

CELEBRATING 45 YEARS



**CORTLAND  
WORKSHOP, INC.**

1967



**J.M. MURRAY  
CENTER INC.**

1985



**JM Murray**

2011



## Message from the President and Chair

Through the years, JM Murray has grown from a small volunteer organization to a vibrant multifunctional operation serving more than 1,000 people annually. We started as a traditional workshop and are now a comprehensive community based organization offering a wide range of day and community based service options.

A look over the past 45 years shows that JM Murray demonstrated courage to try things others thought impossible, and ingenuity in creating new business opportunities when other local industries were moving out. JM Murray retained its primary commitment to work and community contribution as the essential elements of rehabilitation and the development of independence. It is due to our respect for the dignity of those we serve that we continue to develop services and supports designed to meet the individual outcomes they hope to achieve.

It is through our partnerships with the people we serve that JM Murray has been able to endure the many challenges our field has had to confront. Despite these challenges, we have grown and evolved. From the highly publicized deinstitutionalization during the 1970's, through the creation of supported work in the 1980's; the shift to Medicaid as a funding source that permeated the 1990's and even following the closing of our furniture restoration business in 2000; JM Murray remained vibrant and continued to become even stronger.

As we look ahead, we face yet another major change. The field is embarking on a move to a managed care model of services. No doubt our skilled and highly dedicated employees will again meet the challenges ahead with enthusiasm and confidence.

From our humble beginnings in 1967, this report proudly illustrates our path over the last 45 years.



Floyd A. Moon  
*President*



Larry King  
*Board Chair*





## Business Enterprise Division



*John M. Murray, one of our founding fathers and namesake, quickly recognized that partnering with workers who have disabilities was an effective business strategy.*

It was through his work at Cortland Line that JM Murray received our first subcontract work.

Through the years, JM Murray continued in the subcontract or “job shop” business. It still remains a viable assignment for many in the Work Center.

Not wanting to be dependent on the business of others for our success, JM Murray worked to develop new opportunities in niche markets.

**1. A Cortland Line Company packaging job**

**2. A Cortland Line Company consumer in January 1986**

**3. The Work Center today**

Through the years we developed work in assembly and packing of toothbrushes, toothpaste, dental floss and dental hygiene kits.

Other markets include plastic bags, injection molding and, of course, furniture restoration.



**2011 Business Enterprises Facts**

- 500,000 spools refurbished for Albany International
- 500 tractor trailer loads of dunnage refurbished for Borg Warner
- 4,000,000 Toothbrushes manufactured
- 35,000,000 Trash bags manufactured and packaged
- 87% of all direct labor was performed by people with disabilities



In 2011, we increased use of telemarketing to generate business. The positive results encouraged us to join forces with OraLine to create a formal Call Center on our West Road campus.

In true JM Murray spirit, we are embarking on our next venture OraLineKids.

Our newest product, the toothbrush sanitizer, was designed with our Head Start customers in mind. The sanitizer provides safe and healthy storage for children's toothbrushes.



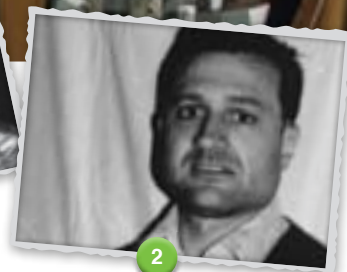
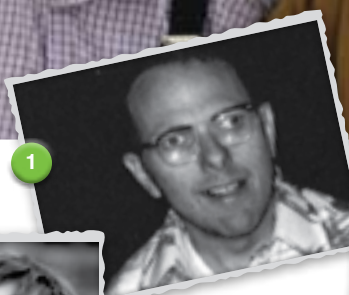
1. New Call Center located on the West Road campus
2. Jacob Moses, Inside Sales Representative, happy in his new office
3. OraLineKids Toothbrush Sanitizer filled with toothbrushes



## Services Division

*From humble beginnings JM Murray has grown into a comprehensive set of facility and community based services that meet the needs of more than 1,000 people annually.*

