



JM Murray

Annual Report 2017



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 enhances the quality of their lives.

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Vice Chair
Thomas Turck

Treasurer
Stephen Geibel

Secretary
James Nichols

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Stephen Franco
Billi Gizzi
Larry Knickerbocker
Janet Oechsle
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Vice President of Services

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Message from the President and Chair

2017 presented as a challenge to say the least. The trend of funding cuts paired with increasing labor and health care costs continued. JM Murray has successfully persevered and achieved many successes in the past decade despite the over 1.3 million dollars in funding cuts we absorbed. Our successes have been a tribute to our valued employees and the ability to adapt to ever changing regulations. We maintain our position as the leading provider of services for people with disabilities and their families that enhance the quality of the lives.

Near the end of the year, we received positive news that our transition plan had been approved by the Office for People with Developmental Disabilities. This confirmed what we had always believed, that we are an integrated community-based business. This meant we could once again offer prevocational services to include paid work opportunities to individuals with disabilities for the first time since 2013. Throughout our history we have held the conviction that work affords individuals an undeniable sense of self-worth, dignity and achievement. We will continue to look for growth opportunities within our business operations to increase employment opportunities to those we serve.

The year was also a cumulation of rate rationalization which directly impacts our legacy services, Day Habilitation and Prevocational services. Our dedicated direct support professionals continue to explore new service opportunities while adapting to the ever changing directions and initiatives placed upon us by New York State. In 2018 JM Murray will no longer be a provider of Medicaid Service Coordination due to a state mandate for those services to be transferred to Care Coordination Organizations. We will have a strong focus in 2018 of replacing that portion of our business with other service growth opportunities.

The pace of change has grown exponentially, but JM Murray has risen to each and every challenge. We remain committed to providing the highest quality services, training and employment choices to those we serve. We will forever support our valued employees, maintain our financial responsibilities to our Board of Directors and sustain our valuable mission for decades to come.

In the 2010 annual report I wrote:

"One thing can be said of JM Murray, it never followed the crowd; it paved the way and became a model for others. Together, let's build a brighter tomorrow for people with disabilities and other barriers to independence in Cortland and surrounding areas."

As I leave my tenure as President, I can say we have met that challenge.



Floyd A. Moon
President



Stephen Compagni
Board Chair

Business Enterprise Division

OraLine

In 1997 OraLine was formed as a 50-50 partnership between JM Murray and a former JM Murray employee, Andrew Turco. The purpose of this partnership was to capture a larger market share of the oral care products industry and to create more sales and job opportunities for those that we serve at the Rt 13 manufacturing facility.

At that time, JM Murray held federal and New York State contracts through the Preferred Source Program for oral care products such as toothpaste, toothbrushes, and dental floss. We sold primarily to prisons, municipalities, and other NYS institutions. With the startup of OraLine, they were to tap the private and professional markets along with sales of oral care products to any and all of the other 49 states.



Starting with sales of \$172,000 in 1997, OraLine has grown and evolved their business model to include an extensive catalog of many different oral care products; growing their sales to \$6.8 million in 2017.

Importing a wide selection of products to meet changing market preferences, their growth has provided thousands of hours of meaningful work to not only our consumers involved in work programs, but has also provided job growth in purchasing, manufacturing, and warehouse operations.



The range of work available to our consumers (trainees) include, packaging, kitting, toothbrush manufacturing, liquid filling, pad printing, direct digital printing, assembly and inspection services. The work itself is meaningful and cost-competitive in the marketplace. This work also provides essential job skill training and exposure that is easily transferrable to similar operations that are used by other employers in the community.

OraLine has grown significantly in their 20 year history, providing ongoing and growing opportunities to JM Murray, and we look forward to our mutual success and continued growth going forward.

Alan F. Brown Memorial Award

Perry Finch

Perry has been working at JM Murray since 2010. He always strives to improve by overcoming obstacles and working at his greatest potential each day. Perry is diagnosed with Prader-Willi Syndrome and has other health related issues, but this does not prevent him from demonstrating an "I can" attitude!

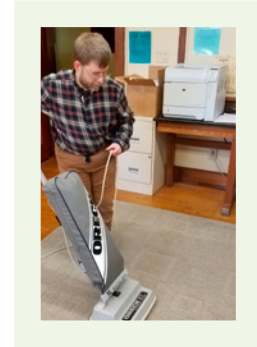
While working at JM Murray, Perry has become proficient on a variety of work tasks and aims to go above and beyond assigned duties. He takes tremendous pride in his work. In the past, Perry struggled with accepting job assignments and was not always flexible. He has made great improvements in this area, always willing to help out and agrees to sub at community-based work sites when others are not able to. Perry is a true team player.

