



J.M. MURRAY  
CENTER INC.

*W*orking to Make Disability Disappear.  
Working to Make Disability Disappear...



2008  
Annual  
Report



# Working to Make Disability Disappear...

Dear friends and associates of the Murray Center,

**“Change”** has been the key word we heard repeated so many times in the past year. Indeed it has been the defining word of 2008 for the Murray Center. We began the year with a change in the leadership of the Center and ended the year looking forward to our first African American President promising more change. In between, we have watched our state and country fall into one of the most difficult economic periods of their history, with the collapse of the stock market, high levels of unemployment, and the financial failures in our banking system. The severely depressed economy has provided less work for our consumers. State government has reduced spending on social programs, in an attempt to balance its budget. There is no denying that we are enduring one of the most challenging periods in our history.

As I looked back through the years at previous annual reports I saw that we have been tested before. Not all of our history has been rosy. One attribute that shines through, under the past stewardship of Roy Susskind, is the resiliency and adaptability of our organization. It is that ingrained “can do attitude” that gives me confidence that we will persevere and find our way to continued success. We have completed our first Strategic Plan which will help guide us through the difficult times that lie ahead.

As we enter our forty-third year of operation we are committed as ever to the individuals we serve and to excellence in the services we provide. Since our inception, we have built a reputation for providing an environment that fosters personal growth, dignity and independence.



FLOYD A. MOON, *President*



JOHN MASON, *Chairman*

# BUSINESS OPERATIONS

**New customers and work opportunities...**

- **Recycline Tableware - manufacturing and packaging.**
- **Recycline Preserve Jr. toothbrush - manufacturing and packaging.**
- **Recycline Kitchenware - packaging and third-party logistics.**
- **Marquardt Switches - mechanical assembly.**
- **American Hotel Register - personal care kits.**
- **PPC - connector reclamation and cable assemblies/kits.**
- **Albany International - recycled material brokering services.**

*V*ocational training opportunities generated from the new lines of Preserve-brand products we now manufacture, package, and distribute for Recycline was the highlight of this year's business operations.

In May we invested in additional injection molding capacity and began manufacturing Recycline's Tableware line, including two sizes of plates and flatware. Our successful full-service manufacturing

model encouraged them to also move the packaging and order fulfillment for their Kitchenware, as well as the manufacturing of their Preserve Jr. toothbrush to the Murray Center.

We are now firmly established as a respected manufacturing and third-party logistics supplier. All of this resulted in an increase of over 3,000 direct labor hours from the year before, with most of it coming later in the year.



Opportunities to package flatware on one of the injection molders created a unique opportunity for teamwork. Joe Swem, Kyle Conklin, and Veronica Hutchings work together to make sure the process runs smoothly and to ensure the Preserve forks, spoons, and knives we make are high quality. Over 31,000 retail packs were made in 2008.

In addition to Recycline, we added some important new customers, and expanded work opportunities with existing ones. American Hotel Register, a supplier to the General Services Administration, contracted with us for personal care kits, which use our toothpaste and OraLine's toothbrush.

PPC's cable assembly and kitting business grew from less than 400 hours annually to over 6,000 hours, and we added complex mechanical assembly work from Marquardt Switches, which provided excellent vocational and technical skills training.



*Mark Hischak plays an integral role in the work we do for Marquardt Switches, performing the final assembly and testing operations. His enthusiasm for his job is contagious, and the quality of his work is always high.*

► **212,178 hours worked by trainees and employees with disabilities.**

► **85.6% of all direct labor hours performed in 2008 were by people with disabilities, the highest percentage in the agency's history.**

► **Food Services certificate program and fast-track 12 week intensive training curriculum was made available.**

#### **Joslin Award**

EJ Stevens was our 2008 nominee for NYSID's William B. Joslin Outstanding Achievement Award. EJ has done a great job operating our toothbrush bristles and bag machine for almost ten years. He is active in the Truxton community as a volunteer firefighter, shares his music collection as a DJ at our parties, and enjoys his ham radio hobby. Congratulations, EJ!



