



JM Murray
Annual Report
2019

Since 1966



Our diverse service organization provides compassionate support services to individuals with developmental disabilities and their families, offering employment opportunities for disabled individuals and contracted business solutions to various public and private organizations since 1966.

Executive Staff

President/CEO

Ernest M. Dodge

Chief Operating Officer

Dale E. Davis

Vice President of Operations and Sales

Gerald J. Gebhard

Vice President of Human Resources & Corporate Compliance

Barbara A. Ackley

Director of Information Technology

Karen A. Morgan

Special thanks to Stephen Pearsall for his many years of service. Stephen will be retiring from the JM Murray Board of Directors at the conclusion of the 2019 term.

Board of Directors

Executive Chair
Stephen Compagni

Vice Chair
Thomas Turck

Treasurer
Stephen Geibel

Secretary
Stephen Franco

Board Members

Jeffrey Armstrong

Jim Dempsey

Billi Gizzi

William Murphy

Janet Oechsle

Stephen Pearsall

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Seth Burgess

Michael Chernago

John Folmer

Byron Horak

Thomas Meldrim

Floyd Moon

Charles Spaulding

Roy Susskind



Message from the President



Ernest M. Dodge - President/CEO

2019 was another eventful and successful year for JM Murray. I am reminded every day of how privileged we are to have dedicated employees throughout our organization and board members who are committed to our mission of providing services that enhance the quality of life for our consumers and families.

For the past several years, JM Murray has experienced space constraints, particularly within our business operations. Our Route 13 warehouse facility has been packed to the point where we suffered inefficiencies which led to the double handling of inventory as we had no adequate space to locate it. We also had the challenge of where we would locate additional business within our production floor. OraLine had outgrown their warehouse needs and would require additional warehouse space in an already-packed facility.

ESTI continued to rent 20,000 square feet of manufacturing space from Cortland Commerce Center for our spool refurbishment services.

At the same time we were experiencing the space constraints, we were also seeing a flattening, and in some cases erosion, of our liquid fill business. This was primarily due to the rising costs of raw materials. We revised and updated a study by OraLine which laid out the steps, costs and timelines to enter into liquid compounding operations. What if we could manufacture our own liquids, save on transportation and raw material costs while reducing our inventory needs by manufacturing liquids to order or forecast? What if we could close the loop and become a one-stop shop that manufactured and tubed product, warehoused, and distributed for our customers? Those questions were posed to our Board of Directors in the spring of 2019, and by summer we had entered into an agreement with the former owners of the 70,000-square-foot Cortland Pump building located at 842 Bennie Road to purchase the building.

By the late fall of 2019, we had already moved OraLine's administration and warehouse operations into the new building. We completely renovated the office and bathroom space and were able to substantially increase their warehouse footprint to allow for their needed expansion. In 2020, we will complete renovations that will allow us to move our ESTI spool operations from the Cortland Commerce Center into the new building before our current lease expires in mid-June.

Continued on pg. 3

We will be renovating 26,000 square feet of administration space that will allow for the move of all our Day Habilitation, Community Habilitation, and Employment Services from West Road to Bennie Road. By the culmination of 2020, we hope to have vacated the entire West Road complex and have all our for-profit entities and our Services division in our new building. We also will be listing the West Road property for sale. Once finalized, these funds will offset our new building acquisition costs. The acquisition of the Bennie Road property was also made possible by an \$800,000 grant obtained from the New York State Economic Development Council.

Once Bennie Road is occupied, JM Murray will no longer need to rent space, and our buildings will be a quarter mile away from each other. We'll also have our for-profit businesses housed with our not-for-profit and administrative operations at our Route 13 facility. The final piece of this puzzle will be creating production space for our planned compounding operations. The timeline for the creation of the production space and acquisition of the equipment and personnel needed for this venture have been delayed by the COVID-19 pandemic, but we hope to have full scale production by the end of 2021.

Our Services division continues to thrive despite the daily challenges of staffing needs and the ever-changing regulatory landscape. They do so with an abundance of energy and enthusiasm to make the most of every hour spent with the individuals we serve. I am truly amazed by the smiles on their faces as well as on our consumers' faces every day. We're truly blessed to have so many dedicated Direct Support Professionals.

