



JM Murray

2013 Annual Report



My share of the work may be limited, but the fact that it is work makes it precious

Helen Keller



2013 Non-Profit Award

Each year the Cortland County Chamber of Commerce recognizes large and small companies, not for profits and community members who go above and beyond to improve the community.

In 2013, the Chamber selected JM Murray to receive this distinguished award. The award was presented to Floyd Moon and members of the executive staff at a dinner held at Tinelli's Hathaway House on November 6, 2013. Bob Haight, Executive Director of the Chamber described JM Murray's contribution not only as a business that employs hundreds of people but also as an exemplary service provider that has supported individuals with developmental disabilities and their families for nearly 50 years.

JM Murray was lauded for the economic support it provides to Cortland through contract services to various public and private organizations that provides people with disabilities employment while teaching them skills and improving their self-esteem. In describing JM Murray, Bob said, "The work they do for the developmentally disabled is remarkable. They train job skills but also teach life skills. They change people's lives".



Representative Richard Hannah with Floyd Moon at the Chamber Awards dinner.

Message from the President

Though 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 have grown to be a comprehensive community based organization offering a wide range of service options.

A look over the past 46 years shows that JM Murray demonstrated courage to try things others would not attempt, and ingenuity in creating new business opportunities when other local industries were moving away. JM Murray has 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 the people we serve that we continue to develop services and supports designed to meet the individual outcomes they hope to achieve

We continually look for new opportunities to assist people with disabilities and other barriers to independence attain their goals and an improved quality of life. Our person centered approach, regularly results in service models being refreshed as they are tailored to the individuals we serve. It is our commitment to advocacy for personal growth and community integration that will fuel our future success.

Our longevity is in part due to our flexibility and professionalism. We refuse to stand idle and are always looking for new ways to expand our wide-range of services. What was once considered a traditional workshop has evolved into an integrated manufacturing plant. We look forward to continuing this development over the next several years. We are developing new self-directed options for people and working to bring services previously provided in our facilities out into the community.



Floyd A. Moon
President



Kathleen Hennessy
Board Chair

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

Business Enterprise Division

The pace of sales in 2013 was very strong across all segments of the business. NYSID and NISH sales rebounded from its low in 2012, with New York State sales being especially strong for toothpaste, toothbrushes and trash can liners. We were pleased to add two new customers in *Allstate Diversified Sales* and *NorMedical* and a new opportunity from *Marquardt Switch*.



*Allstate
Diversified
Sales* based

in Syracuse, has contracted with JM Murray to assemble and package window screens. Luke Schickel pictured above assembling the screen frame. Pictured to the left is the screen being attached to the frame.

While Marquardt has been a loyal JM Murray customer for a number of years, they provided a brand new opportunity. Similar to work performed for Borg Warner, JM Murray began providing its Dunnage Management Services for *Marquardt Switch*.

Dunnage refers to a process of washing and stocking electrostatically guarded trays so they can be readried for deliver to their production lines on a weekly basis.



NorMedical, a Norwegian manufacturer with a sister company in the United States

markets heated gel packs for the Physical Therapy industry. JM Murray fills the customer supplied vinyl bag with a proprietary gel and packages it for distribution.

2013 Business Enterprise Facts

- 29,343 Toothbrushes manufactured
- 17,111 Decorated products
- 59,204 Bags manufactured
- 203,483 hours worked by trainees
- 83.6% of all direct labor hours performed in 2013 were by individuals with disabilities



Assemblywoman Barbara Lifton poses with Jon Perkins during her tour of the Work Center on Tuesday October 8, 2013. She and her Chief of Staff, Linda Smith were impressed with the size and scope of the facility, work we perform and the value this work holds for those who choose to participate. She shared JM Murray's concern that recent regulatory changes have reduced the service choices available for people with disabilities in our region.

A few special guests visited JM Murray during the year: Assemblywoman Barbara Lifton, Senator James Seward and Mary Murray daughter of John Murray, one of the founding members of JM Murray.

Mary Murray wanted to share the legacy of her father's philanthropy with her grandchildren. The Operations employee and trainees went out of their way to show the Murray family how important JM Murray is in their lives. Mary met with two of the original "Cortland Workshop" trainees who are still working even though they have passed retirement age more than a decade ago.



Senator James Seward visited JM Murray on October 16, 2013. He is pictured here with Jerry Gebhard Vice President of Operations and Sales discussing the legislative pressures that JM Murray and



other work facilities are under. Senator Seward was impressed with the quality of work that we are able to offer our employees and trainees, and gave us favorable comments on our overall operations.

