



# **CRISIS COMMUNICATIONS**

**DIRECTOR TARA HUTCHISON**

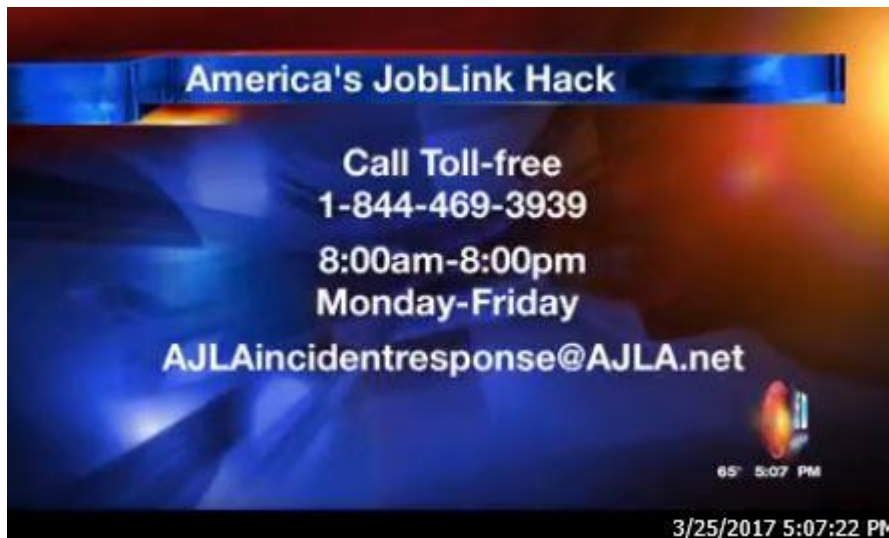
IMPORTANT NOTICE

# America's JobLink (AJL) Data Incident Affects Alabama

AJL systems in 10 states affected

UPDATED INFORMATION





STATE

# (UPDATE) DATA BREACH OF AMERICA'S JOBLINK (AJL) AFFECTS ALABAMIANS

NEWS

LOCAL

STATE

TARA HUTCHISON

ADOL

4 WEEKS 1 DAY AGO



90  
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*UPDATED: Alabama: new call center operational; AJLA to offer credit monitoring services*



### America's JobLink Data Breach: How Safeguard Your Identity

whnt.com - Apr 1, 2017

The Alabama Department of Labor (ADOL) recently reported a **data breach** in the America's JobLink (AJL) system. America's JobLink is ...



### America's JobLink data breach affects Alabama

Gadsden Times - Mar 22, 2017

The report follows a recent **security breach** of the America's JobLink system, a multi-state web-based system that links jobseekers with ...

### America's JobLink Suffers Security Breach

Dark Reading - Mar 24, 2017

[View all](#)



### Significant Data Breach Impacts Job Applicants in 10 States

Government Technology (blog) - Mar 25, 2017

America's JobLink (AJL), a multi-state, Web-based system that links job-seekers with employers around the country, has been hacked.

Protection Coming For Oklahoma Job Seekers Impacted By Data ...

news9.com KWTV - Mar 25, 2017

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### 1.4M affected in data breach at Illinois employment department

Chicago Sun-Times - Mar 29, 2017

The **data breach** happened because of a "vulnerability" in the application code of America's Job Link Alliance, the software vendor that runs ...

## Significant Data Breach Impacts Job Applicants in 10 States

America's JobLink (AJL), a multi-state, Web-based system that links job-seekers with employers around the country, has been hacked. Here's what you need to know.

BY DAN LOHRMANN / MARCH 25, 2017



# Alabama's JobLink hack could affect minimum of 600K people

Published: Thursday, March 23rd 2017, 2:57 pm CDT

Updated: Thursday, March 23rd 2017, 2:57 pm CDT

By WSFA 12 News Staff



(Source: WSFA 12 News)



**AL job seekers,  
unemployment recipients  
targeted in data hack**

MONTGOMERY, AL (WSFA) - The Alabama Department of Labor is offering an estimate on the number of people whose personal information may have been **compromised in a data breach of the state's JobLink website**.

ADOL spokeswoman Tara Hutchison said a preliminary estimate is that a minimum of 600,000 Alabamians *may* be affected by the breach. She said research into the hack is ongoing and the number is subject to change.

An alert was issued Wednesday for those who have looked for work using the site or have received unemployment.

Hutchison said, at this point, there is no evidence that the compromised data has been used for any illegal or unauthorized purpose.

ADOL is working with the vendor of the JobLink site, setting up a call center for those affected. Customers may email [www.AJLincidentresponse@AJLA.net](mailto:www.AJLincidentresponse@AJLA.net) with any additional questions about the incident.

Anyone who has been affected by this breach, or thinks they may have been affected, should carefully watch their bank accounts, credit cards, and other financial transactions. For more information on how you can protect your credit, refer to the major credit reporting agencies: [Equifax](#), [Experian](#), and [TransUnion](#).

