



INCLUSION

RESPECT

COMMUNITY

DIGNITY

ADVOCACY

SUPPORT

OPPORTUNITY

WELLBEING

ACCESSIBILITY

COMPASSION

INDEPENDENCE

BELONGING

AUTONOMY



OUR VISION

To help create a community where everyone is included and respected.

OUR MISSION

To provide services for people with disabilities and their families that enhance the quality of their lives.

**ANNUAL
REPORT
2024**



JM Murray

jmmurray.com

EXECUTIVE STAFF

Ernest M. Dodge
President & CEO

Karen Davis
Senior Vice President of Services

Danny Kempney
Senior Vice President of Operations

Judy Miller
Director of Sales & Business Development

Karen A. Morgan
Director of Information Technology

Kevin Burgher
Controller

Della Marshall
Director of Facilities & Maintenance

BOARD OF DIRECTORS

Stephen Franco
President

Michael Kilmer
Vice President

Jeffrey Armstrong
Treasurer

Julie Campbell
Secretary

BOARD MEMBERS

Doug DeRancey	Kelly Tobin
William Murphy	Garry VanGorder
Jim Nichols	Mary Wright
Jason Pomeroy	

HONORARY BOARD MEMBERS

Anthony Argentine	LaVerne C. Niederhofer
Thomas Barden (D)	Robert O'Connell
Karin Burgess (D)	Stephen Pearsall
Seth Burgess	Margaret Perfetti (D)
Harry Calale (D)	Wayne Piotti
Stephen Compagni	Peter Potter (D)
Michael Chernago	Richard Sanders
John Folmer	Franklin Saunders
Stephen Geibel	Charles Seymour
Louis J. Greis	William J. Seymour
Byron Horak	Charles Spaulding
Edward Karsch	John R. Stehm (D)
Kenneth C. Meades	Roy Susskind (D)
Thomas Meldrim	Thomas Turck
Floyd Moon	James Yaman (D)
Elizabeth Murray	Stanley Zattosky (D)
John Nadolski (D)	

D (deceased)

FROM THE PRESIDENT



Ernest M. Dodge, *President & CEO*

Our Vision is a community where everyone is included and respected. Our Mission is to provide services for people with disabilities and their families that enhance the quality of their lives.

More than words, it's the driving force behind our Board, executive leadership, and the daily commitment of our employees. As JM Murray's leader, I witness these values in action every day, creating positive outcomes.

Turning these statements into reality requires continuous growth and a commitment to delivering quality services to those in need. It also means generating a yearly surplus to fund merit increases, maintain and upgrade equipment, vehicles, and facilities, and seize new opportunities as they arise.

Serving those in need with person-centered services. Providing these services with compassion, empathy and encouragement is at the heart of what we do every day. I see it firsthand—whether walking through our Day Habilitation program, the production floor on Rt. 13 or watching our staff and service recipients in the community. Our employees genuinely care, and the individuals we serve thrive because of it.

Promoting a positive workplace culture. This means listening to our employees' concerns or questions. It includes open and timely

Living Our Values Every Day

communications and small tokens of our appreciation like coffee barista mornings, summer ice cream service, birthday and holiday gift cards and our fall employee celebration. It means belief in our mission and being an employer of choice, not need. It means showing respect for our employees and everything they do to contribute to our successes.

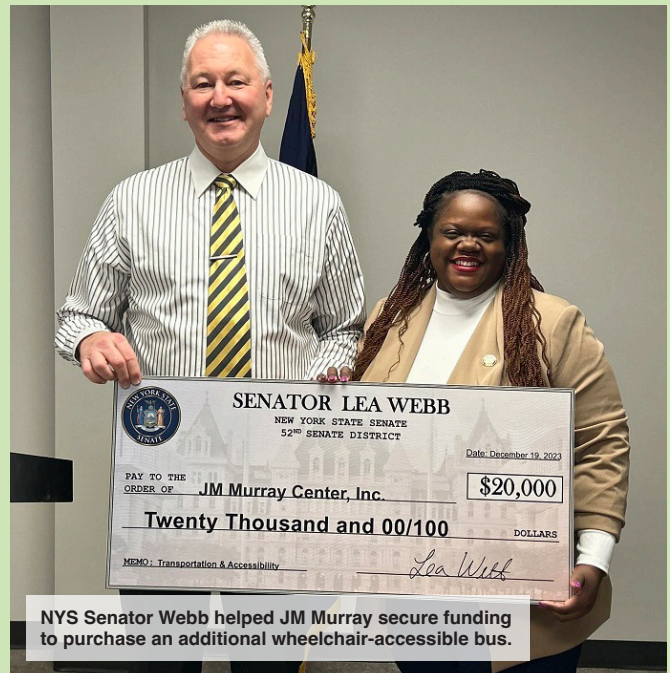
In 2024 we enjoyed a highly successful year as measured by continuous improvements. Those metrics included investing in our employees, the backbone of our services and operations. It meant continuing on the path towards achieving ISO 9001:215 certification.