The Wikerd Fund - Making Good Things Happen

The Wikerd Fund was established as a tribute to Paul Wikerd, a former JM Murray Board President who passed away in 1993. His family wanted to assist individuals with disabilities to achieve greater independence and self sufficiency.

This fund provides no interest loans to individuals with disabilities. In 2013, three individuals accessed the fund to:

- pay a security deposit on a new apartment
- make repairs on a vehicle to drive to work
- offset the cost of medical insurance premiums
- obtain compression stockings which improved work stamina

Services Division

JM Murray's OPTIONS Day Habilitation service borrowed an idea from ABC anchorwoman Diane Sawyer who reported on a program that provided homeless children with supplies for a birthday party. They partnered with the YWCA's Bridges for Kids program along with several other not for profit agencies to start Birthday Hopes.

Birthday Hopes provides a decorated box full of presents and birthday party items for a young child in the YWCA's Bridges for Kids program who live in stressful homes.



They identify a theme for each child around which they gather supplies for the birthday box. OPTIONS consumers shop for party items and decorate the birthday box. Presents are a combination of items handmade by consumers, donations from community businesses or gifts purchased with funds through can and bottle drives.

"Birthday Hopes has been an outstanding support to many children in the YWCA Bridges for Kids program. When a parent calls me and says, 'I just can't afford to celebrate my child's birthday this year,' I know the JM Murray Center will come to their aid. The feedback from families is that the decorated box with the child's name on it becomes a treasure in itself. The kids feel so important on their birthday, and it only happens through the generosity of the folks at the Murray Center."

Sara Earl, Program Director of Bridges for Kids at the YWCA of Cortland



Pictured from left to right: Ray Heath, Wesley Hines, Jr., and Jason Grossi delivering Birthday items

Services in 2013

1173 Enrolled in Services

Habilitation Services
117 Day Habilitation
43 Community Habilitation
96 Placement sites

Employment Services
118 TANF services
330 Employment services
168 Job placements
15 Volunteer placements

Vocational Rehabilitation Services
125 Work Center
105 Prevocational Service
8 School Work
Supervision
20 Obtained employment

Support Services
185 Service Coordination
30 Recreation/Respite
16 Assistive Tech projects
18 Individual Support
23 Family Support



Terry began in JM Murray's DSS Case Management program where she quickly engaged in a volunteer setting while job searching.

Through volunteering, she increased her stamina, boosted her confidence and was equipped with new skills in preparation for the world of work.

Terry worked with Employment Connection staff to increase her marketability. She practiced interviewing skills and completed several job applications. Terry was given the opportunity to interview for a Food Services Worker position in the cafeteria at Cortland Regional Medical Center where she was selected and offered the position.

Since being hired, Terry has proven to be a committed and valuable employee. Her employer is very satisfied and describes Terry as a quick learner, a team player and very capable of expanding her skills. She has successfully accommodated the impact of her disabilities and is a successful contributing member of the Cortland community. Terry is very happy to be more independent, both financially and personally.



Dawn Hapgood is a "go-getter" who leads by example and chases after her goals. She sought independence. She sought community employment. She even sought online college classes. In 2013, Dawn raised the bar - even for her! She bought a home.



Dawn embarked on her desire for homeownership in 2011. The initial step was the challenge to save money and establish credit. Dawn was determined and after some hard work and some help from her JM Murray services staff, Dawn qualified for support from the Home of Your Own (HOYO) program. HOYO, is a HUD-approved counseling program sponsored by the Office of Persons With Developmental Disabilities's to help income-eligible people with developmental disabilities buy their first home.

While the program provided a number of supports and guidance in navigating the home-buying process, it was Dawn who put the work in. She fought tooth and nail to meet the program requirements and bring her goal to fruition. Though she faced multiple setbacks, her determination never wavered. It was a long, arduous journey, but in August 2013 her dream became a reality.

Dawn is now the proud owner of a cozy two-bedroom home in Cortland where she lives comfortably with her boyfriend, Mark. The two have settled in

nicely and everyday are learning more about the demands of home-ownership. Dawn realizes that there will be more work to be done so she continues to set and pursue new goals, determined as ever.



Alan F. Brown Award

Sandy Dutton

Sandy Dutton is best known for her determination and positive attitude. She loves to learn and experience new things in life and does not let anything get in her way.

At work, Sandy enjoys exploring new jobs. She is willing to try any new job even it appears difficult. Sandy asked to work on a pool rope job and advocated to the group leader to let her give it a try. Sandy was initially unsuccessful because she was unable to hold the end of the rope still. Her group leader, examined the job closely and worked with the maintenance department to have a clamp developed that would hold the rope and allow Sandy to complete the process. The clamp worked so well that more were made which opened up the job to additional trainees including Sandy.

