

# 2010 Annual Report



**Alabama Department  
of  
Industrial Relations**



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

Dear Governor Bentley,

2010 marked a busy year for the Department of Industrial Relations. We paid unemployment compensation benefits to tens of thousands of Alabamians, we served a record number of people through our online jobs database, JobLink Alabama, and we collected more in unemployment insurance than ever before.

As Alabama slowly began to recover from the Great Recession, we saw our state's unemployment rates begin to come down from the high of 11.1% in January to the year's lowest rate of 8.9% in September. The rates for the entire year remained below the rates of 2009, when the state was fully entrenched in the recession.

The Department of Industrial Relations, through our Employment Services Division, was ready and willing to assist Alabamians as they returned to the workforce. Our online jobs database, [www.joblink.alabama.gov](http://www.joblink.alabama.gov), served a record 393,000 jobseekers by allowing them post resumes and search for available jobs. Over half a million people were served in our 45 Career Centers located throughout the state.

In response to high unemployment, the Alabama Legislature passed a measure enabling Alabamians to receive an additional 20 weeks of unemployment compensation benefits, known as EB, or Emergency Benefits. This brought the total number of eligible weeks up to 99.

The catastrophic Gulf Oil Spill that occurred in April resulted in thousands of temporary clean up jobs becoming available. The Department opened a temporary satellite Career Center / Claims Office in Bayou La Batre in order to serve the fishing community there. Our permanent Career Centers in Bay Minette, Foley, and Mobile also stepped up to the plate in providing assistance to employers looking to fill these positions quickly.

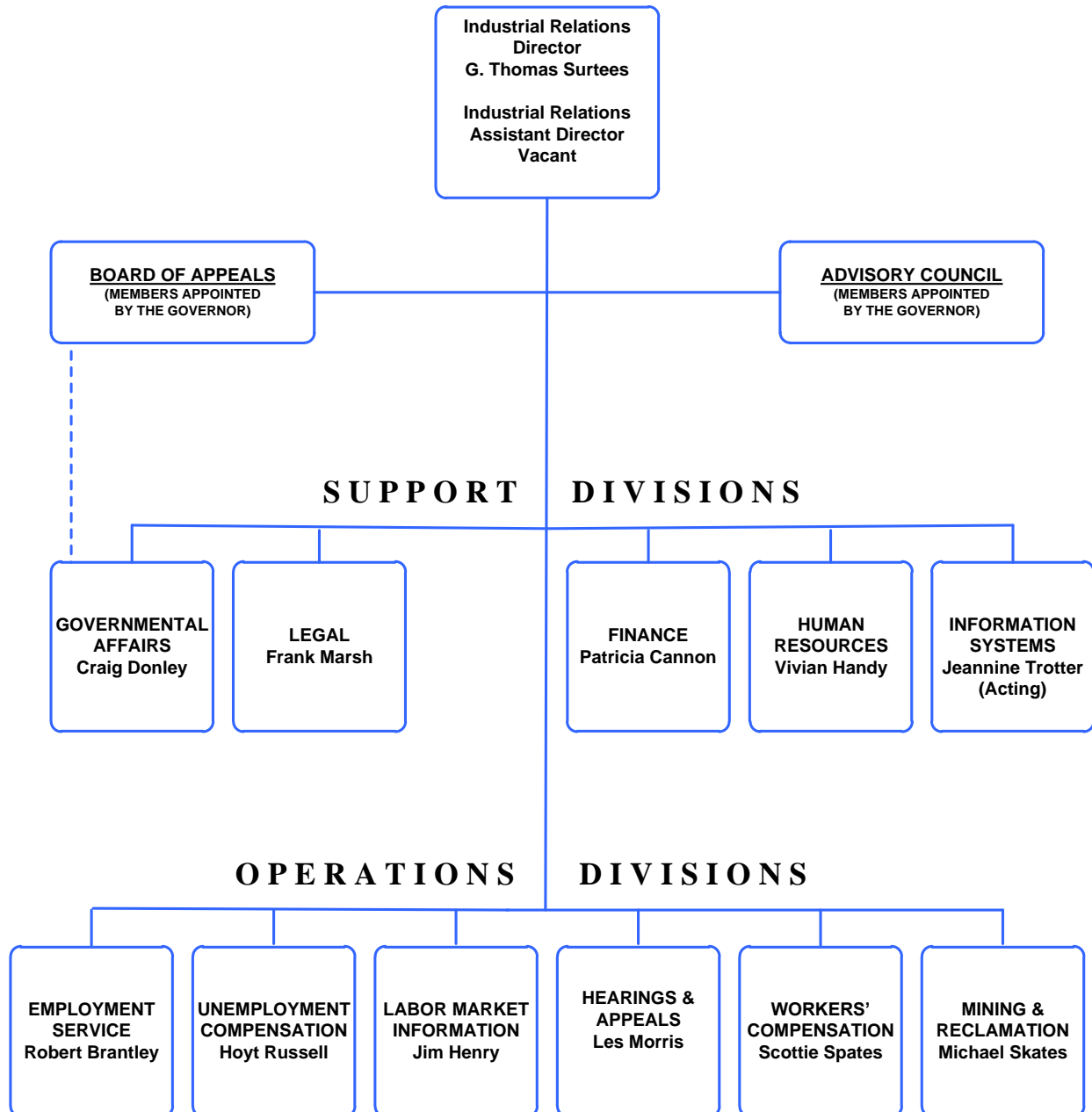
DIR will continue to provide services to those Alabamians who need us the most. Our staff is dedicated to upholding our efficient and professional service standards.

I present the 2010 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,

G. Thomas Surtees, Director

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





## **EMPLOYMENT SERVICES**

Employment services are delivered through the Alabama Career Center System. Workforce development partners, working under the direction of the Governor's Office of Workforce Development, have worked diligently to build a customer friendly system providing job seekers and employers with a full range of employment and training services in collocated "One-Stop Career Centers" located throughout the state. "Resource Rooms" are the focal point of Center activity where job seekers and employers have access to high speed internet computers, resource materials, and staff assistance. 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.