Perry has experienced work opportunities at St. Mary's School, Meals on Wheels, Thrifty Shopper, McLean Fire Hall, Country Acres, McLean Cemetery, Doug's Power Sports, and different local parks. Perry has earned the respect of his peers and work site supervisors and has become a role model for others. Perry is eager to learn new work skills and demonstrate his professionalism at every work site.

Over the past few years, Perry has been determined to make changes in his life. He advocated to move to a different residence and started using the contracted bus service to and from work rather than receiving transportation from the residential staff. Perry is making great choices regarding his health. His supervision levels have decreased and he has achieved greater independence overall. We recently asked Perry, "who is this new and improved Perry and why have you improved your behavior and attitude?" His response was, "because I told my brain that I needed to grow up and be more responsible because I wanted to get a job in the community!"



People that know Perry describe him as an exuberant man who is excited about life and lives it fully. He is outgoing and motivated to work and always wants to do his best. Perry does not let his multiple disabilities define or limit him. Perry is very ambitious. He works hard on each goal while also developing ideas of what he will work on next.



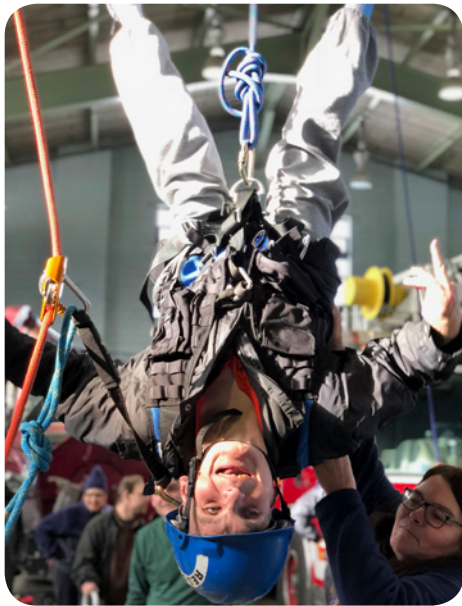
The Alan F. Brown Award

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.



Services Division



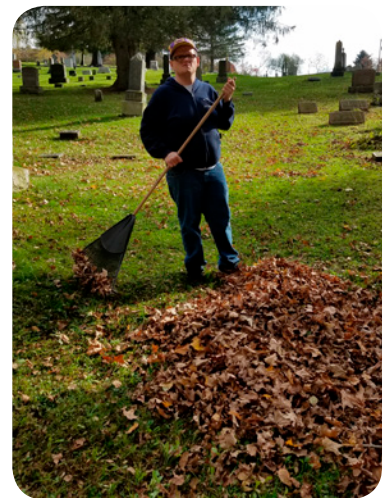
Marty Adams
Demonstrating pulley systems with the
Firefighter Appreciation Club

The Firefighter Appreciation Club was established to help build relationships between the Cortland Fire Department and individuals receiving Day Habilitation services at JM Murray. To show appreciation for their service, baked goods or home made cards are given to the firefighters. At other times, the Cortland Fire Department gets together with the individuals and teaches the club about different aspects of their job. During one visit, they taught everyone about weights, ropes, and how pulley systems allow the firefighters to easily lift heavy objects with less effort. The pulley system was used to lift Marty Adams, allowing him to feel weightless and show he could easily and safely be lifted as done in certain emergencies. Marty was thrilled to be able to experience the feeling of weightlessness and thoroughly enjoys participating in the Firefighter Appreciation Club.



