
Weeks Compensated	1,998,412	2,538,779	(540,367)	-21.3
Gross Benefits Paid	\$401,898,407	\$518,227,071	(\$116,328,664)	-22.4
<b>Federal Employees</b>				
Initial Claims				
New	1,688	2,804	(1,116)	-39.8
Additional	262	275	(13)	-4.7
Weeks Claimed *	15,177	8,900	6,277	70.5
Weeks Compensated	13,887	7,692	6,195	80.5
Gross Benefits Paid	\$2,669,664	\$1,676,524	\$993,140	59.2
<b>Ex Servicemen</b>				
Initial Claims				
New	1,833	2,023	(190)	-9.4
Additional	247	168	79	47.0
Weeks Claimed *	20,824	18,470	2,354	12.7
Weeks Compensated	19,045	16,896	2,149	12.7
Gross Benefits Paid	\$4,977,067	\$4,395,406	\$581,661	13.2
<b>High Extended Benefit Unemployment</b>				
Initial Claims	24,294	19,196	5,098	26.6
Weeks Claimed *	458,132	282,085	176,047	62.4
Weeks Compensated	458,142	281,792	176,350	62.6
Gross Benefits Paid	\$91,507,032	\$54,983,029	36,524,003	66.4
* Excludes interstate claims data received through Internet System.				
** Includes retroactive payment activity.				
*** Less than 0.1 percent change or no activity in prior fiscal year.				

<b>UNEMPLOYMENT COMPENSATION</b>				
	<b>Fiscal Year</b>		<b>Net Change</b>	<b>Percent Change</b>
	<b>2011</b>	<b>2010</b>		
<b>Trade Readjustment Allowance **</b>				
Initial Claims	1,533	2,499	(966)	-38.7
Weeks Claimed	5,517	6,309	(792)	-12.6
Weeks Compensated	5,458	6,167	(709)	-11.5
Gross Benefits Paid	\$1,285,214	\$1,432,211	(\$146,997)	-10.3
<b>Emergency Unemployment Compensation</b>				
Initial Claims	53,941	73,287	(19,346)	-26.4
Weeks Claimed	2,250,863	2,858,661	(607,798)	-21.3
Weeks Compensated (ALL TIERS)	2,250,734	2,794,547	(543,813)	-19.5
Gross Benefits Paid (ALL TIERS)	\$446,343,981	\$565,551,309	(\$119,207,328)	-21.1
<b>Disaster Unemployment Assistance</b>				
Initial Claims	1,061	14	1,047	7478.6
Weeks Claimed	2,441	5	2,436	48720.0
Weeks Compensated	2,376	4	2,372	59300.0
Gross Benefits Paid	\$301,864	\$420	\$301,444	71772.4
<b>Alternative Trade Adjustment Assistance Program</b>				
Initial Claims	224	168	56	33.3
Weeks Claimed	7,803	4,539	3,264	71.9
Weeks Compensated	7,803	4,539	3,264	71.9
Gross Benefits Paid	\$1,924,986	\$1,014,244	\$910,742	89.8
* Excludes interstate claims data received through Internet System.				
** Includes retroactive payment activity.				
*** Less than 0.1 percent change or no activity in prior fiscal year.				



## WORKERS' COMPENSATION

The Workers' Compensation Division's main function is to insure that necessary medical attention and compensation benefits are provided to employees injured on the job, or in case of death, provided to their dependents. The Division also provides information and services to claimants, employers, Insurance companies, attorneys, judges, legislators, labor and management groups, government agencies and other parties. Other functions include gathering statistics on accidents, enforcing reporting requirements, monitoring claim payments, auditing all claim settlements and taking corrective action on incorrect settlements or improper reporting procedures. The Division is also responsible for gathering information on fraudulent claims of employees, which includes reacting to tips received on the fraud hotline. The fraud hotline number is 1-800-WC FAKED, or 1-800-923-2533.

Ombudsmen mediate disputes through the benefit review conference process. The most frequent issue involved requests for information/assistance concerning the law or specific medical topics. The ombudsmen also provide assistance to employees, employers, attorneys, insurance carriers, and third party administrators, via telephone, seminars, and speaking engagements. The Division conducts employer inspections for compliance with the Workers' Compensation Law.

The Division offers both a formal and informal medical dispute resolution process for any party that may dispute a medical service that has been conducted or that is requested.

Effective June 9, 2011, the State of Alabama's average weekly wage was determined to be \$755.46 for the calendar year 2010. This resulted in the following changes, effective July 1, 2011:

- The minimum weekly compensation payable increased from \$204 to \$208.
- The maximum benefits payable on fatalities increased from \$367,000 to \$377,500.

During fiscal year 2011 there were:

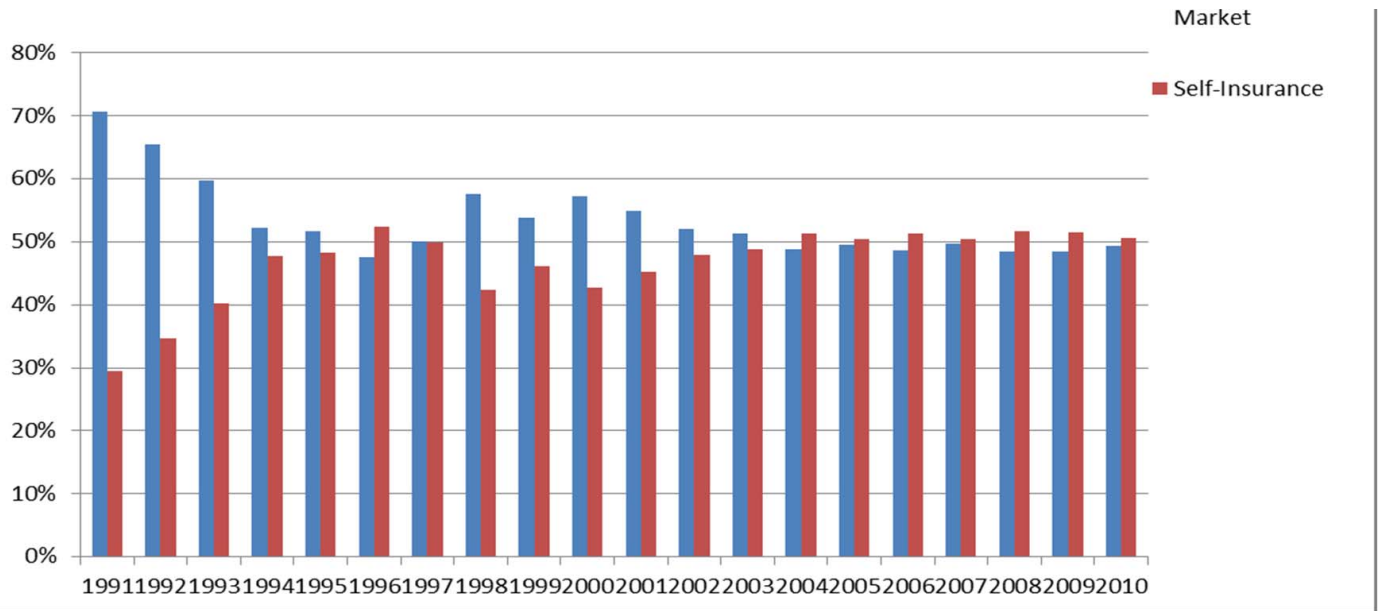
Group Fund Certificates Issued	3,135
Group Fund Certificates canceled	3,851
Self-Insurance certificates issued	12
Self-Insurance certificates canceled	14
Self-Insurers audited	345
Compliance inspections	28,392
Employers in Non-compliance	1,740
Continuing Education Seminars	4
Seminar Attendees	793
Continuing Education Certificates	790
Voluntary Mediations	1,818
Voluntary Mediations Resolved	1,518
Court Ordered Mediations	130
Court Ordered Mediations Resolved	80
Utilization Management/Bill Screening Certificates issued	45
Drug-Free Workplace Certificates issued	276
Medical Disputes	564
Third Party Administrators Certified	19
Professional Employer Organizations Certificates issued	25

