

2012 Annual Report



*Let us not be content to wait and see what will happen, but
give us the determination to make the right things happen.*

Horace Mann





Message from the President and Chair

In this era of fiscal uncertainty, economic stagnation, and state government cuts to funding, it is heartening to say that JM Murray completed 2012 on budget. Though significantly challenged by these increasing external pressures, we are fortunate to have a supportive board of directors and a staff that is committed to providing the very best services and training opportunities to the people with disabilities.

Our business revenues were dampened by a depressed economy in 2012, necessitating some reorganization in our work center operations. In spite of these challenges we responded by strengthening existing relationships and reaching out to develop new partnerships. For instance, we continued our expansion of new oral care products into the Head Start market. These strategic efforts not only corrected for the early shortfall but also added opportunities that promise growth in 2013.

Despite the turbulence of the year, we continued to provide both training and meaningful work for trainees and maintained our long record of excellent audit results even with the numerous changes in personnel and the flurry of new directives from New York State.

We are certain that there will be far-reaching changes over the next few years driven by financial challenges both at the state and federal level as well as a shift into managed care. Adjusting to such radical change, however, is not new to JM Murray. We have a long history of positive response to challenges. The 1995 annual report refers to the adage that adversity creates opportunity. We will continue to benefit from the deep level of commitment that our employees bring to achieving our mission.



Floyd A. Moon
President



Kathleen Hennessy
Board Chair

Business Enterprise Division

The business climate in 2012 was moderate and brought limited growth to offset a slow start of the year for trade sales.



Keith Benzie (above) and **Delbert Uplinger** (right) work on the McCormack flavor project for Marrietta.



We strengthened our relationship with a local customer, Marietta Corporation, and grew our sales considerably from the previous year. We recorded the highest sales in seven years with this customer. One large project was to package several flavor extracts into display units.



(Above) **Melissa Pilcher** works with Louise Wescott work on toothbrushes. (Right) **Jonathan Perkins** and **Ken Woodman** work on the McCormack flavor project.

Toothpaste and toothbrush sales remained strong. Despite starting the year slow, our trash bag sales rebounded as the year progressed. These two accounts provided over 25,000 hours of work for trainees in the work center.



2012 Business Enterprise Facts

- 26,101 Toothbrushes manufactured
- 18,209 Products decorated
- 51,611 Bags manufactured
- 208,177 hours worked by trainees with disabilities

We were pleased to add two new customers, Nova Genesis and SCI International Corporation. These two customers are also expected to grow significantly in 2013.

Our brand of child care products, OraLine Kids experienced a strong increase as we added three sales associates and initiated a telemarketing effort in the beginning of the year.



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 2012, two individuals accessed the fund.



Adam Kessler, pictured here with his Service Coordinator Carey Williams, used his loan to pay for wheelchair repairs his insurance would not cover.

Kristin Buck accessed funds to pay for cataract removal surgery. She is pictured here holding her loan check along with Judy O'Brien, her husband Floyd Buck, Tammy Austin and Dale Davis.



Services Division



OPTIONS Day Habilitation, was awarded a grant through the Cornell Lab of Ornithology entitled Celebrate Urban Birds. The project educated participants on how a healthy and diverse urban bird population leads to a prosperous ecosystem.



Consumers and involved community members stimulated human senses to experience the beauty of urban birds. They photographed birds that were seen, crafted replicas of birds, recorded bird sounds, created bird shelters and even added plants to the JM Murray gardens to attract bird species to our urban environment.

The project concluded with a community wide Celebrate Urban Birds event with over 120 visitors. The event was a big success and was featured in the local newspaper.



Flower gardens planted by OPTIONS consumers and staff to attract urban birds which pleasantly frame the mural they designed and painted.



A hummingbird nest discovered while out scouting for urban birds.

JM Murray began a joint venture with Homer School District to provide services at an earlier point in a student's life. The goal is to determine the most appropriate vocational/employment path and to provide services to these students sooner than traditional funding sources allow.

Students were placed in unpaid internships at Thrifty Shopper, Elizabeth Brewster House, Valley View Gardens, CP Cash and Carry and ASC of SUNY Cortland where they received job coaching during their placement.



Kim Hollenbeck working at Thrifty Shopper.

Pre-vocational services which have traditionally been site based, were taken out into the community. Trainees along with a staff member volunteered at the Habitat for Humanity office working on clerical tasks and office cleaning. This enhanced both their independence and work skills which is the first step toward getting community employment.