It meant growing our Community and Day Habilitation, Employment, Pre-Vocational Training and Respite services. It included our continued and unwavering commitment to providing work opportunities to individuals with disabilities so they can achieve the pride and dignity of earning a paycheck.

We've moved beyond the challenges of COVID and the financial strain of our former partnership with OraLine™. The successes of 2024 were built on patience, commitment and a clear focus on our goals. As we look ahead to 2025, we remain dedicated to growth. We're especially excited about expanding our Self-Direction services through a new three-year contract extension. Programs like Site-Based Pre-Vocational, Community and Day Habilitation, Respite, and Supported Employment continue to seek expansion opportunities. Meanwhile, our business division is pursuing new sales opportunities that will create more labor hours for those who want to work.

As we enter our 59th year, the demand for JM Murray and similar providers continues to grow, along with the challenges of remaining a leading employer and service provider for individuals with disabilities. It continues to be my honor to lead JM Murray and I wish to thank our JM Murray Board of Directors, our employees and the individuals and families we serve.

Our employees genuinely care, and the individuals we serve thrive because of it.



NYS Senator Webb helped JM Murray secure funding to purchase an additional wheelchair-accessible bus.



Celebrating the 2024 Employer of the Year, ARNOLD'S FLORIST. Shannon Coffin, Director of Employment Services; Ernest Dodge, President & CEO; and Paula Niederhofer, Employment Specialist, recognize co-owners Anastacia Mosher-Arnold and Marcy Brandt.

SERVICES DIVISION

DAY HABILITATION

In 2024, Day Habilitation welcomed 12 new individuals, expanding our community and enriching our program. Thanks to grant funding, we introduced an indoor/outdoor accessible swing, giving those who can't use standard gliders or rocking chairs the chance to enjoy the same relaxing movement. Looking ahead, the Bright Ideas grant will bring even more creative opportunities in 2025, including dance, soap and lotion making, cooking, pottery, and acting—exciting ways for individuals to express themselves and explore new skills.

This past year brought growth, but also loss. We said goodbye to Cindy Soos, a beloved part of Day Hab for 30 years. Cindy helped shape the program from its early days as Day Treatment into what it is today, always setting the bar high for quality care. Her absence is deeply felt, but her impact lives on.

As we step into the new year, we carry Cindy's legacy forward—continuing to provide meaningful experiences, unwavering support and a place where every individual is valued. Thanks to the dedication of our incredible Direct Support Professionals, our mission remains at the heart of everything we do.

SITE-BASED WAIVER RESPITE SERVICES

At the start of 2024, behavioral support services were restructured, bringing two full-time Behavior Specialists (Level 1 and Level 2) to Day Habilitation. Previously, JM Murray relied on an external psychologist, which limited the support available. Now, with in-house specialists, staff receive training more efficiently, real-time behavioral support is always available, and specialists attend all Life Plan meetings for individuals with behavior support plans.

This shift has led to more thorough, team-driven behavior plan updates, with increased observations and discussions to fine-tune strategies. Staff and supervisors have expressed deep appreciation for the additional support. We've also cut unnecessary costs by limiting contracted psychiatrist reviews to only those required by OPWDD regulations (for plans with rights restrictions).

With the launch of Site-Based Waiver Respite services, JM Murray is now approved to provide Intensive Behavior Respite—a short-term service (typically 6-12 months) for individuals in respite who need a behavior support plan. We've partnered with Evero® to create a program tailored to this service. While no current respite participants require behavior support plans, we're fully prepared to implement Intensive Behavior Respite if needed.

Looking ahead to 2025, we'll refine the details of Intensive Behavior Respite and continue working with Evero® to streamline Day Habilitation behavior support services. A new digital system will replace handwritten records, modernizing data tracking, meeting documentation, report generation, and behavior support plan creation.

Meanwhile, our Site-Based Respite program is thriving, with nine participants and another in the intake process. Individuals enjoy engaging activities like card and matching games, while families have shared

how the extended hours help them balance work schedules. This program has been a lifeline for many, and we're excited to see it continue to grow!

Thanks to the dedication of our incredible Direct Support Professionals, our mission remains at the heart of everything we do.

COMMUNITY HABILITATION

In 2024, Community Habilitation kept growing—not just in the number of people we support, but also in the team of dedicated Community Support Professionals (CSP) providing services. We reached individuals across Onondaga, Oneonta, Broome, Chenango, Tompkins, Tioga, Cortland, Madison, Delaware, and Otsego counties.

But growth wasn't just about numbers—we also worked hard to improve the quality of our services. We updated training materials, made them part of our site orientation, strengthened DSP evaluations, held



Day Habber Kimberly helping build hygiene kits for the homeless that will be distributed at Grace Space.