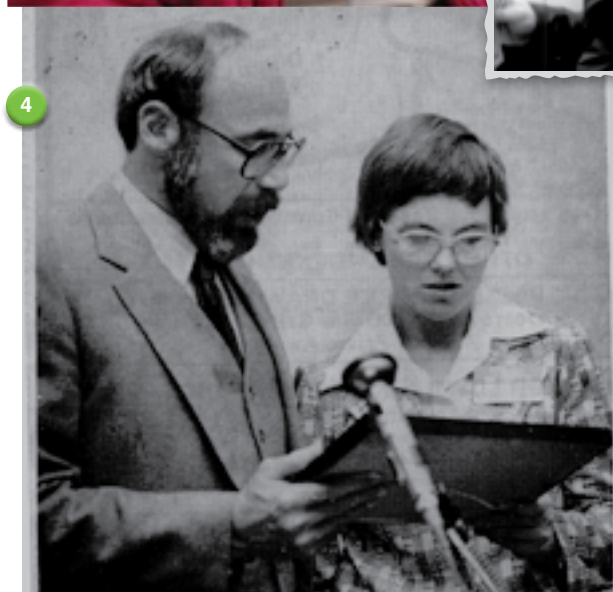
Few of our original consumers remain in the Work Center despite opportunities for placement in more integrated community based work settings.



1. Riley Fritts, then and now

2. Bill Dutton, then and now

3. Deb Phelps, then and now



Susskind, executive director of the J.M. Murray Center for the Handicapped, Inc. presents an award to Deborah L. Phelps (right) at the 16th annual board meeting for her persistence in securing a traffic light in front of the Center's facility. Graham Waldo photo

One of our "long time" participants is Deborah Phelps Scoville. She is pictured here in 1983 receiving recognition for her persistence in securing a traffic light in front of the then new West Road facility. Phelps started a petition that was later submitted to Stanley Nadolski, the Cortlandville Supervisor. Her petition was printed in the Cortland Standard on September 22, 1982 and the light that now directs traffic at the intersection of Rt 281 and Murray Center Dr. was installed in 1982.



4. Deb receiving award from Roy Susskind in 1983

5. Traffic light that Deb secured to keep workers safe



1. Becky Van Duren and her family
2. Frank Graves and his sisters
3. Mark Hischak and his parents
4. NYC during the holidays
5. Turning Stone for Bingo

As funding sources begin to shift away from "workshop" or segregated services, the facility based model continues to remain a valued option for many.

During 2011, JM Murray held Open Houses for families to see the Work Center in action. Most family members had not visited for quite a while and were impressed with our growth. All understood the benefits of integrated community based employment opportunities for people with disabilities; they just did not want the option of the Work Center to disappear.

We hope to work in conjunction with those families to establish a fund development campaign to ensure that our Work Center remains strong.

New in 2011 is the expansion of our Recreation-Respite Program to include overnight trips. This program has been very popular and received praises from all involved.

The idea for the expansion originated from consumers requesting to attend events outside the Central New York area. Plans and itineraries are currently under way for the overnight trips. Consumers and staff are overjoyed and cannot wait to actually attend the excursions that were once just wishes.

### Services in 2011

- **Habilitation Services**
  - 118 Day Habilitation
  - 46 Community Habilitation
  - 75 Placement sites
- **Employment Services**
  - 642 served
  - 151 TANF services
  - 272 supported and employment services
  - 120 employers served
  - 164 new placements
  - 25 volunteer placements
- **Vocational Rehabilitation Services**
  - 256 served
  - 150 Work Center
  - 101 Prevocational Service
  - 5 School Work Supervision
  - 3 obtained community employment
- **Support Services**
  - 136 Service Coordination
  - 27 Recreation/Respite
  - 12 Assistive Technology projects
  - 23 Individual Support
  - 29 Family Support



## 2011 Customer of the Year

# FLOXITE

*Mirrors for Home & On the Go*



For many years, the Floxite Company has supported our mission by providing assembly, inspection, repair, and packaging work for our trainees in addition to our distribution business for their retail consumer products. In fact, the Floxite Company was our Customer of the Year in 1999.

The work is varied in nature, and provides opportunities for development of different skills in our assembly and packaging department.

Locally, Floxite's products are available in Bed Bath and Beyond and other retail stores. We have been told several times by different trainees that they have seen the product in the store they visited. It is rewarding to see the pride the trainees have when they see the product for sale, knowing that they have worked on it themselves either packaging or inspecting the product and being part of the supply process to help it reach the store display.