# S E R V I C E S

## Vocational Rehabilitation Services

- **Diagnostic Vocational Evaluation (DVE)**
- **Skills Assessment**
- **Vocational Training**
- **Student Work Supervision**
- **Prevocational Services**

## 2008 By the Numbers

- **281 individuals served**
- **193 average daily attendance**
- **4 people obtained community employment**
- **9 net census increase**
- **10 Diagnostic Vocational Evaluations performed**

## Employment Services

- **Supported Employment**
- **Volunteer Placements**
- **Work Try-Outs**
- **Job Placement**
- **Job Coaching**
- **Ticket to Work**
- **Disability Program Navigator**
- **TANF Employment Services**

## 2008 By the Numbers

- **650 individuals served**
- **100 employers served**
- **195 new placements (157 people)**
- **47 volunteer placements (33 people)**
- **11 new employers**

**P**aul Ellerson was first introduced to the J. M. Murray Center, Inc in 2001 as part of his Transition from high school. Following graduation, he signed on to have Employment Connection support him in his job as a Courtesy Clerk at TOPS Markets, a position he began while still in school.

Over the years Paul has tried a number of different jobs and job tasks and through the coordination of services of both Vocational Rehabilitation Services and Employment Connection Paul was able to create a work schedule that provides him the best of both worlds. He continues developing new skills through his various assignments at the Route 13 facility and enjoys his job of On-call Sorter at the Cortland County Recycling Center.



*"I've been with the Murray Center 8 years and I like doing different jobs."*

*Paul Ellerson, Trainee*



*"Paul is so proud to be working (sic) at the Recycling Center. We are so appreciative of the "Above and Beyond" services you provide enabling Paul to be part of the working community when he subs at Recycling... We are so fortunate to have such wonderful opportunities so close by. We are always "Tooting your Horn" for you..."*

*Quote from Beth Ellerson (Paul's Mom) in the 2008 Annual Consumer Satisfaction Survey.*

# Waiver and Support Services

The flexibility of the Home and Community Based Waiver and the assistance of her Service Coordinator have allowed Jodi Prada, who lives with her father in Cortland to put together a set of services that uniquely matches her skills, interests and valued outcomes.

In addition to her job at Wal Mart, she participates in Day Habilitation which helps her spend time in the community, meeting people to socialize with, as well as learning other skills. Her Day Habilitation activity schedule is as full as can be and includes many of her favorite activities such as bowling, swimming, working out, shopping and working on the Wellness Cart at Barry School.



Jodi Prada

## Habilitation Services

- **Site Based Day Habilitation**
- **Non-Site Based Day Habilitation**
- **At-Home Residential Habilitation**

## 2008 By the Numbers

- **123 individuals served in Day Habilitation**
- **40 individuals in At-Home Residential Habilitation.**
- **76 community Day Habilitation placement sites**
- **47 SUNY Cortland volunteers assisted in Day Habilitation**

## Support Services

- **Family Support Services**
- **Individual Support Services**
- **Service Coordination**
- **Assistive Technology**
- **Quality Assurance**

## 2008 By the Numbers

- **\$40,000 provided to assist consumers/families remain independent in the community**
- **12 individuals participated in the new Recreation/Respite program**
- **9 families received Assistive Technology projects**
- **4 Quality Assurance visits from external auditors**



Through Supported Employment Services, Jodi works at Wal Mart 3 mornings a week, a job she has held since 1996.

# 2008 CUSTOMER OF THE YEAR



## PPC/John Mezzalingua Associates, Inc.

*PPC has always been very supportive of our mission and they make a point to subcontract work not only to us, but to other community rehabilitation programs in the central New York area.*

*2008 was a breakthrough year for our business partnership. We assembled over 64,000 jumper assemblies and Time Warner cable installation kits, which created over 6,000 hours of excellent vocational training work.*

*Our collaboration on the connector component reclamation project resulted in over 14,000 hours of inspection, sorting, and recycling work. Nearly 40,000 pounds of scrap material was processed, and we now have the means to mechanically reclaim up to 8,000,000 components per year for them.*

*We look forward to the continued growth of our partnership in the years to come.*

*The J. M. Murray Center always comes through for PPC. When I send work out, I give them the harder jobs because their workers are the best in the area.*

— Harry Frisbee



*Jackie Rood has learned to assemble and package each of the four Time Warner cable assembly kitting jobs we do. She takes great pride in her work, and helps us meet the demanding delivery and quality requirements of PPC.*



# EMPLOYER OF THE YEAR



Caroline Wagner, has worked for TSC as a Sales Associate since 10/08/07



*The Tractor Supply Company (TSC) management team opened the doors of opportunity for individuals served by Employment Connection. They clearly recognize the value in our services and appreciated the retention level of the individuals we serve.*

*The TSC staff is open and cooperative to having Employment Specialists on site to assist their workers in learning their new responsibilities. Store Manager, Linda Bidding is excellent at maximizing the distinctive qualities of her employees and creates new opportunities for them within the store.*

