



Annual
Report
2007

Coming together is a beginning.

Keeping together is progress.

Working together is success.

-Henry Ford



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

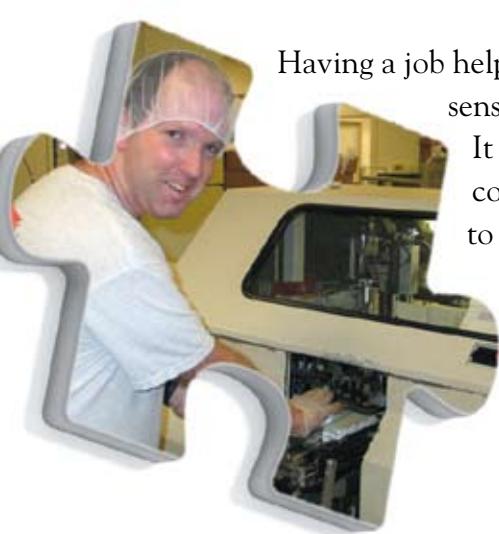
Far and away the best prize that life has to offer is the chance to work hard at work worth doing.

-Theodore Roosevelt

The Cortland Workshop was founded in 1966 by John Murray and other parents of adult children with disabilities based on the belief that work was the best foundation for independence and a fulfilled life. Few of us would deny this, especially if we take the time to pause and reflect on the many things one experiences when holding a job and earning a paycheck.

Having a job helps us to define ourselves and gives us a sense of purpose- and of accomplishment. It allows us to be more connected to our community, and it affords the opportunity to participate in social activities and events that are important for personal growth, happiness, and well-being.

In 2007, the J.M. Murray Center rolled out a number of new person-centered initiatives to help improve and balance our historically strong and important vocational training, employment, and paid-work programs.





We reorganized our pre-vocational training program to better integrate consumers with the most severe disabilities into the work center, and increased our support staff.

For those who wished to balance their work experience, exciting new volunteer opportunities were developed in the county. OPTIONS established new therapies, bringing in trained instructors from the community to provide top-notch lessons and hands-on (literally!) expertise. These activities have been very well received, and plans are in the works to make them permanent additions to the agency's offerings.

The Vocational Rehabilitation staff expanded our Social-Leisure project, offering many opportunities for trainees to do things together outside of the work environment. Residential Habilitation and Assistive Technology were added, both with the focus to help people we serve develop greater independence in the community in which they live.

Still, the importance of work remains the foundation of our agency. New customers like Recycline, Majestic Drug, and Drugstore.com, and the addition of high tech equipment to support them brought new vocational training opportunities. Lower-cost tubes from our new overseas supplier provided a more competitive

product and allowed us to open new markets with our partner, OraLine. And Custodial Services, our for-profit commercial janitorial company, continued to grow jobs in both Cortland and Tompkins county.

The balance between work and play is something we all aspire to attain. The J.M. Murray Center's staff remains dedicated to helping those we serve to gain more independence and enjoy their communities to the fullest as we all continue to "work hard at work worth doing."

Byron Horak
Chairperson of the Board



Residential Habilitation originated from our agency's first Office of Mental Retardation and Developmental Disabilities "OPTS" (Options for People Through Services) grant. This new service provides one-on-one assistance and training in Community Living & Social Inclusion, Medical Transportation & Assistance, and Financial Futures Planning & Basic Budgeting. This new service provides one-

on-one training to increase independence and integration into their communities. Consumers are assisted to obtain their driver's license, improve banking and budgeting skills, and to plan more nutritious meals and engage in a healthier life style.



Assistive Technology services were made available in 2007 through an OMRDD-funded grant. Using the services of a rehabilitation engineer, our agency provides environmental modifications and adaptations to a person's home necessary to increase independence and to ensure their health and safety needs are met.

OPTIONS Day Habilitation developed new and exciting services for consumers, both at the facility and in the community.

Collaboration with the Center for the Arts in Homer provided consumers the opportunity to learn and enjoy dancing in a real studio. The interest and enthusiasm for **Dance Therapy** has been overwhelming.

Pet Therapy encouraged people to relax and be more engaged during active range-of-motion treatment. Casper's visits afforded an opportunity for greater physical activity and enhanced well-being.

Massage therapy from our professional masseuse Michael Jackson improved consumer's circulation, increased their level of comfort during physical activity, and allowed participation for longer periods with less pain. It also helped decrease sensitivity for people who are tactile-defensive.