SERVICES AT A GLANCE

NYS Counties Served: 46

Individuals Enrolled with Services: 910

EMPLOYMENT SERVICES

Community-based Prevocational	26
Site-based Prevocational	60
Supported Employment	105

SUPPORT SERVICES

Behavior Services	19
Community Habilitation	129
Day Habilitation	100
Family Support Services	22
Individual Support Services	5
Mental Health	8
Respite	11
Self-Direction	425

Onsite work hours: 72,000

Community job site work hours: 28,000

more staff meetings, and required supervisors to be actively involved in all meet-and-greet sessions between staff and individuals receiving services. That commitment to excellence was recognized in November when Community Support Professional Mark Spencer received the Direct Support Provider of the Year award at the New York State Association of Day Service Providers(NYSADSP) Symposium.

The past few years have brought big changes to the department. At the start of 2024, we were still adjusting to a recent merger with Site-Based and Community-Based Prevocational Services under the Community Services umbrella. Supervisors covered all three areas, learning the ins and outs of each. Early in the year, Community Habilitation and Prevocational Services separated, allowing supervisors to focus fully on Community Habilitation. That shift made a big difference, giving us the opportunity to bring back much-loved events like our first summer party since COVID, a Thanksgiving meal cooked by our group, a Lights on the Lake trip, NY State Fair outings, and a chance to help decorate the Preble rest area for Christmas.

Looking ahead, we expect to keep growing in both enrollment and staffing. In 2025, we'll welcome a third supervisor, which means smaller caseloads, more one-on-one support for staff, and stronger connections with the individuals and families we serve.

SITE-BASED PREVOCATIONAL

JM Murray's Site-Based Prevocational (SBPV) program provides individuals with developmental disabilities the opportunity to build foundational work skills in a structured, supportive environment. Unlike competitive

employment settings—where individuals may not receive the tailored instruction or guidance they need to succeed—the SBPV program offers hands-on support and personalized coaching to help each participant grow at their own pace.

Each individual works toward specific, person-centered goals that address their unique strengths and areas for growth. These goals often focus on building core skills such as task completion, following directions, improving focus and stamina, or increasing speed and accuracy in a work setting. As participants practice these skills through real work opportunities, they also earn a small income, adding a meaningful and motivating component to their progress.

To measure success and ensure participants are progressing, JM Murray tracks efficiency rates and key performance indicators. This data helps staff identify when someone is ready to take on new challenges, or conversely, if additional support or modifications are needed to help them succeed. The ultimate goal is to prepare individuals for more independent work settings—whether that's in the community or through other employment-related programs.

As of now, there are 55 individuals actively enrolled in the SBPV program, including five new enrollments since the beginning of 2024. Several additional intakes are currently in progress, demonstrating continued interest and need for this type of supportive vocational programming.

COMMUNITY-BASED PREVOCATIONAL

JM Murray's Community-Based Prevocational (CBPV) program offers individuals with developmental disabilities the unique opportunity to develop workplace skills in



Melissa Pilcher has been shining in our prevocational workshop since 2012. We had to include her in our OraLine by JM Murray product shoot. Check her out on the cover!



authentic, real-world environments. Unlike traditional classrooms or facility-based training, CBPV takes place at approved community business locations, giving participants firsthand experience in actual work settings.

This voluntary program focuses not only on teaching essential job tasks, but also on building soft skills such as professionalism, communication, and teamwork. Participants receive guidance and support from JM Murray staff throughout each session, helping them navigate interactions with site managers, coworkers, and even customers. These experiences are instrumental in boosting confidence, promoting independence, and helping individuals better understand the social expectations of various workplaces.

One of the key strengths of the CBPV program is its flexibility and personalization. Individuals have the chance to rotate through different job sites, allowing them to explore a variety of work environments and identify the types of roles that best align with their interests and abilities. This exposure is critical in helping participants determine their preferences and strengths before moving on to more formal employment opportunities.

Sessions typically run 2 to 4 hours and are conducted in small groups—usually no more than three individuals to one staff member—to ensure focused support and safety. This structure allows for meaningful engagement and individualized coaching in the moment.

Currently, 31 individuals are enrolled in the CBPV program, with 6 having joined since the beginning of 2024. The program continues to see steady growth, reflecting its value in helping individuals transition toward greater independence and community inclusion through meaningful vocational exploration.



Following our 2023 departmental restructure, 2024 was a year of growth, collaboration and impact for Employment Connection. We hit the ground running, expanding our team to six full-time professionals, five Employment Specialists and one Director—serving 105 individuals across Cayuga, Cortland, Onondaga, and Tompkins counties through ACCES-VR and OPWDD Supported Employment (SEMP) programs. In 2024, we deepened our community engagement through resource fairs, participation in the Cortland Area Chamber of Commerce’s “Business After Hours,” and the United Way’s “Day of Caring”. We continue to strengthen our partnerships with other agencies and service providers.

PRE-EMPLOYMENT SERVICES

JM Murray’s Pre-Employment Services continue to deliver impactful, community-responsive services that meet the evolving needs of individuals across Cortland County.

