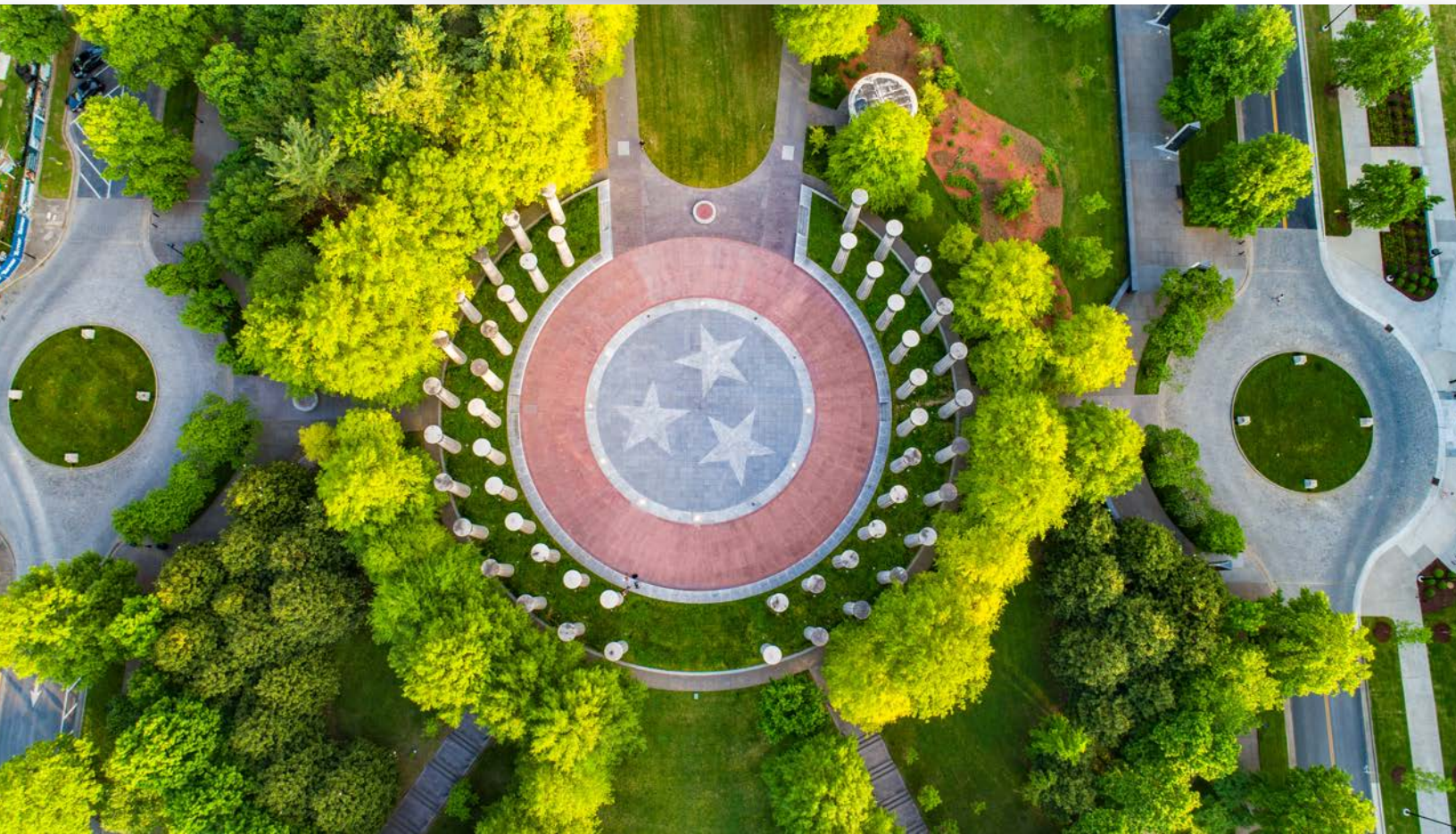


2023 Annual Report



CMRA
COMMUNITY REHABILITATION AGENCIES OF TENNESSEE

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Products & Services

Custom Forms
Drug Kits
Feminine Hygiene
Incontinent Briefs
Uniforms
Car Wash and Vehicle Inspections
Commercial Grease Trap Cleaning
Custodial/Janitorial
Lawn/Grounds Maintenance
Parks Maintenance
19 Rest Areas/Facility Management

