

State of Alabama
Workforce Innovation and Opportunity Act,
Titles I & III

Program Year 2024 Annual Report

Submitted by the
Alabama Department of Workforce
on behalf of the Alabama Department of Commerce
and the Alabama Department of Labor

Prepared for the
U.S. Department of Labor
December 1, 2025

Table of Contents

Overview.....	2
Waiver Requests.....	2
Effectiveness in Serving Employers' Performance Measures.....	2
WIOA Section 116(e) Process Evaluations.....	3
Customer Satisfaction.....	4
Customer Outreach.....	5
Work-Based Learning.....	5
On-the-Job Training.....	5
Youth: Summer Program/Work Experience.....	6
Other Youth Services.....	7
Program Performance and Outcomes.....	7
State-Funded Activities (Governor's Fifteen Percent).....	8
Incumbent Worker Training Program.....	8
WIOA Supportive Services, including Relocation Assistance.....	9
Rapid Response.....	9
Alabama's Career Center System.....	11
Discretionary Grants.....	13
Technical Assistance.....	14
Success Stories.....	16
Challenges.....	18
Workforce Boards.....	18
State-Level Coordination.....	18
Workforce Innovation and Opportunity Act Title I Resource Allocation.....	20
<i>Attachment A - Workforce Board Members During PY 2024</i>	

Overview

During Program Year (PY) 2024, Alabama used WIOA funds to provide education, occupational skills training, and work-based learning to help thousands of Alabamians gain or retain jobs. Alabama works to ensure that training prepares participants for in-demand jobs providing self-sufficiency.

The Alabama Career Center System, a proud partner of the American Job Center Network, delivered workforce development services to employers and Alabamians. Each Career Center provides career services and access to education, job training and referrals, and other workforce development services.

Waiver Requests

Alabama had one waiver in place during PY 2024.

Waiver Allowing the Use of Individual Training Accounts (ITAs) for In-School Youth, Ages 14 – 21

This waiver of 20 CFR 681.550 allowed the state to offer Individual Training Accounts (ITAs) to in-school youth. The waiver enhanced the state's ability to serve in-school youth with ITAs. Expected programmatic outcomes included:

- Serving 100 in-school youth per year who would not be eligible for an ITA otherwise (i.e. as an Adult participant)
- 50% of in-school youth enrolled in ITAs will earn a credential
- 45% of in-school youth enrolled in ITAs will obtain a Measurable Skills Gain

Four youth participants used this waiver in PY24.

Effectiveness in Serving Employers' Performance Measures

A continuous evaluation of client and stakeholder needs and programs that support those needs enables Alabama to provide the most up-to-date and innovative training available with the funding provided through the Workforce Innovation and Opportunity Act (WIOA). The United States Department of Labor has used the Retention with the Same Employer metric to document states' efforts to improve employer service through WIOA programs. In PY2024, Alabama began formal submission of this metric in our quarterly and annual performance reports. Alabama has also researched sector targeting and penetration, training completion, credential effectiveness, and labor force participation rate.

Retention with the same employer addresses the programs' efforts to provide employers with skilled workers.

- This approach helps determine whether the core programs serve employers effectively by improving the skills of their workforce and decreasing employee turnover.
- Number of participants who exited who were employed by the same employer during the 2nd quarter and 4th quarter after exit/number of participants who exited during the reporting period.
- Captured by case management follow-up, state UI, and SWIS wage records.

In PY2024, Alabama's Workforce Development system served 3,652 employers with support services and information, assisted 4,070 employers with recruitment assistance, and provided 1,734 employers with training services. Alabama only had 19 employers who were downsizing or closing and utilized Rapid Response assistance to assist those employers/employees. As for Retention with the same

employer during the second and fourth quarters after exit, Alabama had 19,881 participants who remained at the same employer out of 30,962 total participants served, or 64.2%.

WIOA Section 116(e) Process Evaluation

During PY 2024, Alabama initiated and furthered several new and ongoing process evaluation activities as defined under WIOA Section 116(e).

- Ongoing evaluations of WIOA Title I Adult, Dislocated Worker, and Youth program performance
- Implementation of discretionary grant performance evaluation policy
- Development of the State Evaluation Plan and revisions to the sanctions policy
- Continued improvement of Quarterly Reporting Analysis element accuracy
- Research into the Employment Related to Training metric
- Research into the Labor Force Participation Rate
- Continued data validation projects to ensure WIOA element accuracy
- Interfacing with partner agencies to secure performance and priority data
- Further development of the WIOA Provider Performance evaluation process
- Fiscal and Programmatic Auditing and Technical Assistance
- Continuous training for all stakeholders and employees, including:
 - State and Local Workforce Board Training
 - Administrative and Case Management Training
 - Youth Provider case management training
 - Monitoring and Oversight Training

The State of Alabama does not publicly make the evaluation reports developed by the Evaluation and Reporting Section available to protect restricted participant information and ensure compliance with digital privacy requirements. The section is tasked with creating and retaining these deliverables. WDD management has the authority to disseminate such reports.

Information/Research requests, compliance reviews, and similar State and Federal evaluations are processed through the Workforce Development Division's Evaluation and Reporting Section. The Section is responsible for administering the AlabamaWorks! system, preparing for on-site visits and compliance reviews, developing policy and procedures for research/evaluation, developing/maintaining workforce data for evaluation activities, researching workforce and training needs, analyzing workforce processes, delivering performance and evaluation reports, and providing technical assistance through AlabamaWorks! Helpdesk.

Per TEGL 23-19, Change 1, "States and outlying areas must summarize their data validation methodology, policies, and procedures in their annual narrative performance reports." Data validation ensures the accuracy of reported data through electronic or physical review of participant records and their supporting documentation. It is performed in Alabama twice a year. Validation is administered by the Evaluation and Reporting Section. Validation is followed by Data Reconciliation, performed by the Section, which is the process of correcting errors found in validation and developing policies and procedures to prevent similar errors from reoccurring. The Section then proposes new policies/procedures to management and trains the state staff in these areas.

