



JM Murray

2015 ANNUAL REPORT



Message from the President and Chair



Floyd A. Moon
President



Stephen Pearsall
Board Chair

To help create a community where everyone is included and respected, by providing person-centered supports for people with disabilities and other barriers to independence.

JM Murray continues to be the premier organization in supporting people with disabilities in their chosen set of services. Whether it is obtaining employment, meaningful community engagement, or in their choice of day services, we have always been there for them. JM Murray believes that all people have the potential for lifelong development and that work, integration, and community contribution, are the ideal arenas for personal, social and vocational growth. It is through work and meaningful contribution to the community that people establish their identity and measure their self-worth.

OPWDD has spent the better part of the last three years transforming their service system to one that is more community based, person centered and individually controlled by the people receiving services. The new service system requires changes to the format that services are delivered and changes the basic philosophy of those services from a model of care-giving to one of support. The new service system encourages the person and their treatment team to select a set of services that best meets their interests, wants and needs. Agencies such as JM Murray will no longer be charged to compile a comprehensive program of services but instead offer an array of individual service options that the person and their treatment team selects or purchases from a variety of different community service providers.

JM Murray and OPWDD share the value "work" plays in everyone's life and that everyone who can should be encouraged to work. OPWDD has presented guidelines for work centers to "transform" into businesses and shed the image of "sheltered workshop". By having OPWDD accept our "transformation plan" we will once again be allowed to open our doors to people who want to work. The one constant has been that JM Murray is far ahead of the curve. We have already established many of the features desired by the service system of the future.

Business Enterprise Division

2015 was a strong sales growth year for Business Operations. We added many new products for existing customers in our liquid filling, assembly and packaging areas which resulted in a significant increase in hours and learning opportunities available to trainees.



Our longtime partner, Preserve added 22 different products including a second line of razors, doubling the workload for that project. Preserve is a dynamic, environmentally-focused company that offers customers a range of everyday products that use the Earth's resources more efficiently and responsibly. They also transform recycled materials into products that are functional, well-designed and fun to use. All Preserve products are recyclable and made in the USA from 100% recycled plastics. Products are developed and manufactured without testing on animals and made to last.



Our repeat Company of the Year, SCI International has added 27 new packaging products in 2015. They provided two more pieces of semi-automated packaging machinery to expand our capabilities and training offerings. These machines are each in operation for over 1000 hours annually.

Two new customers were added as well. Global Protection Corporation, where liquid filling and packaging of a lanolin is done which is marketed for breast feeding mothers and Car Freshener Corporation is the manufacturer of the world-famous LITTLE TREES automotive air fresheners. They are headquartered in Watertown, New York, but export worldwide.

Overall, our customers have been pleased with our successful product launches and we've been rewarded by growing repeat orders. We are very proud of the growth we have experienced over the past year. While proud of our new business relationships, nothing could have been possible without the continued dedication and commitment of our exemplary workforce.



Services Division

OPTIONS Day Habilitation services began a new venture in 2015. They are now a vendor at the Cortland Farmer's Market! Operating from May to October they offer items crafted by consumers and their peers for sale with support from staff to operate the stand.

The profits from the stand are used to help fund giving back to the community projects such as Birthday Hopes and B.A.G.S Projects. The Birthday Hopes project provides several personalized birthday party and gift kits to children throughout the year from the YWCA. The B.A.G.S Project allows the Day Habilitation participants to compile a personalized and themed gift bag including a complete outfit for youngsters' in need.

The Farmer's Market was a new and exciting opportunity enjoyed by consumers and staff alike. They learned to market and explain the various items for sale and why they were selling them. By the end of the season several consumers had even memorized the price lists and recognized what the top selling items were.



The stand enjoyed many return customers and often times community members stopped by to offer donations toward material for more craft projects or just in support of our mission. This venture was not entirely all work. Consumers were able to network with other Farmer's Market vendors to learn new skills such as jewelry making, baking tips and techniques and how to grow vegetables.

All in all it has been a tremendous success due to the creativity and hard work of all involved from set-up to tear down each week.



Services Division

In 2015, JM Murray launched a new OPWDD service: Pathway to Employment. It is a person-centered employment planning and support service designed to help individuals plan, get and keep competitive employment or self-employment.

The service can be offered to individuals interested in competitive employment or self-employment including, but not limited to, those receiving Day Habilitation, Prevocational and Supported Employment services, as well as students leaving high school.

Pathway to Employment helps individuals identify a career or vocational direction. Individuals can participate in community-based work assessments, obtain instruction and training in job readiness skills and culminates in the development of a plan for achieving competitive, integrated employment by the end of 12 months and if needed referral to employment support services.

One of the first individuals to select Pathway to Employment as a service was Josh Dugan. Josh expressed an interest in working with animals and with the elderly. Based on these interests, assessments were established at The Elizabeth Brewster House and at Country Acres Animal Shelter. The supervisors at each work site were very pleased with Josh's skills and he continues to learn more about each job and the skills required as he prepares to pursue employment.

Josh states that he likes the things that he is learning in this service (Pathway to Employment).

He likes getting out of the house 5 days a week and this is helping him get a job.