The Great Recession, despite "officially" ending in 2009, continued to swell job seeker rolls in Alabama's Career Centers in 2010, as jobs and employment recovery lagged. A record number 393,000 job seekers registered in Alabama Job Link (AJL) for workforce assistance in 2010, while over half a million (522,000) were served. Unemployment, after peaking early in 2010 at 11.1%, slowly retreated throughout the year until stalling in the final quarter at 8.9%-9.0% and ended the year edging upward to 9.1% in December. Jobs mirrored slow improvement in the labor market, growing less than one percent in 2010, while adding 2,600 jobs. Nationally, unemployment trended similarly, peaking at 10.1% in the fourth quarter of 2009, before slow improvement last year eased the rate down to 9.4% in December.

Two-thirds of registrants self-registered into the Career Center system through internet based AJL. The remaining one-third sought registration assistance from staff in one of forty-five Career Center locations throughout the state. Twenty-five percent of self-registrants, however, eventually sought staff assistance at a Career Center further reflecting the difficulty encountered in finding employment in a depressed job market. Sixty percent of those seeking help were Unemployment Insurance claimants.

The BP Gulf Oil Spill had a major impact on Alabama in 2010. Career

Centers received a total of 6,200 job openings for oil spill cleanup, referred over 9,000 job seekers, and placed almost 1,000 into jobs. In addition, over 22,000 job seekers were referred for training to receive Hazardous Waste Operations and Emergency Response (HAZWOPR) certification.

Driving Alabama's workforce development system is Alabama JobLink, ([www.joblink.alabama.gov](http://www.joblink.alabama.gov)) an Internet-based, customer-driven service delivery system, featuring self-service options for job seekers and employers. AJL continued to expand service in 2010, attracting 125,000,000 hits to the web-site resulting in over 3,000,000 automatic e-mail job match notifications to job seekers, and over 1,000,000 automatic notifications to employers of job matches.

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.

*"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."*

Recent 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 from thousands of other sources including small industry specific job boards, local newspapers and associations.

Empowerment of the users of Alabama's Labor Exchange system to self-direct job and worker searches has opened access to the system to the public, making it truly a "customer demand-driven" system. Success of this paradigm shift in service delivery is borne out in the increasing numbers of job seekers and employers served by the system with 229,000 new job seeker accounts and 4,100 new employer accounts established this year. Automation and stream-lining of the delivery of workforce development services continue to position the Career Center System as the "Gateway" to Alabama's job and labor markets.

*"What a wonderful new website! The designer has done a fantastic job! It's much more attractive and user-friendly, and the maps are a nice touch. Kudos for a job well done! "*

For the most recently completed year, almost 170,000 job seekers entered employment after receiving employment services representing slightly less than half (46.4%) of the job seekers exiting the labor exchange system during this period. An overwhelming majority (79.0%) were found to still be employed six (6) months after exiting the system with a job. Average earnings were \$23,500 or more than \$11.00 per hour.

Responsive adaptation to change serves to further support and strengthen the mission of the Employment Service to achieve, as a partner in Alabama's Career Center system, a customer-focused, technologically advanced, outcome-driven workforce delivery system, providing high standards of customer service and satisfaction delivered efficiently and effectively.

### **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 UI 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 100,000 eligible claimants were helped to find jobs, thus creating a significant savings to the Unemployment Trust Fund.

### **EMPLOYER RELATIONS**

Over 11,000 promotional contacts were made by Career Center staff with Alabama employers last year while countless other contacts were made through participation in local community groups promoting economic/workforce development and business growth. Employers were apprised of services, programs and assistance available through the Career Center System to help them in meeting their workforce needs to include on-the-job and incumbent worker training opportunities.

A recently launched Business Services program, focused on serving new employers and those not previously using Career Center services, is expected to help employers take advantage of programs from which they may benefit in order to create jobs. In turn, employers' feedback will be used to adjust services or develop new services to better serve employers.



Pictured above: The mobile Career Center

### **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, job placement, resume preparation, on-line job search, 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 27 major closing and layoffs which affected more than 3,769 dislocated workers.

### **FOOD STAMP PROGRAM**

During the most recent year, a record number 38,000+ Food Stamp registrants were referred to the Food Stamp Employment and Training Program from the Department of Human Resources. Of this number 29,945 clients were placed in job search and were provided with training in job seeking skills. One thousand eight hundred and nineteen (1,819) Food Stamp clients were either placed on jobs through the Career Centers or obtained employment after participating in the program.

### **TAX CREDITS FOR EMPLOYERS**

The Work Opportunity Tax Credits (WOTC) 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 12

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 FY2010, approximately 63,000 new applications were submitted by employers for WOTC certification. This represents 63,000 new individuals gainfully employed in Alabama during FY2010. Over 31,000 WOTC certifications were issued during FY 2010, saving Alabama employers \$79,000,000.

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 FY2010, resulted in a tripling of the number of certifications issued. 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/opptax/> 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 nine satellite Centers and six 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, and performing pre-occupancy housing inspections for 140 H-2A dwellings last year. These dwellings represented 71 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. A bilingual staff member 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 and 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 forty-eight job orders for temporary nonagricultural positions being posted to the state's electronic labor exchange (AJL) representing 720 job openings.

Seventy-one applications for temporary agricultural foreign workers (H-2A) were processed for 761 openings. There were 92 housing inspections completed to determine adequate living facilities for alien workers.

## **VETERANS**

### **Alabama Prioritizes Services to Veterans**

Nearly 26,000 veterans registered for employment on Alabama Job Link to search for jobs, find career information, look for training opportunities, and access resources and services last year. Many separating military service members actually registered via the Internet while still serving on active duty or during their transition or demobilization at bases or posts in Alabama or across the country.