From supporting those navigating disability claims through our on-site Disability Analyst, to equipping job seekers with essential skills in our Job Search Workshop,

and providing layered, long-term employment support through our Office of Mental Health programs: Assisted Competitive Employment (ACE), Transitional Employment Program (TEP) and Ongoing Intensive Supportive Employment (OISE), we offer a continuum of services tailored to individuals at every stage of their employment journey.

... we offer a continuum of services tailored to individuals at every stage of their employment journey.

These programs are not only successful—they are essential in addressing the complex challenges faced by individuals with disabilities who are living with mental health conditions, addiction and housing insecurity. Through strong community partnerships and a commitment to person-centered support,

JM Murray remains a trusted resource in helping people achieve greater independence and lasting employment success.

In 2016, with no prior work history and navigating the challenges of a serious mental health diagnosis, Josh took his first steps toward employment by enrolling in our ACE program. Through regular participation in weekly support groups and skill-building activities, he grew in confidence and capability. Josh then transitioned into the Transitional Employment program, where he applied his new skills in a variety of community volunteer roles—building stamina, boosting his self-esteem and preparing for the next big milestone.

In 2019, with guidance from our dedicated staff, Josh identified his readiness for competitive employment and applied for Supportive Employment Services through ACCES-VR. With the help of a job coach, he secured his very first job. After successfully stabilizing in his role, he transitioned to our OMH-Ongoing Intensive Supportive Employment program, where he continues to receive individualized, long-term support. Thanks to the wrap-around services provided by our employment programs, Josh has not only achieved employment—he’s maintained it.

SELF-DIRECTION AND FISCAL INTERMEDIARY

Our Self-Direction Program supports over 400 families across New York State, providing essential fiscal intermediary services. Partnering with 20+ Independent Support Brokers, we co-employ 350 staff alongside self-directing individuals.

This past year, we secured a three-year Office for People with Developmental Disabilities (OPWDD) contract extension to serve more individuals, and strengthened compliance tracking for required documents.

Looking ahead, we’re focused on:

- Enhancing customer satisfaction while expanding services under our new contract.
- Continuously improving efficiency to better serve individuals and families.

To tackle challenges, we improved document tracking systems and created processes to ensure smoother collaboration with external parties. We also successfully stayed within our NYS contract budget, meeting all requirements.

Thanks to our new three-year contract expansion, we plan to serve over 425 individuals and families in 2025.

ADDITIONAL SERVICES

Individualized Supports & Services (ISS)

JM Murray served seven individuals in our Individualized Supports & Services (ISS) Housing Subsidy and 22 in our Family Support Services/Recreation Respite.

2024 NYSADSP DIRECT SUPPORT PROVIDER OF THE YEAR



Mark Spencer

Mark Spencer was named the 2024 Direct Support Provider of the Year by the New York State Association of Day Service Providers (NYSADSP). This prestigious award recognizes Mark’s outstanding commitment to helping people achieve greater independence, confidence, and connection to their communities.

Since 2021, Mark has consistently turned challenges into achievements through his creative, person-centered approach. Whether supporting someone as they move into independent housing, teaching budgeting and cooking skills, or encouraging new experiences like camping, Mark brings compassion to every interaction.

Mark helps individuals discover new interests and reach personal milestones—from growing a garden to exploring local history and culture through trips to museums and farms. His thoughtful, consistent support reflects the meaningful relationships that define the role of a great DSP.

Karen Davis, Senior Vice President of Services added, “Mark’s recognition by NYSADSP is a testament to his exceptional service and the high standards of care that JM Murray values deeply. His commitment to enhancing the lives of our consumers embodies the very essence of what it means to be a Direct Support Professional.”

In Mark’s words: “I’m humbled and honored to receive this award, but it’s not mine alone—it wouldn’t be possible without the support of JM Murray. It’s a joy to invest in the lives of our neighbors and hopefully bring them some added joy and purpose. They give me more than I could ever give them.”

EMPLOYER OF THE YEAR



Arnold's Florist of Dryden

including assisting with floral arrangements—a significant step toward her goal of becoming a florist.

A Workplace That Grows with Its Employees

Arnold's Florist has remained patient and supportive, even during challenging times. Like any employee, McKinzie has faced obstacles, including struggles with emotions, attendance and accepting feedback. However, rather than giving up, the team at Arnold's takes the time to listen, brainstorm solutions and implement strategies to help her overcome these challenges. Their commitment to her success exemplifies the kind of inclusive and nurturing workplace that makes a real difference in employees' lives.

Beyond supporting McKinzie in her role at the shop, Arnold's Florist has also embraced her personal interests. She enjoys sewing, and the business has allowed her to display her sewing projects in the shop, and nearly all of them have sold! This level of encouragement showcases their dedication to her growth not just as an employee, but as an individual.

Why Arnold's Florist?