In 2011, the Floxite Company provided over 14,000 hours of work to our trainees, in support of 155,000 pieces shipped to Floxite's customers.

We are proud to have the opportunity to provide these services to Floxite and look forward to continuing to grow our partnership into the future.

**Above right, owners of Floxite. Patricia and Bruce Pitot during a visit in 2001**





## 2011 Employer of the Year



Over the past several years, First Transit and Employment Connection have developed a successful working relationship. Sarah, the Office Manager, has been wonderful to work with. She has a great understanding of the employees, the talents they come with and an appreciation for the employment support services provided by Employment Connection.



First Transit has employed both bus drivers and bus monitors through Employment Connection.

Employees not only receive support from Employment Connection, but the employer plays an integral role in employee successes by providing guidance negotiating relationships with coworkers, and helping to resolve conflicts.

First Transit works in harmony with Employment Connection staff, keeping the lines of communication open. They welcome the Employment Specialists on-site and permit them to ride buses when job coaching.

Employment specialists are kept well informed of issues and changes affecting employees. If an issue arises, First Transit consistently initiates a meeting with the employee and their Employment Specialist to discuss concerns and develop a plan to move forward. They take a proactive and respectful approach in resolving employee issues, which teaches the employee to take responsibility for his/her actions and handle situations in a mature manner.

First Transit reaches out to Employment Connection when they have an opening because they are confident that only qualified candidates will be referred.

We look forward to sustaining our relationship with First Transit and increasing employment opportunities for people with disabilities.



Heather Fecteau and Amanda Nagle are two First Transit employees placed through Employment Connection

## ALAN F. BROWN AWARD

### Amy Morris

For most of her life, Amy lived with her mother in Homer. Sadly, a few years ago, Amy's mother passed away. During that time she experienced a lot of changes and felt she lost control over her life. In August 2009 she moved into a group home operated by the Central New York Developmental Services Office. Since that move, Amy is embracing her life and taking action towards accomplishing her long time goals.

While relocating to her sister's home and then to the group home Amy had to cope with having her belongings stored where she could not access them. She has worked very hard to accept the situation and is proud to share the historic details of the items with others.



A long term goal of Amy's is to obtain community employment, specifically to work at Tops. In order to achieve this goal she has been working on developing the necessary skills for that job. Amy has made gains in her personal life as well. She has adjusted to living in the structured environment of a group home and has made improvements in her health. She achieved her optimal body weight by participation in a healthy portion controlled diet and has begun to exercise on a regular basis. She is continually working toward increased independence and obtained stay alone status for a limited amount of time.



Amy offers encouragement to allow others to strive for their own personal best and is a good friend to many who work with her at JM Murray. Amy has inspired others through her participation in the Go Getters Self-Advocacy group and has demonstrated that any individual can change the course of their life if they are well supported and persevere. JM Murray is proud of everything Amy has accomplished thus far and looks forward to what she will accomplish next.

**Amy then and now, below Amy is pictured in 1989 working on ornaments for the Very Special Arts project**

### The Alan F. Brown Award

*JM Murray established an award in 1983 to honor the memory of Alan F. Brown. Alan epitomized the spirit and personal dignity that is at the heart of JM Murray. Alan spread joy and friendship through his caring actions and enthusiasm for life.*

*His determination to succeed both personally and in the world of work was an inspiration to us all. Alan died in 1981, at the age of 38, but he left us with a memory of promise and hope that with time, patience and a willingness to test our human potential, a life of contribution and personal fulfillment is within everyone's grasp.*



## SHANNON HAMMOND AWARD

### Shane Brown

Shane started working at JM Murray three years ago as a Team Leader. One of the first things noticed by his supervisor, Cindy Soos, was his dedication to consumers. Although his position as a Team Leader requires him to perform many tasks, Shane always makes sure consumers come first and foremost. This is just how Shane works and it was evidenced recently when a situation caused several staff to question the best solution to a



**Shane Brown**

problem. Shane offered a memorable and meaningful response, "As long as you put the individual first, your decision will be a good one".

Shane's enthusiasm when providing services to consumers is demonstrated everyday. Frustration, negativity and stress are never displayed in the presence of consumers. He takes the time to really know the consumers and goes above and beyond doing whatever it takes to keep up the levels of motivation and enthusiasm despite the specific activity.