Self-Insurance Section

The Workers' Compensation Division also administers the rules and regulations for both the Individual Self-Insurers, and Group Self-Insurers. During FY2011, the following activity took place within the Self-Insurance Section:

<b>INDIVIDUAL SELF-INSURANCE</b>				
		<b>FY2011</b>	<b>FY2010</b>	<b>Percent Change</b>
Certificates Issued		12	5	140.00%
Certificates Canceled		14	24	-41.67%
Total Individual Self-Insurers		279	283	-1.41%
<b>GROUP SELF-INSURANCE</b>				
		<b>FY2011</b>	<b>FY2010</b>	<b>Percent Change</b>
Certificates Issued		3,135	3,516	-10.84%
Certificates Canceled		3,951	4,406	-10.33%
Total Employers		25,130	25,906	-3.00%
Total Number of Group Funds		17	17	0.00%

The graph below represents the total dollar amount actually paid for Workers' Compensation claims for Calendar Years 1991 through 2010, according to the Workers' Compensation Annual Assessment Report for Insurance Companies & Self-Insured Employers. As demonstrated by the graph, the trend for the voluntary market (private insurance) shows a steady decrease in market size of 71% in 1991, to 49% in 2010; but this market has remained steady since 1997. The Self-Insurance sector increased its market share from 29% to 51% an increase over the twenty-year period of approximately 76%.



## FIRST REPORTS OF INJURY TOTALS BY COUNTY

FIRST REPORT OF INJURY				
	FY2011	FY2010	% Change	FY2011 % of Total
Jefferson	2,451	2,393	2%	16%
Mobile	1,211	1,145	6%	8%
Montgomery	1,110	1,176	-6%	7%
Autauga	108	106	2%	1%
Baldwin	490	474	3%	3%
Barbour	113	79	43%	1%
Bibb	42	44	-5%	0%
Blount	85	64	33%	1%
Bullock	15	22	-32%	0%
Butler	85	81	5%	1%
Calhoun	227	359	-37%	2%
Chambers	65	97	-33%	0%
Cherokee	32	44	-27%	0%
Chilton	83	98	-15%	1%
Choctaw	28	35	-20%	0%
Clarke	103	67	54%	1%
Clay	41	40	3%	0%
Cleburne	14	24	-42%	0%
Coffee	103	136	-24%	1%
Colbert	179	170	5%	1%
Conecuh	37	45	-18%	0%
Coosa	14	7	100%	0%
Covington	105	108	-3%	1%
Crenshaw	54	52	4%	0%
Cullman	180	187	-4%	1%
Dale	106	103	3%	1%
Dallas	131	164	-20%	1%
Dekalb	165	147	12%	1%
Elmore	224	155	45%	1%
Escambia	96	80	20%	1%
Etowah	322	332	-3%	2%
Fayette	47	46	2%	0%
Franklin	98	92	7%	1%

<b>FIRST REPORT OF INJURY</b>				
	<b>FY2011</b>	<b>FY2010</b>	<b>% Change</b>	<b>FY2011 % of Total</b>
Geneva	26	45	-42%	0%
Greene	14	16	-13%	0%
Hale	23	29	-21%	0%
Henry	14	32	-56%	0%
Houston	334	338	-1%	2%
Jackson	169	132	28%	1%
Lamar	27	22	23%	0%
Lauderdale	264	247	7%	2%
Lawrence	59	74	-20%	0%
Lee	274	278	-1%	2%
Limestone	134	89	51%	1%
Lowndes	25	92	-73%	0%
Macon	31	52	-40%	0%
Madison	918	1,017	-10%	6%
Marengo	41	66	-38%	0%
Marion	70	75	-7%	0%
Marshall	333	284	17%	2%
Monroe	60	55	9%	0%
Morgan	291	312	-7%	2%
Perry	19	21	-10%	0%
Pickens	38	35	9%	0%
Pike	110	132	-17%	1%
Randolph	25	36	-31%	0%
Russell	84	125	-33%	1%
Shelby	305	368	-17%	2%
St. Clair	145	145	0%	1%
Sumter	36	15	140%	0%
Talladega	373	417	-11%	2%
Tallapoosa	89	136	-35%	1%
Tuscaloosa	683	653	5%	5%
Walker	184	180	2%	1%
Washington	73	129	-43%	0%
Wilcox	16	24	-33%	0%
Winston	59	58	2%	0%
Unclassified	1,488	1,588	-6%	10%
<b>TOTAL</b>	<b>14,998</b>	<b>15,489</b>	<b>-3%</b>	<b>100%</b>

FIRST REPORT OF INJURY TOTALS RANKED BY # OF INJURIES						
		FY2011	FY2010	% Change	FY2011% of Total	Cumm. Total
1	Jefferson	2,451	2,393	2%	16%	16%
2	Unclassified	1,488	1,588	-6%	10%	26%
3	Mobile	1,211	1,145	6%	8%	34%
4	Montgomery	1,110	1,176	-6%	7%	42%
5	Madison	918	1,017	-10%	6%	48%
6	Tuscaloosa	683	653	5%	5%	53%
7	Baldwin	490	474	3%	3%	56%
8	Talladega	373	417	-11%	2%	58%
9	Houston	334	338	-1%	2%	60%
10	Marshall	333	284	17%	2%	63%
11	Etowah	322	332	-3%	2%	65%
12	Shelby	305	368	-17%	2%	67%
13	Morgan	291	312	-7%	2%	69%
14	Lee	274	278	-1%	2%	71%
15	Lauderdale	264	247	7%	2%	72%
16	Calhoun	227	359	-37%	2%	74%
17	Elmore	224	155	45%	1%	75%
18	Walker	184	180	2%	1%	77%
19	Cullman	180	187	-4%	1%	78%
20	Colbert	179	170	5%	1%	79%
21	Jackson	169	132	28%	1%	80%
22	Dekalb	165	147	12%	1%	81%
23	St. Clair	145	145	0%	1%	82%
24	Limestone	134	89	51%	1%	83%
25	Dallas	131	164	-20%	1%	84%
26	Barbour	113	79	43%	1%	85%
27	Pike	110	132	-17%	1%	85%
28	Autauga	108	106	2%	1%	86%
29	Dale	106	103	3%	1%	87%
30	Covington	105	108	-3%	1%	88%
31	Clarke	103	67	54%	1%	88%
32	Coffee	103	136	-24%	1%	89%
33	Franklin	98	92	7%	1%	90%
34	Escambia	96	80	20%	1%	90%
35	Tallapoosa	89	136	-35%	1%	91%
36	Blount	85	64	33%	1%	91%



