



Annual Report

2024

CMRA

2024 Annual Report

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Program Demographics

Total employees 311
With disabilities - 64% hours worked
Without disabilities - 36% hours worked
Female - 32%
Male - 68%
Over 60 - 29%
Under 60 - 71%
African American - 30%
Caucasian - 67%
Hispanic - 3%
Other - 1%

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
K Payne Contracting LLC
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
Xi Amaru Landscaping LLC, Clarksville

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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 is made up of 10 members. Six members are appointed by Commissioners from the Tennessee State Departments of Disability and Aging, Finance and Administration, Human Services, General Services, Mental Health and Substance Abuse and Transportation. Four members are appointed by the Governor and include members from the business community, agencies for the blind, agencies providing services to people with disabilities, and a parent of a or person with a disability. The Committee meets at least quarterly in Nashville. 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.

Fiscal year 2023/2024 has been the most successful year the program has experienced to date. Three Hundred and Eleven Tennesseans were employed providing a total of 89,000 hours of paid work of which 64% of these 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 \$16,000,000 in gross revenues were generated by the program, an increase of nearly \$4,000,000 over FY 2022/2023. This work represents over \$6,000,000 dollars in products produced and over \$10,000,000 in services provided state-wide. These dollars provided wages to Tennesseans competitively and gainfully employed in an integrated work environment all across our State.

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. As we have previously noted 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, uniforms, 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.

Hopefully as in year's past as you read through this 2023/2024 Annual Report you will see that this program has accomplished so much for so many with no real added cost to state and local governments and no additional tax burdens. Year after year we have pointed out 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 opportunities in an integrated work environment through State contracts. 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. ♦

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Benefits of Employing Tennesseans with Disabilities

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.

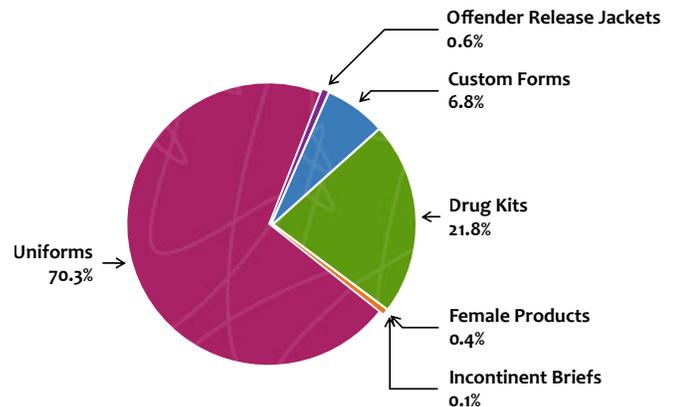
CMRA's Contracting Process. Every proposal includes a detailed budget for review by the state Certification Committee ensuring that products or services meet the government's standards for quality, availability, and fair market price. The Certification Committee then sends its approval recommendation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

Program Sales

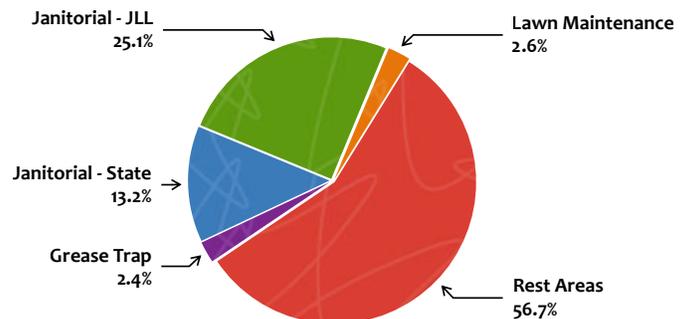
64% of the work hours on our government contracts are performed by Tennesseans with disabilities

**Total FY2024
Products & Services Sales
- \$16,442,343**

FY2024 Product Sales - \$6,390,532



FY2024 Services Sales - \$10,051,811



From the Frontlines



MEMPHIS
GOODWILL
INCORPORATED

A Success Story Christopher Lowery



Christopher Lowery has served as a custodian worker at Tennessee Department of Transportation Headquarters in Jackson for six years. He has continued to display growth and ambition within the workplace.