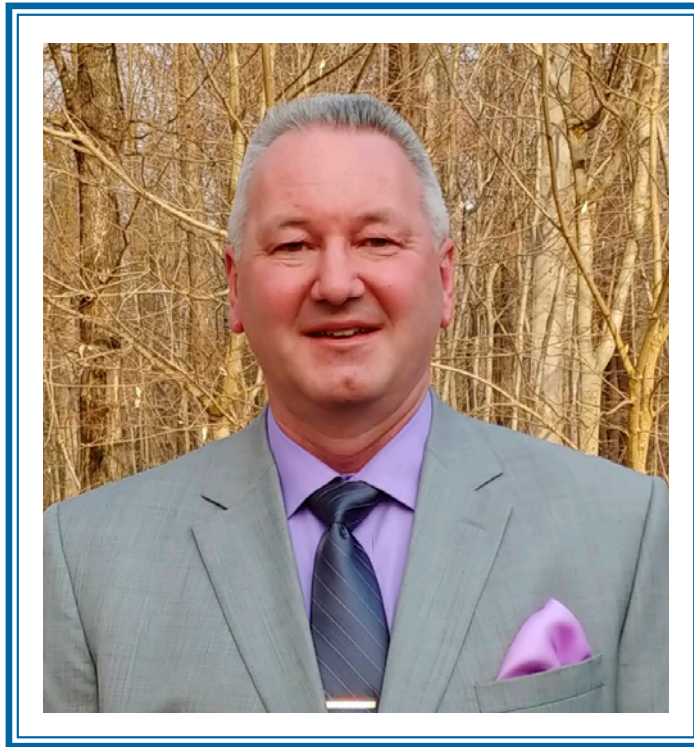
Amy Morris
Using a binding machine to bind documents together
for the Aid to Victims of Violence program at the YWCA

During the year, JM Murray continued to expand its community-based prevocational services. Enrollment in the service increased as well as new business relationships. Throughout 2017, we partnered with over 34 businesses and organizations to provide work-based training opportunities for 28 individuals. Pre-employment services allow individuals opportunities to complete a wide variety of work tasks at different work sites. Individuals are able to learn and improve work skills, such as attention to task, completing quality work, and meeting workplace expectations.



Kevin Van Marter
Raking at the McLean Cemetery

Message from our Incoming President



Ernest M. Dodge

Thank you for the honor and opportunity presented to me by our Board of Directors. I am truly humbled in their belief of my abilities to work with them and our wonderful employees to further the vision and mission of JM Murray. That said, I would not be in this position today if it weren't for the leadership and life lessons I have learned from past presidents, Floyd Moon and Roy Susskind who have been instrumental in my professional development. I also wish to thank prior board members, the executive staff and past and present JM Murray employees. Thank you all.

As we move forward in 2018 and beyond, JM Murray will remain committed to providing the highest quality services, training and employment choices to those we serve. We will be diligent in our efforts to support our valued employees, maintain our fiduciary responsibilities to our Board of Directors and continue our valuable mission for decades to come. I look forward to the challenges and future successes we will all share moving forward to expand our business operations and services beyond their current scope.

In closing, JM Murray wishes to extend our sincere gratitude and well wishes to recently retired president, Floyd Moon. Over a decade ago he stepped into the role of President/CEO of JM Murray and quickly provided the leadership our company needed. He did so with a stout belief in our vision and mission. He always led, but rarely accepted the accolades of our successes, preferring to defer the praise to the other employees of JM Murray. He was committed to maintain JM Murray as an employer of choice in our industry, and we will be sure to follow his lead. We wish Floyd and his wife Maureen, many years of happiness and good health and hope they enjoy their new summer home in Alexandria Bay. THANK YOU Floyd!

Financial Results (Audited)

For Year Ended December 31, 2017

Revenues

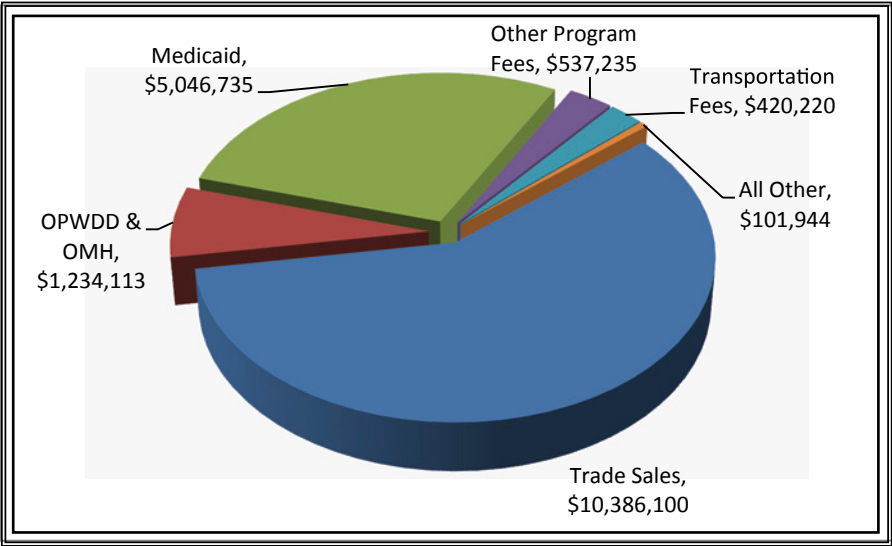
	2016	2017
Trade Sales	10,650,852	10,386,100
OPWDD & OMH	1,204,793	1,234,113
Medicaid	5,111,525	5,046,735
Other Program Fees	457,042	537,235
Transportation Fees	452,754	420,220
All Other	214,557	101,944
Total	18,091,523	17,726,347