FIRST REPORT OF INJURY TOTALS RANKED BY # OF INJURIES						
		FY2011	FY2010	% Change	FY2011% of Total	Cumm. Total
37	Butler	85	81	5%	1%	92%
38	Russell	84	125	-33%	1%	93%
39	Chilton	83	98	-15%	1%	93%
40	Washington	73	129	-43%	0%	94%
41	Marion	70	75	-7%	0%	94%
42	Chambers	65	97	-33%	0%	95%
43	Monroe	60	55	9%	0%	95%
44	Lawrence	59	74	-20%	0%	95%
45	Winston	59	58	2%	0%	96%
46	Crenshaw	54	52	4%	0%	96%
47	Fayette	47	46	2%	0%	96%
48	Bibb	42	44	-5%	0%	97%
49	Clay	41	40	3%	0%	97%
50	Marengo	41	66	-38%	0%	97%
51	Pickens	38	35	9%	0%	97%
52	Conecuh	37	45	-18%	0%	98%
53	Sumter	36	15	140%	0%	98%
54	Cherokee	32	44	-27%	0%	98%
55	Macon	31	52	-40%	0%	98%
56	Choctaw	28	35	-20%	0%	99%
57	Lamar	27	22	23%	0%	99%
58	Geneva	26	45	-42%	0%	99%
59	Lowndes	25	92	-73%	0%	99%
60	Randolph	25	36	-31%	0%	99%
61	Hale	23	29	-21%	0%	99%
62	Perry	19	21	-10%	0%	100%
63	Wilcox	16	24	-33%	0%	100%
64	Bullock	15	22	-32%	0%	100%
65	Cleburne	14	24	-42%	0%	100%
66	Coosa	14	7	100%	0%	100%
67	Greene	14	16	-13%	0%	100%
68	Henry	14	32	-56%	0%	100%
	TOTAL	14,998	15,489	-3%	100%	

## First Reports of Injury (continued)

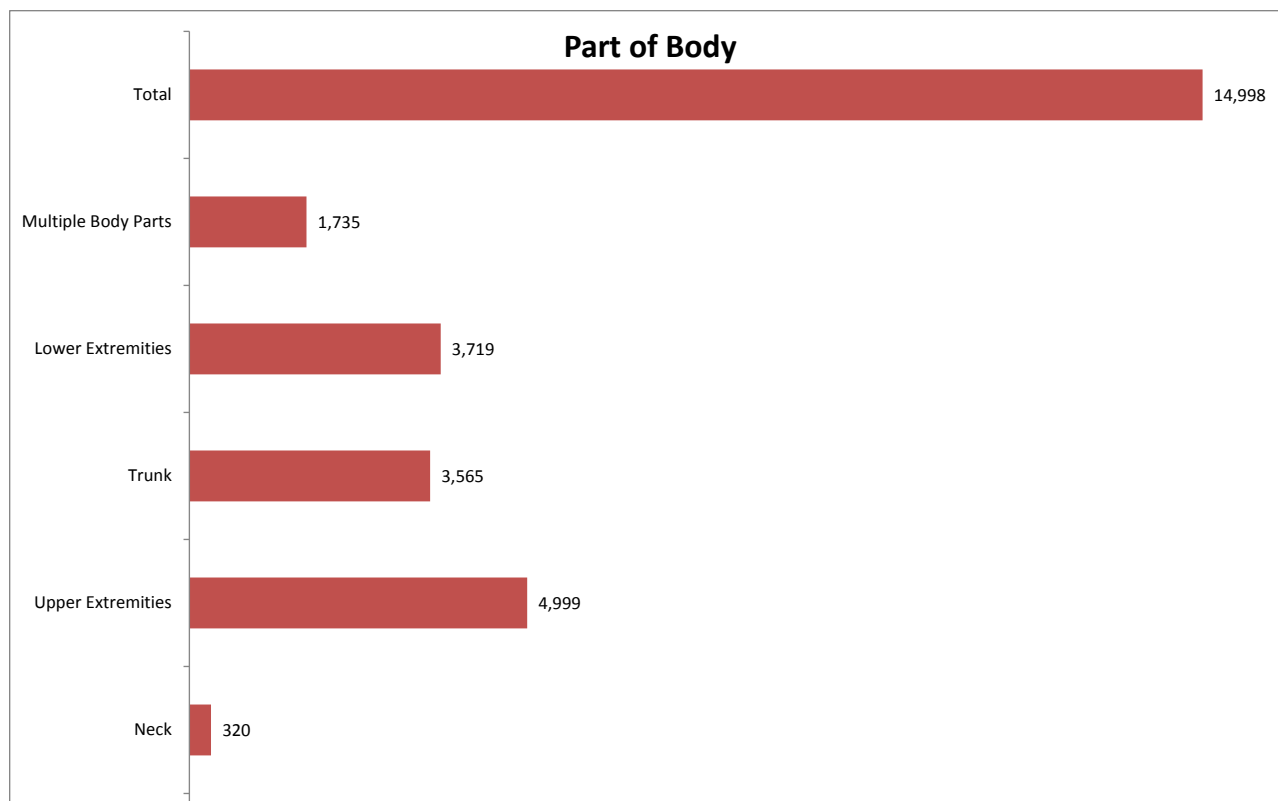
During FY2011 there were 45 fatalities reported. Of the 45 fatalities approximately 91% were males with an average weekly wage of \$501.48.

The average age was 44 with the average time employed being 4.7 years.

Of the 45 deaths, approximately 26% were employed six months or less.