Veterans receive priority emphasis in employment services and training, and most Alabama Career Centers are staffed with Local Veterans Employment Representatives to guide veterans in making career choices or to find jobs. Career Centers provide services at the U.S. Army Aviation Center on Fort Rucker, Anniston Army Depot, and Maxwell Air Force Base. Last year nearly 900 separating military and their spouses attended 48 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.



Pictured above: Veterans alongside LVER representative Larry Linley (third from left).

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.

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. 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 on the teams for the progress of participating veterans, from enrollment to employment. After 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.

Alabama Career Centers collaborate with colleges, universities, and trade schools to coordinate job fairs and career expositions, including events held at military installations or National Guard armories statewide and special jobs fairs like the Tennessee Valley Military & Civilian Job Fair at Calhoun College, which featured employers looking for veterans. These intensive efforts make an important difference for Newly-Separated military veterans. Last year, the Alabama Career Centers provided employment services and other assistance for 12, 873 veterans, transitioning military and spouses. According to the U.S. Department of Labor year-end report 8,129 veterans entered employment after receiving Alabama Career Center services.

Other community partnerships developed by the Alabama Career Center 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 jobs 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**

- Federal requirements for time lapse were met in all cases, both paid and denied. Alabama continues to have the fewest exception rate in our eight state region. Two representatives were sent to the peer to peer review in Atlanta, Georgia in August 2010.

### **BENEFIT OPERATIONS**

- A new claims adjudication scheduler system, developed in-house by DIR Information Systems, was implemented in January 2010.
- Weekly FAC (Federal Additional Compensation) payments of \$25.00 stimulus funds were discontinued for claimants filing new claims after May 29, 2010. The phase out continued until all FAC payments were terminated with the payments for week ending 12/11/10.
- New software was installed to eliminate the printing of returned employer separation responses faxed to the Central Office. Those documents are no longer scanned manually but transition electronically to the imaging system and workflow.
- In April 2010 a bill to pay 100 percent federally funded state extended unemployment benefits was reauthorized by the State of Alabama providing up to an additional 20 weeks of benefits for unemployed workers.

- Workers who needed assistance in filing unemployment claims after losing jobs due to the BP oil spill were able to report to a satellite office in Bayou La Batre for help as DIR stationed personnel at the Public Library.
- UC personnel were also deployed to assist with filing of unemployment claims in Tuskegee, Dothan and Eutaw after closure of gaming operations.
- Unemployed workers were allowed to continue to file weekly certifications throughout the several periods during 2010 when federal legislation allowed payments of EUC and HEB to lapse. As soon as legislation was enacted, payments were quickly resumed.
- During the year January 1, 2010 and ending December 31, 2010, there were 25 companies certified for Trade Adjustment Assistance.
- As a result of severe storms, flooding, tornadoes, and straight-line winds that occurred during the period of April 24-25, 2010. President Obama declared a federal disaster in Alabama on May 3, 2010. President Obama declared three Alabama counties to be major disaster areas for the purpose of paying Disaster Unemployment Assistance benefits. The affected counties were DeKalb, Marshall, and Walker.
- At the end of 2010, there were 1,795 participants in TAA-funded training.
- The Trade and Globalization Adjustment Assistance Act of 2009 was scheduled to end on December 31, 2010. However, Congress extended the program until February 12, 2011.
- In June 2010, an addition to the Internet Claims filing system was developed by DIR Information Systems to allow claimants the option of filing combined wage claims online.
- The Combined Wage Unit processed 7,809 claims in 2010.
- The Federal Programs Unit processed 3,332 claims with the Bureau of the Census as the separating federal employer in 2010.
- Overpayments increased by 22 percent in the CY 2011

We continue to have a backlog of 3,000+ cases that meet the criteria for prosecution and are in the process of obtaining approximately six investigative positions to assist with those prosecutions. We are also in the process of hiring technical staff to meet the demanding need for processing wage cross-match issues. Additional staff will allow for a more timely establishment of overpayments and a faster adjudication of the issues associated with hidden employment and hidden separations. In addition, we are in the process of establishing a Recovery Unit within Benefit Payment Control that strictly deals with the recovery of outstanding overpayments.

### **CALL CENTER OPERATIONS**

- 676,414 claims and inquiry calls were handled through the call centers in 2010.
- 202,027 claims were processed through our Remote Initial Claims (RIC) System.
  1. 83,068 claims were processed by Customer Service Representative (CSRs).
  2. 62,214 claims were completed via the web application.
  3. 56,745 claims were initiated on the web, but were completed by CSRs.
- 182,850 issues were adjudicated by our adjudication staff.
  1. 101,596 separation issues
  2. 81,254 non-separation issues
- 2,695 Oil Spill Related claims were processed through our call centers which resulted in 12,532 weeks of Oil Spill related benefits paid.
- Alabama Unemployment Compensation Agency was 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 spent most of the year ranked at number three.

### **TAX OPERATIONS**

The following is a list of significant accomplishments in Unemployment

Compensation –Tax Operations which led to January 2011 results of 99 percent of employers filing their tax reports electronically and 96 percent of employers paying their taxes electronically. There are also a few other electronic applications mentioned.

- Beginning October 2009, Tax Operations began accepting remittances via ACH Credit (Pilot format with limited access).
- In January 2010 ACH Credit payments were offered to a larger group of employers and third party representatives.
- October 2010 (Third quarter reporting) large third party representatives began utilizing ACH Credit payment options. Reps such as ADP, Paychex, Ceridian, etc. no longer remit by paper check. This helped tremendously with timely deposits and remittance posting.
- December 2009 Tax Rate Notices were available for download for the first time via departmental website.
- December 2010 Tax Rate Notices were available to employers exclusively via the departmental website. This move to electronic notices saved the department approximately \$28,000 in postage costs.
- December 2010 electronic adjustment application was implemented. Employers are now able to make wage adjustments and corrections via the departmental website. Social Security number corrections may also be made electronically through this application with automatic updates to the mainframe system.
- Departmental imaging system was converted from the old TOPS System to the more efficient PaperVision System. Tax was also assigned a separate application on a dedicated server in order to aid with response time.
- Began working on the upgraded SR-2 (employer application) internet application. The new system will be available early 2011.