Work Center Services continues our tradition of providing competitive training opportunities to everyone who wants an opportunity for paid work.



In 2007, we successfully consolidated all of our prevocational services under Vocational Rehabilitation management. This streamlined documentation, improved communication, and freed up time to focus on intensive, personalized service delivery.

Trainees continued to have the opportunity to portion their days between paid-work and community-based volunteer activities. **Anne Beckwith** spends part of her day in paid-work programs in the Work Center, and also enjoys volunteering at Lime Hollow Nature Center, the Homer Fire Hall, and helping with the shopping for the Cortland YWCA.



No longer assigned to a specific area within the Work Center, pre-voc trainees have greater freedom to move between departments and learn new tasks. Voc-Rehab staff follow and assist with each transition and provide one-on-one support on every operation of every job.



Business Operations provides real-world manufacturing, assembly, and packaging training.

Investments in new technology and in the skills of our staff and workers support our agency's work philosophy:

Competitive production and packaging capabilities leads to competitive community employment!

By acquiring a second pad-printing machine and adding a rotary table and automatic pre-treater to our original printer, we more than doubled our decorating capacity in 2007 and now can provide over 4,000 hours of training annually.

Taesoон Hemsath was trained to operate the new five-color pad printing machine, with an eye towards a job in the community. She has also learned to run our liquid filling equipment and has worked on numerous packaging lines.



With OraLine, our for-profit oral-care partner, we helped develop new lines of imported dental floss and toothbrushes, including single-use and pre-pasted styles. The new dental floss is designed to retain existing customers and position the company for more floss and kit assembly work.



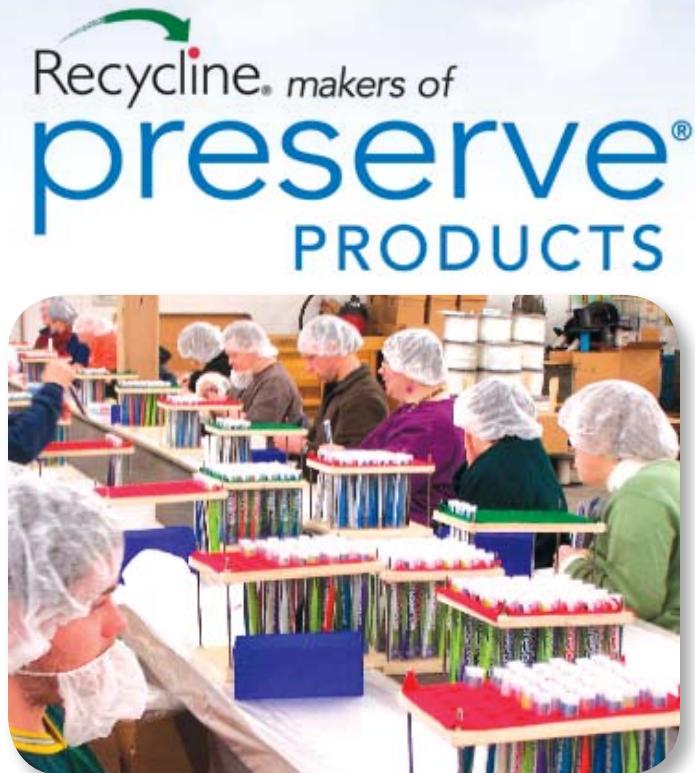
To support this initiative we purchased an automatic labeling machine to compliment our custom label-printing capabilities.

Julina Adams is one of many workers trained to operate the equipment.



2007 Customer of the Year

Each year, the J. M. Murray Center honors one of our many customers who support our mission to provide vocational training and employment for the people we serve. We're proud to present the 2007 Customer of the Year Award to Recycline, Inc.



Recycline Inc. was founded by Eric Hudson with a vision to provide high-quality recycled content and recyclable products to consumers. Eric believed that Americans would be willing to buy products made from recycled and renewable materials if the designs were compelling and quality of the product was high.

Under the Preserve® logo, his company introduced eye-catching toothbrushes, tongue cleaners, razors, and flavored toothpicks. It was during this period of growth that the J.M. Murray Center and Recycline began working together. Our first project involved manufacturing our own child's toothbrushes from recycled polypropylene. From there we began packaging and providing order fulfillment for their razors and replacement blade cartridges.

In January 2007, Recycline called on us to help them assemble and package four styles of Preserve® toothbrushes totaling over 300,000 units, for a critical Wal-Mart launch. We designed and built special fixtures and engineered an assembly-line process, where over 50 trainees worked for ten weeks and hit every delivery target with 100% quality.