Five fatalities were 60 years of age or older and six were 25 years of age or younger

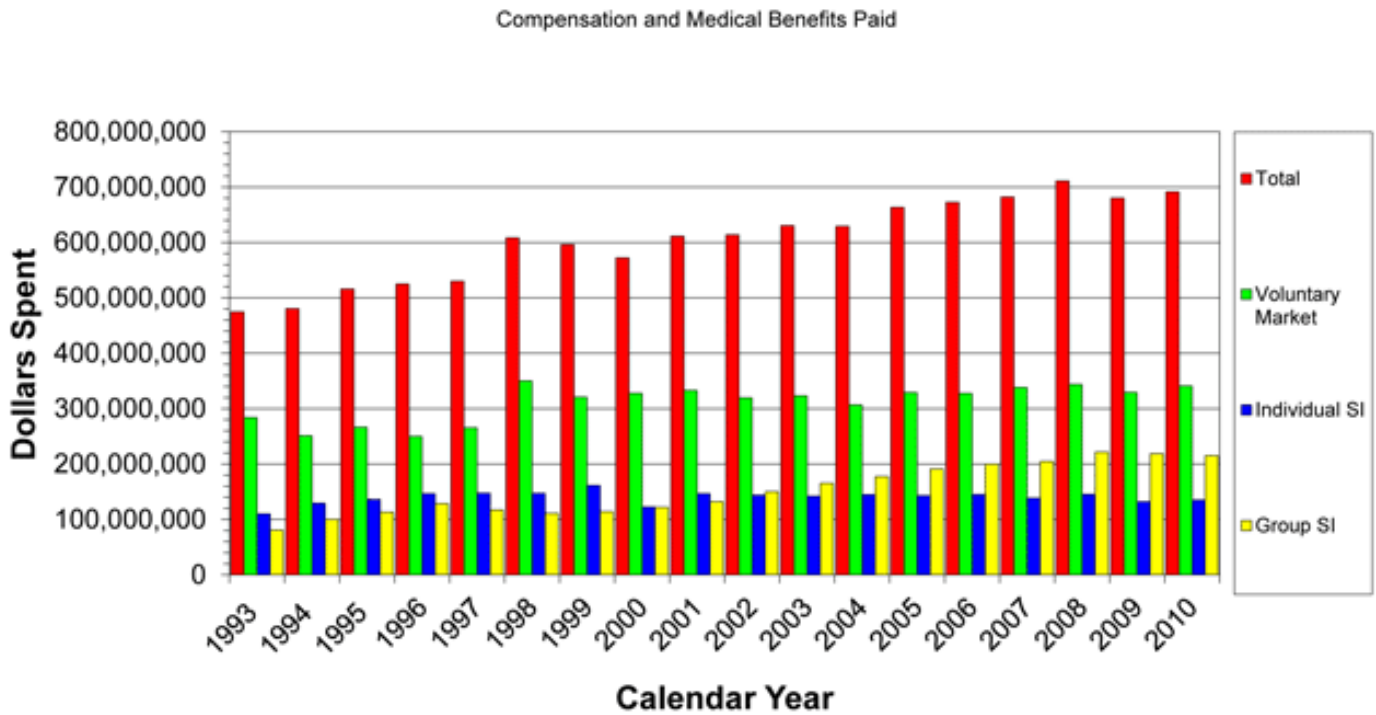
Types of Injuries		
Body Part Injured	Number	Percent
Head	660	4%
Neck	320	2%
Upper Extremities	4,999	33%
Trunk	3,565	24%
Lower Extremities	3,719	25%
Multiple Body Parts	1,735	12%
Total	14,998	100%



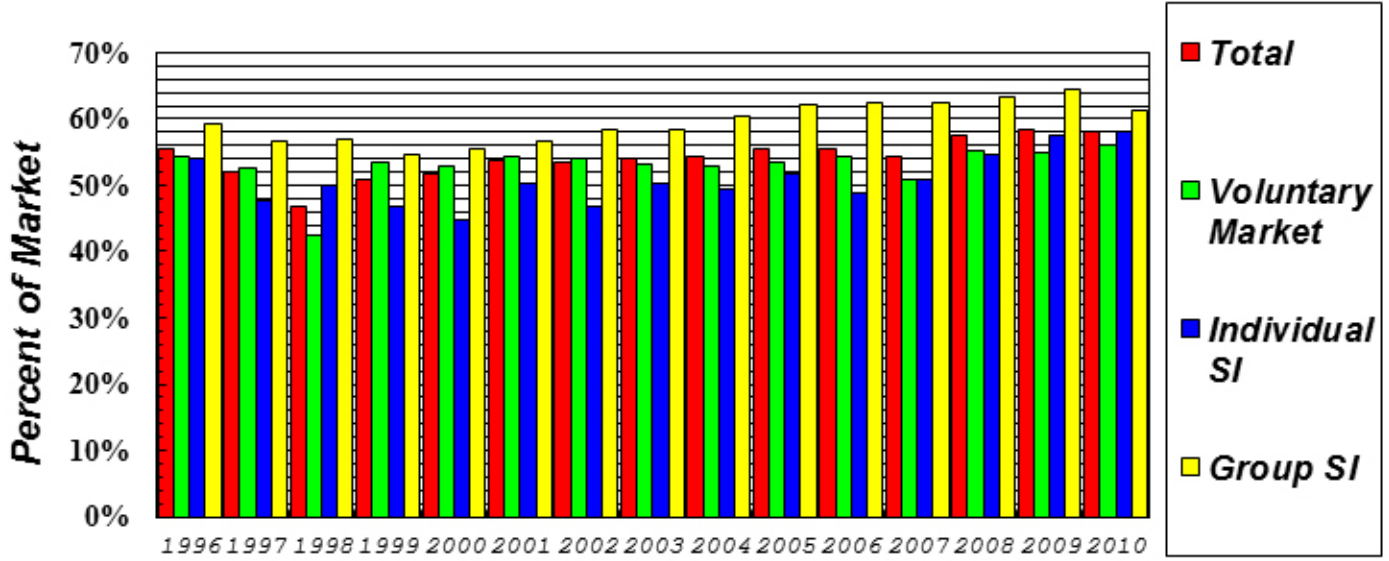
## Compensation and Medical Benefits Paid

The first graph below represents the total dollar amounts actually paid for Workers' Compensation claims for Calendar Years 1993 through 2010, according to the Workers' Compensation Annual Assessment Report for Insurance Companies & Self-Insured Employers. These amounts were paid in the calendar year as specified below, regardless of date of original injury, and the totals represent both compensation and medical benefits paid.

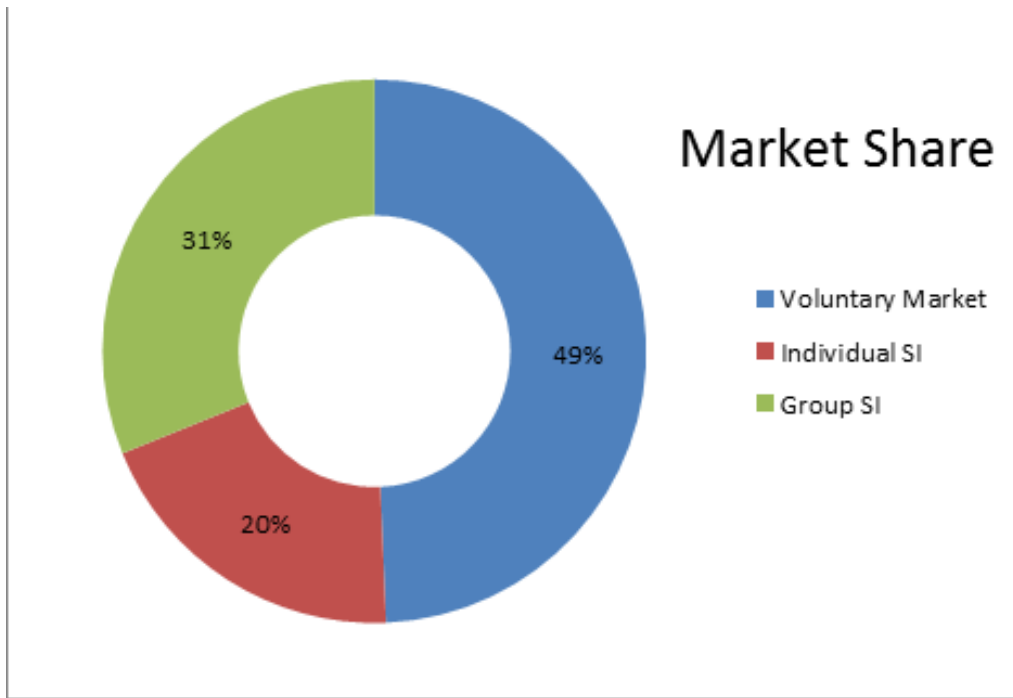
The second graph represents the medical percentage trend since 1996.