## WORKERS' COMPENSATION

The Workers' Compensation Division's main function is to ensure that necessary medical attention and compensation benefits are provided to employees injured on the job, or, in case of death, 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 or employers, 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 May 27, 2010, the State of Alabama's average weekly wage was determined to be \$740.00 for the calendar year 2009. This resulted in the following changes, effective July 1, 2010:

- ▶ The minimum weekly compensation payable increased from \$200 to \$204.
- ▶ The maximum benefits payable on fatalities increased from \$364,500 to \$367,000.

During fiscal year 2010 there were:



Group Fund Certificates Issued	3,516
Group Fund Certificates canceled	4,406
Self-Insurance certificates issued	5
Self-Insurance certificates canceled	24
Self-Insurers audited	473
Compliance inspections	19,419
Employers in Non-compliance	1,254
Continuing Education Seminars	4
Seminar Attendees	960
Continuing Education Certificates	960
Voluntary Mediations	1,831
Voluntary Mediations Resolved	1,542
Court Ordered Mediations	116
Court Ordered Mediations Resolved	65
Utilization Management/Bill Screening Certificates issued	23
Drug-Free Workplace Certificates issued	265
Medical Disputes	384
Medical Dispute Resolutions	14
Third Party Administrators Certified	17
Professional Employer Organizations Certificates issued	22

## Self-Insurance Section

The Workers' Compensation Division also administers the rules and regulations for both the Individual Self-Insurers, and Group Self-Insurers. During FY2010, the following activity took place within the Self-Insurance Section:

### INDIVIDUAL SELF-INSURANCE

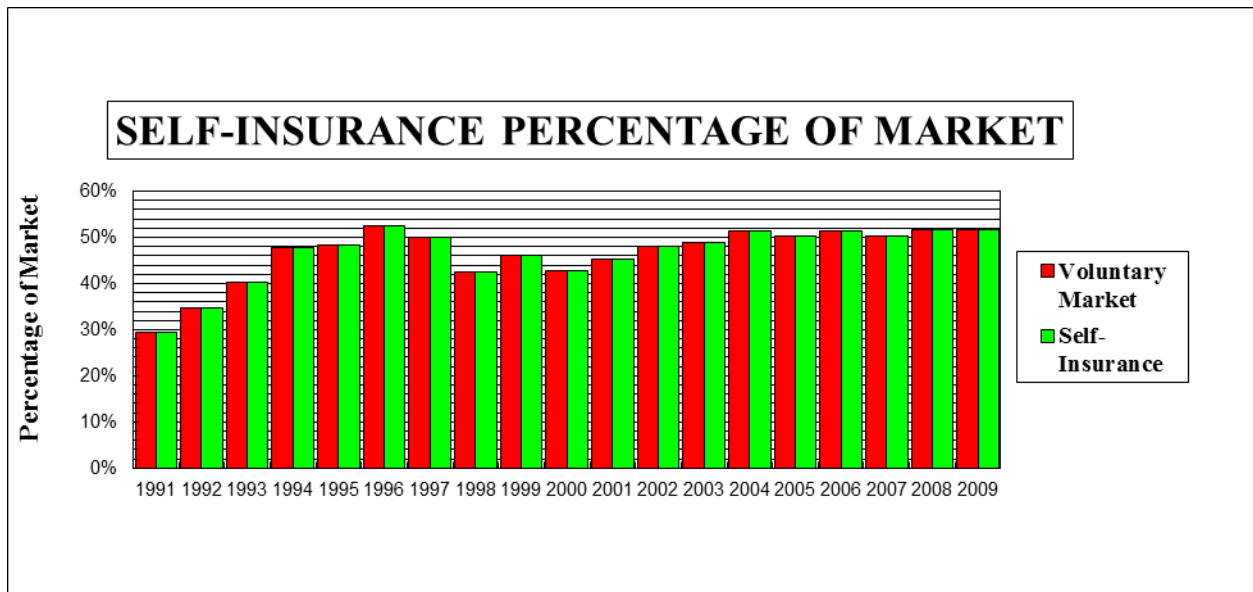
	<u>FY2010</u>	<u>FY2009</u>	<u>Percent Change</u>
Certificates Issued	5	7	-28.57%
Certificates Canceled	24	42	-42.86%
Total Individual Self-Insurers	283	302	-6.29%

### GROUP SELF-INSURANCE

	<u>FY2010</u>	<u>FY2009</u>	<u>Percent Change</u>
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Certificates Issued	3,516	3,597	-2.25%
Certificates Canceled	4,406	4,847	-9.10%
Total Employers	25,906	26,784	-3.28%
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 2009, 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 48% in 2009; but this market has regained since 1997. The Self-Insurance sector increased its market share from 29% to 52% an increase over the nineteen-year period of approximately 56%.