*The result of Tractor Supply Company's partnership with Employment Connection has resulted in two very successful placements over the past few years.*



*"Employment Connection has been a wonderful help in my life."*

*— Karyn Rejman,*

*Tractor Supply Cashier Sales Associate*

# The ALAN F. BROWN Memorial Award



*The J. M. Murray Center, Inc. established an award in 1983 to honor the memory of Alan F. Brown. Alan was a man who epitomized the sense of spirit and personal dignity that is at the heart of the Murray Center. Throughout his work at the Center, 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 with us 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. This award is given to honor his spirit, which will live on in others who, like Alan, strive to achieve.*



*The 2008 recipient of the Alan F. Brown Memorial Award is Peter Alier*

*In 2001, Peter Alier immigrated to the United States from Africa after living in a refugee camp for 10 years. Shortly after his immigration, Peter was in a motor vehicle accident in which he sustained a traumatic brain injury. In 2005, following his medical recovery, he started receiving vocational services at the J. M. Murray Center. Peter experienced a serious language barrier in addition to severely reduced stamina, coordination and dexterity. From his very first day, Peter was determined to succeed. He enrolled in ESL (English as a Second Language) courses to improve his language skills and willingly worked on all jobs assigned no matter how difficult. Having attained the goals he established for himself in the Work Center, Peter has recently expressed interest in pursuing community employment.*



*Peter set a personal goal to learn staff and coworker names. He did this by repeatedly introducing himself and asking people for their name while shaking hands. Peter not only learned names but he made a number of good friends as well.*



# The SHANNON HAMMOND TEAM SPIRIT AWARD

*T*he 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. 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 2008 Shannon Hammond Team Spirit Award to Liz Sill.

Liz joined the J. M. Murray Center as a Group Leader in the SCWP Warehouse Borg-Warner operation in January of 1999 and was promoted to the role of Supervisor in 2002. She was nominated for the 2nd Quarter Team Spirit Award by both Ernie Dodge and Sharon Trinkl.

Liz was selected for this award for her willingness to help others in addition to her own job tasks. She stepped in to help our customer Albany International when numerous roof leaks throughout their storage areas threatened the security of their materials. Despite the Murray Center's early release for a holiday, Liz set aside her own needs, to help mitigate potential losses for Albany International. They were very appreciative of her efforts as thousands of dollars of inventory were saved from water damage.



**Liz Sill**

Sharon Trinkl, Liz' manager adds, "Liz has trained multiple trainees on the BORG project, and in working with Vocational Rehabilitation personnel has successfully set up schedules for part-time positions to be filled with trainees. She provides excellent customer service and always gives 110% to her position."

Prior to coming to the Murray Center, Liz was a former Smith-Corona employee for nearly 30 years. She is a long time resident of Locke, where she lives with her husband Edwin. They have 3 children and 6 grandchildren.

When asked what she likes most about working at the J. M. Murray Center, Liz responded, "The people and keeping busy so I am not bored. And Borg keeps me on my toes!"