CMRA Business Partners

Alere Toxicology Service, Inc. Gretna, LA
Axis7 Enterprises LLC, Nashville
Certified Maintenance Services, Chattanooga
Dale's Lawn Care, Nashville
Dawn of Hope, Inc, Johnson City
Easterseals Tennessee Inc
Excel Cleaning Services Inc, Nashville
First Tactical, Modesto, CA
GH Solutions LLC, Mint Hill, NC
Goodwill Knoxville Inc
Hilltoppers Inc., Crossville
Liquid Environmental Solutions LLC, TN
Memphis Goodwill Inc
New Horizons Life Skills, Inc, Nashville
Progressive Directions Inc., Clarksville
Stones of Faith LLC, Murfreesboro
Taylor Communications Inc., Murfreesboro
The Feichheimer Brothers, Cincinnati
Woodard Brothers Distributing LLC, Nashville

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To Governor Bill Lee, the Tennessee General Assembly, and our valued partners and supporters

Robert G. Rosenbaum, Ed.D.

Chair, Committee for Providing Competitive Integrated Employment for Individuals with Severe Disabilities

The Committee for Providing Competitive Integrated Employment for Individuals with Severe Disabilities has the distinct pleasure of reporting yet another successful year of operation. The committee is charged with providing oversight to the Community Rehabilitation Agencies of Tennessee (CMRA), the central non-profit agency designated to implement T.C.A. 71-4-701 – 71-4-705. This statute encourages state and local governmental entities to purchase products and services produced by Tennesseans with disabilities when competitive standards are met in the areas of quality, availability, and price.

During fiscal year 2023 the program has again experienced tremendous success; about 320 Tennesseans were employed of which 65% of hours worked were by persons with special abilities many of whom would not have had a job if it were not for this statute. Over \$12,000,000 in gross revenues were generated by the program, an increase of nearly \$300,000 over FY 2022. This work represents nearly \$3,000,000 dollars in products produced and over \$9,000,000 in services provided statewide. These dollars provided wages to Tennesseans competitively and gainfully employed in an integrated work environment.

This Tennessee law has given our fellow citizens the opportunity to be employed and able to develop the dignity and self-sufficiency that goes along with being a contributing member of our state and communities rather than living off tax dollars in the form of public assistance. The program offers employment in the areas of grounds maintenance, janitorial services as well as operating car washes and providing vehicle inspections, commercial grease trap cleaning, and facility management to all rest areas across the state of Tennessee. In addition to these services, there are products sold to the state and local governments such as drug testing kits, laboratory services, incontinent products, female hygiene products and uniforms.

Every tax paying citizen of our state benefits from this program; first and foremost, the statute provides our citizens with disabilities the deserved opportunity to work

alongside other Tennesseans in an integrated employment environment. Other state departments and those of us who pay taxes benefit by tax dollars saved and employment opportunities provided. The dedication of the Committee, CMRA with its dedicated staff and all the enthusiastic employees working within this program are to be commended for their hard work each and every day making this program a continued success for themselves and others who will be employed in the future.

As you read through this report you will see what this program has accomplished for so many with no real added cost to state and local governments. We have noted to you year after year that as a citizen of our great State, you will be impressed and proud to be a member of a state administration and legislature that promotes employment through government contracts. Again, this program remains unique in that it is a 'win/win' for everyone involved. It is cost effective, saves tax dollars, and provides employment opportunities nurturing self-sufficiency for our Tennessee family now and into the future. ♦

Program Demographics

Total employees 318
With disabilities - 65% hours worked
Without disabilities - 35% hours worked
Female - 32%
Male - 68%
Over 60 - 27%
Under 60 - 73%
African American - 28%
Caucasian - 68%
Hispanic - 3%
Other - 1%

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Benefits of Employing Tennesseans with Disabilities on Government Contracts & CMRA's Role

While CMRA is committed primarily to the employment of people with disabilities, a paycheck isn't the only benefit for employees. Integration, in the field of disability services, means providing opportunities for interaction with non-disabled people at work and in their communities. In *Olmstead v. L.C.* (1999), the U.S. Supreme Court held that Title II of the Americans with Disabilities Act (ADA) prohibits unreasonable segregation of individuals with disabilities, and both policies and legal decisions since then have supported the idea that, in work environments, it is inappropriate to segregate people with disabilities.