Recycline expanded their product line into America's kitchens and backyards, introducing tableware and utensils. We were asked if we would like to consider manufacturing their new line of cutting boards from a material made from 100% post-consumer recycled paper. We helped develop the board specifications, purchased a computer numeric-controlled (CNC) router, and began manufacturing these cutting boards within weeks of setting up the machine in October.



The boards are sold at Whole Foods stores nationwide and through Recycline's web site. They've been well-received, and are even sold in the gift shop at the Museum of Modern Art in New York City!

The J.M. Murray Center shares Recycline's business and social vision to make the world a better place for us all to live and work. We appreciate their confidence in trusting us with the manufacture, packaging, and distribution of their products, and we look forward to working together to further both our missions.



2007 William B. Joslin Outstanding Performance Award

The Joslin Awards Program was established by New York Industries for the Disabled (NYSID) in memory of William B. Joslin, the former CEO of Human Technologies in Utica, to recognize outstanding job performance and the personal independence and success people have attained through work on NYSID contracts. Nominees receive a certificate noting their outstanding performance, and a check for \$250. In 2007, Thane Moynihan was the J. M. Murray Center's nominee.



Thane Moynihan, with his supervisor, Elaine Lambert

Thane Moynihan has been working at the J. M. Murray Center since June 1974, starting in the upholstery department and eventually experiencing nearly every vocational training area in the agency, including the cafeteria, assembly and packaging, and manufacturing.

Our agency is well-known as a manufacturer of oral care products, and Thane is critical to our ability to meet our customer's demands and comply with strict FDA labeling requirements. He has full responsibility for assembling and

labeling the shipping containers used to package all of our toothpaste and liquid filled products- 50,000+ cases every year, enough to hold over 4,000,000 tubes!

His supervisor, Elaine Lambert, describes Thane as a dedicated worker who takes pride in his workmanship and being a team-player. He "chips in when the chips are down", volunteering to work extra hours to assemble our dental kits and package other products when customer's needs are high.

But hard work is not all that Thane is known for. He's made a name for himself as our roving photographer at agency functions, often making copies of the photos and giving them as gifts. Thane is also known for his poetry, and will include an inspirational message or poem in his greeting cards. And few forget who have been honored with his rousing renditions of "Happy Birthday"!

Thane and his wife Vivian live together in their own apartment in Cortland. He is very involved in his church, helping with special activities and celebrations. Thane's independent spirit, excellent work ethic, and warmth and creativity make him a pleasure to work with.



Thane's fine work supports a number of new products. In 2007 we developed a new lower cost tube supplier, Essel-Packaging, allowing us to expand existing markets and enter new ones by offering toothpaste in sizes ranging from 6.4 ounces all the way down to 0.40 ounces.



2007 Alan F. Brown Award

The Alan F. Brown Award was created in 1983 to honor an individual who epitomized the sense of spirit and personal dignity that is at the heart of the Murray Center. Although multiply disabled and in increasingly poor health, his enthusiasm for life never waned, and his determination to succeed, both personally and in the world of work, was an inspiration to all. Alan died in 1981 at the age of 38. Although he was only with us for three years, he left a lifetime's worth of promise and hope for others, proving so eloquently that with time, patience and a willingness to test our human potential, a life of contribution and personal fulfillment is within everyone's grasp. With this award, the Murray Center not only honors his memory, but his spirit, which will live on in others who, like Alan, strive to achieve.

Janet Catterson, 2007 recipient of the Alan F. Brown Award



Many years ago, Janet Catterson set a goal to work in a paid job with her peers. Before she could begin working on that goal Janet needed to reduce the seizures which interrupted large portions of her life. Her seizures dictated so many things in her life, like where she lived and what she could do with her day. For safety, Janet needed close assistance of staff and needed to use a wheel chair and wear a helmet. Janet knew that if she was going to ever reach her goal of employment, she would need to significantly reduce the frequency of her seizures.

Janet pursued various modes of treatment, each offering her some level of success but her seizures remained an obstacle to employment. Most recently Janet agreed to a craniotomy resection of the brain which is a risky procedure of removing the portion of the brain where seizures originate.

Following surgery, Janet endured countless hours of therapy having to relearn even the basics of eating, talking, and walking. Rather than letting seizures run her life she has taken control and persevered toward her goal of employment which she realized on August 1, 2007. Janet's smiling face can easily be seen since she no longer is required to wear a helmet. She is truly a testament of what can be achieved with determination and perseverance.

