Huntsville Rehabilitation Foundation, Inc. dba

PHOENIX

Rising Above. Going Beyond.

2025 ANNUAL REPORT

AMY PATTERSON

President and Chief Executive Officer

When I think about this past year at Phoenix, there isn't one moment or accomplishment that stands out. What stands out to me is people. Whether that is the people we serve on a daily basis or our employees, they remind me of why Phoenix exists – and why our work matters so deeply. Since 1973, we've been committed to creating opportunities for people with disabilities, and this past year was another chapter in that story of impact and transformation.

This year, we saw growth but not just in numbers, in lives changed. We expanded into new counties, served over 1800 individuals and received a 3-year CARF accreditation with zero recommendations or consultations. This affirmed our commitment to providing high quality services. We continued with our departmental restructuring to adapt to the needs of the organization and our people. Additionally, we completed our 5- year Strategic Plan centered on organizational leadership and workforce development, financial growth and business diversification, mission impact, advocacy and engagement and stakeholder satisfaction and internal culture.

Our Manufacturing Division completed an ISO surveillance audit with zero non-conformities, and they shipped a record number of products to include interment burial flags, MOLLE harnesses, field packs, smoke curtains, dash straps and seat cushions. Our Government Services Division expanded operations into 8 states across 4 time zones, with 3 AbilityOne subcontracts. Both divisions received high quality remarks from government customers.

I am proud of the resilience, innovation, partnerships and commitments maintained throughout the year. We navigated change, embraced new opportunities, and remained steadfast to our mission. Every success we celebrate is the result of people working together – employees who go above and beyond, partners and a board of directors that believe in our mission and additional stakeholders who share our commitment to breaking down barriers.

As we look ahead, I am filled with optimism. We will continue to diversify our services, advocate for those we serve and create pathways for independence and inclusion. Thank you for standing with us and for believing in the potential of every individual. Together, we are building a future where people with disabilities can thrive without limitations.

Sincerely,

Amy Patterson

VISION

Our vision is a community free of employment and social barriers for people with disabilities.

MISSION

Our mission is to assist people, primarily those with disabilities, to improve the quality of their lives.

Our Priorities & Values

People

The people that we serve and employ are out greatest asset. We will strive to enable each person to develop their full potential.

Accountability

We will measure the progress of our programs, products and services, and be good stewards of our resources.

Customers

We strive to exceed the expectations of our customers.

Ethics

We will act professionally and ethically in all that we do.

Safety

We will provide a safe and healthy workplace.

Our Services

Phoenix offers the following services and/or manufacturing to federal, state, local, and/or commercial customers:

- Custodial
- Grounds Maintenance
- Mail / Supply Room
- Logistic Support Services
- Administrative Support
- Security Reception / Badge Checking

- Industrial Sewing
- Interment Flag
- MOLLE Harness
- Fire Blanket
- Prototype Textile Design

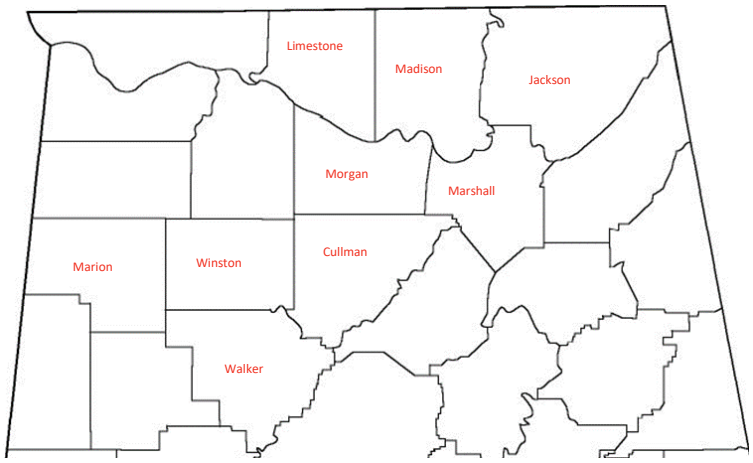
- Commercial Production
- Packaging
- Assembly
- Warehousing
- Vocational

PHOENIX 2025

Phoenix is a nonprofit organization providing a comprehensive program of services for people with disabilities.

These services help individuals enter, or reenter the workforces of Madison, Morgan, Limestone, Jackson, Cullman, Walker, Winston, Marshall, and Marion counties, Alabama. Working in partnership with various local and state agencies, Phoenix's programs help people with disabilities prepare to be successful in the workplace. Phoenix also provides over 700 jobs to people with disabilities through the AbilityOne program (federal contracts) in seven different states and various other commercial and local contracts. Phoenix programs are accredited by CARF, an international accreditation agency for rehabilitation organizations.