CMRA makes it a priority to work with business partners to integrate all contracts as much as possible, with a goal of ensuring that an employee with disabilities will have the same level of interaction with non-disabled people as would an employee without disabilities.

CMRA's Roles & Responsibilities. Community Rehabilitation Agencies of Tennessee (CMRA), is the designated Central Non-profit Agency (CNA) managing operations according to the program's statute. CMRA's staff of five works with both non-profit and for-profit businesses to provide products and services to government purchasers, while ensuring that at least 50% of the direct labor hours is provided by employees with disabilities.

CMRA staff members seek contracting opportunities, assist in staffing contracts, and implement the contracts once certified by the state. In addition, CMRA inspects work sites, ensures compliance with the program statute and mediates any concerns between business partners and customers.

As employment-related concerns and expectations for people with disabilities change, CMRA will continue to work with agencies and advocates to help provide increased employment opportunities.

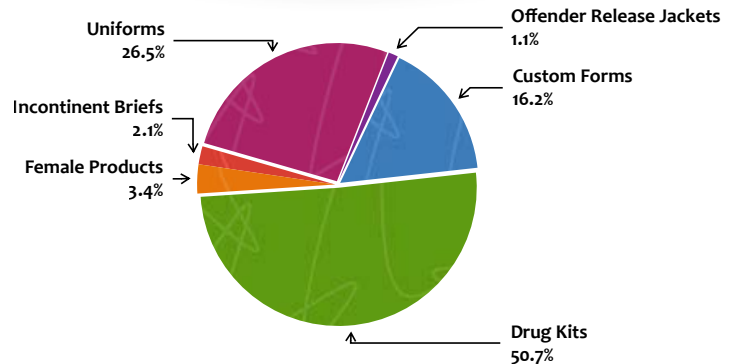
CMRA's Contracting Process. Every proposal includes a detailed budget for review by the state Certification Committee ensuring that products or services meet the government's standards for quality, availability, and fair market price. The Certification Committee then sends its approval recommendation to the state Procurement Commission, which finalizes the contract. ♦

Program Sales

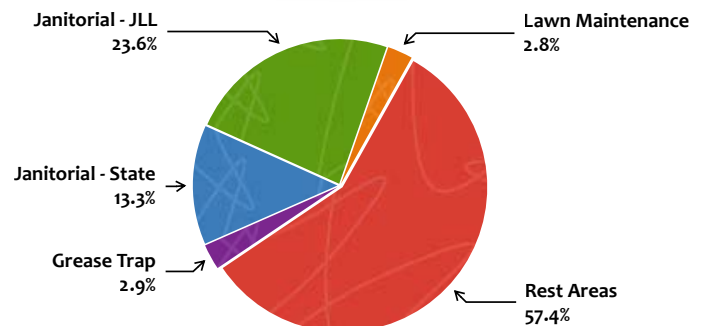
65% of the work hours on our government contracts are performed by Tennesseans with disabilities

Total FY2023 Sales — \$12.18 million

FY2023 Product Sales
\$2,936,269



FY2023 Services Sales
\$9,244,558



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From the Frontlines

Michael, Michael & Richard

Michael C.



These three gentlemen provide janitorial services at the TPS Complex in Nashville. Richard and Michael M. started working there in August of 2020 and Michael C. began his employment in November 2022.

Michael M.



Michael C. likes working at TPS because the people are nice. He says he likes to work hard. He likes to work so he can buy cloths and other stuff that he needs. He also said that working makes him feel good about himself.

Richard M.



Michael M. likes cleaning. His favorite cleaning tables and picking up the trash. He likes working to make money so that he can save and then spend it on bills that he has. Michael likes working at TPS because they are nice people and tell him what a great job he

does. Michael says that working makes him feel good about himself.