2007 Employer of the Year

Each year, the J. M. Murray Center recognizes a local business who demonstrates exemplary achievement in employing individuals with barriers to employment. We're proud to present the 2007 Customer of the Year Award to Ponderosa Steakhouse.



Since our first placement in 2006, Ponderosa Steakhouse has been an active supporter of our community employment program. Management makes an extra effort to provide a positive environment for training, and all employees are encouraged to continue learning new skills and pursue promotional opportunities.

In 2007 they further demonstrated this commitment by providing additional employment opportunities, and ensured all their employees- including those placed through Employment Connection- received support and assurance through a significant management transition.

Lee VanDenberg started at Ponderosa through an internship program with the Syracuse Rescue Mission in May 2007. He was hired after four weeks having demonstrated that he could perform the duties required of his food preparation position. With support of his Employment Specialist, a checklist of his daily work tasks has helped Lee to increase his efficiency.



Chris Stevens had received work training from the agency during his last year of high school and had utilized Employment Connection to find a job at a local restaurant. Although he liked the job, he really wanted more hours. In August, Ponderosa had an opening for a dishwasher, and happy with past referrals from Employment Connection, asked Chris to come join their team. Chris enjoys his new job and now has the hours he was looking for.

Employment Connection values our partnership with Ponderosa and appreciates the support and commitment of Alicia Call and her staff. We look forward to working together for many years to come.

As the **Project With Industry (PWI)** program reached its third year, we continued to expand our influence throughout Cortland County, working with new employers and taking advantage of changes in the local economy to match employment opportunities to job seeker's skills and interests.



Ted Morrison has been hired as Purchasing Assistant by Cortland Press Carbon Copies. He noted the training received from Susan Novak, the J.M. Murray Center's Purchasing Manager, helped prepare him for the job.

Deb Slater took advantage of the recent growth of the Salvation Army Family Store, gaining employment as a Sales Clerk.

PWI has begun to move into the Southern Tier. All services provided outside of Cortland County are done in collaboration with sister agencies Challenge Industries in Ithaca and Capabilities in Elmira.



Nolan McLaughlin will be the Night Houseman at Country Inn and Suites when the building opens. His job he will be acting as a concierge for guests and will provide transportation to and from Ithaca airport. Until then, he manages the hotel's inventory on the construction site, and supervises shipments and receipts of materials.

Custodial Services

Custodial Services, a division of ESTI (a wholly owned, for-profit subsidiary of J.M. Murray Center, Inc.) stands as a shining example of just how effective integrated employment can be. People who once had difficulty getting and maintaining a job in the community due to their disabilities now comprise 40% of the workforce.



Galvin Lawton works for ESTI Custodial Services at the BorgWarner Morse-TEC facility in Ithaca. The newest person of a six-person crew, Galvin is an excellent team player. His supervisor says that he is very thorough in his work, and he has quickly learned all aspects of his responsibilities on the crew.

Galvin received employment support through Employment Connection.

2007 Shannon Hammond Team Spirit Award

The Shannon Hammond Team Spirit 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. Every quarter throughout the year we recognize an employee who shows this "team spirit", with one chosen to receive the annual Shannon Hammond Award. We're proud to present the 2007 Shannon Hammond Award to Carmen Buzea.



In the world of sports, a "triple threat" refers to a player who can be counted on to do three things well in the game. The J.M. Murray Center is fortunate to have such a player on our team.

Carmen Buzea worked in three important areas of our agency in 2007- Human Resources, Sales Administration, and Reception. In every capacity, she received praise from those inside and outside the agency for her attention to detail, professional and helpful manner, and willingness to go that extra mile to support our mission. In fact, she received multiple nominations for the quarterly award, all from different departments- for

outstanding service to our customers, aid to fellow employees, and for helping research and recommend software used by Human Resources to comply with new Federal Medicaid laws.

Carmen and her husband Adrian are originally from Romania, where he was an eye surgeon and she was a college professor, teaching Secretarial Science. They have since settled in Cortland, where Adrian works at Intertec ETL SEMKO. Carmen, who is fluent in three languages, also earned her U.S. citizenship while working at the J.M. Murray Center.

Our 2007 runners-up:



Cathy Ostrander



Annette Everett



Charenda Morehouse

2007 Humanitarian Award

The Humanitarian Award was established in 1993 to recognize leadership, thoughtful service and responsiveness to those in need in Cortland County. We're proud to present the 2007 Humanitarian award to Stasia Weinstein.