Michelle Morehouse does office work at Habitat for Humanity.

The Services Division initiated community based internships in 2012.

Services in 2012

1261 Enrolled in Services

Habilitation Services
121 Day Habilitation
50 Community Habilitation
95 Placement sites

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

Vocational Rehabilitation Services
148 Work Center
112 Prevocational Service
9 School Work Supervision
9 Obtained employment

Support Services
176 Service Coordination
30 Recreation/Respite
23 Assistive Technology projects
20 Individual Support
25 Family Support



David Cofer at Habitat for Humanity.

Alan F. Brown Award

Cindy Spinner



Cindy Spinner has demonstrated the strive to succeed in many areas of her life which include work, community involvement, social skills and her health.

One of Cindy's goals was to work in JM Murray's Work Center despite limitations that kept her from doing so. Her drive to work past limitations is reflected in the paycheck she earns each week.

Cindy was also interested in community involvement, specifically the American Cancer Society and wanted to be active in raising funds and awareness to save lives from cancer. She joined JM Murray's Relay Team - The Murray Milers and is a contributing member of the team attending meetings, fund raisers and the yearly Relay For Life event.

Losing weight and battling health issues is not easy for anyone, but Cindy was determined to eat healthy and stick to her exercise routine. She has been successful with her weight loss and has maintained it for several years. Cindy's willpower should be an inspiration to many.

Cindy accepts the good days with the bad and despite many disappointments believes in herself and the numerous opportunities available.



Cindy at one of the many Relay For Life events she attended.

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

Tammy Austin

Tammy, a Vocational Specialist, was nominated for the Shannon Hammond Award because of her service to participants as evidenced by her diligence in obtaining medical treatment for a trainee in the Work Center.

The trainee had cataracts for many years; a debilitating condition that left her legally blind in both eyes. Due to her poor eyesight work was extremely difficult.

Cataract surgery was not possible due to lack of health insurance so Tammy took it upon herself and was able to secure some funding from the McGraw Lions Club.

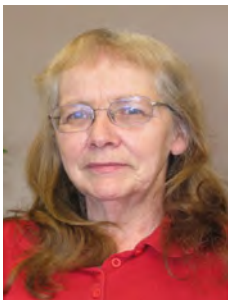
Tammy negotiated a reduction in the cost of the surgery; however, it was still unaffordable. Not willing to give up, Tammy continued trying to find ways to make the surgery possible. She learned of JM Murray's Paul Wikerd fund which offers interest free loans to consumers in need. The loan was approved; and surgery was scheduled.

Through Tammy's determination, the trainee is now able to see. Tammy is truly an example for others to follow.



Tammy Austin

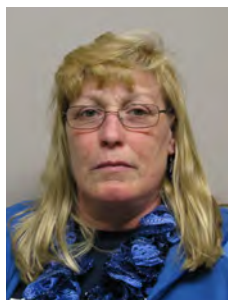
Our 2012 Runners-up:



Marlene Loomis



Terry Handzel



Linda Stull

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. .



2012 Customer of the Year

NEW YORK STATE DEPARTMENT OF TRANSPORTATION



The partnership between JM Murray and the New York State Department of Transportation (NYSDOT) started almost 15 years ago when JM Murray began cleaning and providing lawn care services to the Preble Rest Area. It expanded in the Fall of 2011 when JM Murray was contracted to provide the same services to the Whitney Point Rest Area as well.

The NYSDOT has supported JM Murray's mission employing 22 cleaners who work at the two rest areas which are open 24 hours a day 365 days per year. Employees receive competitive wages, invaluable work experience and improved self-esteem.

Harlan Ward, Albert Penny, Barbarann Hicks
employees at the Preble Rest Area.



JM Murray values the partnership with the NYSDOT and appreciates the respect shown to employees for the hard work they do. We are proud to have the opportunity to provide these services to the NYSDOT and look forward to continuing the joint venture.

Custodial Services



Michael Balanda working at the Whitney Point Rest Area..

2012 Employer of the Year

HARFORD GLEN WATER



Since 2006, Harford Glen Water has employed qualified employees through Employment Connection.

Harford Glen Water works closely with all their employees to assess skills and enhance strengths and abilities. Employees are encouraged to learn different jobs within the facility which gives them a chance to work to their greatest potential and be exposed to tasks unfamiliar to them. This method is beneficial to the company because it helps meet production demands and is also beneficial to the employee because it provides opportunity for advancement.