In 2019, the Services division further expanded the self-directed options for our consumers, not only in volume but also in regions. At the end of 2019, we were providing services in OPWDD recognized Central, Broome, Finger Lakes, Hudson Valley and Taconic regions. Our Fiscal Intermediary and Brokering services experienced rapid growth as did our self-directed Community Habilitation service.

From inception, JM Murray has remained committed to providing vocational training and work opportunities for individuals with disabilities. We saw growth in 2019 within our site and community based Pre-Vocational services. We continue to be recognized as one of the largest and leading community based integrated employers in the state.

2020 will be a challenging year for JM Murray, and once again our employees will meet that challenge with the dedication and professionalism they show everyday. The COVID-19 pandemic has created many new challenges in an already uncertain environment. As we have since 1966, JM Murray will remain dedicated to those we serve.



2019 Joslin Award winner Jason Bradley receiving his certificate from President Dodge.

Services Division

Community Habilitation

Community Habilitation Services have been expanding in a number of areas, providing quality services to a higher number of individuals. This year has been another great step forward for this department.

Community Habilitation provides services for approximately 80 individuals in the Cortland area. We are continuing to focus on the expansion of this department in an effort to reach out to other individuals most in need of these services. We continued our efforts to grow in the Cortland area, as well as expanding our geographical reach. With the continued growth in the numbers of individuals we support, the number of individuals we employ on our staff also continues to grow.

Thanks to this expansion, the department is able to expand into new ventures, including a wider variety of events that allow individuals to improve socialization skills in the community and have a great time with friends. The Community Habilitation picnic at Suggett Park provided the individuals with a day of fun games, great food and lots of music and dancing.

Day Habilitation

Day Habilitation Services had a very productive 2019, providing support to 120 consumers by teaching a range of skills related to self-advocacy, safety, communication, self-improvement, relationship development and self-care.

Consumers took part in over 100 regularly occurring volunteer and recreational activities both in the community and at our facility. Volunteer activities included making and selling items at the Cortland Farmer's Market, assisting with Meals on Wheels, recycling for several local businesses, shopping for Elizabeth Brewster House, attending to the Little Free Libraries and cleaning local churches. Our consumers also participated in recreational and club activities to meet their personal goals.

They learned about food prep and have made some outstanding dishes in Cooking Club. They also swam and utilized the gym at the YWCA, provided our communities youth with birthday parties, took part in yoga and explored the Science Center in Ithaca. Throughout the year, Day Habilitation was also fortunate enough to take part in a few holiday parties and had many visitors come show off their talents. Visitors included the Homer Soul Singers, Dryden High School Band and the Harmony Bridge Chorus out of Cortland High School.

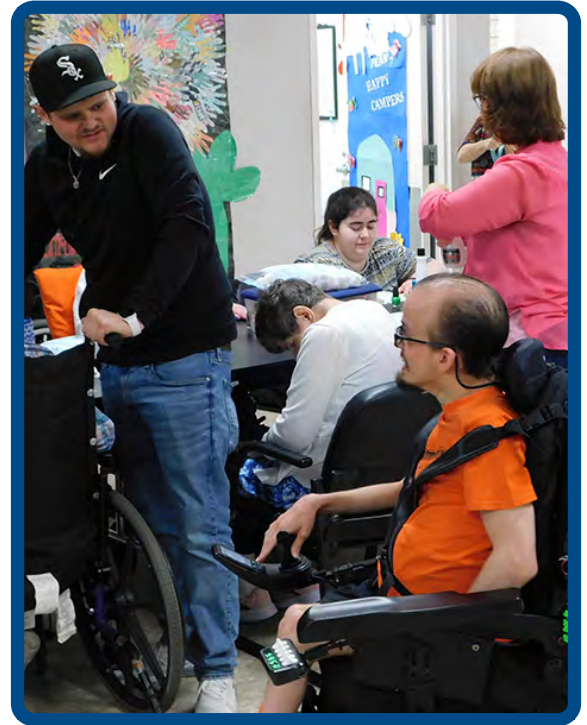


The pavilion was rockin' at Suggett Park for the Community Habilitation Picnic.

Self-Directed Services

The Self-Directed Services department at JM Murray has experienced significant positive change over the course of the past year. The self-directed services offered through JM Murray encompass a wide range of services that fall under the umbrella of self-direction. These services include start-up and support brokerage, fiscal intermediary, self-hired community habilitation and respite, individual directed goods and services other than personal services, housing subsidies, paid neighbor, and live-in caregiver.