ALABAMA COUNTIES SERVED



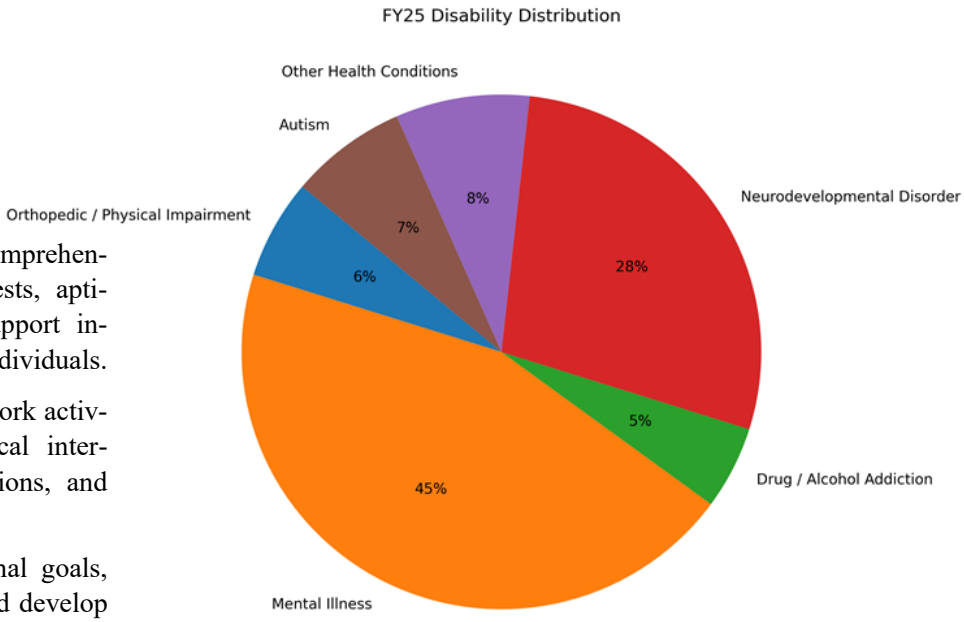
Phoenix vocational services staff and management have many combined years of experience, 10 master's degrees and professional certifications including certified vocational evaluator, licensed

VOCATIONAL EVALUATION

Vocational Evaluation provides comprehensive assessment of academic interests, aptitudes, and physical capacity to support informed career decision-making for individuals.

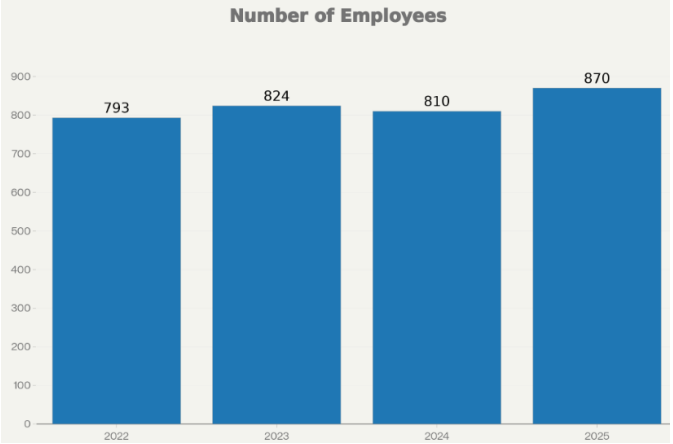
This service uses real or simulated work activities, standardized tools, and clinical interviews to identify strengths, limitations, and realistic employment options.

Results are used to clarify vocational goals, outline training or support needs, and develop individualized plans that enhance employability and long-term workforce participation.



ADJUSTMENT SERVICES

Adjustment Services provide individuals with essential skills and support, including work-attitude training, assistance in reinforcing appropriate workplace behaviors, job-search skills, money-management guidance, job-safety training, and coaching on appropriate personal appearance for the workplace.

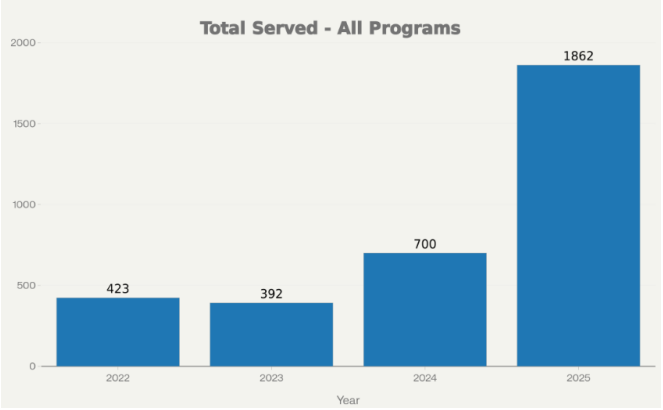


JOB COACHING SERVICES

Job Coaching Services provide personalized, on-the-job training and support to help individuals with disabilities learn the skills needed to succeed at their workplace. Coaches work directly at the employer's worksite to reinforce work habits, teach job tasks, and ensure a smooth transition into employment.

