



**OUR MISSION IS TO  
PROVIDE SERVICES  
FOR PEOPLE WITH  
DISABILITIES AND  
THEIR FAMILIES  
THAT ENHANCE THE  
QUALITY OF THEIR  
LIVES.**

*Since 1966*



JM Murray

*Services that put people first.*

# **Annual Report 2018**



Our Services Division provides compassionate support services to individuals with developmental disabilities and their families. Our Business Division offers business-to-business solutions to various public and private organizations globally. The two sides of the organization are merged by offering people with disabilities the opportunity to obtain meaningful employment in a community-based work environment while also teaching them valuable skills, improving their self-esteem, and enriching their lives.

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#### **Vice President of Human Resources &**

#### **Corporate Compliance**

Barbara A. Ackley

#### **Director of IT**

Karen A. Morgan



From left to right, previous President Floyd Mood, current President Ernest Dodge, and previous President, Roy Suskind at the 2018 Annual Dinner.

# Message from the President

As I have recently completed my first year as President/CEO of JM Murray, I remain truly honored and humbled by the opportunity I've been given. I remain committed to leading our efforts, with the assistance of our employees and vision of our Board of Directors, to overcome the challenges both present and future that our agency faces. I am reminded daily by the individuals and families we serve that they overcome far greater obstacles. JM Murray must grow and remain diligent in our efforts to support those who rely on us to enhance the quality of their lives.

2018 presented many challenges both planned and unexpected. As we always have, the team of JM Murray employees continues to support our mission and vision in exemplary fashion each and every day. We have truly embraced the philosophy of "try to say yes."

We realigned our Services Division leadership and, as a result, have a very cohesive team. They were challenged

with reducing lead times to provide requested services and eliminate waiting lists. I am pleased to report that by streamlining intake efforts we have a much more fluid process and most importantly have greatly diminished the timelines for providing services to individuals in need.

Another significant change that occurred within our Services Division in 2018 was the elimination of Medicaid Service Coordination (MSC). These services were transferred by New York State to Coordinated Care Organizations (CCO) on July 1, 2018. As a result, we lost a service that had offset many of our lower margin services. To address this loss, we accelerated our focus on self-directed services, and they continue to grow monthly.

At the end of 2017, our Transformation Plan was accepted by New York State. The significance of this acknowledgement is that our Route 13 manufacturing and production facility is recognized as a community-based, integrated business. We have added the adjective "competitive" when we describe ourselves. Our customers offer us work opportunities because we provide competitive pricing with the same obligations to quality and commitment to deadlines expected of any vendor. We have always viewed ourselves as integrated, but this affirmation allowed us to once again open our intake for those seeking Pre-Vocational Services. We had not been allowed any new intakes for over 3½ years, which deprived individuals with disabilities opportunities to work and affected our ability to grow. By the end of 2018, we had added 15 individuals to our work floor through our Site-Based Prevocational Services.



Ernest M. Dodge - President

# Message from the President Continued...

2019 will present many of the same challenges we have faced in recent years. On the federal level, there continues to be a segment of our legislators who do not support 14(c) certificates of the Fair Labor Standards Act. The 14(c) allows agencies such as ours to provide choice to individuals with disabilities to be paid wages based on productivity. Earning a paycheck provides dignity and a sense of self-worth that no individual should have taken away. On the state level, we are overlooked for needed funding to support the “bFair2DirectCare” initiative to increase wages for Direct Care Professionals. We also continue to overcome the costs of mandated trainings and compliance that are required but not reimbursed by the state.

We will rise above these challenges by remaining diligent in supporting those we serve, keeping a vigilant eye on our vision and mission. We will hold our first significant fundraiser on July 29, 2019, with a lunch, golf and dinner event. We will continue to network with our local, state and federal associations and legislators. We will continue to explore services and business opportunities to further our mission and organizational growth. We will remind ourselves daily why we work at JM Murray.