**FIRST REPORT OF INJURY**

	<u>FY2010</u>	<u>FY2009</u>	<u>% Change</u>	<u>FY2010%</u> <u>of Total</u>
1 Jefferson	2,393	2,251	6%	15%
2 Mobile	1,145	1,118	2%	7%
3 Montgomery	1,176	874	35%	8%
4 Autauga	106	89	19%	1%
5 Baldwin	474	425	12%	3%
6 Barbour	79	62	27%	1%
7 Bibb	44	27	63%	0%
8 Blount	64	55	16%	0%
9 Bullock	22	18	22%	0%
10 Butler	81	53	53%	1%
11 Calhoun	359	330	9%	2%
12 Chambers	97	56	73%	1%
13 Cherokee	44	50	-12%	0%
14 Chilton	98	94	4%	1%
15 Choctaw	35	26	35%	0%
16 Clarke	67	86	-22%	0%
17 Clay	40	39	3%	0%
18 Cleburne	24	16	50%	0%
19 Coffee	136	124	10%	1%
20 Colbert	170	130	31%	1%
21 Conecuh	45	44	2%	0%
22 Coosa	7	11	-36%	0%
23 Covington	108	91	19%	1%
24 Crenshaw	52	51	2%	0%
25 Cullman	187	161	16%	1%
26 Dale	103	101	2%	1%
27 Dallas	164	148	11%	1%
28 DeKalb	147	135	9%	1%
29 Elmore	155	119	30%	1%
30 Escambia	80	78	3%	1%
31 Etowah	332	336	-1%	2%
32 Fayette	46	56	-18%	0%
33 Franklin	92	92	0%	1%
34 Geneva	45	49	-8%	0%
35 Greene	16	19	-16%	0%

36	Hale	29	39	-26%	0%
37	Henry	32	25	28%	0%
38	Houston	338	339	0%	2%
39	Jackson	132	140	-6%	1%
40	Lamar	22	34	-35%	0%
41	Lauderdale	247	257	-4%	2%
42	Lawrence	74	59	25%	0%
43	Lee	278	254	9%	2%
44	Limestone	89	99	-10%	1%
45	Lowndes	92	36	156%	1%
46	Macon	52	36	44%	0%
47	Madison	1,017	799	27%	7%
48	Marengo	66	76	-13%	0%
49	Marion	75	68	10%	0%
50	Marshall	284	236	20%	2%
51	Monroe	55	60	-8%	0%
52	Morgan	312	330	-5%	2%
53	Perry	21	20	5%	0%
54	Pickens	35	33	6%	0%
55	Pike	132	78	69%	1%
56	Randolph	36	31	16%	0%
57	Russell	125	115	9%	1%
58	Shelby	368	319	15%	2%
59	St. Clair	145	135	7%	1%
60	Sumter	15	26	-42%	0%
61	Talladega	417	386	8%	3%
62	Tallapoosa	136	96	42%	1%
63	Tuscaloosa	653	648	1%	4%
64	Walker	180	176	2%	1%
65	Washington	129	51	153%	1%
66	Wilcox	24	23	4%	0%
67	Winston	58	56	4%	0%
68	Unclassified	1,588	1,834	-13%	10%
	<b>TOTAL</b>	<b>15,489</b>	<b>14,328</b>	<b>8%</b>	<b>100%</b>

Ranked by # of Injuries

	<u>FY2010</u>	<u>FY2009</u>	<u>%</u> <u>Change</u>	<u>FY2010%</u> <u>of Total</u>	<u>Cumm</u> <u>Tot</u>
1	Jefferson	2,393	2,251	6%	15%

2	Unclassified	1,588	1,834	-13%	10%	26%
3	Montgomery	1,176	874	35%	8%	33%
4	Mobile	1,145	1,118	2%	7%	41%
5	Madison	1,017	799	27%	7%	47%
6	Tuscaloosa	653	648	1%	4%	52%
7	Baldwin	474	425	12%	3%	55%
8	Talladega	417	386	8%	3%	57%
9	Shelby	368	319	15%	2%	60%
10	Calhoun	359	330	9%	2%	62%
11	Houston	338	339	0%	2%	64%
12	Etowah	332	336	-1%	2%	66%
13	Morgan	312	330	-5%	2%	68%
14	Marshall	284	236	20%	2%	70%
15	Lee	278	254	9%	2%	72%
16	Lauderdale	247	257	-4%	2%	74%
17	Cullman	187	161	16%	1%	75%
18	Walker	180	176	2%	1%	76%
19	Colbert	170	130	31%	1%	77%
20	Dallas	164	148	11%	1%	78%
21	Elmore	155	119	30%	1%	79%
22	Dekalb	147	135	9%	1%	80%
23	St. Clair	145	135	7%	1%	81%
24	Coffee	136	124	10%	1%	82%
25	Tallapoosa	136	96	42%	1%	83%
26	Jackson	132	140	-6%	1%	84%
27	Pike	132	78	69%	1%	84%
28	Washington	129	51	153%	1%	85%
29	Russell	125	115	9%	1%	86%
30	Covington	108	91	19%	1%	87%
31	Autauga	106	89	19%	1%	87%
32	Dale	103	101	2%	1%	88%
33	Chilton	98	94	4%	1%	89%
34	Chambers	97	56	73%	1%	89%
35	Franklin	92	92	0%	1%	90%
36	Lowndes	92	36	156%	1%	91%
37	Limestone	89	99	-10%	1%	91%
38	Butler	81	53	53%	1%	92%
39	Escambia	80	78	3%	1%	92%
40	Barbour	79	62	27%	1%	93%
41	Marion	75	68	10%	0%	93%
42	Lawrence	74	59	25%	0%	94%
43	Clarke	67	86	-22%	0%	94%

44	Marengo	66	76	-13%	0%	94%
45	Blount	64	55	16%	0%	95%
46	Winston	58	56	4%	0%	95%
47	Monroe	55	60	-8%	0%	96%
48	Crenshaw	52	51	2%	0%	96%
49	Macon	52	36	44%	0%	96%
50	Fayette	46	56	-18%	0%	97%
51	Conecuh	45	44	2%	0%	97%
52	Geneva	45	49	-8%	0%	97%
53	Bibb	44	27	63%	0%	97%
54	Cherokee	44	50	-12%	0%	98%
55	Clay	40	39	3%	0%	98%
56	Randolph	36	31	16%	0%	98%
57	Choctaw	35	26	35%	0%	98%
58	Pickens	35	33	6%	0%	99%
59	Henry	32	25	28%	0%	99%
60	Hale	29	39	-26%	0%	99%
61	Cleburne	24	16	50%	0%	99%
62	Wilcox	24	23	4%	0%	99%
63	Bullock	22	18	22%	0%	100%
64	Lamar	22	34	-35%	0%	100%
65	Perry	21	20	5%	0%	100%
66	Greene	16	19	-16%	0%	100%
67	Sumter	15	26	-42%	0%	100%
68	Coosa	7	11	-36%	0%	100%
	<b>TOTAL</b>	<b>15,489</b>	<b>14,328</b>	<b>8%</b>	<b>100%</b>	

### **First Reports of Injury (continued)**

During FY2010 there were 49 fatalities reported. Of the 49 fatalities approximately 53% were married and 96% were males with an average weekly wage of \$576.83

The average age was 46 with the average time employed being 24.6 years.