In 2019, JM Murray has expanded the regions in which we provide these services. In addition to Central New York, and Broome, we now have the ability to provide services in the Hudson Valley, Taconic, Finger Lakes, and Western regions. With this expansion at the end of 2019, we were able to support about 160 individuals in their efforts to self-direct their services. We are excited to continue to see this program grow and have a positive impact on so many lives.



A quick conversation between friends during Day Habilitation's hair and nail day.

Employment Connection

Pre-Employment & Employment Services

Our Pre-Employment and Employment Services had a very busy and successful year. With the restructuring of some of our management personnel, we brought all of our pre-employment and employment services together. This will further enhance the employment outcomes for the people that we support.

We continued to provide a wide variety of pre-employment and employment services to individuals who reside in Cortland and neighboring counties. We receive funding from ACCES-VR, the Office of Mental Health (OMH), the Department of Social Services and the Office for People with Developmental Disabilities (OPWDD). We also secured a contract with Cortland High School to provide worksite support for students with disabilities who are preparing to transition to the workforce.

Our Community Based Pre-Vocational Services saw exciting growth by providing services to more individuals and by expanding work opportunities for several more businesses and organizations. Some of the places where individuals experienced work activities were at Homer High School, Dryden Central School, Doug's PowerSports, Thrifty Shopper, St. Mary's School, Tractor Supply, Empire Tractor, Crown Park, YWCA, Walgreen's and Superior Auto.

The Site-Based Pre-Vocational Services continued to provide daily support to individuals who work in our integrated production and manufacturing facility at Route 13. In an effort to further enhance the services division, the support staff offices were moved from the production floor and relocated to the south end of the Route 13 building.

In August 2019, we began providing support to a few individuals through OMH Home and Community Based Services. Based on a recommendation from OMH, we revised our Cortland County OMH contract and merged services to better meet the needs of people living in Cortland County.

In September, we revised our contract with Cortland schools in order to provide additional supervision and support for two students who required it.

Family Support Services

We expanded the reach of our Recreational Respite program to families who reside in Tompkins County and are providing support for an OPWDD eligible family member.

During 2019, our Recreational Respite program coordinated overnight weekend trips to Niagara Falls, Letchworth State Park, Old Forge, Washington D.C. and Turning Stone Resort, to name a few. We were also able to provide day trips to local zoos, movie theaters, bowling, mini-golf, picnics and shopping malls.

Through our Family Support Services contract with OPWDD, we continued to provide family reimbursement for individuals who live with their family members by reimbursing them for respite support and for disability related items that have been purchased to enhance the health, safety and well-being of the individual with disability.

Business Division

JM Murray's business division enjoyed a year of high activity in 2019. We ramped up production for Tyoga Container in May, shipping multiple truckloads of wedding gown boxes per day for the dry cleaning industry. We added new customers, Reeb Millwork and Sonic Packaging to our assembly and packaging departments, and Swabbies, Inc., a liquid filling project of diaper cream for the consumer market.

Our bottling line expanded with the introduction of 21 additional filling jobs for a local customer, New York Hemp Oil, Inc., as we continued to grow our liquid filling operation.

Eighteen new products were added for Preserve, and three new products were added for the New York State Industries for the Disabled, who have provided over 38,000 hours of meaningful work across our assembly, liquid fill, bag conversion, and rest area janitorial and grounds-keeping operations.



Mary was able to find work she enjoys through Employment Connection.

OraLine

In 2019, OraLine had a record year with sales revenue of \$8 million dollars, despite the headwinds created by the tariffs beginning in September. OraLine continues to grow in the professional and institutional market, and the company looks forward to continuing growth once the COVID-19 pandemic has been resolved. OraLine also moved into a new office and warehouse facility located at 842 Bennie Road. The move has been mutually beneficial for JM Murray and OraLine, providing additional warehouse space for both companies. They continue to look for new opportunities in toothbrush sanitization, bamboo toothbrushes and a complete natural line. They expect promising developments going forward and are excited for the new opportunities.

Inaugural JM Murray Golf Classic

For the first time in our history, JM Murray is looking into creative ways to raise funds to support the services we provide. This year, we hosted the Inaugural JM Murray Golf Classic sponsored by NBT Bank at the Cortland Country Club. The tournament's 19 teams helped raise just under 10,000 dollars that went towards helping us provide the best possible service to the people with disabilities we serve. Special thanks to our sponsors: NBT Bank, Bailey Place Insurance, Sciarabba Walker & Co., CoffeeMania and the Cortland County Business Development Corporation.