Stasia, is a sensitive, caring and giving person. She once told me she had "twins" – a natural son diagnosed with Autism and a daughter she began caring for when she was a toddler who has multiple disabilities.

-From Stasia's nomination letter

Anyone who knows Stasia knows that she is a staunch advocate, not only for her family, but for all families living with a child who is developmentally disabled.

As an advocate, Stasia founded Resources and Advocacy for Inclusion and serves as its Executive Director. In that role she counsels and advocates for parents who are interested in person-centered and inclusive services for people with disabilities. She supports individuals in terms of their rights as outlined by State Education and the Americans with Disabilities Act. She and her agency provide workshops for families, students and professionals regarding inclusion in all areas of community life.

As if this is not enough, Stasia also finds time to chair the Family Support Services Advisory Council for Cortland. In this capacity she serves as liaison between families in the Cortland area and the Central New York DSO in regard to assisting the DSO direct Family Support resources.

While Stasia feels she is simply giving back what she has received, the Cortland community knows better and is extremely grateful for her selfless contributions and the supports she has made possible.

In Appreciation...

There have been many people over the years who have volunteered their time and energy to better the J.M. Murray Center and further our mission, but none who have served so long, and in so many capacities, as Mike Chernago.

A former Vice President of Operations for Smith Corona Manufacturing and advocate of our work programs, Mike joined our Board of Directors in 1986, and was voted in as Vice Chairperson in 1987, and served as our Board's Chairperson from 1989 to 1992.

In recognition of his leadership and advocacy, Mike was recognized as an Honorary Board Member after ten years of service. He re-joined the Board in 1996, serving on and heading numerous Board committees, and will end his second term in April, 2008.



Mike Chernago

We thank Mike for his kindness and guidance through the decades. His generosity and wisdom have helped the Agency become what it is today.

J. M. Murray Center, Inc.

2007 Board of Directors

| | |
|-------------------------------------|--------------------|
| Byron Horak, <i>Chairperson</i> | Kathleen Hennessy |
| John Mason, <i>Vice Chairperson</i> | Larry King |
| Charles Spaulding, <i>Treasurer</i> | Rev. Alan Kinney |
| Susanne Polley, <i>Secretary</i> | Angelo Mastronardi |
| Donald "Bud" Ames | John Nadolski |
| Michael Chernago | Walter Priest |
| William Cinquanti | Randall Stewart |

Honorary Board Members

| | | |
|---------------------------|-------------------|-----------------|
| Anthony Argentine | Edward Karsch | Peter Potter |
| Karin Burgess | Kenneth Meades | Charles Seymour |
| Seth Burgess | Thomas Meldrim | William Seymour |
| Harry Calale | Elizabeth Murray | Roy Susskind |
| Michael Chernago (active) | Robert O'Connell | James Yaman |
| John Folmer | Margaret Perfetti | |
| Louis Greis | Wayne Piotti | |

Financial Results (AUDITED)

FOR YEAR ENDING DECEMBER 31, 2007

| REVENUES | 2006 | 2007 |
|------------------------|-------------------|-------------------|
| Trade Sales | 9,009,711 | 9,286,467 |
| OMRDD & OMH | 1,263,646 | 1,464,334 |
| Medicaid | 3,503,172 | 3,863,746 |
| Other Program Fees | 806,690 | 921,612 |
| Transportation Fees | 485,888 | 399,658 |
| All Other | 322,795 | 297,268 |
| Total | 15,391,902 | 16,233,085 |
| | | |
| EXPENSES | 2006 | 2007 |
| Wages & Fringes | 7,268,146 | 8,030,150 |
| Material & Freight | 4,146,538 | 4,420,728 |
| All Other Overhead | 1,979,817 | 1,823,749 |
| Occupancy Costs | 854,284 | 833,322 |
| Depreciation | 476,053 | 472,055 |
| Other Production Costs | 187,480 | 120,823 |
| Total | 14,912,318 | 15,700,827 |

Executive Staff

Richard Benchley
President/CEO

Gregory W. Frank
Vice President of Sales, Marketing, Operations

Jack Godleski
Vice President of Human Resources

Floyd Moon
Chief Financial Officer



Forging paths of opportunity
for people with disabilities
or other barriers to employment.



J.M. MURRAY
CENTER INC.

Manufacturing Operations
Work Center Services
Prevocational Services

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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