



Our Vision

Our vision is a community where everyone is included and respected.

Our Mission

Our mission is to provide services for people with disabilities and their families that enhance the quality of their lives.

Since 1966

Board of Directors

Stephen Compagni,
Executive Chair

Thomas Turck,
Vice Chair

Stephen Geibel,
Treasurer

Stephen Franco,
Secretary



Photo: Tommy recently joined our Day Habilitation Services and here he is having fun with Janelle showing off their Halloween masks.

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President/CEO

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Vice President of Operations & Sales

Barbara A. Ackley,
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Message from the President

Ernest M. Dodge, President/CEO



At 9:59 a.m., March 17, 2020, we received orders from the Office of People with Developmental Disabilities (OPWDD) that all on-site services were to be terminated by 5:00 p.m. in response to the COVID-19 pandemic with no information as to when those services would be allowed again. In the coming hours, we addressed consumers, families, and employees with the news and were confronted with tears, astonishment, and questions we could not answer as to when normalcy would be restored.

JM Murray adapted immediately to a new normal requiring enhanced safety protocols that were needed to keep our businesses and services viable. The business operations lost over 90% of our workforce overnight, but those who remained picked up the slack and we continued to produce essential products needed by our customers. Telehealth quickly became the primary method allowed to provide services and our employees used this, contact-free alternative, to stay connected with those consumers we could. Many of our employees stepped up and provided services in the group homes to augment staffing shortages. By the end of the summer, I once again was reminded that we have a very dedicated workforce that is committed to our customers and consumers.

The pandemic did not stop our building acquisition, renovation, and expansion project. OraLine and ESTI offices and warehouse spaces were completely renovated and were fully occupied. Much of the renovations to the administration space, where all our West Road services will be relocated, were well underway by the fall of 2020. We look to complete that portion of the project by early spring of 2021. At Rt.13, we built out the new production room that will eventually house all our compounding and bottle filling operations. We look forward to partnering with OraLine to produce and bottle an alcohol-free hand sanitizer and the bottling of a waterless hand soap sometime in the spring of 2021. Our consultant was busy in 2020, securing formulas for what will become our own fluoride toothpaste products and by the summer of 2021 we expect to be submitting samples to the American Dental Association for eventual approval.

Photo: JM Murray President/CEO
Ernest M. Dodge.



Message from the President
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Message from the President

Ernest M. Dodge, President/CEO



Financially we survived 2020
with the assistance of retainer billing
we were allowed by OPWDD and a Payroll

Protection Plan loan we secured. While our business revenue was significantly down from projections, and our ability to provide services to our consumers and families was equally negatively impacted, JM Murray continues to be on solid financial footing.

JM Murray stepped up our advocacy efforts in 2020. We now are an active member of the New York State Alliance for Inclusion and Innovation, while also continuing to be active with ACCSES on a federal level, and the New York State Industries for the Disabled, or NYSID, on the state level. We are involved in all discussions surrounding the continuance of Section 14c of the Fair Labor Standards Act. Highlighting the end of 2020, we established a new floor for Direct Support Professional (DSP) wages. JM Murray proudly announced, that no DSP will ever earn less than a \$15.00 per hour starting wage. This has long been a benchmarked goal of our industry throughout New York State and the country. To our knowledge, we are the first to make this announcement in our area and likely in the state by a private provider. We value our Direct Support Professional's and the services they provide daily to our consumers.

2021 will continue to provide challenges both expected and unknown. The fall elections have brought the United States a new leadership team and expected policy changes that could have a dramatic impact on JM Murray. Most notably, will be President Biden's desire to increase the federal minimum wage. As currently written, the Raise the Wage Act of 2021 includes a provision to phase out Section 14c. On a state level, the Governor has provided a budget that once again includes no cost of living adjustments for those in the healthcare industry and it imposes a 1%, across the board, cut to all Medicaid funded services.

Rest assured, JM Murray will meet all these challenges head on and we'll continue our long-standing mission of providing services that enhance the quality of life for our consumers and families.

Photo: Joslin Award Winner, Matt Judd and his family receive Matt's certificate at a socially distanced ceremony on the production floor from President Dodge.



Services Division



This past year was a challenging year to say the least. When we all reported to work that Tuesday in March, little did we know that our work world was about to change. At approximately 10 a.m. that morning we were informed by OPWDD that all day services needed to close by 5 p.m. that day. We had to quickly develop a plan to notify our employees, the individuals we serve, and their family

members, that we not only had to close, but we could not tell them when they would be returning back to Day Habilitation or work at Route 13.