They have been an incredible partner, working with McKinzie for nearly three years, providing a supportive and inclusive environment. Where other employers may have hesitated, Arnold's embraced the opportunity to invest in her development, offering patience, hands-on learning and genuine encouragement.

For all these reasons and more, JM Murray is proud to recognize Arnold's Florist of Dryden as our Employer of the Year. McKinzie's journey is a testament to what can be achieved when businesses invest in their employees and believe in their potential.

It started with flowers. In July 2022, Arnold's Florist of Dryden partnered with JM Murray's Employment Connection team to offer an internship opportunity for an individual interested in becoming a florist. Though McKinzie, the intern, was not yet a florist herself, she was eager to learn and gain experience in the field. She began by assisting with cleaning, prepping flowers, and absorbing as much knowledge as she could from the supportive staff at Arnold's Florist.

Creating a Space That Blooms

From the start, Arnold's Florist demonstrated an unwavering commitment to McKinzie's growth and success. They have gone above and beyond to ensure she feels valued, supported and empowered in her role while actively seeking to understand how they can better assist her in achieving her employment goals. They have fostered an environment where McKinzie feels comfortable discussing ideas and concerns, and they continuously provide guidance, encouragement, and the necessary tools for her professional development.

Over time, McKinzie's confidence and skills flourished. In April 2023, nearly a year after starting her internship, she officially joined Arnold's payroll as an employee. Since then, she has taken on more responsibilities,

PAST EMPLOYER OF THE YEAR AWARD WINNERS

In 1981, JM Murray began honoring local employers for their exemplary contribution to providing an integrated workforce, inclusive of people with disabilities or other barriers to employment.

<p>2000 Auxiliary Services Corp.</p> <p>2001 K-Mart</p> <p>2002 GSG Vincent</p> <p>2003 Cortland Country Club</p> <p>2004 Vermeer Northeast</p> <p>2005 Denny's (Cortland)</p> <p>2006 Hampton Inn—Cortland Regional Medical Center</p> <p>2007 Ponderosa</p> <p>2008 Tractor Supply Co.</p>	<p>2009 Ames Linen Service</p> <p>2010 ASC</p> <p>2011 First Transit</p> <p>2012 Hartford Glen Water</p> <p>2013 American Food & Vending</p> <p>2014 Friendly's</p> <p>2015 Wal-Mart</p> <p>2016 Rescue Mission</p> <p>2017 Elizabeth Brewster House</p> <p>2018 Walden Place</p>	<p>2019 Elizabeth Brewster House</p> <p>2020 Cortland Plastics International</p> <p>2021 Price Chopper</p> <p>2022 Lowe's</p> <p>2023 Moe's Southwest Grill</p>
--	---	---

2024 NYSID JOSLIN AWARD WINNER Harlan Ward

After graduating high school in 2005, with little to no family support, Harlan took an entry level position at GSG Vincent, a furniture restoration company that employed individuals with disabilities and was supported by Employment Connection, JM Murray's supported employment division. He later moved to the Cortland County Recycling Center and was part of a group of JM Murray employees who provided the sorting labor. In 2012, he began working for JM Murray in their custodial department.

One step at a time has been Harlan's approach to his employment and his life journey. It's 2005 and he is walking every day to work. Experiencing economic freedom for probably for the first time in his life, he decides to save enough money to purchase a bike which he rides until he saves enough money to purchase his first car (used). He continues to save money to reach his next goal, of purchasing a new car, "It was always my goal to buy my own car and I did it—I purchased a NEW Hyundai in 2020!" Harlan also used this methodical approach to purchase a starter home and then a better home where he lives with his wife. "I now have a nice car and nice home. This was not my childhood life. I have obtained a lifestyle I only could dream about as a child."

Harlan enjoys working for JM Murray where he is supported as an individual with disabilities. He has a supportive team with whom he has developed strong personal relationships with his team that have blossomed into a life-long support system. Harlan continues to overcome life's difficult situations buoyed by his supportive work environment.

Prior to JM Murray, Harlan would hold emotions in until he blew up. Now he is permitted and encouraged to remove himself from any stressful situations. Harlan utilizes that "reboot" to reflect on situations and react in a professional and appropriate manner. He has become more calm, rational and more empathetic to other peoples' struggles. Realizing that he is not the only one on the job and needs to consider others as well, has made Harlan an exemplary team player. With the support of JM Murray, he has overcome these obstacles and says "I like myself more, I am a better husband, son and community member."

Since high school, JM Murray has been Harlan's employer, and he continues to benefit from the programs and support that JM offers him. Even back in 2005, "I knew that JM Murray was going to be a place where I was going to succeed". Harlan has had challenges both personally and professionally



Harlan celebrates with his family and team.

and JM Murray has been there. With the support of a job coach and supervisor, he has learned to control how he reacts in stressful situations. Harlan is now able to find and address the real concern of the situation, and not project anger on to others. He is able to convey his true concerns without fear of judgment. Harlan is sure that if he didn't have this job, he would still be relying on social service benefits, something he has worked hard to avoid, "I don't want to be on that system. I want to be my own man and support my wife. I knew I did not want to have society's limitations attached to me. I wanted and have accomplished my goal of NOT receiving any financial assistance. I am a self-made man because JM Murray gave me the opportunity to be successful."