In PY2024, Alabama performed one data validation project published for the staff and administrators of Title 1 activities. The aggregate results are as follows:

Adult Total	
Records Reviewed	259
Elements Reviewed	2975
Pass	2525
Fail	450
Rate	15.1%
Dislocated Worker Total	
Records Reviewed	28
Elements Reviewed	403
Pass	367
Fail	36
Rate	8.9%
Youth Total	
Records Reviewed	102
Elements Reviewed	775
Pass	679
Fail	96
Rate	12.4%

Customer Satisfaction

Alabama's Career Centers launched a formal standardized Customer Satisfaction Survey for job seekers and employers in PY 2017. The survey is a written survey requesting feedback for the individual Career Center that provided services and is included in the Alabama Career Center System Guide to Customer Services. Surveys are provided to both employers and individuals seeking workforce-related assistance. Career Centers attempt to contact customers to address any issues discovered from the surveys.

During PY 2024, of the 6,145 job seekers responding to the survey, 79.8% considered the services exceptional (an increase of .8% from the previous year), and 98.6% said the Career Center services were good or better. Of the 804 employers who responded to the survey, 100% said the Career Center services "met expectations."

Feedback from the surveys is monitored in each Career Center, and changes are implemented as needed as part of the Center's continuous improvement plan. Additionally, goals are established to promote continuous improvement as part of each Career Center's Certification process.

Customer Outreach

The Workforce Development Division (WDD) has ongoing outreach programs which WDD believes have boosted traffic to the self-service portal. The portal helps users set up an account on Alabamaworks.alabama.gov and start a job search or determine if they are eligible for free job training.

Portal user figures from mid-2024 to mid-2025 shows a steady high number of people using the portal.

Outreach Fliers

The WDD started in late February 2024 contacting local utility systems and asking them to partner with WDD by placing fliers in utility bill envelopes, electronic billing, or on their social media.

The fliers include a website and QR code which takes users to the self-service portal where they can seek training and assistance.

The Alabama Department of Labor/Alabama Department of Workforce (name changed on 2/1/25), a WIOA partner, printed the fliers which WDD then shipped to the utility or its billing vendor for placement in utility bill envelopes.

By the end of PY 24, more than 1 million fliers had been directly distributed to Alabamians.

Enlisting Help from WIOA Partners, other Agencies, and Associations

In the spring of 2024, WDD also started contacting state agencies and Community Action Agencies (CAAs) to ask them to make fliers available to guests at their offices. Commerce contacted Human Resources, Public Health, CAA offices, Housing Authorities, Veterans Offices, Salvation Army and other homeless shelters, food banks, and Head Start locations and mailed the organizations the number of fliers requested. Hundreds of thousands of additional fliers have been distributed with a QR code to access the self-service portal and information about WIOA programs.

Work-Based Learning

The State of Alabama, through its Incumbent Worker Training Program, funded through the Governor's Set-Aside funds, offers employers the opportunity to receive reimbursement for Related Technical Instruction expenses such as tuition for Registered Apprentices, who are also incumbent workers. The Business Services Representatives in the Alabama Career Center System and the Alabama Office of Apprenticeship present the opportunity to employers.

The State of Alabama also continued to connect apprentices with WIOA training to support their apprenticeships through the Individual Training Account Program (ITA) and On-the-Job Training (OJT) Program. In PY24, 97 apprentices were co-enrolled in WIOA programs.

On-the-Job Training

Local Workforce Development Areas (LWDAs) across the state offer On-the-Job Training (OJT) programs, providing opportunities for individuals to gain new job skills while helping employers save on training costs. A Business Services Representative (BSR) from the local Career Center or a WIOA administrative entity collaborates with the employer to develop a training plan that outlines specific objectives and goals for the trainee(s).

In Program Year (PY) 2024, employers received up to 50 percent reimbursement of hourly wages paid to OJT trainees. The training periods, negotiated in advance, typically ranged from six (6) to twenty-six (26) weeks, depending on the participant's skill level and the nature of the training occupation. This program addresses the employment needs of local businesses by providing them with a skilled workforce, ultimately boosting productivity and profitability.

Under this program, two OJT agreements exist: *New Hire OJT* and *Performance-Based OJT*. The primary goal of both is to ensure permanent employment for trainees upon successful completion of their training.

- *New Hire OJT*: Employers may receive up to fifty (50) percent reimbursement of hourly wages paid to newly hired trainees. This incentive encourages employers to hire individuals lacking all the necessary skills for a job, as the OJT program helps them acquire skills that improve long-term employment prospects.
- *Performance-Based OJT*: This program is designed to provide short-term training to multiple employees. The specifics of the training, such as hours and number of trainees, are negotiated with the Workforce Development Division (WDD) for six of the Governor's local workforce development areas. Employers are eligible for reimbursement only if the trainee completes the agreed training hours plus one additional day and remains employed. Each Performance-Based agreement is tailored to meet the employer's needs.

In addition to WIOA funds, during PY 2024, the WDD also provided OJT and Incumbent Worker Training to additional individuals through a separate grant from the U.S. Department of Education's Reimagine Workforce Preparation fund awarded to Alabama. The Alabama Workforce Stabilization Program approved more than 200 employers for OJT and provided training to approximately 3,386 new hires. Training was for up to 225 hours, reimbursed at \$9.00 per hour. All positions were in high-demand industries with a minimum wage of \$12.00 per hour. More than 5,000 incumbent workers also received training through the program for in-demand skills. A total of 9,649 credentials were earned by participants in either the OJT or Incumbent Worker portion of the program (some of the Incumbent workers earned several credentials). All these participants were also co-enrolled in Wagner-Peyser and WIOA and received career services.

Youth: Summer Program/Work Experience

The Southwest Alabama Partnership for Training and Employment, Inc. (SWAPTE) Local Workforce Development Area's Summer Work Experience program entitled The Road 2 Readiness summer employment program for 11th and 12th graders continues to grow. The program gives participants valuable exposure to local industries while earning \$13.50 per hour. The program is especially successful in rural areas. Mobile strengthened participation by partnering with the City's Parks and Recreation program. About 80 youth enrolled, with more than 70 successfully completing the program.

The six Local Workforce Areas (LWAs) provided services for both in-school and out-of-school youth ages 16–24, including Work-Based Learning (WBL) activities coordinated through Career Centers and local Youth Providers. These activities offered paid work experience opportunities with public, nonprofit, and private sector employers. The program's goal was to help participants develop positive work habits and foundational job skills through structured, supervised, and meaningful work experiences.