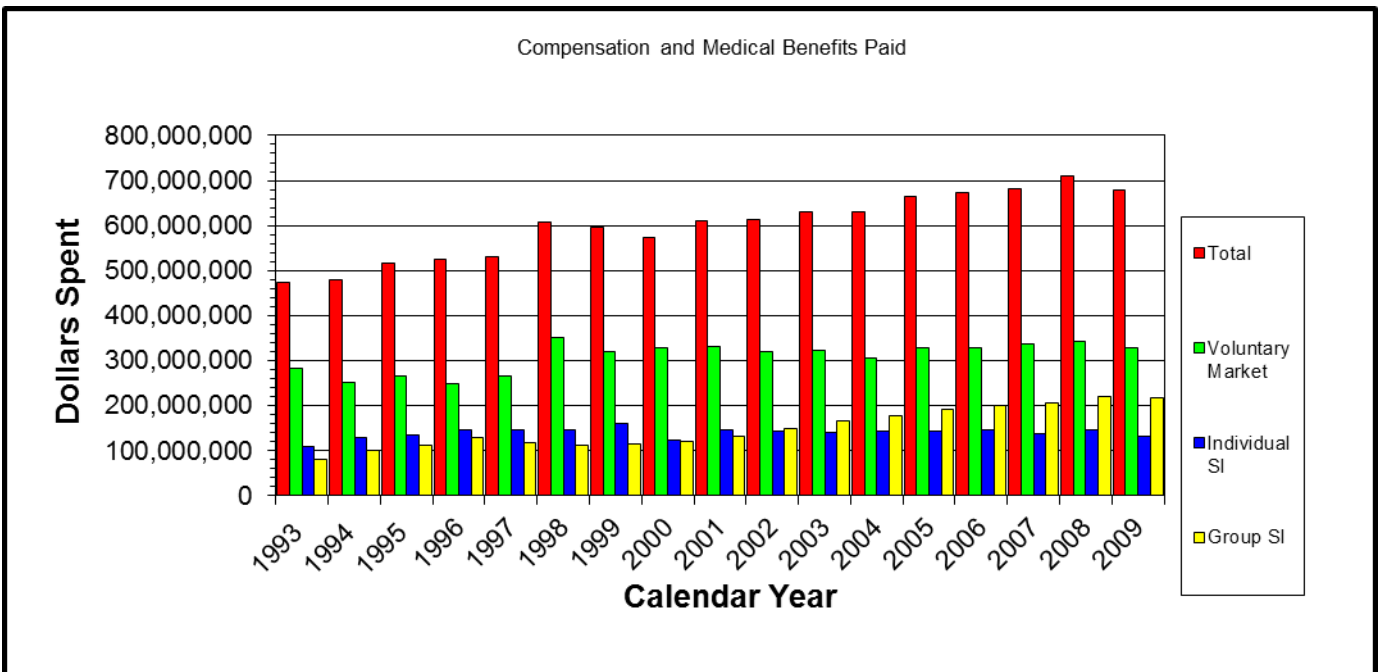
Of the 49 deaths, approximately 45% were employed six months or less.

Five fatalities were 65 years of age or older and three were 21 years of age or younger.

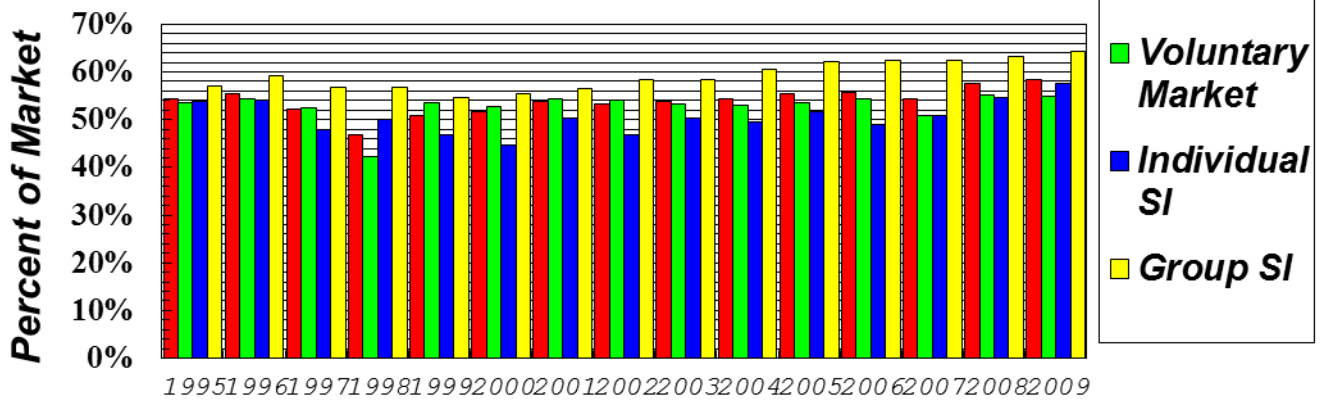
## Compensation and Medical Benefits Paid

The first graph below represents the total dollar amounts actually paid for Workers' Compensation claims for Calendar Years 1992 through 2009, 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 from 1992.