*Shannon Hammond*

## *Our 2008 Runners-Up:*



*Michele Gravel*



*Michelle Carr*

# FINANCIAL RESULTS (Audited)

For Year Ended December 31, 2008

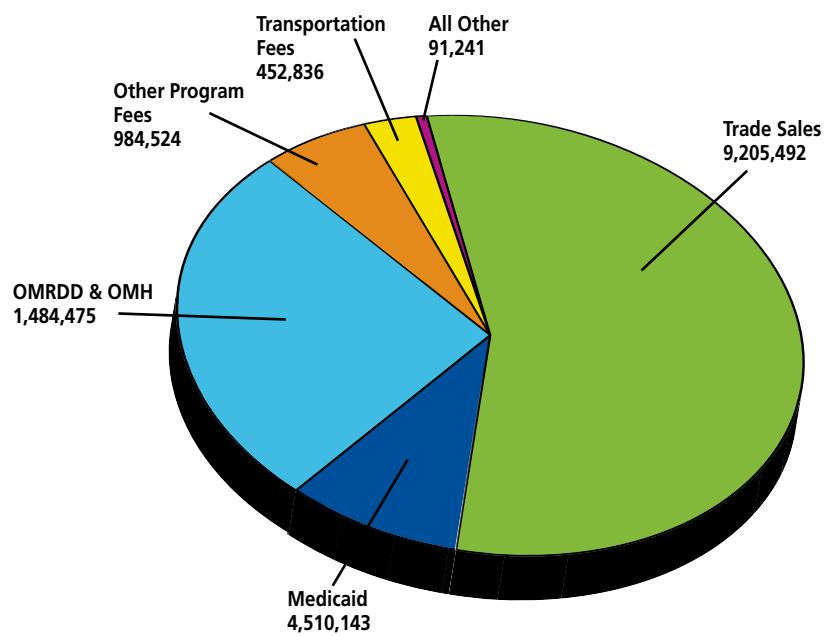
## REVENUES

	2007	2008
Trade Sales	9,285,680	9,205,492
OMRDD & OMH	1,464,334	1,484,475
Medicaid	3,863,746	4,510,143
Other Program Fees	921,612	984,524
Transportation Fees	399,658	452,836
All Other	298,055	91,241
<b>Total</b>	<b>\$16,233,085</b>	<b>\$16,728,711</b>

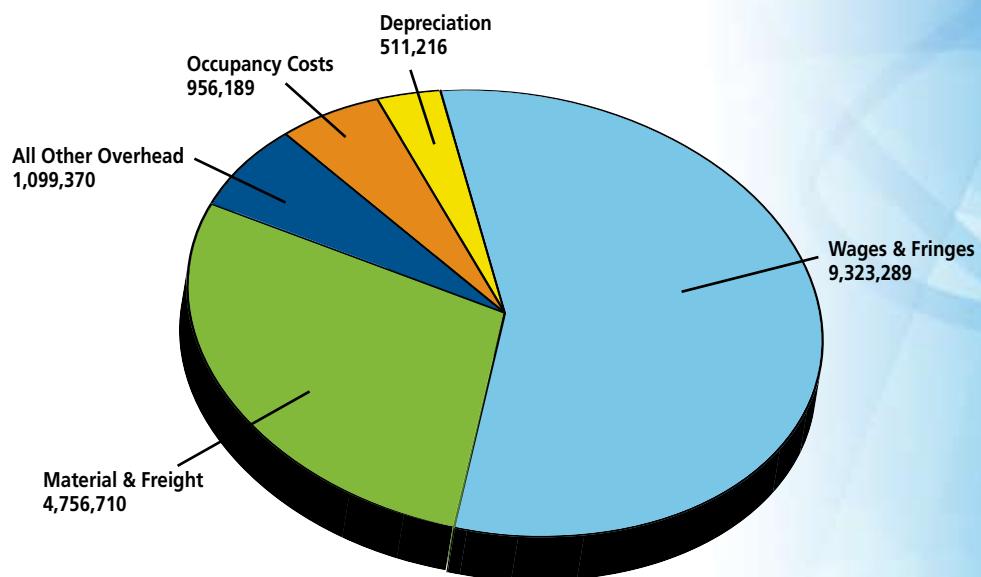
## EXPENSES

	2007	2008
Wages & Fringes	8,747,852	9,323,289
Material & Freight	4,541,564	4,756,710
All Other Overhead	1,094,872	1,099,370
Occupancy Costs	844,484	956,189
Depreciation	472,055	511,216
<b>Total</b>	<b>\$15,700,827</b>	<b>\$16,646,774</b>

## 2008 Agency Revenues



## 2008 Agency Expenses



# LEADERSHIP TEAM

## J.M. Murray Center, Inc.

### **2008 Board of Directors**

John Mason (Chairman)

Larry King (Vice Chairman)

Susanne Polley (Treasurer)

John Nadolski (Secretary)

David Alexander

Donald "Bud" Ames

William Cinquanti

Kathleen Hennessy

Byron Horak

Rev. Alan Kinney

Angelo Mastronardi

Stephen Pearsall

Walter Priest

Charles Spaulding

Randall Stewart

### **Executive Staff**

**Floyd Moon**

*President/CEO*

**Gregory W. Frank**

*Vice President, Sales, Marketing, Operations*

**Judy C. O'Brien**

*Vice President, Services*

**Dale E. Davis**

*Controller*

**Patricia Rogers**

*Director, Human Resources*

**Karen Morgan**

*Manager, Information Technology*

### **Honorary Board Members**

Anthony Argentine

Elizabeth Murray

Karin Burgess

Robert O'Connell

Seth Burgess

Margaret Perfetti

Harry Calale

Wayne Piotti

Michael Chernago

Peter Potter

John Folmer

Charles Seymore

Louis Greis

William Seymore

Edward Karsch

Roy Susskind

Kenneth Meades

James Yaman

Thomas Meldrim



*Forging Paths of Opportunity for People with  
Disabilities or Other Barriers to Employment.*



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