### Medical Percentage



Total Compensation by Market For 2010		
		% Medical
Voluntary Market	\$341,027,844	56%
Individual Self-Insured	\$135,196,162	58%
Group Self-Insured	\$215,228,009	61%
Total	\$691,452,015	58%



## HUMAN RESOURCES DIVISION

The Human Resources Division provides personnel administration support to all Division Directors, sections, units and individuals of the Department of Industrial Relations. Administrative duties include processing and monitoring of newly hired employees' transfers, separations, disciplinary procedures, Family and Medical Leave Act enforcement, donated leave program, military leave actions, leave management, performance appraisal process and several other areas to include the development of departmental policies. HR also serves as the liaison with the State Personnel Department for information, updates, changes and information that is to be disseminated throughout the Department of Industrial Relations. HR is responsible for ensuring that all federal and state laws are followed with the above actions.

Training activity is a very important and active section within HR. The coordination and approval for all training activity is handled through HR. HR is responsible for overseeing and managing the use of the main training room and training equipment in the central office building. The focus for the training section is to continuously encourage more DIR employees to attend training courses offered by the State Personnel Department and approved private vendors. The overall goal of HR is to assist employees, the public, applicants and callers by providing needed information while fostering a professional image.

## The Office of Equal Employment Opportunity and Compliance

The Office of Equal Employment and Opportunity was placed under the supervision of the Human Resources Director in 2008.

The Equal Employment Opportunity and Grievance Unit is responsible for ensuring that DIR complies with federal equal opportunity and nondiscrimination laws and regulations. The unit conducts compliance reviews of departmental programs, activities, and services and provides technical assistance as needed. It receives, investigates and/or mediates complaints and grievances filed by departmental employees or customers served by the department; and makes recommendations for corrective action when appropriate. During the 2011 calendar year numerous grievances or complaints were made by DIR employees. Most complaints were mediated or settled by the EEO Section which resulted in only five grievances actually being filed; four have been resolved; one is pending as of this report date.

It is the intent of the Department of Industrial Relations to ensure compliance with Title VII of the Civil Rights Act of 1964, as amended, and related codes, statutes and regulations. It is also the intent that applicants and employees are treated equally during employment without regard to their race, religion, sex, color, national origin, age or disability in accordance with all federal and state laws. Action covered by this statement shall include employment, promotions, demotions, transfers, recruitment, training, setting rates of pay, and other terms of employment.

Other duties performed by EEO include:

- Conduct local office compliance reviews of departmental programs, services and activities throughout the state and provide technical assistance as needed.
- Review and provide assistance as needed to proposed job interview questions.
- Revise and update appropriate DIR Memorandums provide distribution to all local offices.
- Provide mandatory poster update regarding FMLA, ADA, and other information as required by law.



## HEARINGS AND APPEALS

The Hearings and Appeals Division is responsible for conducting all due-process hearings for the department, including those related to the Unemployment Compensation Division, the Employment Service Division, the Workers Compensation Division, and the Mining and Reclamation Division. This division is also responsible for conducting hearings concerning departmental personnel matters. The majority of the hearings conducted involve unemployment compensation benefits. Hearings concerning unemployment compensation benefit eligibility are promptly scheduled and generally conducted on a weekly basis by teleconference. A staff of 20 administrative hearing officers conducts these hearings and issues decisions. These hearings conform with the legal requirements of due-process of law, but without the strict adherence to legal rules of evidence. Approximately 28,700 of these hearings were scheduled in 2011.

### 2011 Hearings and Appeals Highlights

- Working with Information Technologies to produce electronic case files, eliminating the need for paper files.
- Working with Information Technologies to use “hosted conferencing” to connect with parties for hearings. This should eliminate delays in starting hearings and greatly reduce the number of telephone calls to our division.
- Continued to move hearing officers to typing their own decisions or dictating decisions electronically. This move eliminates the need for cassette tapes and recorders.

## LEGAL DIVISION

The Legal Division serves as legal counsel for the Department. The division renders legal opinions and interpretations of the various laws administered by the agency to the Director or other divisions of the Department. The General Counsel and Assistant General Counsels represented the Department in the Court of Civil Appeals and the Alabama Supreme Court as well as in all Circuit Courts throughout the State in cases involving Unemployment Compensation benefit appeals, Unemployment Tax, Rules to Show Cause relating to records from employers, motions to quash subpoenas seeking confidential records of the Department, Unemployment Compensation overpayments, child support withholding, surface mining violations as well as matters before the Board of Adjustment. Counsel represented the Department at pre-termination hearings as well as appeals to the State of Alabama Personnel Board.

Additionally, court appearances were made in various federal courts concerning bankruptcies. No cases were filed against the Department in 2011 claiming violations of federal statutes. Counsel for the Department made 437 court appearances last year. A total of \$97,715.54 was recovered in cash from overpaid claimants and placed into the Unemployment Compensation Trust Fund in 2011.

## LABOR MARKET INFORMATION DIVISION

The Labor Market Information (LMI) Division is responsible for the collecting, analyzing and disseminating data essential for evaluating the condition of the Alabama economy. What is the latest unemployment rate? What wages can be expected from a certain occupation? Which industries employ the most people? What occupations are in high demand? These are just a few examples of questions answered with labor market information. The LMI website, <http://dir.alabama.gov/lmi>, allows public and professional users access to the LMI data.

The LMI division operates five Federal-State cooperative programs in agreement with the Bureau of Labor Statistics (BLS), a statistical branch of the United States Department of Labor. These core programs include:

- Current Employment Statistics (CES)
- Local Area Unemployment Statistics (LAUS)
- Mass Layoff Statistics(MLS),
- Occupational Employment Statistics(OES)
- Quarterly Census of Employment and Wages(QCEW)

The CES program is a monthly count of jobs, earnings and work hours among the state's nonfarm businesses using survey data from over 19,000 businesses. CES publishes data on over 70 detailed industries at the state level as well as industry detail for 11 metropolitan areas each month. These sample-based estimates are revised annually to re-anchor them back to the near universe counts of employment (QCEW).