## Medical Percentage



	2009
Total Comp	185,436,567
Total Med	397,846,779
Total Admn	45,689,003
Total Legal	17,517,252
Total Court	33,765,011
Vol Comp	92,953,953
Vol Med	181,115,012
Vol Admin	30,899,242
Vol Legal	9,456,419
Vol Court	15,048,982
Indiv Comp	32,613,925
Indiv Med	75,845,847
Indiv Admn	7,888,682
Indiv Legal	5,428,385
Indiv Court	10,199,250
Group Comp	59,868,689
Group Med	140,885,920
Group Admn	6,901,079
Group Legal	2,632,448
Group Court	8,516,779
Grand Total	\$680,254,612

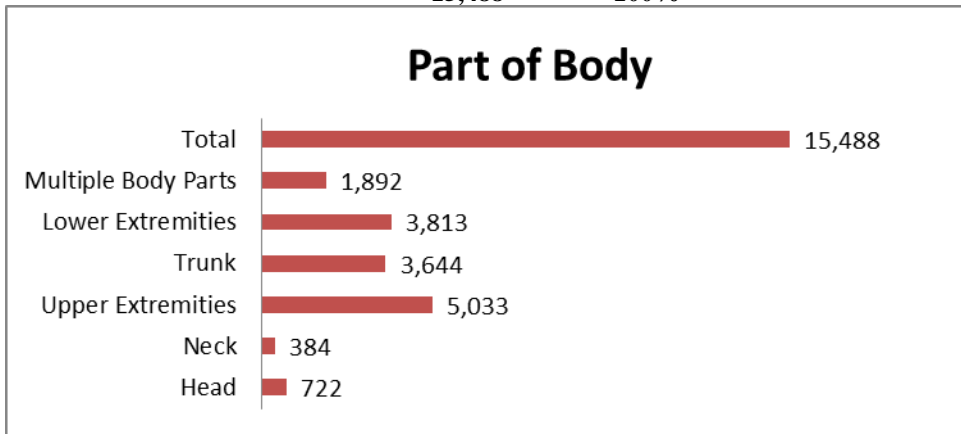
<u>Medical Percentage</u>	<u>2009</u>
Total	58%
Voluntary Market	55%
Individual SI	57%



Group SI

64%

<b><u>Body Part Injured</u></b>	<b><u>Number</u></b>	<b><u>Percent</u></b>
Head	722	5%
Neck	384	2%
Upper Extremities	5,033	32%
Trunk	3,644	24%
Lower Extremities	3,813	25%
Multiple Body Parts	1,892	12%
<b>Total</b>	<b>15,488</b>	<b>100%</b>





## **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 employee 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. 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.

## **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 the department 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. They receive, investigate and/or mediate complaints and grievances filed by departmental employees or customers served by the department; and make recommendations for corrective action when appropriate.

Highlights in 2010 includes the following activity:

Conducted local office compliance reviews of departmental programs, services and activities throughout the state and provided technical assistance as needed.

Reviewed and provided assistance as needed to proposed job interview questions.

Revised and updated appropriate DIR Memorandums as needed and distributed them to all local offices.

Provided mandatory poster updates 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 21 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 29,500 of these hearings were scheduled in 2010.

### **---2010 Hearings and Appeals Highlights ---**

- Hired new administrative hearing officers to accommodate increased workload created by declining economy.
- Sixteen (16) hearing officers are working from home, reducing the cost of leasing space.
- Fifteen (15) hearing officers type their own decisions eliminating the need for cassette tapes and recorders except as backup.

- Other hearing officers are being trained to use digital recording equipment to dictate their decisions, further reducing the need for cassette tapes and recorders.
- Working with Information Systems to produce electronic case files, eliminating the need for paper files. We have taken the first step which is to cease mailing case files to and from hearing officers.



## LABOR MARKET INFORMATION

The Labor Market Information (LMI) Division is responsible for 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, statistician manager and assistant LMI Director, was elected to the LAUS Policy Council in 2010.

The MLS Program is a weekly survey of nonfarm businesses experiencing layoffs that includes information from establishments about total separations, reasons for separations, recall expectations, and the movement of work. MLS data is 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 2010; November 2009-June 2010 – 83.35% and for May 2010-January 2011 - 83.40%.

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 2010, numerous requests involving both current and historical data were fulfilled using system reports and staff-created progress queries. Deborah Conner, senior statistician and QCEW 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 the analysis of workforce trends, providing data updates to the Workforce Information Database and publishing reports to deliver quality workforce information to our customers. In 2010 LMI:

- Developed and published State Short Term Occupational Projections 2009-2011.
- Continued to update the Census Local Employment Dynamics (LED) with most recent data available. Activated the “On The Map” module of the LED program which provides detailed maps showing where people work and workers live with companion reports on worker ages, earnings, industry distribution, and local workforce indicators.
- Continued quarterly updates to Alabama Business Employment Dynamics (BED) data reports.
- Updated industry concentration maps available on the LMI website.
- Presented Labor Market Information on the following stages:
  - Annual Career Technical Conference
  - Alabama Workforce Development Conference in Birmingham, AL
  - Various Society for Human Resource Management (SHRM) chapter & regional meetings.
  - Alabama Workforce Development Regional Planners Meeting
  - Annual State Data Center Census meeting
  - Served on the Youth Services Career Tech Education Advisory Council

As part of the U.S. 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 2009 unemployment activities evidenced the recessionary trends gripping the nation. Initial claims rose to 77percent over the previous fiscal year with over two hundred thousand new claims or layoffs. These layoffs prompted the United States Congress to pass three separate tiers of Emergency Unemployment Programs. In addition, as the Alabama unemployment rate passed 10 percent in June the Alabama legislature passed provisions allowing for High (unemployment) Extended Benefits granting qualified beneficiaries 20 more weeks of benefits.