He enjoys his time at Country Acres, likes getting out of the house and have new work experiences.

And he has never worked with seniors before and because of this service, he now knows that he likes it. Josh's goals are to own his own home, work full time and maybe have a dog.



Alan F. Brown Award

Robert Dexter

Bob Dexter started working at JM Murray in 1993. After several years, he decided to challenge himself by pursuing community employment. In 2000, through support from ACCES-VR and Employment Connection he became employed at Bob Evans. When Bob Evans closed its doors in 2006, he returned to work at JM Murray, and has been working consistently ever since.

While at Bob Evans and following his return to JM Murray, a series of health issues impacted his ability to work but without issue, Bob persevered and returned to work. He even returned following heart surgery! Bob recognizes that he will continue to confront chronic issues due to his vascular illness, but he does not let these "inconveniences" dampen his spirit.

Bob is a source of quiet inspiration to those around him. He pushes himself to work an average of three to four days per week and advocates to be trained to operate equipment in multiple areas of the work center. He is proud of his contribution to JM Murray. Work has become a tremendous source of enjoyment for him.

In addition to his work, Bob finds the time and energy to volunteer in his community. He helps prepare meals, wrap silverware and plate food at the Cortland Regional Medical Center's kitchen. He also volunteers at both the Retired and Senior Volunteer Program (RSVP) helping to stuff mailers and flyers, and the Cortland Community Center, where he does a variety of different jobs.

Bob is very proud of his work at JM Murray and in his community. He has a strong sense of responsibility and is very reliable. Like Alan F. Brown, Bob has not let his disabilities restrict his ability to grow, learn new things and contribute to his community.



Alan F. Brown

The J.M. Murray Center 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. This award is given to honor his spirit, which will live on in others who, like Alan, strive to achieve

Shannon Hammond Award

Paula Niederhofer

Over the past year, Paula has been a vital asset to JM Murray and the people we serve. In her new role as a Community Integration Specialist, Paula has been instrumental in getting several new service initiatives off the ground and has offered her support to other departments across the agency.

Paula is always willing to step up and try new initiatives. During 2015, Paula provided work site development and coordination for five students with disabilities through a new contract with Cortland High School. Paula also helped to launch the Pathway to Employment service through OPWDD. Despite being somewhat outside of her comfort zone, she has approached these projects with energy and excitement.

Paula's commitment, dedication and strong advocacy extend beyond her regular job assignments. She volunteered to support Employment Connection when they were short staffed and helps out Operations when they need more production workers. Paula facilitated an advocacy opportunity for trainees to express their opinions about changes proposed to services provided in the Work Center. She organized a trip to allow a few trainees to attend a self-advocacy conference in Syracuse.

Paula was nominated for the Shannon Hammond Award because of her coordination of resources to accomplish a task, her interagency coordination and services to participants. She is a great example for others to follow. Not only does she do an outstanding job in carrying out the mission of JM Murray every day but her dedication, determination and commitment to the field serves as an example of teamwork at its highest level.



Shannon Hammond

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.



Amy Kenyon
Runner-up



Cecile LaFredo
Runner-up

2015 Customer of the Year

SCI International



After reviewing business development during 2015, it was clear that the company JM Murray honored in 2014, SCI International has remained our strongest partner for growth in both volume of work and types of training opportunities provided. SCI International outpaced planned growth for 2015 with sales more than doubling from last year.

Early in 2015, SCI International placed a five panel "cartoning" machine at our Rt. 13 facility that has allowed packaging and distribution of 27 new products. In the third quarter of 2015, we added a second blister packaging machine on the production floor to allow us to produce an additional version of nasal inhalers. Following that we experienced a spike in volume for inhalers that would double our output by the end of the year.

We are proud to partner with SCI International. They are an industry leader in producing high quality products and require a constant level of excellence in service, value and delivery. Their confidence in JM Murray has



resulted in thousands of hours of additional training and work in support of our mission. In addition, because this work uses automated and semi-automated packaging machinery, we have been able to expand the range of work experience and training we offer beyond traditional manual packaging and assembly methods. We value the strengthening relationship we have with this prominent customer and look forward to more growth in the years to come.



2015 Employer of the Year

Walmart



Walmart is proud to be a company that reflects the diversity of the communities it serves. They strive to offer employees the chance to impact their community and build a career doing what their employees love.

Walmart currently employs 12 people with the support of Employment Connection in a variety of capacities from supervisors to associates to janitorial assistants. One of those employees has recently celebrated their 20th anniversary with Walmart.

Employment Connection staff have worked with several different Walmart personnel over the years but this year it has been the support of Beverly Sherman, Personnel Manager who has helped make Walmart the recipient of the 2015 Employer of the Year.

Beverly has been integral in making Walmart a welcoming and supportive employer. Her leadership has fostered the cooperation of the Walmart management team to individually tailor supports and work assignments to find the best fit for success. Our shared

workers have been afforded flexible scheduling and breaks, assistance to complete required training and modifications to assignments when necessary. They even assign a mentor to each new employee and encourage job coaching to maximize worker success.