Harlan enjoys purchasing and maintaining mechanical tools. He does all his own work on his vehicles and house. Last year he was able to update and repair his bathroom with the assistance of a JM Murray colleague who has known him since 2005.

Working for JM Murray he continues to be a productive contributor to his community, is able to set goals and maintain progress achieved. And he now prides himself on being a leader and assisting others, something he never considered for himself.

"JM Murray has given me confidence in my professional and personal life. I feel like I am part of something bigger that improves our community and NYS. I have learned how to address my emotions in a safe place. I am proud to be part of JM Murray's team. I look forward to coming to work at the rest area and I take extreme pride in keeping the property welcoming for travelers and keeping the lawn looking nice. I want to continue my employment with JM Murray. I don't think the quality of life I have achieved would have been possible anywhere else."

BUSINESS DIVISION

JM Murray's Business Division hit the ground running in 2024, building on the momentum from last year. The first few months were all about fulfilling backorders from a surge in sales at the end of 2023. And based on the numbers—we kicked off the year with three incredibly strong months.

To give our staff more reliable equipment, we upgraded some aging material handling tools, reducing downtime and improving efficiency. While these investments aren't easy or cheap, partnering with a consulting firm has helped us begin to secure grants and funding. Over time, we plan to continue upgrading as needed.

Additionally, we added a used coreless roll trash bag machine, letting us meet customer demand for roll-packed bags instead of bulky, flat-packed ones. Now, JM Murray can offer both options to fit customers' needs.

JM Murray's leadership made the bold decision to pursue ISO (International Organization for Standardization) 9001:2015 certification. Initially, we planned to certify only our Business Operations Division, but we soon realized we could be among the few—if not the only—service providers for people with disabilities to achieve this certification.

In Q2, we partnered with Quality and Environmental Management, our ISO consultant, starting with management discussions to define our goals and objectives. The consultant then met with every department, including Services, to understand our daily operations.

In Q3, we completed a long-term project to produce our own toothpaste in-house, moving from filling pre-purchased toothpaste into tubes to full-scale compounding. This initiative began before COVID and faced numerous challenges, but our dedicated team made it happen. JM Murray now has the capability to manufacture toothpaste as well as expand to other products using the same equipment.

By Q4, we had developed procedures and matrices to guide us through the process. There's still plenty of work ahead, but we aim to be ISO 9001:2015 certified by the end of Q3 of 2025.

We ended the year with another improved inventory result, surpassing 2023. Our teams' commitment to change and continuous improvement made this possible. With two years of momentum, we're starting 2025 strong.



BUSINESS DEVELOPMENT & SALES

2024 was a year of transformation for the Sales department. Our in-house graphic designer, Peggy Kurtz, took on the challenge of creating fresh designs that showcase our new trademarked logo, *OraLine™ by JM Murray*, along with *Made in America* branding for our toothpaste and mouthwash.

A major focus was the development of our soon-to-launch Shopify website, orlainebyjmmurray.com.

Peggy and Molly Lane, Marketing Coordinator, dedicated countless hours to bringing our products to life, crafting web pages that highlight not just what we sell,

... we secured new accounts, grew existing sales and closed the year on a high note.

but the hardworking team behind it. Additionally, the team staged a two day photo shoot to capture our products featuring our staff and consumers as models.

We ended the year strong, quoting major companies like Aramark and Henry Schein for private-label opportunities. Thanks to Business Development Manager, Jacob Moses' dedication, we secured new accounts, grew existing sales and closed the year on a high note.

Diane Seager, Sales Support Specialist took on quoting and pricing, giving former OraLine™ customers structured communication, order processes and pricing for the first time in over a decade. Through teamwork and close collaboration, we successfully implemented price changes without losing any accounts—no small feat! Customer service remains our top priority.



Chuck Bailey has worked in JM Murray's pre-vocational workshop for nearly 43 years. With that unforgettable smile, we knew he had to be part of our OraLine by JM Murray photoshoot!
Photo by Roger William Photography

JM MURRAY FOUNDATION GOLF

Back in 2019, JM Murray hosted our very first golf tournament with a simple goal: to help more people understand who we are and what we stand for. As a not-for-profit, JM Murray has always taken a unique approach—running self-sustaining business and manufacturing operations that support our mission of creating meaningful jobs for people with disabilities, while also providing the vital support they and their families count on.

But as we all know, times have changed. Outside funding has become less reliable and the support we receive just doesn't keep up with rising costs. That's why, in 2021, we created the JM Murray Foundation to help ensure our mission continues strong into the future.