The management team has proven to be flexible and supportive of employees both in and outside the workplace.

We look forward to sustaining our relationship with Harford Glen Water and increasing employment opportunities for people with disabilities.



Pictured from left to right: Louis Luckey, **Mark Hines**, Tom Janda, **Ryan King** and Scott Theal.



Financial Results (Audited)

For Year Ended December 31, 2012



Revenues	2011	2012
Trade Sales	9,633,103	10,078,363
OPWDD & OMH	1,227,847	1,220,840
Medicaid	5,307,122	5,621,001
Other Program Fees	662,353	600,267
Transportation Fees	458,828	473,104
All Other	610,800	555,013
Total	17,900,053	18,548,588

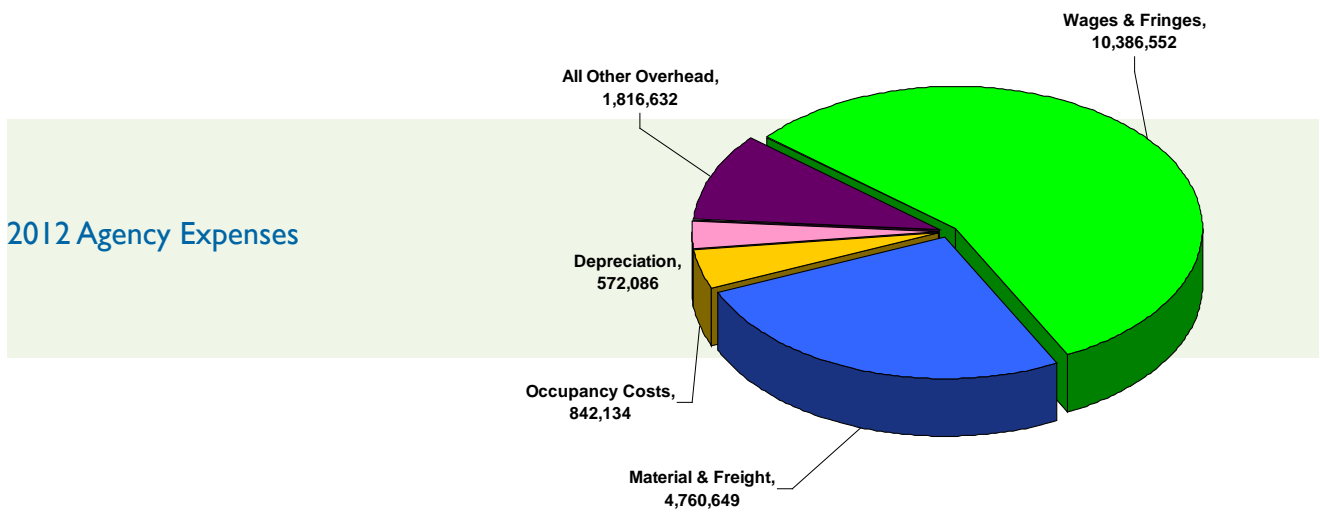
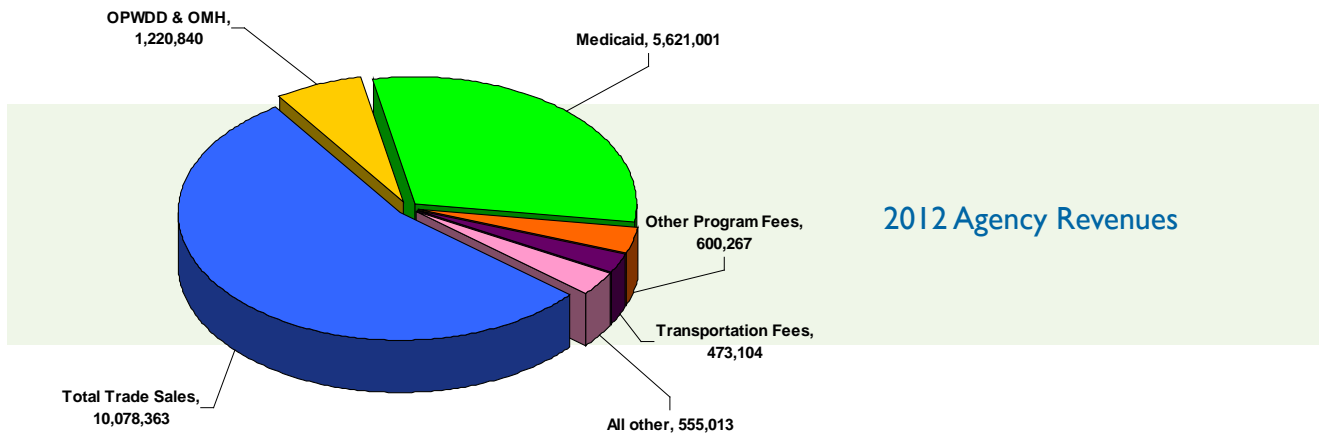
Expenses	2011	2012
Wages & Fringes	9,940,421	10,386,552
Material & Freight	4,913,993	4,760,649
All Other Overhead	1,488,774	1,816,632
Occupancy Costs	890,126	842,134
Depreciation	540,902	572,086
Total	17,774,216	18,378,053