WBL objectives included:

- Strengthening participants' work maturity and employability skills through hands-on assignments.
- Enhancing academic and basic skills through relevant worksite experiences.

Participants could work up to 32 hours per week for a maximum of 390 hours. Hourly wages varied by Local Workforce Area (LWA) and type of employment.

Other Youth Services

The seven Local Workforce Areas (LWAs) successfully managed the delivery of youth programs across the state during PY 2024. Local area providers offered job readiness training, academic remediation, and occupational skills development to better serve at-risk youth populations.

Across six local areas, sixteen (16) to seventeen (17) youth service providers operated during PY 2024, with an additional nine (9) in the SWAPTE region. Each LWA implemented funding and programs designed to deliver all fourteen (14) required Youth Program Elements under WIOA, along with additional locally funded services and resources.

Youth programs offered—either directly or through referrals—the following services:

1. Tutoring, study skills instruction, and academic recovery strategies leading to a secondary diploma or postsecondary credential
2. Alternative secondary school or dropout recovery services
3. Postsecondary preparation and transition activities
4. Paid and unpaid work-based learning opportunities, including internships, apprenticeships, and job shadowing
5. Occupational skills training leading to in-demand, industry-recognized credentials
6. Integrated education and workforce preparation training
7. Entrepreneurial skills development
8. Labor market and employment information on in-demand industries and occupations
9. Leadership development activities, including community service and peer-based projects
10. Supportive services
11. Adult mentoring
12. Comprehensive guidance and counseling
13. Financial literacy education covering budgeting, savings, spending, credit, and financial services
14. Follow-up services for at least 12 months post-program completion, based on individual needs

Program Performance and Outcomes

Services under WIOA are evaluated using performance measures established by the U.S. Department of Labor (USDOL) and the Alabama Workforce Development Division (WDD). Programs serve both out-of-school and in-school youth, with an emphasis on helping participants earn a GED, high school diploma, or short-term credential and demonstrate at least one Measurable Skill Gain (MSG).

All youth participants are pre-tested in math and reading, and those scoring below an eighth-grade level receive remediation assistance. Youth programs focus on preparing participants for employment and supporting their transition to postsecondary education or training.

Each youth undergoes a comprehensive assessment of academic skills, occupational aptitudes, employability, interests, and prior work history. Based on these assessments, participants receive individualized plans that may include academic remediation, job readiness and workplace skills training, career counseling, and other supportive services. Youth may also receive short-term or long-term career and educational planning support as needed to achieve their goals.

State-Funded Activities (Governor's Fifteen Percent)

Eligible Training Provider List

The Workforce Development Division (WDD) uses the AlabamaWorks! Internet-based system to better ensure that the customers of local Career Centers have appropriate access to the state's Eligible Training Provider List. Development and maintenance of this system requires a great deal of cooperation between the WIOA Title I Career Center partner agencies and various training providers. Alabama Career Center staff have been trained to use the Eligible Training Provider List.

USDOL has provided guidance regarding methods for certifying, gathering, and reporting performance information, initial certification of out-of-state providers, and recertifying in-state and out-of-state providers. The WDD strives to keep training program information current and up to date.

There are approximately eighty-two (82) different training providers and approximately three hundred and ninety-six (396) separate programs on Alabama's WIOA Eligible Training Provider List. Twenty-six (26) of these providers are part of the Alabama Community College System and have over eighty-six (86) locations throughout the State. There are also forty-five (45) Registered Apprenticeship Programs on the WIOA Eligible Training Provider List. The Alabama Eligible Training Provider List may be accessed at <http://www.alabamaworks.alabama.gov>.

Incumbent Worker Training Program

The Incumbent Worker Training Program (IWTP) is administered through the Workforce Development Division (WDD). Section 134(a)(3)(A)(i) of the WIOA authorizes Incumbent Worker Training as a statewide workforce development activity. Alabama's IWTP was funded through the Governor's Ten (10) Percent funds in Program Year 2024. The IWTP assists Alabama employers in helping with expenses associated with new or updated skills training of current full-time employees. For-profit companies, non-profits, and governmental organizations in operation in Alabama for at least two (2) years are eligible to apply for IWTP funds. An interested company must have at least one full-time, permanent employee other than its owner. Companies seeking IWTP funding must also be current on all state and federal tax obligations. Applicant must provide a dollar-for-dollar "soft" match to requested funds. A soft match can include, but is not limited to, employee wages, benefits, and cash payments to vendors. Each applicant could apply for up to \$30,000.00 of IWTP funds in PY 2024, subject to not exceeding the ten-year award cap of \$60,000.00.

Successful IWTP applicant companies' contract with outside training providers to provide basic work skills training to existing employees. Applicants must demonstrate a need for upgraded skill levels for existing employees. Within their applications, IWTP companies anticipate measurable training outcomes. IWTP skills training should support company efforts to minimize lay-offs (lay-off aversion) and/or help the company remain competitive. The technical and professional training programs provided with the assistance of these funds equip incumbent workers with specific workplace skills required to provide optimal performance within existing jobs and may enable them to broaden the scope of their workplace

responsibilities. Successful training completion should allow greater opportunities for employee retention and increased earnings potential, thus achieving one of the major USDOL goals for the IWT Program, which is layoff aversion.

The State of Alabama launched its Incumbent Worker Training Program in September 2001. Through June 30, 2025, Alabama has awarded \$18,007,432.08 in IWTP funding to Alabama businesses, benefiting 26,312 workers. This includes \$192,050.08 awarded for ten (10) new IWTP contracts for PY 2024 (07/01/24 – 06/30/25). Statewide, PY 2024 contracts were awarded to companies of all sizes in eight (8) counties, benefiting one hundred (100) individual workers.

In addition to WIOA funds, during PY 2024, the WDD also provided Incumbent Worker Services to additional individuals through a separate grant from the U.S. Department of Education's Reimagine Workforce Preparation fund. Throughout the grant's life, the Alabama Workforce Stabilization Program has approved 400 employers for IWT and served approximately 8,485 incumbent workers. These workers were provided with training to upskill them in their current jobs. All these participants were also co-enrolled in WIOA and received career services.