## Services Division

### ***Site Based Pre-Vocational Services***

2018 saw impressive growth for Pre-Vocational Services at JM Murray. This year, Site Based Services, specifically production and manufacturing, were approved by the Office of People with Developmental Disabilities to become a full, integrated business as opposed to a “work center”, allowing for more paid work opportunities for new individuals earning a wage and continuation of support services while contributing to JM Murray productivity. 15 new individuals now receive Site Based Pre-Vocational Services as well as 3 other individuals who have obtained part-time employment. The close of 2018 saw a total of 119 people who were able to take advantage of Site Based Pre-Vocational Services.

### ***Community Based Pre-Vocational Services***

Community Based Pre-Vocational Services continue to grow, now allowing for 5 full-time staff and serving 30 individuals. This service provides work experiences for individuals in a variety of community settings in order for them to improve their work skills and to learn more about their work interests and abilities. JM Murray continues to expand it’s community relationships with over 23 local businesses and organizations, with 6 new partners, including Thrifty Shopper, Tractor Supply, Meals on Wheels and the Dryden Cafe.

An Office with People of Developmental Disabilities funded program, Pathway to Employment, served 3 individuals this year, providing them with 20-30 hour work assessments in 3-4 different work experiences while assessing their skills and interests.

Work Site Coordination Contracts with the Cortland School District continued for the fourth consecutive year, offering work sites for students with disabilities as they prepare for their transition out of high school. During the 2018-2019 school year, JM Murray continues to work with 6 different students at 5 different local businesses.

We will continue to expand our services, both site based and community based. We continue to look for new businesses to partner with and more schools to expand our transition planning services. 2019 looks to be a continued year of growth for JM Murray in the Services Division.

### ***Employment Connection***

Our employment department has experienced a lot of change from our various funding sources (ACCES-VR, the Office of Mental Health, and the Office for People with Developmental Disabilities).

Throughout 2018, we developed a solid working relationship with the Employment Training Program (ETP) supervisors, employed by the Office for People with Developmental Disabilities. Employment Connection staff has secured ETP internships for two individuals. The ETP Program is where a Medicaid Waiver person can complete an internship experience at a particular business to learn a set of skills that match their interests. During the internship, the person is paid as a New York State employee until they transition onto a business' payroll directly within a specific timeframe.

ACCES-VR has proposed a new contract, offering a number of new services, commencing in January 2019. In addition to the employment services in place for adults with disabilities, the new contract will offer a wide array of pre-employment and employment services to youth with disabilities, ages 14-24.

The Office of Mental Health continues to promote its Home & Community Based Services. JM Murray is approved to provide Health and Recovery Program (HARP) eligible individuals with the following services: Psychosocial Rehabilitation, Habilitation, Pre-vocational Services, Intensive Supported Employment and On-going Supported Employment. We will continue to collaborate efforts with local providers.

### ***Day Habilitation***

During 2018, Day Habilitation provided support to 125 consumers in learning a range of skills related to Communication, Self-Improvement, Relationship Development and Health. Consumers participated in 140 regularly occurring volunteer and recreational activities. Volunteer activities included making and selling items at the Cortland Farmer's Market, cleaning at the Cortland Community Center, helping at the Cortland Pumpkin Festival, serenading the elderly with Traveling Music, and cleaning at local churches and parks.

Recreational activities involved learning how to use fire extinguishers with the Fire Fighter's Appreciation Club, learning to use the kitchen with Cooking Club, building things in Woodworking Club, exploring the Sciencenter, and riding horses at "If Only Farm." Consumers assisted the less fortunate by delivering food and snacks to school kids before weekends and long breaks on behalf of CAPCO, creating packages of gifts and party supplies for Birthday Hopes, as well as creating and filling "B.A.G.S." (Bringing Awesome Gear to Students). During the Winter Holiday Season, many visitors came to share their musical talent; including, for the first time, "Harmony Bridge" from Cortland High School.