Thanks to generous support, the Foundation was able to donate an Action Trackchair to Lime Hollow Nature Center in 2023. This all-terrain chair makes it possible for people with mobility challenges to explore trails and enjoy the outdoors. Lime Hollow quickly set up an online reservation system, and since then, many individuals—including those supported by JM Murray—have had the chance to experience nature in a whole new way.

This year, proceeds from our 5th Annual Golf Classic are going toward a second Action Trackchair for Lime Hollow. While this gift isn't directly tied to our employment and support services, it reflects our larger mission: to help improve the lives of people with disabilities, in every way we can.



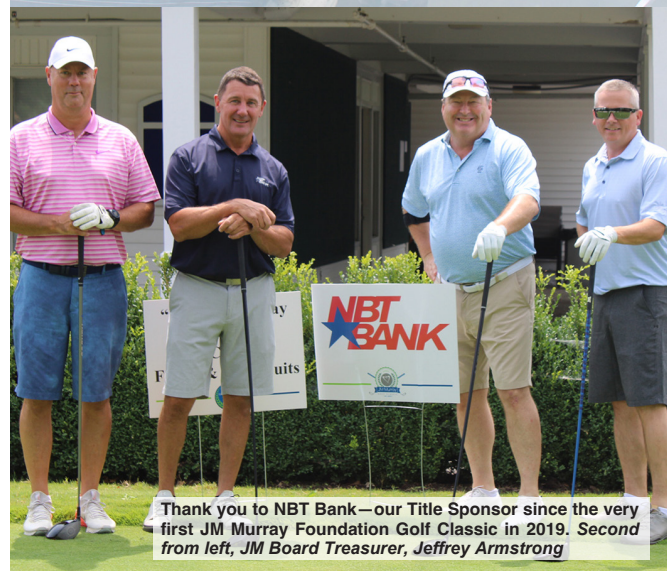
Employment Connection's Director, Shannon Coffin and Pre-employment Supervisor, Erika White, pose with longtime JM Murray client, Roger.



Michael Kilmer, JM Murray Board Vice President and Steve Franco, JM Murray Board President are all smiles.



Lime Hollow's Executive Director, Ilyea Schmulenson demonstrates the Action Trackchair.



Thank you to NBT Bank—our Title Sponsor since the very first JM Murray Foundation Golf Classic in 2019. Second from left, JM Board Treasurer, Jeffrey Armstrong

STRENGTHENING COMMUNITY CONNECTIONS

This year, JM Murray significantly stepped up its community engagement efforts to have a greater presence and impact throughout Cortland and beyond. By increasing participation in local events, building stronger partnerships with area organizations and expanding its visibility through outreach, JM Murray made a concerted effort to be more involved and accessible.

DISASTER RELIEF: HURRICANE HELENE AND BEYOND



Pete Thomas, Warehouse Supervisor and Sandy Standish, Team Leader get supplies ready.

At JM Murray, giving back is at the heart of what we do. In response to the devastation caused by Hurricane Helene, we provided donations of pre-pasted toothbrushes to support those affected—because even the smallest necessities can make a meaningful difference during recovery. Our efforts didn't stop there. We also coordinated the delivery of three truckloads of hygiene supplies to impacted areas in Tennessee and North Carolina. These shipments included 46 cases of dental kits, 80 cases of toothbrushes for both children and adults, and 43 cases of toothpaste.



Gabrielle DeFranco-Smith, Behavior Specialist, mans the JM booth.



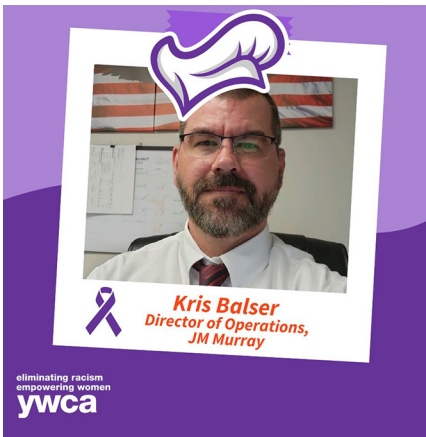
SUPPORTING TORNADO RELIEF EFFORTS IN ROME, NY



In response to the recent tornado in Rome, NY, JM Murray team members came together to support those affected. Kris Balsler (Director of Operations), Judy Miller (Director of Sales & Business Development), and Jessica VanDee (Human Resources) quickly organized and gathered essential hygiene supplies. Mary Ellen Roodenburg (Administrative Assistant/Receptionist) personally delivered five cases of toothpaste—totaling 720 tubes—along with 720 adult toothbrushes and 360 children's toothbrushes to the distribution center.

CONNECTING WITH THE COMMUNITY AT PORCHFEST

JM Murray was thrilled to participate in our very first PorchFest, a vibrant community event that brought neighbors together through music, art, and connection. Our team shared information about our services and engaged with attendees of all ages. Children enjoyed creating mandalas and mood masks, while we distributed oral hygiene kits to promote healthy smiles throughout Cortland. We're grateful to everyone who stopped by to learn more about our mission and support our work. We're already looking forward to next year!