Some of the action around the course from the JM Murray Golf Classic at the Cortland Country Club in July 2019.



**Thank you to all the teams
that participated!**



Alan F. Brown Memorial Award Norman Smith

Norman has always been driven to succeed in his personal and professional life, despite his physical, communicative and developmental limitations. Given his accomplishments, we are recognizing him as this year's Alan F. Brown Memorial Award winner.

Norman participates in Community Habilitation, Employment Services, Broker, Fiscal Intermediary and Self-Directed Services. These services provide Norman with person-centered support, giving him the ability to better manage his time and resources. This also frees up time for him to participate in more community events, like volunteering with a local veterans group, the Marathon Elks Lodge and VFW. In addition, he always made time to visit his ailing mother, several times a week in the Groton Nursing Home until her recent passing. Somehow, Norman also found the time to pursue his employment goals. He was able to secure an Employment Training Program internship funded by OPWDD.

Soon after that, he started working for Groton Cycle Center on a part-time basis to explore his skills. Working on motorcycles has been a long term passion of his, and before he knew it, he was assembling, disassembling and testing various equipment for the shop, in addition to sorting, collating and filing paperwork that was required for the workshops offered by Groton Cycle Center.

Norman has several limitations as a result of his disability. He has challenges with walking, hearing, communicating, primitive reflexes, and increased pain in his back, hips, and rest of his body as he ages. Despite all of this, he obtained a driver's license and has maintained it for over 20 years. Norman is also able to live in an independent apartment with help from his Fiscal Intermediary. Though Norman has a seasonal job with Groton Cycle, he continues to look for other opportunities to supplement his income.

One of Norman's greatest attributes is his presence. Norman always has a way of lighting up a room. His smile and laugh are infectious, and you can't have a conversation with Norman without cracking a smile. Through his experiences at JM Murray, his volunteer work, and now his work at Groton Cycle, Norman has continued to grow his personal network of friends while persevering to achieve his professional goals. *Great work Norman!*



Norman clearly enjoys his time working on motorcycles at the Groton Cycle Center.



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.

"Despite Norman's limitations—he's succeeded in life, and puts a smile on everyone's face. He's made me a better support professional and – most importantly – a better person."

*- Timothy Kozinsky
Quality Assurance Specialist
at JM Murray*



Employer of the Year Award

Elizabeth Brewster House

We are proud to award the Elizabeth Brewster House as the JM Murray Employer of the Year for 2019.

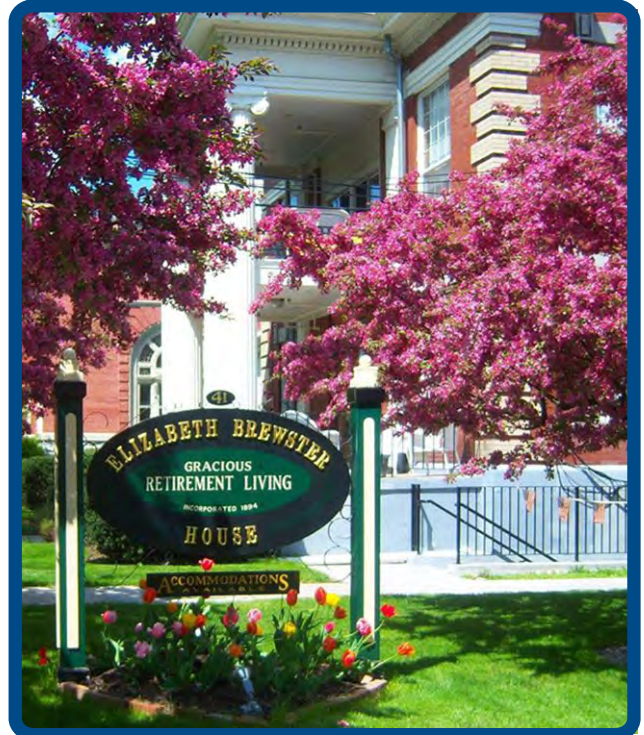
The Elizabeth Brewster House has worked in cooperation with Employment Connection for many years now, providing training, assessment and employment opportunities for individuals with disabilities throughout the assisted living facility. They currently employ two of our Employment Connection participants in the housekeeping department while continuing to retain a number of our graduates from Employment Connection in their activities, personal care, and dining services.