# OraLine

2018 was another record year for OraLine, as we crossed the \$7 million revenue mark for the first time, with a record profit. We continue to expand our product line in the professional and institutional market, and we have become a USA market leader in the sale of pre-pasted disposable toothbrushes. In 2018 we also had a record year in the promotional market, with \$500,000 in sales. Finally, we entered a new market, providing cosmetic whitening products for US based marketing company Oral Essentials. 2018 was our first full year back at 823 NYS RT 13 offices, and OraLine staff was much appreciative of the upgraded setting. We continued to explore new vendors in China, where most of our products are made, and we also had a big challenge in the third quarter of 2018 with the growth of Darby Dental, now our biggest customer. 2019 has gotten off to a great start, and we look forward to better things ahead.



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## This Is Why We Do What We Do

“My brother has worked at JM Murray for the past fourteen years. This work environment provides Frank with a sense of purpose and accomplishment. His hard earned dollars allow him to travel to places that would otherwise be inaccessible to him. He has developed a sense of belonging and established wonderful friendships while at the JM Murray. I am ever so grateful for the support and sincere caring provided.”

-Chris Santospirito



“My daughter Cassie has been at JM Murray center since this past July. Prior to that she was employed at Challenge Industries in Ithaca. Her new place of employment offers her much more room to grow and learn. She talks endlessly about how much she loves her job, describing each new task in detail. The staff, friendly environment and healthy work place speak well for what JM Murray has become. It is a safe and encouraging work place for those special individuals to learn, grow and make long lasting relationships with their peers”

-Pamela Nardi

# Business Division

2018 was a busy year for JM Murray's Business Division. We welcomed an increase in sales during the first half of the year and in July had the highest monthly sales in our history. We were able to add significant opportunities for our employees, both with and without disabilities, as we increased total employment within our manufacturing departments as we transformed into a fully integrated workforce.

Two new customers were added, New York Hemp Oil and Tyoga Container Corporation, and several new products were added for our long standing customers, Preserve and SCI International.

Additionally, we started a new line of business to complement our existing liquid filling operations. Late in the year, we began a small scale bottle filling line, which provided new work and job training opportunities for three additional employees, along with associated packaging work for several more. Our sales force increased late in the year and is targeted to grow this business and continue to provide additional opportunities.

## A Look at 2018 in Photos



# Alan F. Brown Memorial Award

## Marissa Joyce

Marissa has a long history of both working and receiving services at JM Murray. Starting off in Long Term Sheltered Employment in 2001, Marissa made her way through Site Based Prevocational Services and Pathway to Employment, allowing her to experience many different jobs in the community and realize her own potential.

After dubious hard work and tremendous growth, Marissa was bridged to the OPWDD SEMP Intensive program in 2017 and was placed at Elizabeth Brewster House in April 2018, where she continues to work today. Additionally, Marissa continues Day Habilitation Services with JM Murray regularly.

Marissa follows all company policies and rules while working and is an outstanding example of the type of consumer and employee JM Murray prides themselves in aiding. She is continually recognized for her ability to follow and adhere to expectations set by her programs and poses a great example for others and continues to develop positive relationships among peers and staff.

Her employment staff at Elizabeth Brewster House has reported that since Marissa started working, she has become an entirely different person. She interacts more than ever with residents, co-workers and staff and has also become more flexible with her schedule, appropriately informing staff of expected obstacles or changes to this schedule. Marissa continues to keep a positive attitude regarding her work and her employer is very satisfied with her daily performance.

In her personal life, Marissa is also a role model to others. She recently inspired her own fiancée, Robbie, to initiate steps to explore employment options after not working for many years. He has reconnected with Employment Connection as a result of Marissa's positive influence on those around her.



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.

# Employer of the Year Award

## Walden Place

Founded in 1985, Walden Place is a family-owned Senior Lifestyle Corporation dedicated to promoting healthy, happy residents through high levels of service. Beginning in 2015, the special relationship between JM Murray and Walden Place is one that collaboratively embraces the philosophy that all people are capable of full participation in integrated employment.