SUNY CORTLAND HOCKEY FOR SUICIDE PREVENTION

JM Murray was proud to take part in the SUNY Cortland Suicide Prevention Charity Hockey Game and Resource Fair, an event focused on raising awareness, fostering connection, and promoting mental health resources in our community.



Erika White, Pre-Employment Supervisor and Shannon Coffin, Director from our Employment Connection team were on hand to share information about JM Murray’s services and connect with attendees.

The event was filled with community spirit, highlighted by a fun photo moment with the Cortland Police Department and plenty of Dragon

pride. Our raffle basket, filled with local goodies, was a hit—and congratulations to the lucky winner! Thank you to SUNY Cortland for hosting such a meaningful and impactful event.

CHEFS TAKE A STAND

Director of Operations, Kris Balsler traded the production floor for a kitchen to make his signature Lemon Cinnamon Rolls for the YWCA of Cortland’s 5th Annual Chefs Take A Stand event at Greek Peak’s Hope Lake Lodge on October 2nd. We may not have taken home an award, but JM Murray sure *won* for a cause that matters! This incredible event supports the fight against domestic violence by raising funds for the YWCA’s Aid to Victims of Violence program.

SPREADING HOLIDAY CHEER AT PREBLE REST AREA

As part of our NYSID partnership, the JM Murray custodial team at the Preble Rest Area brought holiday cheer to travelers during a special two-day giveback event. With festive decorations, joyful interactions and help from our Day Hab participants—who crafted handmade ornaments—the team created a warm, welcoming atmosphere for all who passed through. Many travelers shared their

appreciation with heartfelt notes, reminding us that small acts of kindness can make a big impact. We’re proud of the Preble team for sharing the true spirit of the season.



KIWANIS HALLOWEEN FAMILY FUN EVENT

On October 26, Kiwanis of Cortland held their annual Halloween Family Event at the 1890 House and JM Murray donated gift bags! Designed to delight and promote healthy habits, each bag included Dum-Dums® for a sweet treat, a maze and crayons for creative fun, a toothbrush and toothpaste to keep those spooky smiles shining, and a brushing timer to build good habits. Events like these are a great way to connect with local families while promoting oral wellness.



ALAN F. BROWN MEMORIAL AWARD

John Diescher



John Diescher, 2024's Alan J Brown award recipient poses with family and JM Murray Community Habilitation Services Managers, Ayla De Boer and Community Services Supervisor, Tasha Barron.

For the past four years, John Diescher has been receiving Community Habilitation services, and he's been a familiar, friendly face at Day Habilitation even longer.

John finds true joy in giving back. He spends his Community Habilitation time volunteering at local food pantries, returning



cans and bottles to raise funds, shopping for supplies, and packing food. He becomes so immersed in his work that he's often reluctant for his time to end. Beyond his structured volunteering, he's built a meaningful friendship with a community member, offering companionship and helping with groceries and deliveries—support that makes a world of difference to someone facing physical challenges.

John's generosity extends to Day Habilitation, where he helps with recycling, shopping for the YWCA, and cleaning churches, fire halls, and Little Free Libraries. He also helps assemble hygiene kits for Guthrie Cortland Medical Center.

No matter the task, he does it with kindness and a smile. He greets everyone warmly, helps his peers carry their bags, checks in on their day and encourages inclusion—once even convincing a hesitant friend to join him in a basketball game.

John doesn't let obstacles hold him back. With the support of his Community and Day Habilitation services, he has embraced new

experiences, growing from a basketball-loving participant to a dedicated volunteer. He has also worked toward his personal goal of improving his budgeting skills, carefully searching for sales and smart shopping choices.

Though he may be quiet, his actions speak volumes. Through his unwavering kindness and commitment to others, John reminds us that even the smallest gestures can have the greatest impact.



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.

JM MURRAY CENTER, INC. FINANCIAL RESULTS (AUDITED)

Year Ended December 31, 2024

REVENUE

	2023	2024
TRADE SALES & SERVICES	\$11,589,835	\$11,183,658
MEDICAID	\$15,022,879	\$19,397,583
OMRDD & OMH	\$703,405	\$671,348
OTHER PROGRAM FEES	\$1,933,740	\$2,069,753
ALL OTHER	\$1,093,559	\$1,363,337
TOTAL	\$30,343,418	\$34,685,679

EXPENSES

	2023	2024
WAGES & FRINGES	\$14,769,151	\$16,604,500
MATERIAL & FREIGHT	\$6,828,526	\$6,756,755
PROGRAM & ADMIN	\$7,393,976	\$8,288,246
DEPRECIATION	\$843,848	\$853,551
OTHER	\$200,673	\$194,099
TOTAL	\$30,047,174	\$32,697,151