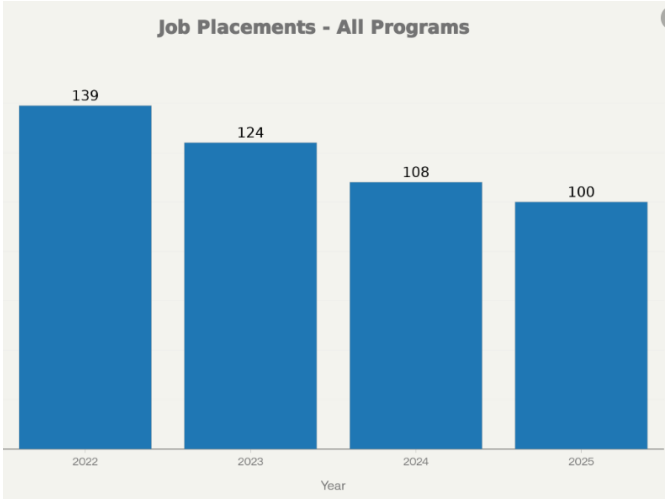
PLACEMENT SERVICES

Placement Services connect individuals with community employers by aligning each person's strengths, interests, and skills with available job opportunities. The program equips job seekers with job-readiness training, interview preparation, and job search assistance. Phoenix also offers employers no-cost support such as job accommodation recommendations and disability awareness training to promote inclusive hiring.



SUPPORTED EMPLOYMENT

Supported Employment is designed for individuals who face significant barriers to work and need ongoing, intensive support to achieve and maintain employment. This program provides situational assessments, job development, job placement, individualized job coaching, and long-term follow-up with both the employer and the individual to ensure sustained success in competitive employment.