Friends of JM Murray

Thank you to the following who made a donation to JM Murray in 2012:
Thomas & Mary Salm, Glenn & Roberta Gabriel and Edna Perkins.
Your generosity is greatly appreciated.

For more information about donating to JM Murray, visit our
website at www.jmmurray.com.







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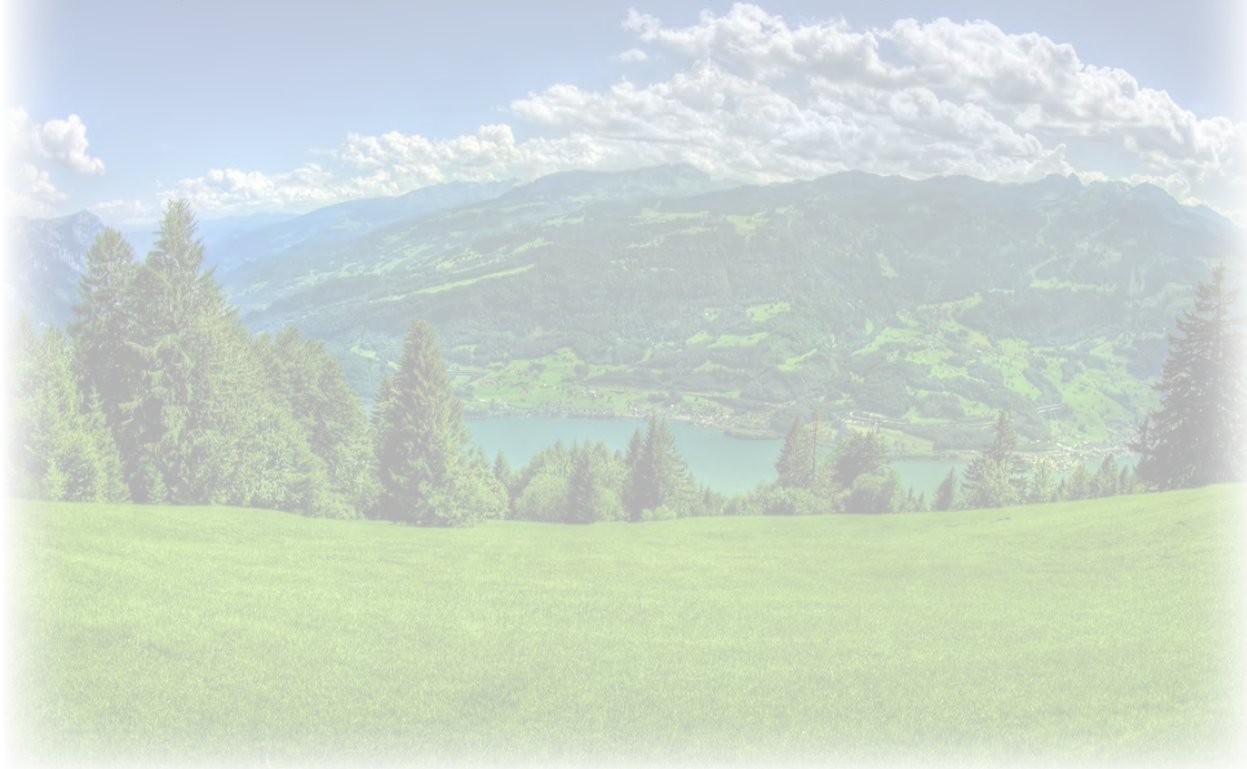
Roy Susskind

James Yaman





Today's accomplishments were yesterday's impossibilities



JM Murray

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