Walden Place works diligently with Supported Employment staff to promote opportunities to individuals with disabilities. Their demonstrated flexibility has directly benefited JM Murray's consumers, allowing customization of positions to fit a particular person's strengths. This has allowed individuals the opportunity to successfully complete part-time work and gain valuable experience in an integrated work setting.

In addition to paid employment offerings, Walden Place has participated in our Community Pre-Vocational Program, allowing assessments and/or volunteering to be done, affording individuals the chance to gain exposure and experience in different settings and with different skill sets.

In conjunction with Employment Connection, Walden Place currently employs a part-time driver as well as a dishwasher. Historically, they have provided work opportunities in the office, dining services, personal care and housekeeping.

Their ongoing commitment to helping individuals with disabilities succeed in the work place has allowed consumers of JM Murray to succeed in their positions through exemplary job modification and accomodation. JM Murray employees and volunteers are held to the same expectations as any candidate and are treated with fairness and respect, as any Walden Place employee would be.

As Employer of the Year, JM Murray is proud to recognize Walden Place for being committed to the success of their employees, both with and without disabilities, and acknowledge their investment in aiding the potential of those we work with. Walden Place continues to demonstrate their support of the JM Murray mission.

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

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

## Financial Results (Unaudited) For Year Ended December 31, 2018

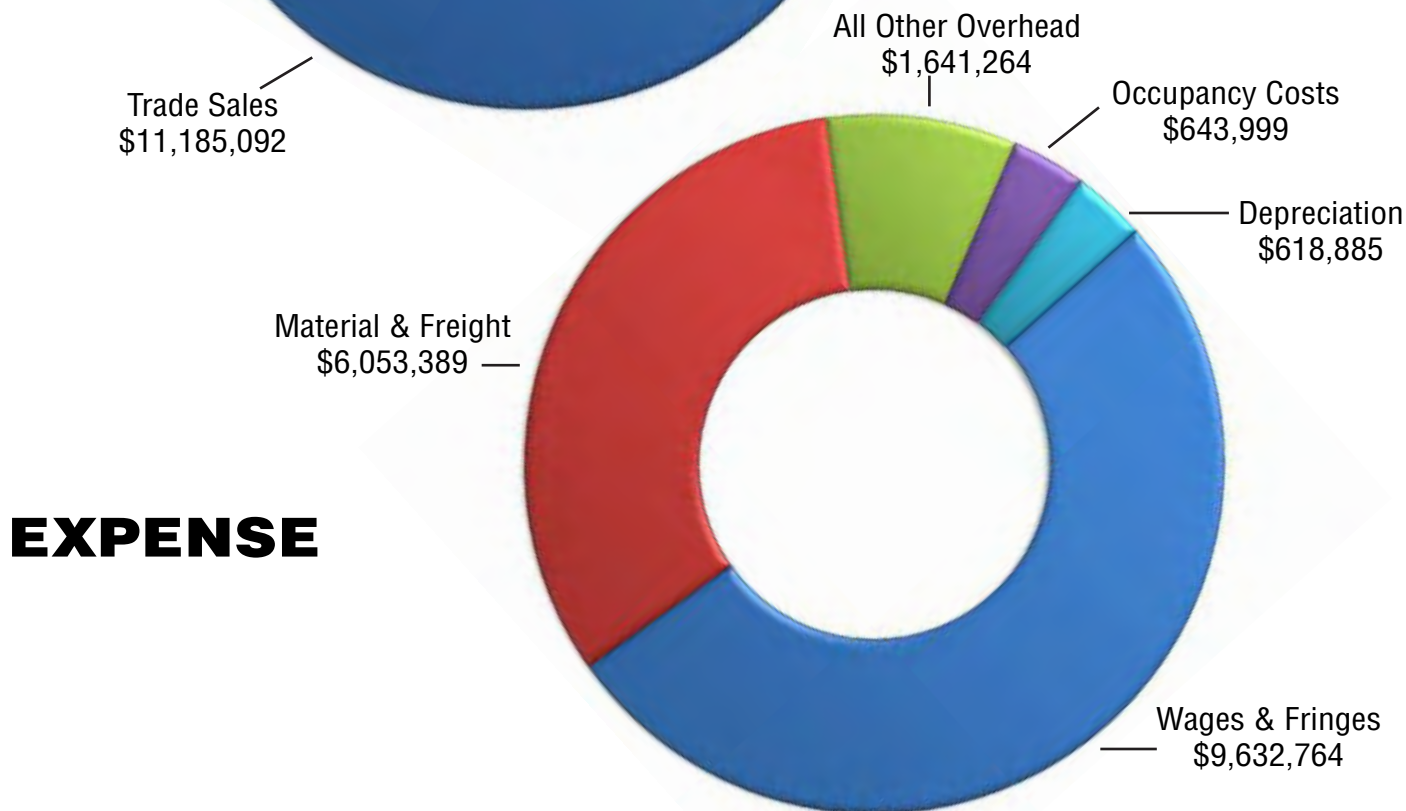
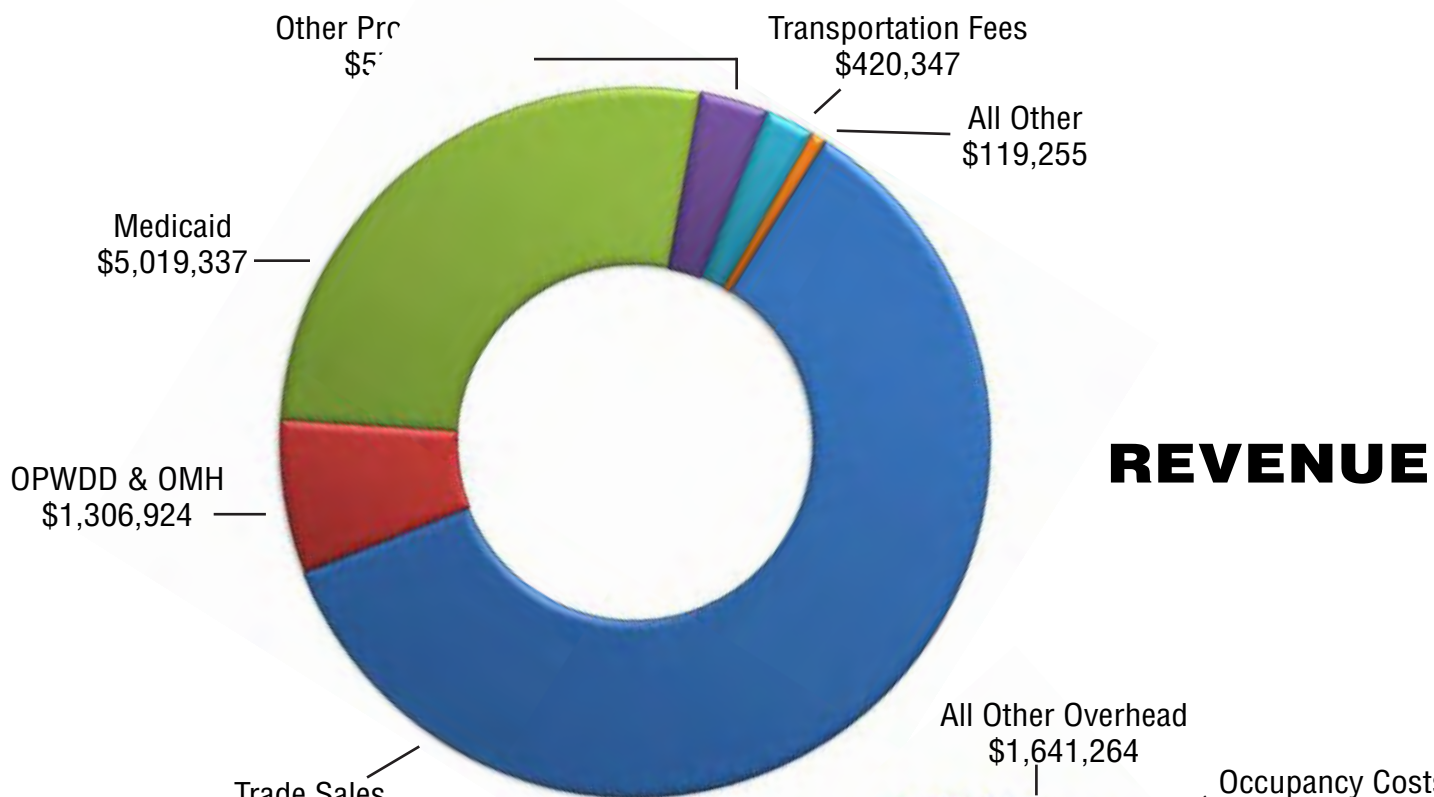
<b>R E V E N U E</b>		2017	2018
	<b>TRADE SALES</b>	<b>10,386,100</b>	<b>11,185,092</b>
	<b>OPWDD &amp; OMH</b>	<b>1,234,113</b>	<b>1,306,924</b>
	<b>MEDICAID</b>	<b>5,046,735</b>	<b>5,019,337</b>
	<b>OTHER PROGRAM FEES</b>	<b>537,235</b>	<b>577,961</b>
	<b>TRANSPORTATION FEES</b>	<b>420,220</b>	<b>420,347</b>
	<b>ALL OTHER</b>	<b>101,944</b>	<b>119,255</b>
	<b>TOTAL</b>	<b>17,726,347</b>	<b>18,628,916</b>