The Elizabeth Brewster House appreciates the work ethic and abilities of the individuals we serve and is always willing to accommodate their needs in order to ensure successful employment. One of the individuals who works there has strict diet requirements. Brewster House staff is mindful and supportive of this person, making sure the employee has limited access to food within the facility while they are working so they are not jeopardizing their health. Another individual who works there has difficulties hearing. Whenever Brewster House staff address her, they make sure they are talking face-to-face with her, so she can see their lips as they communicate.

Their staff considers the strengths of the individuals they hire and places those individuals to work in varying departments throughout their facility. Individuals with disabilities are treated like any other employee.

Throughout the training period, Brewster House supervisors work with JM Murray employment staff and the individuals to make sure ample training and support is provided. They discuss different methods to teach each individual effectively and make any necessary accommodations that need to be made for the individual's success.

The Elizabeth Brewster House has been a great partner to JM Murray and to the individuals with disabilities we serve. Congratulations to the 2019 JM Murray Employer of the Year, the Elizabeth Brewster House.



Elizabeth Brewster House in Homer, NY

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



JM Murray Financial Results (Unaudited)
Year Ended December 31, 2019

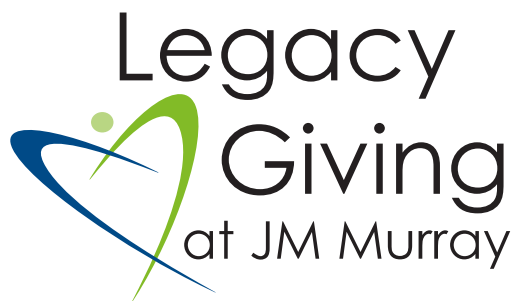
		2018	2019
R E V E N U E	TRADE SALES	11,185,092	10,265,737
	OPWDD & OMH	1,306,924	1,479,534
	MEDICAID	5,019,337	5,915,959
	OTHER PROGRAM FEES	577,961	589,384
	TRANSPORTATION FEES	420,347	399,547
	ALL OTHER	119,255	610,333
	TOTAL	18,628,916	19,260,494
E X P E N S E	WAGES & FRINGES	9,632,764	9,897,140
	MATERIAL & FREIGHT	6,053,389	5,675,872
	ALL OTHER OVERHEAD	1,641,264	2,044,966
	OCCUPANCY COSTS	643,999	662,392
	DEPRECIATION	618,885	636,486
	TOTAL	18,590,301	18,916,856

Thank you to the friends of JM Murray

To the following friends who made a donation to JM Murray in 2019, we genuinely thank you for your contributions and helping us continue our mission.

Frank Suits, Fran Casullo, Tom Terwilliger, Karen Knapp, Phyllis DuRocher, Jacob Moses, Matt Toner, Darleen Marshall Lieber, Tim Kozinsky, Danie Roberta, Barbara Ackley, Deb Fox, Kevin Densmore, Angelo & Connie Mastronardi, Julian McCann, Francis & Anne Porter, Daniel Jones, Theresa Tutino, Gladys Sponable, Anne Porter, Marilyn Cooler, Charles & Linda Garbo, Lona Bailey, Scott Auwater, Marry Murray, Amazon Smiles, John Carr, The Mason Family, Jacqueline Fresolo, Thomas & Mary Salm, and the others who chose to remain anonymous.

Follow us on social media for updates about JM Murray and how you can help us support the individuals with disabilities we serve.



The Legacy Giving program exists as a means for families or individuals to support JM Murray in their long-term, planned giving. If you have a family member who has benefited from the services provided by JM Murray, please consider JM Murray in your will or making a gift in the form of a bequest in your loved one's honor.

JM Murray is committed to continuing the mission that began changing lives of people with disabilities over 50 years ago. By making a commitment to contribute a Legacy Gift, our life-changing work can continue to improve the lives of people with disabilities and their families. Providing individualized services and meaningful work experience for those we serve will continue regardless of the potential absence of government funding.



"As the parents of a child with developmental disabilities, we are indebted to JM Murray. The experiences they have provided to our daughter over the past 25 years allowed her to engage with others and contribute to the community in a way that best fits her personality. Every encounter was always extremely thoughtful, meaningful and positive. For that we are forever grateful."

-Angelo & Connie Mastronardi

Year in Photos 2019





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