The LAUS program calculates and publishes civilian labor force, employment, unemployment, and an unemployment rate for the state, metropolitan areas, and counties each month. The LAUS unit is responsible not only for publishing the rates, but providing insight to the rates from an historical standpoint. Michele Tatum, Assistant LMI Director, continues to serve as state representative for the Atlanta Region on the LAUS Policy Council,

The MLS Program is a weekly survey of nonfarm businesses experiencing layoffs including information from establishments about total separations, reasons for separations, recall expectations, and the movement of work. MLS data are published monthly.

The OES program surveys nonfarm establishments collecting occupational employment data on workers by industry. Data collected produces estimated total employment by occupation for the state and selected areas. Two survey panels were conducted in 2011; November 2010 – June 2011 (81.67% response) and May 2011 – December 2011 (82.29% response). In May 2011, the OES program also administered a green survey to determine occupational information for green jobs.

The QCEW program collects quarterly employment and wage data for workers covered by state unemployment insurance (UI) laws. This program is responsible for assigning NAICS (North American Industry Classification System) and county codes to new employers and surveying established employers to ensure accuracy. The QCEW provides the number of establishments, monthly employment, and quarterly wages,

by NAICS industry groups, for the state and counties. In 2011, numerous requests involving both current and historical data were fulfilled using system reports and staff created progress queries. Deborah Conner, Unit Supervisor, serves as a state representative on the Bureau of Labor Statistics State Systems Redesign Team and will be instrumental in the development of an enhanced PC based system to be used by all states.

In addition to the five cooperative BLS programs, the LMI Division also maintains the responsibility as the official statistical data collection and analysis manager for the Workforce Information System. This responsibility includes analyzing workforce trends, providing data updates to the Workforce Information Database, and publishing reports to deliver quality workforce information to our customers. In 2011 LMI:

- Developed and published State Short Term Occupational Projections 2010-2012
- Developed and published statewide and workforce development region industry and occupational projections for 2008-2018
- Produced commuting pattern reports for all counties, metropolitan areas, and workforce development regions
- Updated High Tech in Alabama report
- Continued quarterly updates to Alabama Business Employment Dynamics (BED) data reports
- Produced Quarterly Workforce Indicator Concentration Maps for several industries
- Made occupational wage data available by industry on LMI website
- Presented the new Alabama Green Jobs Portal Website
- Served on the Youth Services Career Tech Education Advisory Council
- Presented Labor Market Information to the following groups:
  - \* Alabama Workforce Development Conference
  - \* SHRM Statewide Planning Meeting
  - \* Libraries and High Schools
  - \* Annual Career Technical Conference
  - \* ONE Montgomery, a community organization
  - \* Alabama Assoc. of Rehabilitation Facilities Annual Training Conference
  - \* Career Center Area Site Meeting
  - \* Alabama Workforce Training Council
  - \* Easter Seals

As part of the Department of Labor (DOL) mission to foster and promote the welfare of job seekers and provide insured benefits to those who have lost jobs due to no fault of their own, the Reports Unit of LMI compiles ongoing data on unemployment activity levels across the State. In FY 2011 unemployment activities recovered slightly from the recession of the previous years. New initial claims dropped 2.9 percent over the previous fiscal year.

The Reports Unit continues to track and submit data on claims and payment levels for the various unemployment compensation programs along with providing special requests to government and private agencies. The unit also compiles narratives and publishes the monthly Statistical Bulletin on the internet which reveals claimant totals and trends of the State UI and federal/ex-military unemployment programs.

The following programs were supported in FY2011:

- State Unemployment Insurance
- Unemployment Compensation for Federal Employees
- Unemployment Compensation for Ex-servicemembers
- Emergency Unemployment Compensation 08 -Tier 1 and 2
- HEB Compensation
- Trade Act of 1974
- Disaster Unemployment Assistance (DUA)
- Alternative Trade Adjustment Assistance

In addition, the Trade Act Participant Report (labeled TAPR) was submitted and data obtained in conjunction with other federal and state agencies. This federally mandated quarterly report tracks participant characteristics and outcomes from training, etc. and reemployment success of the Trade Act Program.

This section also conducted economic research to provide estimates for Unemployment Compensation Legislation, including the analysis of the benefit costs, tax revenues and trust fund adequacy.

## FINANCE

The Finance Division works with the Department to ensure that all funds are used in accordance with applicable laws and regulations, and to maximize the efficient use of resources in providing needed services to the public. The Department's continuing record of favorable audit reports confirms DIR's responsible performance as a custodian of the taxpayers' dollars.

Division objectives include looking for ways to enhance the department's accounting process, while maintaining the appropriate accounting controls to ensure that expenditures are in compliance with all applicable regulations, as well as fiscal responsibility.

Through businesslike facilities management, the department continues to improve its bases of operations. Exterior renovations to the Central Office building in the Capitol complex were completed to preserve and maintain this taxpayer investment. Work is in progress to convert State assets into a more efficient facility for the Birmingham Career Center, to better serve the workers and employers of our largest metropolitan area.



## GOVERNMENTAL AFFAIRS

The Governmental Affairs Division is responsible for serving as the governmental and legislative liaison between the Department and other local, state, and federal government entities and business and labor groups. The division is also responsible for drafting legislation that will impact the Department.

The Department of Industrial Relations works closely with the Alabama legislature to pass legislation beneficial to the Department and the people of Alabama.

During 2011, the Governmental Affairs Division prepared and passed a two year extension of the Enhancement legislation, which provides approximately \$8 million a year to fund the Claimant Assistance Program. The program focuses on helping unemployed workers find work faster through our network of Career Centers, thus making them more productive citizens by getting them back to work.

The Governmental Affairs Division also prepared and passed a revision to Alabama's unemployment compensation extended benefits program that allowed the unemployed of this state to collect the maximum amount of benefits given by Federal law.

The Governmental Affairs Division also acts as a liaison for the Board of Appeals. The Board of Appeals is a statutorily created board that reviews and hears unemployment compensation appeals at the highest administrative level. The Board holds hearings at seven cities around the state on a rotating basis. The cities in which the hearings are held are: Birmingham, Decatur, Dothan, Gadsden, Mobile, Montgomery, and Tuscaloosa. In 2011, the Board reviewed 5298 appeals and held 1303 hearings.

## MINING and RECLAMATION

The Mining and Reclamation Division is responsible for administering programs in:

- Abandoned Mine Land Reclamation,
- Mine Safety and Inspection, and
- Surface Mining of Non-Fuel Minerals.