WIOA Supportive Services, including Relocation Assistance

The State of Alabama, through WIOA Governor's Set Aside funds, provides relocation assistance to participants in need of assistance to accept employment in another location. It is intended to serve eligible adults and dislocated workers who cannot find suitable employment in their local area and who have secured employment outside of their commuting area (more than 75 miles) necessitating a move. This service is available statewide through the Alabama Career Center System, and information about the program is provided to Dislocated Workers by the State's Rapid Response Team when responding to mass layoffs. Information on this service also was presented to individuals exiting incarceration and preparing for reentry during PY24. No relocation assistance services were requested during PY24.

WDD also established a program providing supportive services for WIOA participants, such as reimbursement for exams, licensing fees, clothing, and tools not covered by ITAs or OJTs. In PY2024, one hundred and thirty-six (136) participants were served, and reimbursements totaling \$20,421.74 were provided to support participants.

Rapid Response

The Alabama Department of Commerce's Workforce Development Division is designated as the State's Dislocated Worker administrator and is responsible for coordinating statewide WIOA Dislocated Worker program services. These responsibilities include the development of the Dislocated Worker program policy and delivering Rapid Response services. As part of Alabama's State Dislocated Worker administrative responsibilities, the Rapid Response Section receives advance notification of worker dislocation events under federal Worker Adjustment and Retraining Notification (WARN) Act requirements. This advance notification better enables the section's effective coordination of direct assistance and/or referral of various other agency services provided to both employers and workers affected by such dislocation events (i.e., substantial layoffs or plant closings). The Rapid Response Section may also provide these services to employers and workers affected by smaller-scale dislocation events, i.e., those not triggering a WARN notification, but which are expected to have a substantial impact on the local community. These smaller-scale dislocation events may come to the attention of the Rapid Response section staff through the news media and contacts initiated by impacted employers/employees, union representatives, or other state and local service agencies.

Alabama's Rapid Response activities are coordinated with federal agencies such as the USDOL's Employment and Training Administration and the Employee Benefits Security Administration. In addition, the Rapid Response Section coordinates an Information Network of available resources and representatives to provide additional transition assistance, such as the Alabama Children's Health Insurance Program (All-Kids), Alabama Industrial Development Training (AIDT), and the Alabama Community College System (ACCS). This network is comprised of representatives of:

- ***Alabama Department of Commerce Workforce Development Division – Workforce Innovation and Opportunity Act***
- ***Regional Workforce Councils***
- ***Alabama Department of Labor Unemployment Compensation Employment Service***
- ***Trade Adjustment Assistance***
- ***Alabama Department of Economic and Community Affairs Office of the Director***
- ***Community Services Development Block Grant Low Income Program***
- ***Alabama Community College System***
- ***Department of Human Resources***
- ***Alabama Department of Public Health***
- ***Alabama All Kids Program (Insurance for Children Under 19) Women Infants & Children Program***
- ***Alabama Medicaid Agency***
- ***Affordable Care Act - Medical Services***
- ***Alabama Cooperative Extension Service***
- ***Alabama Department of Senior Services***
- ***Alabama Department of Rehabilitation Services***
- ***AFL-CIO Labor Institute for Training (LIFT)***

The Rapid Response Section comprises one (1) full-time Dislocated Worker Coordinator, an Alabama Department of Commerce employee, and one (1) Supervisor to assist with Group Employee Meetings and manage the overall program when needed. When Rapid Response activities involve unionized companies, an AFL-CIO Labor Institute for Training (L.I.F.T.) representative is also included in Rapid Response activities.

The Rapid Response Section facilitates Group Employee Meetings (GEM) to increase dislocated workers' awareness and utilization of the broad range of programs, services, and benefits available through various federal, state, and local resources to which they are entitled as dislocated workers. The Section's overriding objective is to ease the trauma associated with job loss and better enable dislocated workers to return to the workforce. Attempts are made to maximize everyone's fullest potential.

Upon learning of an anticipated plant closing or substantial layoff, Rapid Response staff schedule on-site meetings with company management and labor representatives (if employees are so represented) to discuss available assistance options. A strong effort is made to appropriately tailor Rapid Response services to each individual dislocation event's unique circumstances and requirements.

During the GEMs, the Rapid Response Section meets with the affected workers to discuss benefits afforded to them as dislocated workers, such as their eligibility for and the availability of retraining services through WIOA programs, Unemployment Compensation, Introduction to our Alabama Career Center System for job search and placement services, Veteran Services, Vocational Rehabilitation, the Alabama Department of Human Resources, health insurance continuance, pension benefits/counseling, entrepreneurial training assistance, and more. The program usually lasts about an hour per GEM.

The Rapid Response Section works closely with and encourages the Alabama Career Centers to participate in the GEMs at every event and actively participate. Each dislocated worker is encouraged to visit one of our many Alabama Career Centers to activate their benefits through the WIOA.

Rapid Response records indicate that 4,274 workers throughout the state were impacted by forty-two (42) dislocation events (companies) during PY 2024. Rapid Response Section staff conducted 69 group employee/local service agency meetings during PY 2024. The Rapid Response Section also provides Layoff Aversion services to companies in need. Strategies can include the Incumbent Worker Training Program, which provides up to \$30,000 in training to upgrade existing permanent full-time employees per project and up to \$60,000 in lifetime maximum benefits, as well as the benefits of the other partner organizations.



Alabama Career Center System & Wagner-Peyser Act Employment Service Activities

Alabama's Career Center System, a proud partner of the American Job Center Network, works to consolidate the delivery of services presently offered to the eligible public through different state agencies into a single, localized, seamless, one-stop delivery.

Services include:

- Career Services
 - Basic Services
 - Individualized Services
 - Follow-up Services
- Youth Services
- Job Training Services
- Supportive Services

Alabama's network of fifty-seven (57) Career Centers (points of service) strategically located throughout the state is the delivery system for WIOA Title I Career Basic services, Individualized services, Follow-up services, Youth services, Job Training services, and Supportive services to individuals and employers eligible for and in need of these services. WIOA Title III services focusing on hiring and job

placement for individuals and businesses are also available through the Career Centers. Professional staff are available in Centers to assist job seekers and employers regarding the availability of jobs, training, and skilled prospective employees to meet labor market needs. Self-help services for job seekers and employers are also available 24/7 through the automated workforce system. Employers may also communicate their specific labor market skill needs to these Centers for personalized assistance.