Richard M. says he loves his job and likes to clean the bathrooms, mop the floors and clean the door knobs. He likes working with the crew because they all get along and do their jobs. The job makes him feel good because they tell him he does a great job cleaning. Richard says he saves his money to buy stuff. ♦

Jerremy's Story



Jerremy began working on the CMRA crew in Clarksville several years ago. He struggled at first with social interactions. He wanted to talk with his co-workers instead of completing his job duties. As he continued his employment, he worked hard focusing on his job and cutting down on conversations so he and his colleagues could complete their assignments. He quickly became one of the top people on his team. He assisted new people in learning their tasks and completed his task in record time.

His crew chief began the conversation about community employment with Jerremy. At first, he was reluctant to the idea but soon began looking for employment in the area. Jerremy located a community job with the assistance of his Home Manager, Janice, that fit his schedule and passion for working with others.

He has been at his community employment for over six months now! His employer raves about his work ethic and has hired two other people with disabilities. Jerremy not only found himself a job, but he also opened the door for others. ♦

environment. Recently he recognized a coworker's need for help with a project and proactively assisted with the task until completion. He even called out his co-worker's name to get his attention. These developments mark significant progress for James.

Witnessing this growth was truly remarkable for those around him. His supervisor was overjoyed as she watched James, so she gave him a thumbs up. He immediately gave her a thumbs up in return. James' reactions that day on the job demonstrated his accomplishments. They are proof that inclusive opportunity can change lives.

The job opportunities that CMRA provides help people with disabilities in fulfilling their dreams. James received an Easterseals Tennessee Shining Star award for his stellar work at the Tennessee National Guard Armory. Congratulations James! ♦

Easterseals Tennessee Shining Star Award Recipient Is Employed on CMRA Contract



James is a dedicated, hard-working gentleman supported by Easterseals Tennessee. For the past six years, he has received personal assistance and supported employment services from the organization, which has had a positive impact on his confidence and communication skills.

James is employed at the Tennessee National Guard Armory. He thoroughly enjoys his job as he is part of a team. James does not generally communicate verbally. He often responds to others by echoing the last word he hears. James has begun exhibiting increased attentiveness towards his colleagues and his

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Spotlighting the Old & the New



Spotlighting Rusty Roberts *a conversation with CMRA's Nolan Hendrix & Reggie Parkerson*

Rusty is the Director of CMRA Programs at New Horizons Life Skills in Nashville. The Nashville native has been managing CMRA contracts for many, many years and more than 10 of those years with New Horizons.

Rusty has lived in the area his whole life. He attended Nashville's McGavock High School and once he graduated, he married and moved to Wilson County.

Nolan asked Rusty what he likes to do on his time off and Rusty described his perfect day as follows: wake up at 5:30, load up the trailer and heads out. After that, Rusty gets on his tractor. He says he does not care what he is doing on his tractor. He just enjoys the ride.

"You even like to work on your days off?" Reggie Parkerson, Contracts and Procurement Director at CMRA asked him.

"It's just how we were raised. We are used to working like that," Rusty replied.

That is exactly what makes Rusty Roberts the man he is today. Diligent and kind hearted. When Rusty was asked what the favorite part of his job with New Horizons is, he immediately responded, "It is a mission fulfilled, the goal is to help people who feel they can't help themselves learn that they can."

Rusty went on to tell Nolan and Reggie about a time when he needed a lead attendant at one of his contract locations. Identifying a potential lead among the employees, Rusty approached the man and offered him the position. When the man accepted, Rusty noticed the man's eyes started to well up with tears. Rusty asked the man what was wrong. The man explained this was the first time anyone had entrusted him with such an important position.

Not only does Rusty manage many CMRA janitorial locations for New Horizons, he is also in charge of the lawn maintenance contract at Clover Bottom Developmental Center in Donelson. He has several lawn teams that maintain about 200 acres during the mowing season.

Throughout the conversation, Rusty would continually give kudos to his teams saying that his crews are the ones who are responsible for the quality services provided by New Horizons. He explained that he is only one man and that it is having such hardworking crews made up of Tennesseans with and without disabilities that have made his life's work so worthwhile.