Then starting the next day, JM Murray evaluated how employees could work remotely. Our IT department quickly provided those employees with tablets and support with WebEx meetings. Per OPWDD COVID-19 requirements, the individuals who lived in certified residence could not leave their home, therefore, many JM Murray service employees provided support in the residences operated by Madison-Cortland ARC and Unity House. From mid-March through July, approximately 30, Day Habilitation and Pre-Vocational staff provided services to individuals who live in residences, independently or with their family members until we re-opened our Day Hab. and Pre-Voc. programs on August 3rd.

In addition to providing services to individuals in the community, these very creative and flexible staff members bought and delivered groceries and other household items for people that could not get to the stores. Staff delivered small gifts to people on their birthdays and delivered puzzles to people.

Although all of our services staff who provided creative support during those several months deserves recognition, we nominated three employees to the Justice Center as Outstanding Direct Service Professionals, Ed Carey, Danielle Reaume and Brenda Robinson. Brenda was chosen as one of the five winners from across New York State.



Justice Center Code of Conduct Recognition Award Nominees



Three members our team were nominated for the Justice Center's Code of Conduct Recognition Award. Ed Carey, Danielle Reaume, and Brenda Robinson were all worthy of recognition and we thank them all for their contributions in support of our mission.

New York State received over 200 nominations for the Justice Center Code of Conduct Recognition award and Brenda Robinson was 1 of the 5 winners. Here are some of their stories and why we are so lucky to have such dedicated professionals working to improve the lives of people with disabilities and their families at JM Murray.

Although Ed has only worked at JM Murray since October 2018, he has demonstrated great knowledge in providing several services such as, Community Based Pre-vocational, Site Based Pre-vocational and Pathway to Employment. He also created and presented work readiness classes to several youth with ACCES-VR and Pre-ETS services while overseeing work site supports and services provided to 6 high school students via a contract that we have with a local school district. In the very short time that he has worked at JM Murray, he has fully embraced having an active role with all of these services.

During this COVID pandemic, he continued to provide services to people by bringing them needed grocery items, calling people on the phone weekly, running errands for individuals and their family, delivering puzzles to people for entertainment, if anyone needed him, Ed was there. He is extremely concerned about the well-being of everyone and has gone out of his way to ensure their health and safety.

Prior to this pandemic, Ed demonstrated flexibility and willingness to do all that he can to provide a wide range of services to individuals. In March 2020, he quickly switched gears to provide a different type of support to individuals, and as the needs have changed, so has Ed. He continues to be very committed and passionate but more importantly right now, he is extremely flexible in meeting the needs of the individuals we serve.

Danielle Reaume has been an employee at the JM Murray for 4 years as a Direct Support Professional and during this time she has been a reliable, dedicated, and hard-working staff member.

Photos: (Top) Danielle Reaume (Middle) Ed Carey
(Bottom) Brenda Robinson.



Justice Center, Code of Conduct
Recognition Award Nominees
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When Day Habilitation services were suspended due to the pandemic, she immediately stepped up and began working with an individual that lived at home with her grandmother. This individual presented numerous challenges for her grandmother when her regular services were suspended. Danielle began working with her 5 days a week for the whole day, both in the home, as well as getting her out into the community when safe and with proper social distancing and PPE. These services were very helpful and much needed by the individual's grandmother. There were also numerous times she assisted the grandmother with additional services like setting up Telehealth appointment to ensure the individual could receive the medical care she needed.

Brenda has been working for JM Murray for 11 1/2 years. She is very caring and compassionate about the people she supports which is very evident through her work. During the pandemic she has assisted a family who was nervous about their son going out. She was able to make them feel very comfortable by finding out what they were looking for and coming up with a plan that would meet those needs. She also explained the steps she would take to keep the individual safe.

When one of the family members had medical issues, she offered help to the parent at any time, day or night. She offered to come help support the individual if the parent had to leave. Although this has not been necessary, the parent was so grateful for the offer and noted that it took a lot of stress off her knowing she had someone to call on.

She is very person centered and provides choices to whoever she is supporting. Right before Mother's Day, the individual asked if he could get something for his mom. She gave him a few choices of plans and the end result was amazing. He made a handmade card with his own sentiments and planted the flowers in a beautiful planter. She helped him with this on a limited budget and his participation in the project was much more meaningful than purchasing an item at a store.

When Brenda heard the individual was interested in volunteering, she checked with the SPCA and arranged to assist them with bottles. This volunteer location was previously on hold due to the pandemic shutdown. The SPCA had very high praise for the work and help both of them were doing and made special mention of it to JM Murray.

In August of 2020, Brenda was given special recognition being one of five individuals honored during a virtual awards ceremony presented by New York State.



Photos: (Top) Brenda taking part in the virtual award ceremony. (Bottom) Brenda's awards

Employment Success Stories



Though 2020 presented many challenges, we still had a number of success stories. Here are the stories of Luis and Perry, who have both found employment despite the complications of having to work during a pandemic.