A central feature of each Career Center is the Resource Area, where workforce service seekers, including job seekers and businesses, enjoy ready access to computerized databases that provide details of available educational and occupational training, job openings, job fairs, hiring and resource events, and supportive and other services. This information Resource Area also provides businesses with listings of prospective employees possessing the desired skills and work experience, job fairs, and employer incentive programs such as Work Opportunity Tax Credit, Federal Bonding, Incumbent Worker training, and On the Job Training. Internet access is available for customers at all Alabama Career Center locations. The state also utilizes a Mobile Unit to provide an internet capable Resource Area for Job Fairs and other events held offsite of Career Centers.

Individual jobseekers assessed to require additional occupational skills training to better pursue their vocational objectives may be provided training through the Individual Training Account (ITA) program, with eligible training providers, On-the-Job Training (OJT), or Work-Based Learning (WBL).

Employers are provided with space to conduct employee candidate interviews and recruitment efforts at most Career Center locations. Additionally, case managers provide job seekers and employers with additional intensive assistance to satisfy their workforce development needs.

Career Center staff work to reduce, if not eliminate, any incidence of service redundancy or overlap among workforce development partner agencies. The goal is to achieve one-stop services integration and leverage resources rather than duplication. In January 2025, the Alabama Workforce Transformation Act became effective to transform the Alabama Department of Labor to the Alabama Department of Workforce- combining all workforce efforts from other agencies to the Alabama Department of Workforce. The Act aims to streamline the state's workforce efforts and is designed to increase Alabama's labor force participation rate. These efforts will reduce service redundancy and increase effective collaboration among all Alabama Department of Workforce Divisions, and partner Agencies. Career Centers throughout the state have welcomed new workforce division staff who are transitioning from other agencies to the Alabama Department of Workforce such as the Alabama Office of Apprenticeship, and the Alabama Department of Commerce. Alabama's Career Centers are striving to be a true American Job Center for all Alabamians by meeting the needs of all individuals and industry sectors in our great state.

The Career Center Operations Template, developed by the State Workforce Development Board in PY 2002, established a uniform services baseline associated with all Career Center locations, including the Career Center System logo, the availability of resource areas, and other features. The "Career Center" brand has been in place for twenty-nine (29) years and helps clients who move from one area of the state to another to be able to recognize and access workforce services. In 2020, the state adopted "Alabama Works" as its brand for all things workforce, and this has been incorporated into the Alabama Career Center System, as was the inclusion of "a proud partner of the American Job Center Network" into the branding of the Career Centers. As we transform to meet the demands of the Alabama Workforce Transformation Act, Governor Kay Ivey has released new branding for the Alabama Department of Workforce while Secretary Greg Reed has successfully initiated a statewide marketing campaign which includes website advertising, billboards, television and radio ads, and

numerous in-person public speaking engagements throughout the great state of Alabama. These efforts will ensure that everyone knows who we are and what we can do to assist them in their workforce needs.

Types of Career Centers available throughout Alabama:

Comprehensive Career Centers (7)

- 1) Anniston, 2) Birmingham, 3) Dothan, 4) Huntsville, 5) Mobile, 6) Montgomery, and 7) Tuscaloosa

Affiliate Career Centers (23)

- 1) Alabaster, 2) Albertville, 3) Alexander City, 4) Bay Minette, 5) Brewton, 6) Cullman, 7) Decatur, 8) Demopolis, 9) Fayette, 10) Foley, 11) Fort Payne, 12) Gadsden, 13) Greenville, 14) Hamilton, 15) Jackson, 16) Jasper, 17) Monroeville, 18) Opelika, 19) Pell City, 20) Selma, 21) Sheffield, 22) Talladega, and 23) Troy

Itinerant & Satellite Career Centers (27)

- 1) Aliceville, 2) Andalusia, 3) Athens, 4) Camden, 5) Centre, 6) Chatom, 7) Clanton, 8) Enterprise, 9) Eufaula, 10) Fort Deposit, 11) Gilbertown, 12) Haleyville, 13) Hayneville, 14) Jefferson State, 15) Livingston, 16) Luverne, 17) Oneonta, 18) Ozark, 19) Phenix City, 20) Phil Campbell, 21) Prattville, 22) Roanoke, 23) Scottsboro, 24) Tutwiler-Ingram, 25) Union Springs, 26) Valley, and 27) Vernon

Note: Career Center numbers and locations are subject to change.

Discretionary Grants

The State of Alabama had one active NDWG during PY 2024. In PY21, the State applied for the *Quality Jobs, Equity, Strategy, and Training (QUEST)* Disaster Recovery National Dislocated Worker Grant. In PY22, Alabama won a \$4.425 million QUEST grant to provide OJTs, ITAs, and disaster-relief employment to laid-off workers in Regions 1, 3, and 6. By the end of PY24, the project had helped more than 250 people. The project end date is September 30, 2025.

Workforce Opportunity for Rural Communities - In PY22, Alabama was awarded a \$1.384 million Workforce Opportunity for Rural Communities (WORC) grant. This project has focused on providing soft skills, work readiness, career coaching, mentoring, supportive services, and employment-driven training to individuals living in Lowndes County. By the end of PY24, 123 people had received services through WORC. The project end date is September 30, 2025.

Delta Regional Authority - The State of Alabama received \$434,291 in PY23 from the Delta Regional Authority to serve 60 Macon County residents. This program provides work readiness skills, career coaching, mentoring, supportive services, and employment-driven training. Local employers will provide work experiences to participants who are new entrants to the workforce, dislocated workers, and incumbent workers.

The Macon County DRA Workforce Development Grant has provided \$434,291 to develop and train participants to find jobs with high-wage employers. By providing training and helping participants overcome transportation and other barriers, participants will have a better opportunity to land jobs in one of the high-wage industries located in and around Macon County. The program is in Year 2.