Not long ago Shane entered a meeting involving a concerned parent. His comments, answers and description of

the services in relation to the consumer settled all concerns and generated a sense of confidence. Through Shane's professional and composed demeanor, the troubled parent was calmed. He was complimented by the Service Coordinator for days and days following the meeting.

Shane extends his eagerness to assist consumers to others including staff and outside agency providers. According to his supervisor, a day doesn't go by that I don't hear from someone "Shane is great, or Shane is so good with the folks!!"

Shane is truly an example for others to follow.

#### Our 2011 Runners-up:



**Roberta Gabriel**



**MB Kingsley**



**Jack Stage**

#### The Shannon Hammond Award

*The Shannon Hammond Award was established in remembrance of Shannon Hammond, our Rt. 13 facility receptionist who passed away in 2003. Shannon is remembered for her graciousness, professionalism, and commitment to those we serve. Her kindness and consideration to everyone in the organization is an example for us all to follow.*

*Throughout the year we recognize employees who show this "team spirit," with one of them chosen to receive the annual Shannon Hammond Award. We are proud to present the 2011 Shannon Hammond Award to Shane Brown.*





## Financial Results (Audited)

*For Year Ended December 31, 2011*

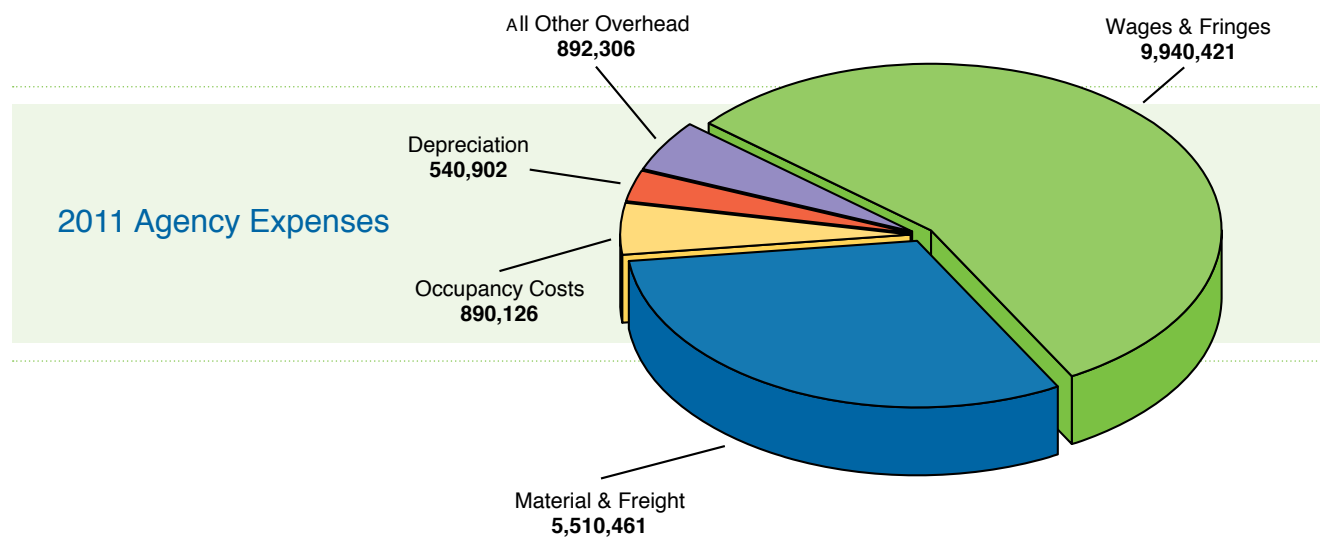
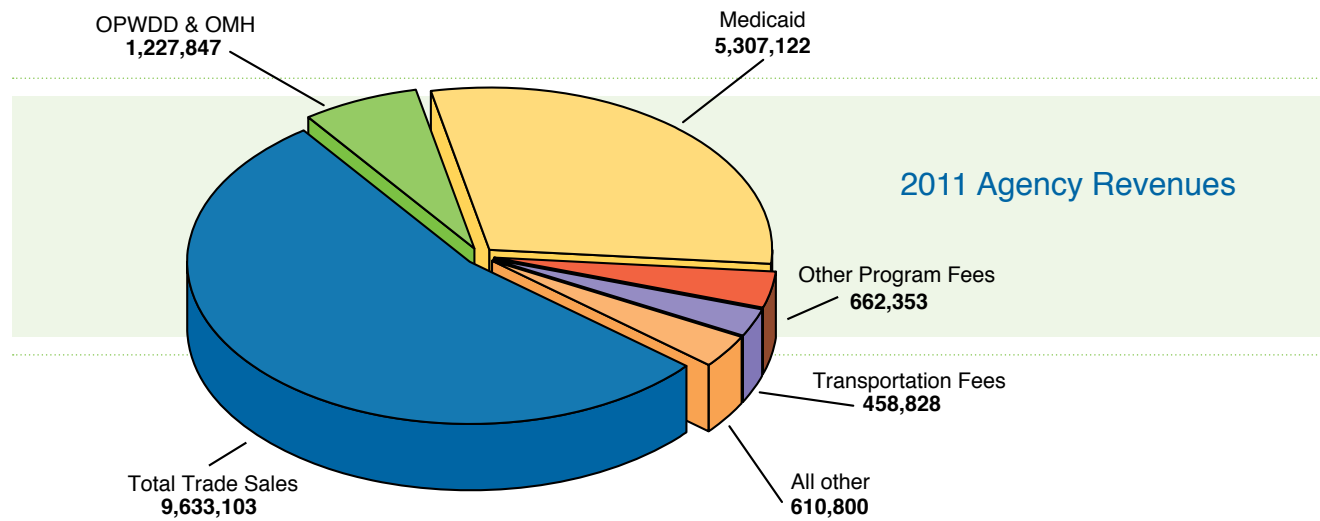