When he first began his employment at TDOT-Jackson, he was known for his quiet spirit and demeanor. Throughout the years, Christopher has become more vocal and determined to grow within the ranks. Christopher enjoys learning from his supervisor and is not afraid to take on a new task!

Due to his outspoken personality, he has brought great creative ideas to the forefront. Memphis Goodwill is thankful to have Christopher as a member of the team and looks forward to continuing to be a witness to his growth in the professional world. ♦



Tennessee General Receives Award for Employing People with Disabilities on CMRA Contracts

General Warner A. Ross II of the Tennessee Army National Guard (TANG) and Commissioner of Tennessee's Military Department is this 2024 recipient of the Tennessee Community Organizations' Community Leader of the Year Award.

General Ross received this honor because he emphasizes and lives by the fact that everyone at the National Guard is part of a bigger family, no matter their station or ability. His belief is reflected in his daily actions, as he includes every department in everything that occurs at the TANG.

For example, General Ross always makes sure that the custodial crew supported by Easterseals Tennessee knows the importance of their work and how much he and his team appreciate the crew keeping the "base" spotless.

One day, reading the CMRA Annual Report, General Ross came across a section that highlighted the achievements of James, one of the Easterseals Tennessee custodial crew, who had won an Easterseals Shining Star award. As a surprise, General Ross invited James and his coworkers to attend the next National Guard award ceremony that recognizes promotions within the Guard.

General Ross presented James with a Certificate of Appreciation and a TANG coin, Presented for Excellence. James was thrilled to be recognized in front of all those attending the ceremony.

You can watch General Ross accept this award virtually by [clicking this link](#). Congratulations General Ross! ♦



Story of Ashlyn Gilstrap

Ashlyn Gilstrap has been employed with Certified Maintenance Service Inc. (CMS) for nearly seven years. She was hired as a cleaning technician to work at the TDOT Region 2 location in Chattanooga. Her work duties include general cleaning type duties such as dusting, waste removal, disinfecting surfaces, sweeping, mopping of floors, vacuuming, maintaining cleaning supply and other similar duties as assigned. She has been at the TDOT facility since we have started the janitorial contract with Community Rehabilitation Agencies of Tennessee (CMRA). She has been a very dependable worker at the TDOT facility and has contributed significantly to our success of service at the TDOT facility.

More About Ashlyn

Ashlyn's hometown is East Ridge Tennessee. Some of Ashlyn's hobbies include making art such as drawing and painting, she also loves doing karaoke and playing her Xbox. Other things she enjoys doing in her free time is reading, going to the flea market, traveling and spending time which friends and family. Ashlyn say's her favorite foods are taco's, blueberry pancakes, and meatloaf. Some of her favorite places to eat are Taco Bell, Cracker Barrel and a popular Chattanooga local restaurant 1885 Grill. We look forward to Ashlyn's continued growth with our company and wish her great success in her future.

Brief Overview of our Company

Certified Maintenance Services Inc. is a full-service janitorial company. We have been in business for over 30 years, and we are headquartered in the beautiful "River City" Chattanooga Tennessee. We operate in several other cities such as Nashville, Knoxville, and Huntsville. We service many different types of facilities from hospitals, schools, warehouses, retailers and office buildings. We have close to 400 contracts and employ roughly 300 people. ♦



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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

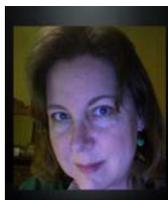


Tonya Copeland
Treasurer



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
Pinson Mounds State Archaeological Park
Riverbend Maximum Security Facility
Riverdale Elementary School
Robertson County Juvenile Court
Skills Development Services Inc.
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 Disability and Aging
TN Department of Environment & Conservation
TN Department of Field Services
TN Department of General Services
TN Department of Health - Procurement
TN Department of Human Services
TN Department of Revenue
TN Department of Safety - Planning & Research
TN Department of Transportation
TN Department of Transportation - Beautification
TN Department of Transportation - Bldg C & E
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
Williamson County