Through the provider Impactful Insights, LLC, based in Tuskegee, two participant cohorts have been successfully recruited from Tuskegee, Shorter, Franklin and Notasulga. Cohort One completed work readiness training as well as other participant assessments to better understand barriers to gaining training and employment. More than 60 participants have been recruited with 44 successfully completing a Mobilizing Alabama Pathways (MAP) Credential in one of the five high-demand industries in Alabama: Healthcare, Manufacturing, Transportation and Logistics, Hospitality and Tourism, and Construction.

To assist participants in overcoming different barriers to successful employment and training, participants have received stipends as they complete the different training and pre-employment milestones, which include work readiness training and credential attainment.

The next phase of the program will focus on connecting the participants with new and existing employers previously identified and providing the help participants need to secure jobs.

Pathway Home 4 Alabama's Returning Citizens – The State of Alabama received \$1,500,000 in PY23 to serve 150 participants to individuals returning to their communities from custody. The Pathway Home 4 Alabama's Returning Citizens initiative aims to eliminate the service gap and reduce recidivism among inmates released into their communities. This initiative is strengthened by a partnership with the Alabama Department of Corrections (ADOC) and Ingram State Technical College (ISTC), the nation's only correctional education provider housed on prison grounds. Through this partnership with ISTC, participants will receive nationally certified work readiness instruction, industry-informed occupational skills training, and case managers with access to every prison this project will operate. Twelve participants are currently enrolled.

Partners for Reentry Opportunities in Workforce Development (PROWD) – The State of Alabama received \$6,507,557 in PY23 to serve 175 individuals transitioning out of the Aliceville Correctional Facility and Regional Reentry Centers. Participants receive work readiness skills training, reentry coordination and support, peer mentoring, supportive services, and employment-driven training. The Pathways program starts working with participants pre-release to begin occupational training and create a plan for post-release. After release, individuals continue to receive case management, mentoring, and supportive services to ease their transition. Job search assistance and placement also is provided to local employers. So far, 180 participants have received services.

BuildUp Birmingham – The State of Alabama received a \$1,500,000 YouthBuild grant at the end of PY23. 66 individuals ages 16 – 24 will participate in a pre-apprenticeship program in construction and automotive manufacturing. YBB will provide adult education, career-focused training, and work-based learning opportunities to students from disinvested and low-income communities. Students will perform various service projects and renovate rundown homes. They will also earn credentials to attract high-demand opportunities in their selected career pathway. 21 participants have been served.

Technical Assistance

The State of Alabama Workforce Development Division (WDD) provides technical assistance to providers, participants, employers, and case managers through the State Reporting Section. The Section is responsible for performance accountability, performance monitoring, data validation, and technical assistance needs concerning WIOA Title One and other WDD-administered grant programs. Technical assistance is provided passively through the issuance of policy and guidance via the Governor's Workforce Innovation Directives and actively through staff training, data reconciliation, and the Help Desk.

While providing technical assistance, the WDD continues transitioning toward the formal launch of the Alabama Department of Workforce, Workforce Pathways Division on October 1, 2025.

The Section is also responsible for administering and enforcing negotiated performance levels for all WDD grant programs. The current policy requires that any Area that fails to meet negotiated levels of performance targets for 4 + consecutive quarters:

- Develop a performance improvement plan with assistance from the Section
- Be subject to performance monitoring until compliance is met and
- Receive technical assistance from the State actively and upon request

Once an Area has been noncompliant for 8 consecutive quarters, the Section must perform an ongoing desk review and consider stricter measures, such as sanctions. If an Area has been noncompliant for 12 consecutive quarters, the State will enact the required measures indicated in TEGl 11-19 Change 1.

In PY24, the following training was conducted:

WIOA Training

July 12 th , 2024	Workforce Area 5	Case Management Training
August 14 th , 2024	Statewide	Youth WBL Training
August 19 th , 2024	BBWI	Youth Training
October 3 rd , 2024	DESI	Youth ITA Training
October 7 th , 2024	Talladega CC	ISY Eligibility
November 5 th , 2024	Brantwood	Youth Training
November 13 th , 2024	Circle of Care	Youth Training
December 4 th , 2024	United Way East Central	Youth Training
December 18 th , 2024	ASCEND	Youth Training
January 8 th , 2025	In the Door	Youth Training
January 16 th , 2025	Statewide	Youth WBL Training
January 28 th , 2025	Various Providers	Statewide Youth Training
February 6 th , 2025	LBW	Youth Training
March 19 th , 2025	SWAPTE	Case Management Training
March 20 th , 2025	YES Program	Case Management Training
May 13 th , 2025	DESI and BBWI	ITA Training
May 20 th , 2025	ASCEND	Technical Assistance

Discretionary Grant Training

August 26 th , 2024	PROWD	REO Grant Training
August 30 th , 2024	PARC/PH4	REO Grant Training
November 7 th , 2024	PROWD	REO Grant Training
November 18 th , 2024	Build-Up Birmingham	Youthbuild Training
November 20 th , 2024	SWAPTE	REO Training
December 6 th , 2024	Hope Inspired Ministries	WORC Training
February 6 th , 2025	Build-Up Birmingham	Youthbuild Training
February 19 th , 2025	PARC/PH4	REO Training
June 10 th , 2025	PROWD	ITA Training

Success Stories

WIOA Funds New Careers for Two Young Women

Two young women have experienced success by taking advantage of WIOA training programs offered through the Southwest Alabama Partnership for Training and Employment (SWAPTE), one of Alabama's seven Regions.

Angel is an employee of USA Health after enrolling in a SWAPTE program. "I took a leap of faith, enrolled to become a Patient Care Assistant - a position I knew nothing about – which turned out to be a great decision for me," Angel said. "I am now a Patient Care Assistant at USA Health! Workforce development is truly a way to create a new start in your life! I now tell family, friends, and co-workers about my experience and the other training programs that are offered." USA Health is an academic health system located along the upper Gulf Coast.

Makiyah was working at Firehouse Subs making \$12.50 an hour before she started a training program through SWAPTE.

"I learned about the WIOA program through a family member," Makiyah said. "After SWAPTE Case Manager Carla Andrews informed me of the requirements and benefits of the program, I enrolled because I was seeing financial assistance for school."