Sandy is an outgoing and friendly person but she can be difficult to understand. She recognizes the difficulty and is persistent to have her messages heard. She will repeat herself, gesture or have someone familiar translate for her. Sandy enjoys socializing with friends and family and is pleased to share her life with her



husband, Leroy and brother-in-law, Bill who also use JM Murray services. Together they enjoy local community outings and have gone on several vacations.

If JM Murray had a welcome wagon, Sandy would surely be on it. She greets new people with a warmth and unmistakable curiosity.

Sandy does not complain when faced with adversity. She simply finds a way to do what she needs and moves on. Sandy is a true inspiration. She has found happiness. She is comfortable with who she is and just happens to have a disability.



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 Winner

Cindy Murrer



Custodial Services

Cindy, a Custodial Worker at the Whitney Point Rest Area, was nominated for her service to customers, response to a particular situation or emergency and coordination of resources to accomplish a task.

A gentleman came running into the front lobby of the rest area and told Cindy that a woman had passed out and needed help. Cindy being a NYS Licensed EMT immediately responded to the request and went right into action. She assessed the situation, called 911, and worked to get the woman to respond. Moments later she came to.

With the ambulance on its way and the bleeding under control, Cindy directed a co-worker to begin managing the growing crowd. Multiple buses were at the rest area and she wanted to defuse the number of by-standers to keep the woman calm. Cindy requested another co-worker to wait for the ambulance so they could quickly direct the EMT's to the accident site.



Through Cindy's quick response to an emergency and taking complete command of the situation a customer in distress was safely cared for.



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. .



Our 2013 Runner-up:

Emily Stith

2013 Customer of the Year

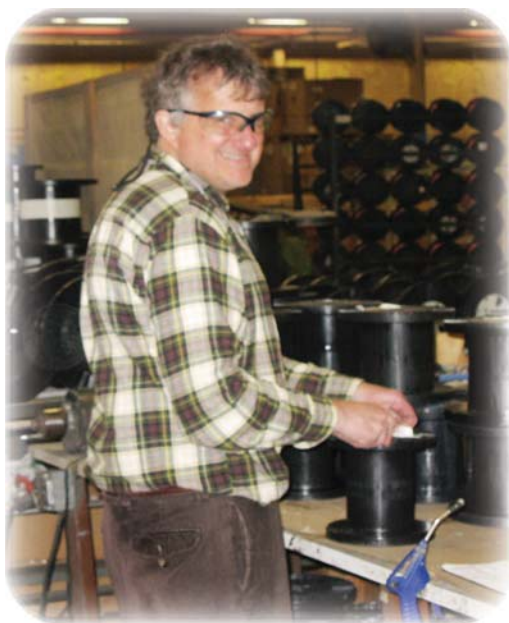
Albany International



The partnership with Albany International Monofilament Plant began in 1976 when JM Murray began providing a small reclamation and refurbishment service. This service involved removal of scrap monofilament left on spools from production and once refurbishment the spools are returned for additional use.

While our core service continues to be the reclamation and refurbishment of scrap monofilament and spools, we have branched out throughout the many years of our partnership. Other services include janitorial services provided by Custodial Services, the management and brokering of the reclaimed monofilament scrap, management of the Albany International Monofilament Plant warehouse space within the Cortland Commerce Center and the mixing services we provide for reprocessed resins.

The work associated with this partnership provides over 30,000 hours of labor annually. Many of those hours are accomplished by individuals with disabilities or other barriers to employment. This work also provides numerous hours of valuable work training opportunities which is vital to our mission. JM Murray is proud to state all of the work provided to Albany International Monofilament is done in a competitive market where the work meets their needs and expectations.



ALBANY
INTERNATIONAL



2013 Employer of the Year

American Food & Vending



Pictured from left to right: Cassidy Hart, Helen DiVita, Darin Golden and Kevin Stillman

For more than four years American Food & Vending has worked cooperatively to hire several qualified employees served by Employment Connection.

American Food & Vending considers each person an individual all with different strengths and abilities. They provide an integrated work environment and apply the same expectations to employees with disabilities as with any other employee.

One of the great benefits of working with American Food & Vending is their progressive method of training. During initial training, the Employment Specialist is permitted to attend with the consumer to learn the job simultaneously. They have demonstrated their commitment by spending the time needed to figure out where a consumer would be most successful with the skills they have.

The management team has proven to be flexible and understanding. They allow Employment Specialists to conduct situational assessments with consumers to determine if a job would be a good fit and routinely reach out to Employment Connection with available openings.