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# AL job seekers, unemployment recipients targeted in data hack

Published: Wednesday, March 22nd 2017, 10:29 pm CDT

Updated: Wednesday, March 22nd 2017, 10:43 pm CDT

By Lindsey Rogers, Reporter



(Source: WSFA 12 News)



(Source: WSFA 12 News)

MONTGOMERY, AL (WSFA) - An alert has been issued for those who have looked for work using Alabama's JobLink or received unemployment following news that the state has learned that information could have fallen into the hands of hackers. The Alabama Department of Labor found out Wednesday that its web-based system used to link job seekers with employers was targeted.

Now, officials are working to figure out just how many people were impacted and urging precautions.

Following a recent security breach of the America's JobLink (AJL) system, a multi-state web-based system that links job seekers with employers, it has been determined that Alabamians who have used the state's free, online jobs database ([www.joblink.alabama.gov](http://www.joblink.alabama.gov)) may have had their personal information exposed.

- This incident highlighted the importance of **COMMUNICATION** between agencies, divisions, and employees.
  - Daily meetings and frequent e-mails kept everyone on the same page.
- Messaging included factual details and clear instructions.
- Panic was never communicated in press releases, statements, or interviews.
- Ensuring that all staff in the field had the same “playbook” helped to cut down on panicked customers.
- Messaging was placed in all necessary outlets:
  - Website (Labor and JobLink)
  - News Media (via press releases)
  - Social Media (Facebook and Twitter)
  - IVR Phone Line
  - Personal, targeted e-mails from two sources
- A consistent message was delivered consistently. **ONE VOICE.**

**AL** AL.com

## Virginia College closing campuses nationally

According to students in Birmingham, Virginia College school officials told them they learned this morning the school is closing immediately.

Dec 5, 2018



**T** New York Times

## Thousands of Furloughed Federal Workers File for Unemployment Benefits

On the second day of the year, Danielle Miller gave up on the federal government. Furloughed from her Internal Revenue Service job near ...

In-Depth · Jan 17, 2019





## Alabama Department of Labor

Published by Tara Hutchison Wizorek [?] · December 12, 2018 · 🌐

If you were affected by the Virginia College closings, make sure to attend one these meetings!

AIDT Alabama Community College System Southwest Alabama Partnerships for Training and Employment

[https://labor.alabama.gov/news\\_feed/News\\_Page.aspx?id=123](https://labor.alabama.gov/news_feed/News_Page.aspx?id=123)

If you were affected by the **VIRGINIA COLLEGE** closings, please attend these emergency meetings!

# Emergency Meetings

### MOBILE

Mobile Career Center  
515 Springhill Plaza Court  
Mobile, AL 36066  
(251) 461-4146  
Thursday, 12/27/18  
Wednesday, 1/3/19  
2:00 p.m.

### MONTGOMERY

Montgomery Career Center  
1060 East South Blvd.  
Montgomery, AL 36116  
(334) 286-1746  
Wednesday, 12/19/18  
1:00 p.m.

### BIRMINGHAM

Birmingham Career Center

### HUNTSVILLE

Huntsville Career Center

## Performance for Your Post

22,227 People Reached

491 Reactions, Comments & Shares *i*

117 Like On Post 19 On Post 98 On Shares

6 Love On Post 2 On Post 4 On Shares

5 Wow On Post 0 On Post 5 On Shares

3 Sad On Post 0 On Post 3 On Shares

73 Comments On Post 17 On Post 56 On Shares

287 Shares On Post 274 On Post 13 On Shares

1,010 Post Clicks

144 Photo Views 41 Link Clicks *i* 825 Other Clicks *i*

### NEGATIVE FEEDBACK

32 Hide

Show All





**Alabama Department of Labor**

Published by Tara Hutchison Wizorek [?] - January 9 - 🌐

Federal Employees Affected by Partial Government Shutdown Can Apply for Unemployment Compensation Benefits - Click link for more info.  
[https://www.labor.alabama.gov/news\\_feed/News\\_Page.aspx...](https://www.labor.alabama.gov/news_feed/News_Page.aspx...)



🌱 **Get More Likes, Comments and Shares**  
When you boost this post, you'll show it to more people.

**24,971**  
People Reached

**3,506**  
Engagements

**Boost Post**

### Performance for Your Post

**24,971** People Reached

**585** Reactions, Comments & Shares ⓘ

<b>175</b> 👍 Like	<b>23</b> On Post	<b>152</b> On Shares
<b>11</b> ❤️ Love	<b>0</b> On Post	<b>11</b> On Shares
<b>1</b> 😂 Haha	<b>0</b> On Post	<b>1</b> On Shares
<b>2</b> 😲 Wow	<b>0</b> On Post	<b>2</b> On Shares
<b>8</b> 😞 Sad	<b>2</b> On Post	<b>6</b> On Shares
<b>11</b> 😡 Angry	<b>0</b> On Post	<b>11</b> On Shares
<b>95</b> Comments	<b>28</b> On Post	<b>67</b> On Shares
<b>283</b> Shares	<b>261</b> On Post	<b>22</b> On Shares



# **CRISIS COMMUNICATIONS**

**DIRECTOR TARA HUTCHISON**