After earning a Bachelor of Science in Nursing degree, she started working at Mobile Infirmery making \$32 an hour. "Training has definitely made a huge impact on my life," she said.

Vocational Rehabilitation Referral to Career Center Leads to Full-Time CDL Job

Gregory was referred to the Anniston Career Center by his Vocational Rehabilitation Services Counselor to explore new career options that matched his abilities and long-term goals. Through the partnership between Vocational Rehabilitation Services and the WIOA Adult Program, Gregory received personalized career counseling, support services, and a full career assessment. The results pointed toward a future in commercial driving—a career path that aligned with both his interests and physical capabilities. With WIOA funding, Gregory enrolled in a Class A Commercial Driver's License (CDL) training program at a

local, accredited driving school. His tuition and fees were fully covered through the partnership. Gregory committed himself fully to the training. He graduated successfully and passed his CDL test on the first try. Within just a few weeks, he was hired by a trucking company and began working full-time as a commercial driver—earning a strong starting wage. Thanks to the collaboration between WIOA and Vocational Rehabilitation, Gregory didn't just find a job—he found a new direction.

Substance Abuse to OJT to Full-Time Job

JR entered residency at a Tuscaloosa group home for substance abuse recovery in February of 2024. She was referred to a BSR at the Tuscaloosa Career Center through an acquaintance at the home, who had previously had success in obtaining employment through Career Center services. The BSR referred JR to a General Labor Assembly position with Valmont Newmark and she began On-the-Job Training for a period of 840 hours at a rate of \$18.18 per hour. During the next few months, JR was able to maintain her position of employment with glowing reviews. She graduated to the next phase of her recovery by moving into “sober living” accommodations with fewer restrictions and was allowed to purchase an automobile for personal use. On June 12th of 2024, JR completed the 840 hours of OJT and remained gainfully employed at a rate of more than \$20 per hour. WIOA helped JR to obtain a permanent position at a company that otherwise might not have given her the opportunity due to the nature of her barriers. In turn, that job provided her with the financial stability to obtain sufficient transportation and housing that would lay the foundation of her new lease on life. In addition, JR has become an Outreach Peer Support Specialist in her spare time, helping individuals who are seeking recovery.

Lay Off Leads to New CDL Career after Community College Training

R.W. was laid off from his employer of 2 years and heard about WIOA by referral of a friend. He completed the pre-registration process and successfully completed the Class A CDL program at Bevill State Community College. He has now been an OTR truck driver for 6 months. He was very appreciative for the opportunity to gain job skills that will keep him employed until retirement.

Career Center Appointment Helps Single Parent Gain Pharmacy Technician Employment

Megan was a single parent living from paycheck to paycheck struggling to make ends meet to support her family. She was seeking a career with stability, better pay and benefits. After meeting with the education professionals at Fortis College, she felt like the ideal career for her was as a Pharmacy Technician. WIOA was able to fund Megan under Adult Income rules for Public Assistance recipients. She excelled in her classes graduating in April 2025 after completing her externship. She is currently employed as a Pharmacy Technician full time at a local Dothan Pharmacy. She is very thankful for the assistance from WIOA and Dothan Career Center helping her get into a career she can be proud of.

Former Inmate Enjoying New CDL Career

In the Spring of 2025, Terrance was seeking to turn his life around after being released from prison due to the mistakes of his youth. WIOA was able to fund Terrance as a long-term unemployed individual. He is well spoken and humble in demeanor. He was hoping to learn a skill that would allow him to be able to support himself and turn his life around into something he could be proud of. He chose to learn the skills needed to secure his Class A CDL License. He quickly mastered the skills needed to pass his road test and gain that treasured credential. He graduated in March and secured a job with BCL Civil Contractors driving a dump truck with potential for advancement. He is exceptionally pleased that WIOA was available to help him achieve his goal.

QUEST NDWG Success Story: Grant Funds New Career for Laid Off Young Man

Zarak is a dynamic young man who was unfortunately a victim of the economic downturn for Fed Ex in August of 2024 when his entire division was laid off. He reached out to the Dothan Career Center seeking a way to enhance his driving skills he had used as a courier. He felt like learning the skills required to earn a Class A CDL license would help him to be able to recapture and exceed the level of wages and benefits he had previously known. He started the CDL training program at Ozark in September 2024 and graduated on schedule in November 2024. He immediately secured employment with the City of Dothan and has since moved on to another local employer where he works Monday through Friday 7 a.m. to 4 p.m. with full benefits. He couldn't be happier and is very grateful he was able to take advantage of WIOA funding and Career Center support.

Challenges

Alabama's Labor Force Participation Rate (LFPR) of 57.9% remains lower than the U.S. rate. The Alabama State Workforce Board continues to study this issue and how to best boost the LFPR in Alabama. Technical assistance from USDOL on this issue would be welcome.

Workforce Boards

The Governor appoints members of the Alabama Workforce Board (AWB). Local Workforce Boards (LWBs) are appointed by each local area's designated Chief Local Elected Official (s). The governor is the Chief Local Elected official for the six (6) Governor's Local Workforce Development Areas. Area 7, Southeast Alabama Partnership for Training and Employment, is represented by the Chief Local Elected Officials within its respective counties.

During PY 23, the Legislature passed, and Gov. Kay Ivey signed legislation changing the number of Board members while maintaining WIOA-required membership representation. The changes took effect in October 2024. The board's name was changed to the Alabama Workforce Board. ***(Please see Attachment A for Alabama Workforce Board Members During Program Year 2024 (PY24))***

State Level Coordination

Several State agencies partner with the Alabama Department of Commerce, Workforce Development Division, and the Alabama Department of Labor/Alabama Department of Workforce to deliver WIOA-sponsored services and programs, including:

Alabama Department of Education (Secondary) - Career/Technical Education

Alabama Community College System - Two-Year College System (workforce training programs), Adult Basic Education, Alabama Technology Network, and Ready-to-Work Program

Alabama Department of Rehabilitation Services – Referrals

Alabama Department of Human Resources - Subsidized Employment Program (SEP), Food Stamp Training Program (SNAP E&T), JOBS Program (TANF) – Referrals

Alabama Department of Labor/Alabama Department of Workforce - Unemployment Compensation, Employment Service, Labor Market Information, Trade Adjustment Assistance, Veterans Services, WIOA Business Outreach, Staff for Career Centers

Specific interagency coordination activities include:

A continuous exchange of customer information with LWDA 7 (SWAPTE), the Alabama Governor's Local Workforce Development Areas (LWDAs 1, 2, 3, 4, 5, and 6), the Workforce Development Division, the Alabama Department of Commerce, Alabama Department of Labor, Trade Act Programs, Employment Service/Unemployment Compensation/Labor Market Information Divisions, Postsecondary Education, Adult Education, the Department of Senior Services, the Department of Human Resources, and the Alabama Department of Rehabilitation Services. This exchange ensures case managers access information on various locally available workforce development programs and services.