### Abandoned Mine Land Reclamation

The mission of the Abandoned Mine Land (AML) Reclamation Program is to restore land and water resources which have been adversely affected by past coal mining and for which there is no continuing reclamation responsibility under state or federal law. The work is funded by annual grants from the U.S. Department of the Interior, Office of Surface Mining, which collects production fees from active coal operators at a rate of 3124 per ton for surface-mined coal and 1324 per ton for underground-mined coal. In addition to benefitting Alabama through removing mine-related safety hazards and improving the environment, the program impacts positively on local economies as reclamation dollars are expended on earthmoving, construction material, re-vegetation supplies, and contractors utilizing local manpower to carry out the work. During FY 2011:

- ◇ 6 abandoned mine land reclamation projects were completed,
- ◇ 101 acres of mine spoil and coal refuse material (considered wastelands) were returned to productive use,
- ◇ 1 portal and 1 vertical opening were permanently sealed,
- ◇ 5 dangerous highwalls totaling 7,700 feet in length were reclaimed,
- ◇ Maintenance was performed on 31 reclaimed sites,
- ◇ Engineering and design was completed on 10 potential AML projects,
- ◇ 5 incidents of mine subsidence beneath urban areas were corrected by AML's emergency program,

Alabama's reforestation of abandoned mines is nationally recognized. However, during FY 2011, as per landowner's requests, no tree planting operations occurred. In the past 34 years, ADIR has planted over 7 million trees.

A cost sharing partnership between ADIR and ADEM began to treat acid mine drainage being discharged from a 20 acre gob pile and 12 small underground mine portals into Cane Creek, a tributary of the Black Warrior River. Problems associated with acid mine drainage include toxicity to fish and other aquatic communities; corrosion to pipes, culverts and bridges; and undrinkable water supplies requiring expensive treatment. Work on the Cane Creek AMD Project continued throughout FY2011.

The Alabama AML Program completed its 183rd emergency project on September 12, 2011 in Walker County. The emergency provision of Alabama's program allows DIR to respond to sudden, life-threatening aban-

doned mine land problems within 24 hours.

Alabama attended the National Association of Abandoned Mine Land Programs meeting in Orange Beach, Alabama (2/21 - 22/11). The Association is comprised of 28 states and three Indian tribes, all of which administer abandoned mine land reclamation programs funded through the U.S. Department of the Interior, Office of Surface Mining, pursuant to Title IV of Public Law 95-87, the Surface Mining Control and Reclamation Act of 1977 (SMCRA).

August 3, 2011, marked the 37th anniversary of the enactment of the Surface Mining Control and Reclamation Act. When Congress passed SMCRA, it presented a challenge: strike a balance between our country's need for the energy produced by coal and the protection of our environment. Through vital partnerships between the Office of Surface Mining, state governments, tribal governments, the coal mining industry, and environmental associates, the daunting goal of SMCRA was and is being achieved. Alabama has had primacy for its coal regulatory and abandoned mine land programs since 1982.

### **Mine Safety and Inspection**

The Mine Safety and Inspection Program inspects all mines (□ 600 mines statewide) to ensure compliance with state laws which protect the safety of persons working in the mining industry. This section also coordinates rescue efforts in the event of a mine disaster and investigates mine accidents.

During FY 2011, 4236 miners were employed in the coal industry, producing 20.3 million tons of coal. An additional 2,198 miners were employed in open pits and quarries producing approximately 57.6 million tons of non-fuel minerals. A total of 2,797 inspections were completed at coal and non-coal mines statewide. During this fiscal year, there were 0 mining fatalities.

A continuing program provided education and training for mine foreman and underground blasting certification. Two underground certification examinations were administered, resulting in the issuance of 50 underground mine foreman certificates and 15 fireboss certificates. Also, 68 surface foreman certificates, 18 electrical and 63 hoist certificates were issued. Mine rescue training continued to be provided by Beville State Community College under contract with the Department.

Our two state mine rescue teams, which include DIR employees, continued to train and prepare for mine rescue and recovery in extreme and potentially lethal environments. Their efforts along with those of the entire Mine Safety staff help to provide safe working conditions for all miners.

Our Division was negatively impacted during the year due to general fund proration and FY 2012 funding cuts that took effect in August/September, 2011. Safety staffing was reduced by 50% from 18 to 9 employees.

### **Surface Mining of Non-Fuel Minerals**

Non-fuel minerals are mined in all 67 Alabama counties and contribute greatly to the state's economy. Examples of non-fuel minerals mined in Alabama are: sand, gravel, granite, clay, bauxite, and shale. This section makes certain that lands mined for those minerals are reclaimed in accordance with the *Alabama Surface Mining Act of 1969*. In addition, this section issues mining permits, ensures that mine sites are properly bonded for reclamation purposes, makes periodic inspections, and releases bonds once sites have been satisfactorily reclaimed.

In FY 2011, 382 permits (30 new permits, 352 renewals) were issued to operators for the surface mining of non-fuel minerals. Meanwhile, efforts continued to bring all unpermitted surface mining operations into compliance.

One inspector stationed in the Montgomery Central Office made 198 site inspections. Of that total, 30 inspections were made to verify locations of new permit areas, 70 inspections were made of active operations, 50 inspections were made of unpermitted sites, 33 inspections were made to investigate citizen complaints, and 15 inspections were made of operations with expired permits. During FY 2011, 19 bonds were released for satisfactory reclamation, and 8 bonds were forfeited for failure to reclaim. A total of 290 acres were reclaimed.

Other activities included telephone contacts with operators, surety companies, citizens, other agencies, and landowners. Letters were written to mining operators regarding results of site inspections and action needed to remain in compliance with the *Alabama Surface Mining Act of 1969*. Citizen complaints involving blasting at quarries, highwalls situated too close to property lines, sediment discharge from uncontrolled runoff, and lack of reclamation were promptly investigated. An estimated 20 sites were abandoned and left unreclaimed at year's end, with insufficient funds to complete any meaningful reclamation. Mining continues at approximately 150 permitted sites, with 232 sites being idle, abandoned, or in the process of being reclaimed.

A large decrease in mining of aggregates (limestone, marble, sand, gravel, and crushed stone) was experienced in FY 2011. Road contractors have reacted to new hardness specifications for paving materials by opening new granite and sandstone quarries. As residential areas encroach on the sources of those minerals, increased citizen complaints will need to be addressed.

## INFORMATION SYSTEMS

The purpose of DIR's Information Systems Division is to assist all divisions within the Department in maintaining and streamlining their work processes through automation. The Division's focus in 2011 was on savings, of both time and money. To that end, the Division implemented several projects throughout the Department that resulted in either a reduction in time required by personnel to complete a task or a reduction in necessary monetary expenditures.

One example was the server virtualization project that allows one computer server to operate as several servers reducing the number of physical servers required by the Department. This project eliminated 40 servers.

IT also installed a new security software package statewide resulting in tighter computer security and a significant cost savings to the Department.

The Division implemented new FTP software and procedures streamlining the process for data sharing with other state agencies and partners nationwide.

IS upgraded and enhanced the internet-based employer registration system, streamlining the registration process for new employers and existing employers who require address changes.

Working closely with personnel in the Unemployment Compensation Division, the IS Division implemented an internet-based system allowing employers to pay their special assessment, saving the FUTA tax credit for employers in the state.