We look forward to sustaining our relationship with American Food & Vending and increasing employment opportunities for people with disabilities



AMERICAN
FOOD & VENDING

EC EMPLOYMENT
CONNECTION

Financial Results (Audited)

For Year Ended December 31, 2013



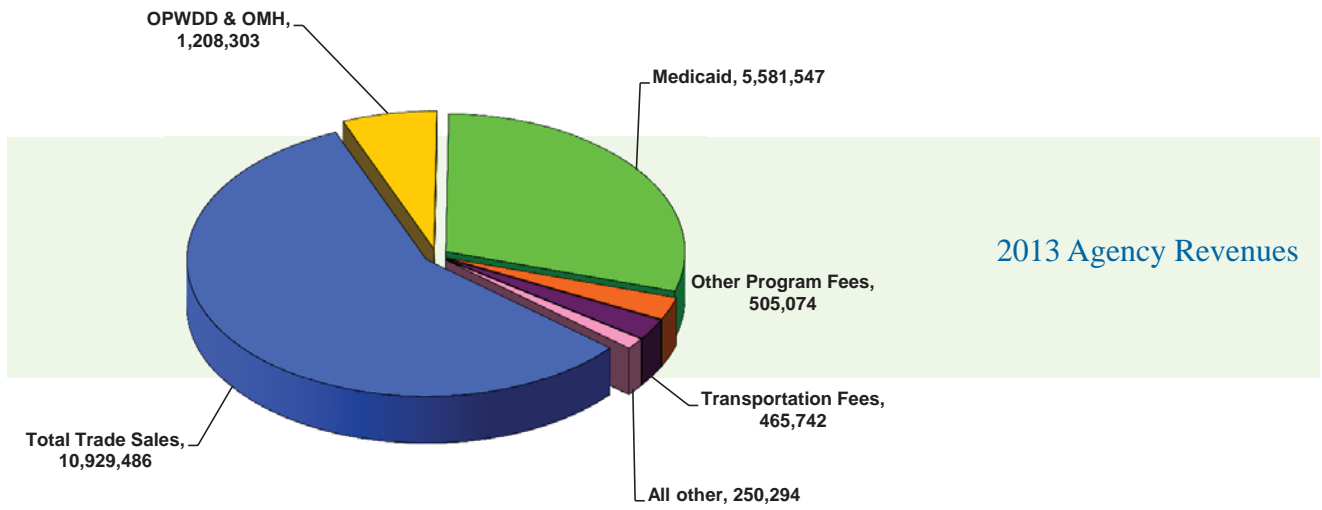
Revenues	2012	2013
Trade Sales	10,078,363	10,929,486
OPWDD & OMH	1,220,840	1,208,303
Medicaid	5,621,001	5,581,547
Other Program Fees	600,267	505,074
Transportation Fees	473,104	465,742
All Other	555,013	250,294
Total	18,548,588	18,594,446

Expenses	2012	2013
Wages & Fringes	10,386,552	9815,025
Material & Freight	4,760,649	5,168,322
All Other Overhead	1,816,632	2,046,691
Occupancy Costs	842,134	837,847
Depreciation	572,086	554,584
Total	18,378,053	18,422,469

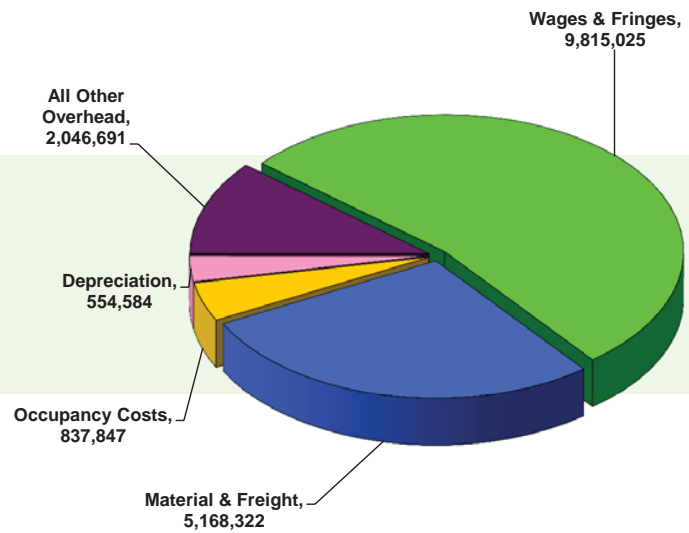


Friends of JM Murray

Thank you to the following who made a donation to JM Murray in 2013: Thomas & Mary Salm, Charles & Linda Garbo, Monroe Wheelchair, Marquart Switches, Family Dollar, Wal-Mart, Rose & Kiernan, Country Inn & Suites and the estate of Gary Norton. Your generosity is greatly appreciated.



2013 Agency Expenses





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Stephen Pearsall

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James Nichols

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Vice President of Operations and Sales

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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