For the past several years, Luis has worked at the JM Murray production facility at Route 13 and periodically cleaned at St Mary's School with our Pre-employment services. In August 2020, the supervisor at St. Mary's School was looking to hire a part-time custodian to help clean and sanitize for when the students returned back to the classroom in September and he encouraged Luis to apply for the position. Luis, his parents, his care coordinator, and our staff met often to discuss Luis' interest in applying for this position and how to best support him. With his determination and the collaborative efforts from his family, our staff, Luis

started part-time employment at St. Mary's School in September. Congratulations, Luis!



In 2019 and 2020, Perry participated in OPWDD's Pathway to Employment service while he continued to work at JM Murray. The Pathway to Employment service is a service that provides individuals with three different work experiences while they gain

knowledge about their work interests and skills. One of Perry's work experiences was at the local JC Penney store in Cortland. While Perry was participating in the Pathway to Employment service, the manager asked Perry if he would consider working part-time at JC Penney, and, of course, Perry said "YES!" In December 2020, he started working part-time at JC Penney all while continuing to work at our Rt. 13 production facility. Perry loves having two jobs and takes great pride in his accomplishments. Great work Perry!



Photos: (Top) Luis is about to head in to work at St. Mary's as a part of the custodial team. **(Middle/Bottom)** Perry has fit right in a JC Penney's and loves having 2 jobs now.



Business Division

As most businesses across the country experienced, our Business Operations faced a very unusual year in 2020. We started the year by taking advantage of annual business slowdown in January by doing some reorganization of the shop floor to streamline material movement, and improve throughput of our work-in-process, setting ourselves up for a more efficient processing of our lines of business as our expected Spring-time surge of work increased.

However, with the onset of the COVID-19 pandemic, our disabled workforce was quarantined in mid-March in what would become an almost a six-month period of absence. Business fell to less than 40% of our budgeted expectations as pandemic safety protocols implemented by the state, limited us to operate only “essential operations.” We were fortunate that production of trash bags, dental products, food storage containers, and personal care product lines were deemed essential. Even with this designation, the closure of universities and other businesses negatively impacted those essential operations. We have slowly regained some of that business with the re-opening of most universities and the general increase of all of our customer’s business.

We took some huge steps in 2020 to increase future business by partnering with OraLine on two projects for the personal protective market. OraLine has developed formulas for a waterless hand soap and a non-alcohol hand sanitizer both to provide protection from germs and viruses. As part of this project, JM Murray purchased and installed a large volume mixing tank system and ordered a semi-automatic bottle filling line. We plan on being able to manufacture the hand sanitizer entirely at the Rt.13 facility. The bottling line will package both products at a speed of up to 3000 bottles per hour. This significant step for our organization will help us level the playing field against larger manufacturers that we have not been previously competitive with from a cost and capacity standpoint. We expect to be operational with these projects by the middle of 2021.



OraLine, like most small businesses, had to find a way to work through the challenges brought on by the COVID-19 pandemic. Our core business in preventive dental products sold to dental distributors evaporated with the closure of dental offices in March of 2020. They were able to generate sales through the personal protective equipment market, and after our initial success have sought to continue to compete in that market with new products such as waterless hand soap. They have added new salespeople in order to expand their sales and marketing capabilities, and look forward to a return to the status quo sometime soon.



Alan F. Brown Award Brooke Glover

Annual Report
2020

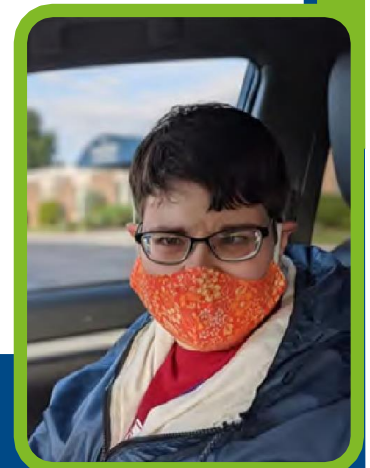
Brooke began working at JM Murray during the summer of 2002, at the age of 21. Even after almost 19 years of working 5 days per week, Brooke continues loving the work she does, smiling on the work floor every day. If it were up to Brooke, she would not miss a single day of work. She has done many jobs here during her time at JM Murray, but has found her niche recently working with toothpaste and toothbrushes.