Walmart takes a benevolent stance in favor of the employee and willingly pursues creative solutions as an alternative to dismissal when workers struggle to meet the jobs essential functions. Management reaches out to Employment Connection for support with existing employees and also to fill open positions. Beverly recently recognized an employee who was not receiving services and needed some help. This resulted in a referral to Employment Connection and the provision of the needed support.

Walmart is incredibly open to suggestions from Employment Connection and are always willing to try new approaches. They have demonstrated time and time again that they can be counted on as a willing and supportive partner in the pursuit of employment for all.



Financial Results (audited)

For Year Ended December 31, 2015

REVENUES

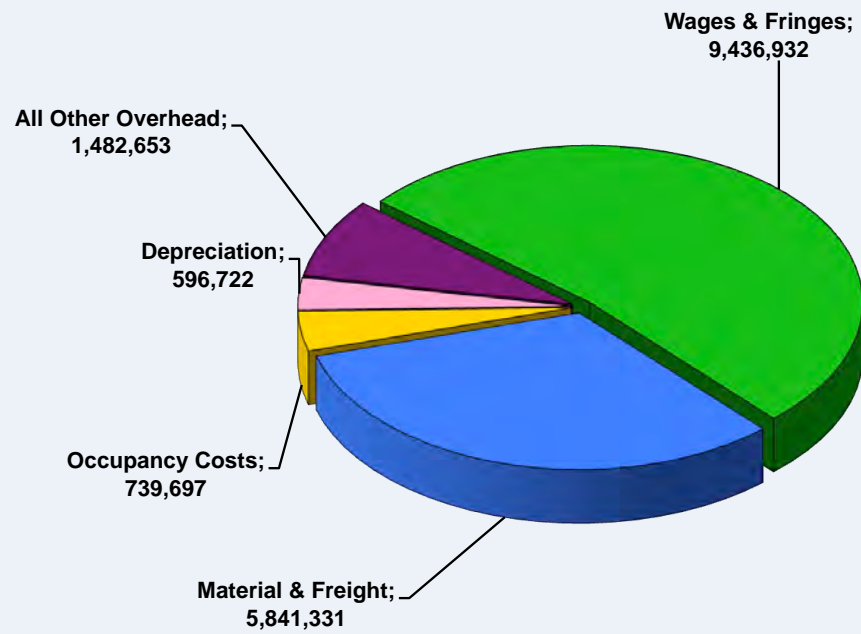
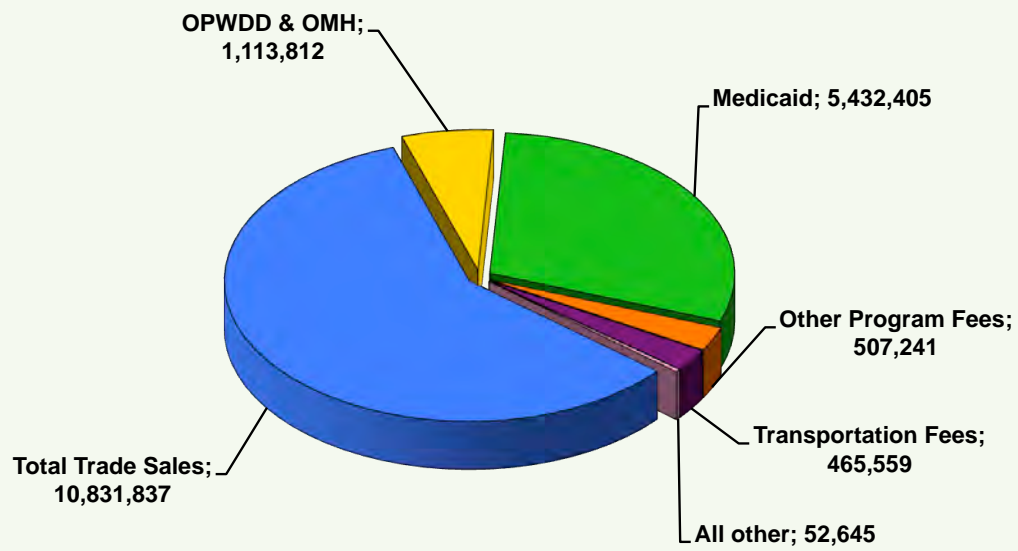
	2014	2015
Trade Sales	11,071,146	10,831,837
OPWDD & OMH	1,125,554	1,113,812
Medicaid	5,464,420	5,432,405
Other Program Fees	548,181	507,241
Transportation Fees	461,815	465,559
All Other	175,973	52,645
Total	18,847,089	18,403,499

EXPENSES

	2014	2015
Wages & Fringes	9,554,650	9,436,932
Material & Freight	5,591,562	5,841,331
All Other Overhead	1,973,624	1,482,653
Occupancy Costs	870,336	739,697
Depreciation	570,119	596,722
Total	18,560,291	18,097,335

Friends of JM Murray

Thank you to the following who made a donation to JM Murray in 2015: Cortland Senior Citizens Club, Diane Lustenader, Charles & Linda Garbo, Thomas & Mary Salm, Freeville United Methodist Church and Homer Fire Department. Your generosity is greatly appreciated.





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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