Expenses

	2016	2017
Wages & Fringes	9,739,174	9,622,267
Material & Freight	5,559,303	5,739,248
All Other Overhead	1,566,836	1,456,917
Occupancy Costs	628,494	631,897
Depreciation	610,951	606,897
Total	18,104,758	18,057,226

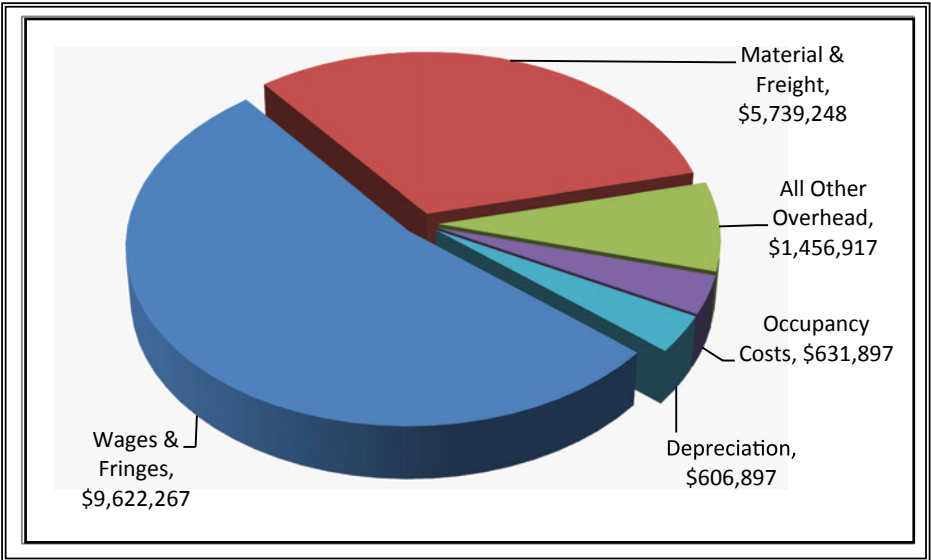
Legacy Giving at JM Murray

In 2017 JM Murray launched the new Legacy Giving program. Changing times required us to reach out for gifts from our friends and supporters who have had a special connection to us over the years. JM Murray is determined to stay vigilant to the mission we have worked so hard to foster. Supporting JM Murray allows us to help our consumers achieve their valued outcomes in ways that meet their personalized needs and interests and achieve the independence that brings tremendous meaning to their lives. Planned giving will help ensure that we remain responsive to the needs in our community, regardless of the absence of government funding sources. Support received will help provide individualized services, training and meaningful work for people with disabilities.



Revenues

Expenses



Friends of JM Murray

Thank you to the following who made a donation to JM Murray in 2017:

Donald & Grace Murch, Ann Catalfano, Marianne Lont, Katherine Wickwire, Donald & Carol Reed, Hazel Coyle, Elaine Wiedemann, John & Joanne Hayes, Peter & Anne Andrusyszyn, Homer Elementary School Social Committee, Frederick Stephens Jr., Angelo Mastronardi, Diane Lustenader, Kevin Yarnell & Jenna Peters, Kohl's Department Store, Hamilton Street Construction, Patrons of the Cortland Farmer's Market, Judith Ashcroft, Ila Webb, Thomas & Mary Salm, Charles & Linda Garbo



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

Our Values

People	Putting people first and treating everyone with dignity and respect.
Excellence	Taking pride in our work, and encouraging the same from others.
Advocacy	Publicly championing the rights of those we serve.
Community	Appreciating where we live and making it a better place for everyone.
Honesty	Acting ethically, and managing our financial resources responsibly.
Innovation	Encouraging curiosity and informed risk-taking.
Collaboration	Seeking and sharing each other's opinions and ideas.
Knowledge	Committing ourselves to continued learning and personal growth.

Notes



JM Murray

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

Manufacturing Operations
Work Center Services
Prevocational Services

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

Support Services
Employment Connection

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

OPTIONS Habilitation Services
Warehouse Operations
Custodial Services

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