Brooke prides herself on being a very independent woman, despite her various physical disabilities. She experiences difficulty with her mobility due to her cerebral palsy and requires the assistance of a wheelchair and walker. She also experiences progressively worsening vision, as well as moderate hearing loss. Tasks that could easily be done by other members of her family are happily taken on by Brooke every day like making her bed, preparing lunch, and picking out her clothes. Brooke lives at home with her father and step-mother, and continues to visit her mother on a regular basis. Brooke has a great relationship with her family and enjoys working with her step mother at the Cortland YWCA, shredding papers after her day at JM Murray.

She demonstrates a great deal of motivation to succeed, with tremendous support from her family. They are a great support system for her as they encourage her to believe in herself, motivating Brooke to live life to the best of her ability. She is an active member of her community with her participation in our Community Habilitation program, as well as enjoying many recreational respite trips. Brooke is a great advocate for herself. If something inhibits her independence, she is not afraid to speak up and make her concerns know. Recently, Brooke advocated for a new chair on the work floor to better help with her mobility and accessibility to her work station.

Along with Brooke's physical disabilities, she is also a person with mild intellectual disability. However, Brooke's various disabilities do not define her. She is often described as bubbly, happy-go-lucky, and an extremely hard working. Brooke always finds a way to be as independent as possible, often stating that she "can do it by herself," showing how motivated she is to succeed in anything she does. Brooke's laugh truly lights up a room, as she goofs around with friends during lunch. She has also great rapport with staff and her supervisor. Brooke never lets anything stop her from living the life she wishes to live, truly making her an inspiration to all and because of these attributes she is this year's worthy recipient of the Alan F. Brown Memorial Award.

Congratulations Brooke!



JM Murray established an award in 1983 to honor the memory of Alan F. Brown. Alan epitomized the spirit and dignity that is at the heart of JM Murray. His determination to succeed personally and professionally is still an inspiration to us all.



Photos: Brooke Glover
over her years with us at
JM Murray.

Employer of the Year Cortland Plastics

Cortland Plastics has been working with Employment Connection for a number of years now. We have had some individuals who have had success and others who have not. Cortland Plastics understands that about job placements. They understand that with each person they hire, whether the person has a disability or not, they are taking some risk. When

Cortland Plastics has an opening, they typically communicate the job information to Employment Connection staff, allowing for us to seek out a prospective candidate for them. Our staff knows that it's a physical job, the job requires standing an entire shift, multi-tasking, and paying attention to details. During the application process, they will invite employment staff and the candidate to come in for a job site tour, allowing the applicant to see the work environment, to see the job they will be expected to do, and to ask any questions they may have.

Cortland Plastics sees the value in having Supported Employment Staff on site to support the individuals who need that level of support in order to be successful. Not too many production sites will allow for this due to fear of employment staff getting in the way, but our staff provide an extra set of hands to assist with additional training. Cortland Plastic's supervisory staff is effective at communicating with our employment staff, letting us know about an individual's performance and progress or lack thereof. This allows us to take a proactive approach and support them as needed. Just recently, they extended the training evaluation period for a young individual who needed more time to learn the job.

Cortland Plastics offers advancement opportunities and training to those who are capable of moving beyond entry level positions. They train their staff to their fullest potential and offer attendance incentives for those individuals who have an excellent work ethic, are serious about working, and who want to be there.

Thank you, Cortland Plastics for working with us to create opportunities for individuals with disabilities!



Past Award Winners

2000 Auxiliary Services Corp.	2004 Vermeer Northeast	2007 Ponderosa	2011 First Transit	2015 Wal-Mart
2001 K-Mart	2005 Cortland Denny's	2008 Tractor Supply Co.	2012 Harford Glen Water	2016 Rescue Mission
2002 GSG Vincent	2006 Hampton Inn &	2009 Ames Linen Service	2013 American Food & Vending	2017 Elizabeth Brewster House
2003 Cortland Country Club	Cortland Regional Med.	2010 ASC	2014 Friendly's	2018 Walden Place
				2019 Elizabeth Brewster House

Photo: Cortland Plastics International sign in front of their location on South Main St., Cortland.



JM Murray Financial Results (Unaudited) Year Ended December 31, 2020

		2019	2020
R E V E N U E	TRADE SALES	10,265,737	7,732,894
	OPWDD & OMH	1,479,534	1,345,018
	MEDICAID	5,915,959	6,485,447
	OTHER PROGRAM FEES	589,384	2,317,126
	TRANSPORTATION FEES	399,547	304,210
	ALL OTHER	610,333	198,272
	TOTAL	19,260,494	18,382,967
E X P E N S E	WAGES & FRINGES	9,897,140	10,273,651
	MATERIAL & FREIGHT	5,675,872	3,888,225
	ALL OTHER OVERHEAD	2,044,966	2,537,060
	OCCUPANCY COSTS	662,392	749,085
	DEPRECIATION	636,486	630,305
	TOTAL	18,916,856	18,078,326