Wisely using resources, particularly human and monetary, is an ongoing priority for DIR's IT Division. The Division strives to stay abreast of current, proven technologies that will provide a savings to the Department.

## ALABAMA CAREER CENTER SYSTEM

**Alabaster** Career Center  
109 Plaza Circle  
Alabaster, Alabama 35007  
Phone: (205) 663-2542

**Albertville** Career Center  
5920 U.S. Hwy. 431 North  
Albertville, Alabama 35950  
Phone: (256) 878-3031

**Alex City** Career Center  
Central AL Community College  
1375 Jr. College Drive  
Alexander City, Alabama 35010  
Phone: (256) 215-4494

**Andalusia** Career Center  
L B Wallace Community College  
1000 Dannelly Boulevard  
Andalusia, Alabama 36420  
Phone: (334) 881-2304

**Anniston** Career Center  
Gadsden State Community College  
1731 Coleman Road  
Anniston, Alabama 36207  
Phone: (256) 832-0147

**Bay Minette** Career Center  
201 Faulkner Drive  
Bay Minette, Alabama 36507  
Phone: (251) 937-4161

**Bessemer/Lawson State Community  
College** Career Center  
1100 9th Ave SW  
Bessemer, Alabama 35022  
Phone: (205) 929-3501

**Birmingham/Lawson State  
Community College**  
3060 Wilson Road  
Birmingham, Alabama 35221  
Phone: (205) 929-6473

**Birmingham** Career Center  
3440 3<sup>rd</sup> Avenue South  
Birmingham, Alabama 35222  
Phone: (205) 254-1300

**Birmingham/Jeff State Community  
College** Career Center  
2601 Carson Road  
Birmingham, Alabama 35215  
Phone: (205) 856-8538

**Blountsville** Career Center  
68644 Main Street, Suite 5  
Blountsville, Alabama 35031  
Phone: (205) 429-4311

**Brewton** Career Center  
1023 Douglas Avenue, #314  
Brewton, Alabama 36426  
Phone: (251) 867-4376

**Camden** Career Center  
Camden City Hall  
223-A Claiborne Street  
Camden, Alabama 36726  
Phone: (334) 682-4603

**Decatur** Career Center  
1819 Bassett Avenue, SE  
Decatur, Alabama 35601  
Phone: (256) 355-0142

**Demopolis** Career Center  
1074 Bailey Drive  
Demopolis, Alabama 36732  
Phone: (334) 289-0202

**Dothan** Career Center  
787 Ross Clark Circle  
Dothan, Alabama 36303  
Phone: (334) 792-2121

**Enterprise** Career Center  
2021 Boll Weevil Circle  
Enterprise, Alabama 36330  
Phone: (334) 347-0044

**Eufaula** Career Center  
511 State Docks Road  
Eufaula, Alabama 36027  
Phone: (334) 687-3551

**Fayette** Career Center  
Bevill State Community College  
2631 Temple Avenue North,  
Room 211  
Fayette, Alabama 35555  
Phone: (205) 932-3221

**Foley** Career Center  
200 West Michigan Avenue  
Foley, Alabama 36535  
Phone: (251) 943-1575

**Fort Payne** Career Center  
2100 Jordan Road, SW  
Fort Payne, Alabama 35968  
Phone: (256) 845-2900

**Gadsden** Career Center  
216 N 5th Street  
Gadsden, Alabama 35901  
Phone: (256) 546-4667

**Greenville** Career Center  
117 W. Commerce Street  
Greenville, Alabama 36037  
Phone: (334) 382-3128

**Haleyville** Career Center  
2010 9th Avenue North  
Haleyville, Alabama 35565  
Phone: (205) 486-4154

**Hamilton** Career Center  
Bevill State Community College  
1481 Military Street South  
Hamilton, Alabama 35570  
Phone: (205) 921-5672

**Hanceville** Career Center  
Wallace State Community College  
Ctr Economic Workforce  
Development  
801 Main Street NW / P.O. Box  
1087  
Hanceville, Alabama 35077  
Phone: (256) 352-5538

## ALABAMA CAREER CENTER SYSTEM

**Huntsville** Career Center  
2535 Sparkman Drive NW  
Huntsville, Alabama 35810  
Phone: (256) 851-0537

**Jackson** Career Center  
3090 Highway 43  
Jackson, Alabama 36545  
Phone: (251) 246-2453

**Jasper** Career Center  
2604 Viking Drive  
Jasper, Alabama 35501  
Phone: (205) 221-2576

**Luverne** Career Center  
886 Glenwood Road  
Luverne, Alabama 36049  
Phone: (334) 335-2300

**Mobile** Career Center  
515 Springhill Plaza Court  
Mobile, Alabama 36608  
Phone: (251) 461-4146

**Monroeville** Career Center  
33 Outlet Drive  
Monroeville, Alabama 36460  
Phone: (251) 575-3894

**Montgomery** Career Center  
1060 East South Blvd.  
Montgomery, Alabama 36116  
Phone: (334) 286-1746

**Opelika** Career Center  
2300 Frederick Road  
Opelika, Alabama 36801  
Phone: (334) 749-5065

**Pell City** Career Center  
311 Miles Parkway  
P.O. Box 1045  
Pell City, Alabama 35125  
Phone: (205) 338-5440

**Phenix City** Career Center  
Chattahoochee Valley Community  
College  
Brassell Hall, C Building, Room 132  
2602 College Drive  
Phenix City, Alabama 36869  
Phone: (334) 214-4828

**Phil Campbell** Career Center  
Northwest Shoals Community  
College  
2080 College Rd  
Phil Campbell, Alabama 35581  
Phone: (256) 331-6285

**Rainsville** Career Center  
Northeast Alabama Community  
College  
138 Alabama Highway 35  
Rainsville, Alabama 35986  
Phone: (256) 638-2239

**Roanoke** Career Center  
3862 Hwy. 431  
Roanoke, Alabama 36274  
Phone: (334) 863-8114

**Scottsboro** Career Center  
305 South Scott Street, Suite 21  
Scottsboro, Alabama 35768  
Phone: (256) 574-1720

**Selma** Career Center  
1112 Water Avenue  
Selma, Alabama 36703  
Phone: (334) 872-0471

**Sheffield** Career Center  
500 S. Montgomery Avenue,  
Suite 102  
Sheffield, Alabama 35660  
Phone: (256) 383-5610

**Talladega** Career Center  
Central Alabama  
Community College  
1005 South Street East  
Talladega, Alabama 35160  
Phone: (256) 480-2109

**Troy** Career Center  
1023 South Brundidge Street  
Troy, Alabama 36081  
Phone: (334) 566-3920

**Tuscaloosa** Career Center  
202 Skyland Drive  
Tuscaloosa, Alabama 35405  
Phone: (205) 758-7591

**Valley** Career Center  
Southern Union  
Community College  
321 Fob James Drive  
Valley, Alabama 36854  
Phone: (334) 756-0024

**Vernon** Career Center  
Vernon Career Tech School  
43880 Hwy 17 S  
Vernon, Alabama 35592  
Phone: (205) 695-8224