<b>E X P E N S E</b>		2017	2018
	<b>WAGES &amp; FRINGES</b>	<b>9,622,267</b>	<b>9,632,764</b>
	<b>MATERIAL &amp; FREIGHT</b>	<b>5,739,248</b>	<b>6,053,389</b>
	<b>ALL OTHER OVERHEAD</b>	<b>1,456,917</b>	<b>1,641,264</b>
	<b>OCCUPANCY COSTS</b>	<b>631,897</b>	<b>643,999</b>
	<b>DEPRECIATION</b>	<b>606,897</b>	<b>618,885</b>
	<b>TOTAL</b>	<b>18,057,226</b>	<b>18,590,301</b>

### Friends of JM Murray

Thank you to the following friends who made a donation to JM Murray in 2018:

Robert & Carol Allen, Amazon Smile's, Shirley Conyngham, Cortland Senior Citizens Club, Dale Davis, John & Gloria Fisher, Elaine Graceffo, Hamlin St. Construction, Kirsten & Leslie Judd, Kohls, Dr. Sam & Mary Lou Mason, Angelo Mastronardi, Thomas & Mary Salm, Julian Shufelt, John Spear, Matt & JoAnne Taylor, The Brindle Cub, and Donald & Evelyn Waterman. We genuinely thank you for your contributions and helping us to continue our mission.



### Legacy Giving at JM Murray

As the sphere of non-profits evolve, changing economical times have required us to look to friends and supporters for gifts in order to continue to provide the services that are valued by our recipients. As of 2017, the JM Murray Legacy Giving program provides an opportunity for those who have had a special connection to our cause to provide a planned future donation through a will or other form of designation. This planned giving will help ensure that JM Murray can remain responsive to the needs of the community and allow us to continue to provide individualized services and meaningful work for people with disabilities. For more information, please contact Dale Davis at 607-758-1913.

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## **OPTIONS Habilitation Services**

4057 Route 281  
Cortland, NY 13045  
PH: (607) 756.4041  
Fax: (607) 756.0179

## **Support Services Employment Connection**

4059 Route 281  
Cortland, NY 13045  
PH: (607) 756.0246  
Fax: (607) 756.6380

## **Manufacturing Operations Work Center Services Prevocational Services**

823 NYS Route 13  
Cortland, NY 13045  
PH: (607) 756.9913  
Fax: (607) 753.6954

## **Custodial Services**

4058 Route 281  
Cortland, NY 13045  
PH: (607) 756.9914  
Fax: (607) 753.0186