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 FY2009:

- 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 re-employment 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.



## **LEGAL**

The Legal Division serves as legal counsel for the Department. In that regard, 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.

Additionally, court appearances were made in various federal courts concerning bankruptcies. No cases were filed against the Department in 2010 claiming violations of federal statutes. Counsel for the Department made over 300 court appearances last year. A total of \$107,764.03 was recovered in cash from overpaid claimants and placed into the Unemployment Compensation Trust Fund in 2010.



## **FINANCE**

The Finance Division works with the entire 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.

During the year, steps were taken to further improve the department's facilities. Exterior improvements to the department's Central Office building in the Capitol complex were approved and plans were developed to begin the process. In addition, alternatives were explored to acquire a better location for the Career Center in Birmingham.



## **GOVERNMENTAL AFFAIRS**

The Governmental Affairs Division is responsible for serving as the governmental and legislative liaison for the Department with other entities of local, state, and federal government and as well as business and labor groups. The division is also responsible for drafting departmental legislation.

The legislative branch of state government consists of the Alabama House of Representatives and the Alabama Senate. The Department of Industrial Relations works closely with the legislature to pass legislation beneficial to the Department and the people of Alabama.

During 2010, the Governmental Affairs Division prepared and passed a one and a half year extension of the Enhancement legislation, which provides approximately \$8 million a year to fund the Claimant Assistance Program. The program focuses on unemployed workers to help them find work faster through our network of Career Centers, thus making them productive citizens by getting them back to work and saving money in the UC Trust Fund. The legislation was due to expire on April 31, 2010.

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 cases 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 2010, the Board reviewed 6724 appeals and held 1380 hearings.





## **MINING AND RECLAMATION**

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

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



Pictured above: A member of the AML team hard at work

### **A. 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, revegetation supplies, and contractors utilizing local manpower to carry out the work. During FY 2010:

- X 6 abandoned mine land reclamation projects were completed,
- X 140 acres of mine spoil and coal refuse material (considered wastelands) were returned to productive use,
- X 11 portals and 1 vertical openings were permanently sealed,
- X 4 dangerous highwalls totaling 6,500 feet in length were reclaimed,
- X Maintenance was performed on 14 reclaimed sites,
- X Engineering and design was completed on 9 potential AML projects,
- X 5 incidents of mine subsidence beneath urban areas were corrected by AML's emergency program,

Work continued on the Mulga gob fire until March 2010. In December 2006 the Department was alerted to a gob fire problem in Jefferson County. The Mulga gob fire had surfaced for the fourth time since 1997. The fire abatement was started as an emergency project utilizing emergency and project construction funds. The Walker County Soil and Water District Conservation Board (WCB) graded, plated the site with topsoil, and revegetated the 32 acre former burning gob pile. Including the borrow areas, a total of 52 acres were revegetated at a cost of 2.7 million dollars.



Pictured above: Mining teams work on controlling the aftermath of the Mulga gob fire in Mulga, AL

Alabama's reforestation of abandoned mines is nationally recognized. However, during FY 2010, as per landowner's requests, no tree planting operations occurred. In the past 33 years, DIR has planted over 7 million trees.

A cost sharing partnership between DIR 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 FY2010.

The Alabama AML Program completed its 177<sup>th</sup> emergency project on November 19, 2009 in Jefferson County. The emergency provision of Alabama's program allows DIR to respond to sudden, life-threatening abandoned mine land problems within 24 hours.

Alabama attended the National Association of Abandoned Mine Land Programs meetings in Scranton, Pennsylvania (9/19 - 22/10) and Lavitas, Texas (2/22 - 24/10). The Association is comprised of twenty-eight (28) states and three (3) 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, 2010, marked the 33<sup>nd</sup> 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.

## **B. 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 2010, 3877 miners were employed in the coal industry, producing 19.8 million tons of coal. An additional 1,950 miners were employed in open pits and quarries producing approximately 50.5 million tons of non-fuel minerals. A total of 2,929 inspections were completed at coal and non-coal mines statewide. During this fiscal year, our office investigated 4 fatalities and 24 non-fatal accidents.

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 62 underground mine foreman certificates. Also, 38 surface foreman certificates, 50 electrical and 37 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 seven DIR employees, and much of our safety staff continue 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 fortunate during the year to maintain stable funding of approximately \$2 million providing continued sufficient staffing and equipment.

### **C. 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 2010, 390 permits (31 new permits, 359 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 194 site inspections. Of that total, 31 inspections were made to verify locations of new permit areas, 60 inspections were made of active operations, 50 inspections were made of unpermitted sites, 33 inspections were made to investigate citizen complaints, and 20 inspections were made of operations with expired permits.

Thirty-five (35) permits were renewed, 35 bonds were released for satisfactory reclamation, and 4 bonds were forfeited for failure to reclaim. A total of 764 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 25 sites were abandoned and left unreclaimed at year's end, with insufficient funds to complete any meaningful reclamation. Mining continues at approximately 252 permitted sites, with 191 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 2010. 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. Because high unemployment and other economic stressors have workloads in all divisions at an all time high, automation and implementing current computer technologies is of utmost importance. 2010 saw a continuation and expansion of several automation projects. Our documents imaging system was expanded. The first phase of the new adjudication system was completed and phase two began. Implementing a complete disaster recovery plan was also a focus during much of the year. IS is also responsible for installing and maintaining all desktop computers, printers, and network devices in the central office, call centers and career centers located throughout the state. One of the highest priorities for IT staff is the accurate and timely processing of data on the Department's mainframe computer. This processing will create Unemployment Compensation payments and initial claims, payment vouchers for our Finance Division, and many other reports and documents vital to the day to day operations of all divisions within DIR.

## **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) 925-6467

**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 36072  
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  
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

**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