### Revenues

	2010	2011
Trade Sales	9,474,590	9,633,103
OPWDD & OMH	1,133,103	1,227,847
Medicaid	5,461,041	5,307,122
Other Program Fees	735,357	662,353
Transportation Fees	480,417	458,828
All Other	461,927	610,800
<b>Total</b>	<b>17,746,435</b>	<b>17,900,053</b>

### Expenses

	2010	2011
Wages & Fringes	9,724,582	9,940,421
Material & Freight	5,328,641	5,510,461
All Other Overhead	920,749	892,306
Occupancy Costs	844,710	890,126
Depreciation	521,329	540,902
<b>Total</b>	<b>17,340,011</b>	<b>17,774,216</b>





#### Board of Directors

Chair

**Larry King**

Vice Chair

**Kathleen Hennessy**

Treasurer

**Stephen Pearsall**

Secretary

**Stephen Compagni**

#### Board Members

Stephen Geibel

Byron Horak

John Mason

Angelo Mastronardi

James Nichols

Susanne Polley

Walter Priest

Amy Simrell

Charles Spaulding

Thomas Turck

#### Executive Staff

**Floyd A. Moon**

President

**Gerald J. Gebhard**

Vice President of Operations and Sales

**Judy C. O'Brien**

Vice President of Services

**Patricia R. Willyard**

Vice President of Human Resources

**Dale E. Davis**

Controller/Corporate Compliance Officer

**Ernest M. Dodge**

Director of Operations

**Karen A. Morgan**

IT Manager

#### Honorary Board Members

Anthony Argentine

Karin Burgess

Seth Burgess

Michael Chernago

John Folmer

Thomas Meldrim

John Nadolski

Margaret Perfetti

Peter Potter

Roy Susskind

James Yaman









Main Street Homer 1970



Employment Connection -1994



Furniture Restoration 1978



OPTIONS 1987



West Road 1979



Employment Connection West Road 2005



Pine Street Upholstery 1984



JM Murray Center Route 13 2005



*Providing Individualized Services for People with Disabilities or Other Barriers to Independence*

**Manufacturing Operations  
Work Center Services  
Prevocational Services**

823 NYS Route 13  
Cortland, NY 13045  
PH: (607) 756.9913  
Fax: (607) 753-6954

**Service Coordination  
Employment Connection  
TANF Services**

4059 Route 281  
Cortland, NY 13045  
PH: (607) 756.0246  
Fax: (607) 756.6380

**OPTIONS Day Habilitation  
Warehouse Operations  
Custodial Services**

4057 Route 281  
Cortland, NY 13045  
PH: (607) 756.4041  
Fax: (607) 756.0179