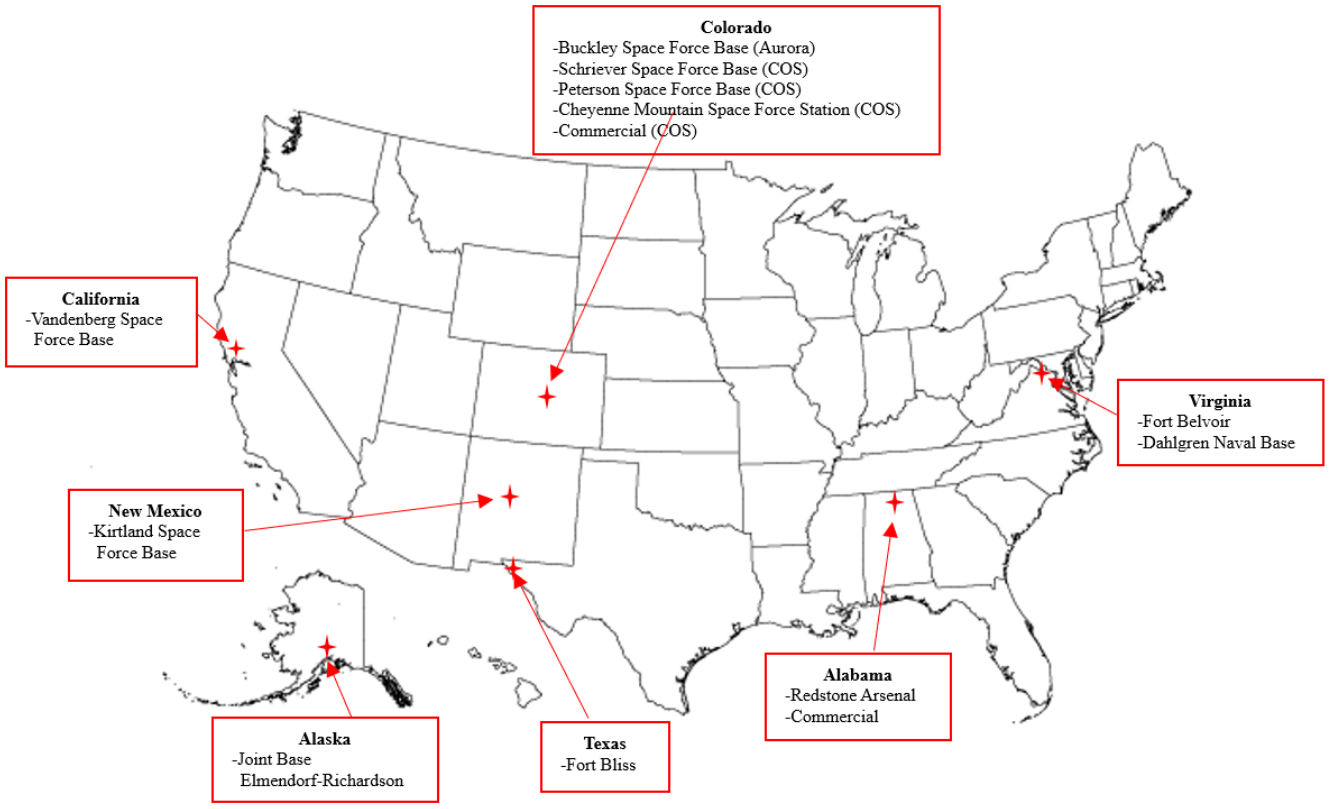
EDUCATIONAL SERVICES

Educational Services supports high school students with disabilities as they prepare for future employment and career pathways. The program offers a wide range of classes and hands-on learning experiences, including workplace readiness, social skills, work-based learning, internships, driver's education, advocacy, and other career exploration activities tailored to help students tran-

Production Statistics

- Over 11,000,000 square feet of custodial services provided
- Over 6,000 acres of grounds maintained at Redstone Arsenal, AL
- Over 75,000 burial flags provided to the Veterans Administration
- Over 12,400 MOLLE harnesses provided to the US Army
- Over 2,700 MOLLE components provided to the US Army
- Over 800 dash straps provided to the US Army
- Over 1,200 fire blankets/smoke curtains provided to the US Navy
- Over 3,850 field packs provided to the Forestry Service
- Over 830 seat cushions provided to various customers in Madison County, AL
- Provided over 1,288 vocational and disability support services
- Provide security reception at 24 entrances to various secure buildings at Redstone Arsenal, AL
- Over 1,500,000 parcels of mail received and distributed annually at:

  Redstone Arsenal, AL Dahlgren Naval Base, VA And various other locations
  Ft. Belvoir, VA Schriver AFB, CO



EMPLOYEE HIGHLIGHTS

2025 William Whatley Significant Achievement Award

Shanna joined Phoenix three years ago and has become a standout team member, consistently exceeding expectations while living with a significant disability. Her inability to drive has never affected her professionalism or punctuality, thanks to her determination and the steady support of her mother.

Known as a "ray of sunshine," Shanna brings positive energy to the workplace and helps create a welcoming, inclusive environment that reflects Phoenix's values. She is one of our top performers, recognized for her reliability, initiative, and outstanding service.

Outside of work, Shanna has participated in Special Olympics for over 26 years, earning nearly 70 medals in sports including swimming and bowling. Her achievements at work and in athletics demonstrate courage, perseverance, and a refusal to be limited by circumstance.

SourceAmerica's 2026 Honor Roll for Veterans Award Finalist

After serving his country as a military police officer in the U.S. Army, Robert Miller now brings that same discipline, vigilance, and commitment to excellence to his role as an assistant safety manager for Phoenix in Huntsville, Alabama. In this position, he plays a pivotal role in Phoenix's Safety & Health Program on the Redstone Arsenal base-wide grounds maintenance contract and the FBI grounds maintenance contract.

Miller is a key safety leader on Phoenix's most complex, highest-risk contract, where he delivers in-depth trend analysis, proactive risk identification and mitigation, and practical best practices that safeguard personnel and property. He designed and implemented a comprehensive safety recordkeeping system that tracks weekly safety meetings and topics, ensuring all required and recommended subjects are consistently addressed.

Miller's efforts have led to no lost-time accidents, safer day-to-day operations, lower costs from reduced equipment damage, and measurable gains in operational efficiency. Robert's unwavering **mission-first** mindset and meticulous attention to detail are a driving force behind Phoenix's outstanding safety record and reputation on this high-profile contract.

PARTNERS

Phoenix would like to thank each of the following for partnering with us another year.

Akima Ground Logistics

American Carbonyl

COPT Defense Properties

Defense Logistics Agency—Aviation

Defense Logistics Agency—Land and Maritime

Defense Logistics Agency—Troop Support

General Services Administration

Iron Mountain Solutions

Logistics Support Activity

Natick

National Forestry Service

NASA Marshall Space Flight Center

Program Executive Office—Aviation

Program Executive Office—Missiles & Space

Redland Cotton

Space and Missile Defense Command

State of Alabama—Alabama Department of Rehabilitation Services

Tactica

United Way of Madison County

US Army Aviation & Missile Command

US Army Aviation & Missile Research, Development, & Engineering Center

US Army Contracting Command

US Army Garrison—Redstone Arsenal

US Army Material Command

US Department of Justice (FBI/ATF)

US Department of Veterans Affairs

US Missile Defense Agency

US Space Force/Air Force

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