Workforce Development Division Evaluation and Reporting staff regularly monitors and assesses the progress achieved by WIOA program participants from their date of application through post-program follow-up. This action helps determine the level and quality of the workforce development services provided to these individuals.

Each local area ensures that its service providers make available information to program applicants and/or participants regarding the full complement of available training/educational opportunities, support services, and other benefits they are entitled to.

Workforce Innovation and Opportunity Act Title I Resource Allocation

Funds are provided annually to the state by the USDOL to provide WIOA, *Title I*, Adult, Youth, and Dislocated Worker programs. According to the WIOA, up to fifteen (15) percent of the total Adult, Youth, and Dislocated Worker funds allotted to the state may be reserved for state-level set aside activities, which include: a) state-level program administration, b) incentive awards for local areas, which demonstrate superior program performance, c) technical assistance/capacity building services, d) activities, directly and indirectly, supporting the ongoing development and operation of the state's One-Stop system, e) activities supporting the compilation and statewide dissemination of listings of eligible training providers, f) evaluations of program development strategies, which support continuous system improvement, and g) the development of a statewide fiscal management system.

PY24 Federal WIOA Allocation Levels

State-Level Activities	\$ 4,621,569
Statewide Rapid Response Activities	\$ 370,128
Local Area Adult Programs	\$ 7,732,617
Local Area Youth Programs	\$ 7,969,301
<u>Local Area Dislocated Worker Programs</u>	<u>\$10,116,859</u>
TOTAL	\$30,810,474

Local Workforce Development Area WIOA Allocation Levels

North AlabamaWorks! (Area 1)

Adult	\$857,619
Youth	\$868,470
<u>Dislocated Worker</u>	<u>\$1,893,903</u>
TOTAL	\$3,619,992

East AlabamaWorks! (Area 2)

Adult	\$ 665,946
Youth	\$ 603,269
<u>Dislocated Worker</u>	<u>\$1,117,253</u>
TOTAL	\$2,386,468

West AlabamaWorks! (Area 3)

Adult	\$ 508,667
Youth	\$ 603,443
<u>Dislocated Worker</u>	<u>\$ 820,222</u>
TOTAL	\$1,932,332

*Central Alabama Partnership for Training and Employment –
North Central Alabama Works! (Area 4)*

Adult	\$ 746,338
Youth	\$ 722,765
<u>Dislocated Worker</u>	<u>\$1,353,604</u>
TOTAL	\$2,822,707

Central Alabama Works! (Area 5)

Adult	\$1,783,734
Youth	\$1,945,321
<u>Dislocated Worker</u>	<u>\$1,839,914</u>
TOTAL	\$5,568,969

Southeast Alabama Works! (Area 6)

Adult	\$ 423,405
Youth	\$ 439,505
<u>Dislocated Worker</u>	<u>\$ 791,296</u>
TOTAL	\$ 1,654,206

Southwest Alabama Partnership for Training and Employment (Area 7)

Adult	\$2,746,908
Youth	\$2,786,528
<u>Dislocated Worker</u>	<u>\$2,300,667</u>
TOTAL	\$7,834,103

Local Area Totals	\$25,818,777
Statewide Rapid Response	\$ 370,128
State-Level Activities	\$ 4,621,569
Total	\$30,810,474

Attachment A

State Workforce Board Members During Program Year 2024 (PY24)

Governor:

The Honorable Kay Ivey

Representatives of State Legislature:

Alabama House – James Lomax

Alabama Senate – Donnie Chesteen

Representatives of Business:

LogiCore Corp. - Miranda Bouldin

Honda Manufacturing of Alabama – Lamar Whitaker

ARD Logistics, LLC – Bregitte Braddock

DCH Healthcare System – Peggy Sease-Fain

Hudson Alpha - Dr. Neil Lamb

Coosa Valley Medical Center – Christy Knowles

Webb Concrete - Phil Webb

BASF-Catalyst Metals - LaShaunda Holly

Flowers Hospital – Jeff Brannon

Huntsville Utilities - Harry Hobbs

Dunn Companies – Chris Stricklin

Tidal IT Solutions – Charisse Stokes

Gibraltar Consulting – Greg Schumann

BeneChoice Companies – Stacia Robinson

Great Southern Wood – Kevin Savoy

Cooper T Smith – Jon Macklem

Houston Resource Group – Ron Houston

Poarch Creek Indians – Shelly Chavira

Hispanic Interest Coalition of Alabama – Carlos Aleman

Representatives of Workforce:

IBEW Local 136 – Bill Blackman

Alabama AFL - CIO – Tommy Dorminey

Executive Board BEJATC – Matthew Dudley

Women Who Care Inc. – Harolyn Benjamin

SAFE Sylacauga – Margaret Morton

Business Education Alliance of Alabama – Joe Morton

Still Serving Veterans – Rich Landolt

Alabama Possible – Chandra Scott

Representatives of Government:

Required WIOA Core Partners:

Alabama Community College System, Adult Education – David Walters

Department of Rehabilitation Services – Commissioner Jane Elizabeth Burdeshaw

Secretary, Alabama Department of Labor/Workforce – Greg Reed

Required City Elected Official:

Pike Road Mayor – Gordon Stone

Required County Elected Official:

St. Clair County Commissioner - Stanley Batemon

Required WIOA Core Partners:

Commissioner of Alabama Department of Human Resources - Nancy Buckner

Community College System Chancellor – Jimmy Baker