Rusty (along with New Horizons) is one of CMRA's "oldest" business partners, a partnership made to last. ♦

Spotlighting Nolan Hendrix, CMRA's New Contracts Specialist



My name is Nolan Hendrix, I am ecstatic about my new employment at CMRA. I am a native Tennessean born and raised in Murfreesboro so I am no stranger to the state. After graduating from Riverdale High School in 2017, I attended the University of Tennessee Knoxville where I graduated with a major in Political Science and minor in Journalism.

After graduating, I was not sure what I wanted to do with my life. I worked a couple jobs, doing logistics as well as being an industrial supply salesman, but the work I was doing was not fulfilling. When I received the offer to work at CMRA, I could not say yes fast enough. I am very grateful for my position and I cannot wait to help make a difference in the lives of many Tennesseans with disabilities looking for employment opportunities.

One of my primary responsibilities is working with the TDOT rest areas contract. My supervisor, Reggie Parkerson, trained me for several months on how to complete rest area inspections. Traveling across the state doing monthly inspections at 19 rest areas is a lot of time on the road as you can imagine. I am now completing the rest area inspections solo. Reggie trained me well. I am grateful to him.

Every rest area attendant and supervisor that I have met have been nothing short of kind hearted, hard working people. It makes me even more confident that I chose the right job, knowing that not only am I helping those with disabilities, but that I am also meeting great people from all over the state.

My journey here at CMRA has only begun. I hope it is a long and fruitful relationship. ♦

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Committee for Providing Competitive Employment for Individuals with Severe Disabilities



Robert G. Rosenbaum, Ed.D.
Chair



Rebecca Dulik
TN Department
of Finance &
Administration



Karen Conway
TN Department
of General Services



Louis Galbreath
Representing the
Blind Industries



Tylesha McCray
TN Department
of Human Services



Alli Beth Harris
TN Department
of Intellectual &
Developmental
Disabilities



Mark Liverman
TN Department
of Mental Health &
Substance Abuse



Conya Mull
Representing the
Business
Community



Doria Panvini
Representing the
Disability
Community

CMRA Board of Directors



Evelyn Robertson, Jr.
Chair



Rep. Johnny Shaw
Vice Chair



Randy Fulton
Secretary

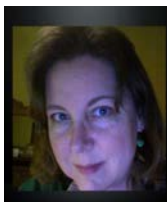


Tonya Copeland
Treasurer



Parke Pepper
Board Member

CMRA Staff & Legal Counsel



Robin Atwood
Executive
Director



Amanda Dean
Finance
Director



Reggie Parkerson
Contracts and
Procurement Director



Tara Lawson
Contracts
Coordinator



Nolan Hendrix
Contracts
Specialist



Bill Hubbard
Legal Counsel



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Thank You to Our Customers!

Alvin C. York Institute
Baddour Center
Bledsoe Co. Correctional Complex
Deberry Special Needs Facility
Dogwood Elementary School
Farmington Elementary School
Forest Hill Elementary
Hamblen County
Houston High School
Houston Middle School
JLL
Mark Luttrell Correctional Center
Memphis Mental Health Institute
Metropolitan Government of Nashville and Davidson County
Metropolitan Action Commission
Metropolitan Nashville Public Schools
Middle TN Mental Health Center
Military Department of Tennessee
Moccasin Bend Mental Health Institute
Morgan County Correctional Complex
Motlow College
Northeast Correctional Complex
Northwest Correctional Complex
Riverbend Maximum Security Facility
Riverdale Elementary School
Southeast Regional Office - TEMA
Tennessee Rehabilitation Center
Tennessee State Veterans' Homes Board
TN Correction Academy
TN Department of Children Services
TN Department of Correction
TN Department of Environmental & Conservation
TN Department of Field Services
TN Department of General Services
TN Department of Health
TN Department of Human Services
TN Dept Intellectual & Developmental Disabilities
TN Department of Revenue
TN Department of Safety
TN Department of Transportation
TN Department of Transportation - Beautification
TN Department of Transportation Region II
TN Department of Transportation Region III
TN Department of Transportation Region IV
TN Department of Transportation Rest Areas
TN Emergency Management Agency
TN Prison for Women
TN School for the Blind
TN School for the Deaf
Trousdale Turner Correctional Facility
Turney Center Industrial Complexes
University of Tennessee Knoxville
West TN State Penitentiary
Western Mental Health Institute
Whiteville Correctional Facility
Williamson County

