



JM Murray

ANNUAL REPORT 2025



Photo by Kate Donlan

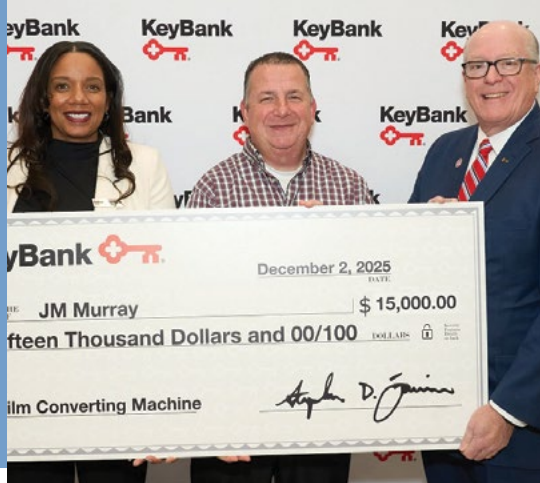


Photo by Kate Donlan

A YEAR OF IMPACT



Photo by Kate Donlan



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.

jmmurray.com

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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

Nathan Kressler
Director of Information Technology

Melody Ponzi
Chief Financial Officer

Della Marshall
Director of Facilities & Maintenance

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Charles Spaulding

Thomas Turck

FROM THE PRESIDENT



Ernest M. Dodge, *President & CEO*

For nearly six decades, JM Murray has lived its mission: *to provide services for people with disabilities and their families that enhance the quality of their lives.*

2025 was another example of what a dedicated team can accomplish in support of those we serve. The work is never easy and always brings challenges and change, but the employees of JM Murray remain steadfast in their commitment to our mission.

Every year there seems to be something that always surprises us, and this year it was the impact of tariffs. We endured a year of constantly changing fees that significantly impacted our business operations. Unable to simply find alternative suppliers, we saw our margins eroded while we absorbed the majority of those costs.

We offset a slower year in our business division with continued growth in our services division. Our Fiscal Intermediary Program, part of New York State Office for People with Developmental Disabilities (OPWDD) Self-Direction, ended 2025 serving nearly 525 individuals and families across 46 counties in New York. Since launching the program in spring 2018, its growth has been remarkable.

Day Habilitation and Pre-Vocational programs remain strong, long-standing services at JM Murray, complemented by a full range of additional supports.

Reflecting on 2025, Looking Ahead to 2026

Respite services also continue to be in high demand, providing essential relief, for families and caregivers.

In summer 2025, JM Murray achieved ISO 9001:2015 certification across the entire organization. The milestone followed more than 18 months and hundreds of staff hours dedicated to documenting procedures and policies.

ISO 9001 is the international standard for quality management systems—simply put, we say what we do and do what we say. While some New York nonprofits hold this certification for business operations, we believe JM Murray is among a very small number in the United States to extend ISO

9001 across an entire organization. This achievement underscores our commitment to quality for both our business customers and the individuals and families we serve.

We were also honored to host members of the Murray family and provide them with a tour. Their memories reach back to the earliest days of the Cortland Workshop in Homer, New York, when a small group of individuals with disabilities provided sorting services. They remain strong supporters of our mission and continue to marvel at how the organization has grown.

We closed 2025 with nearly \$36 million in revenue and a team of over 630 employees serving more than 1,000 individuals with disabilities and their families across New York. As we look ahead to 2026—and our 60th anniversary this October—we are excited for the opportunities to grow while staying true to our mission and vision. We are deeply grateful to our Board of Directors, our staff, and our community for their ongoing commitment to supporting our work and the people we serve.



QUALITY
ISO 9001:2015
NSAI Certified

... we believe JM Murray is among a very small number in the United States to extend ISO 9001 across an entire organization.



Ernie and JM Murray recently hosted Congressman John Mannion.



Rep. Mannion chats with Brandon, JM Murray production worker.

SERVICES DIVISION

DAY HABILITATION

Throughout 2025, the Day Habilitation (Day Hab) program experienced a year of growth and activity. We expanded our services by welcoming nine additional individuals into our Without Walls (non-site-based) Day Hab program and three individuals into primarily site-based services. To support this growth, we added a new team—Team 13—and reimagined Team 7 as the Golden Years Team.

The Golden Years Team reflects a simple but meaningful idea: everyone deserves the opportunity to enjoy their time, their interests, and their community at their own pace. For some individuals, traditional Day Hab programming can feel too structured or active. The Golden Years Team offers an alternative—a relaxed, “retirement-style” environment where participants can still spend time with friends and remain connected to the community while enjoying a slower, more flexible pace.

Participants may choose to head out into the community for outings or stay within the program space to enjoy activities such as music appreciation, sensory experiences, and creative arts and crafts. The focus is on personal choice, independence, and meaningful daily experiences—allowing individuals to spend their time in ways that reflect what they value most.

The program also strengthened its internal structure during the year. To better support staff and enhance the quality of services, one supervisory position was replaced with two Senior Team Leader roles. These leaders focus on training and mentoring both new and experienced staff while observing and supporting teams to ensure the highest quality of care. These efforts were reflected in the program’s Annual Satisfaction Survey, which showed an increase in overall satisfaction compared to 2024.

Community involvement remained a central part of the Day Hab experience in 2025. Participants

expanded their volunteer efforts and community partnerships, contributing their time and talents to organizations such as the Marathon Booster Club, Cortland ReUse, Seven Valleys Food Rescue, the Elizabeth Brewster House, and Loaves & Fishes.

Creativity and connection played an important role throughout the year. With

support from the Bright Ideas Grant, Day Hab expanded its art programming through partnerships with the Access to Arts Project and the Homer Center for the Arts. Participants explored a variety of creative experiences, including producing a play, hosting an art show, and taking part in hands-on activities such as prop making, mask making, and cookie decorating. These collaborations fostered opportunities for self-expression and shared experiences. Music also filled the program throughout the year, with visits from local musicians including All Together Music, as well as performances by local school chorus ensembles and bands.

The focus is on personal choice, independence, and meaningful daily experiences . . .

COMMUNITY HABILITATION

In 2025, Community Habilitation continued to enhance the quality of services provided across 10 counties. In collaboration with the QA and HR departments, the team transitioned New Employee Orientation to a virtual onboarding model, improving accessibility and efficiency. Throughout the year, Community Habilitation also hosted monthly themed parties and group outings, including trips to the New York State Fair and Lights on the Lake, as well as a summer picnic and seasonal celebrations such as Halloween, Valentine’s Day and Christmas.

In 2025, we celebrated the achievements of those within our Community Habilitation program. John Diescher, a service recipient, was honored with the Alan F. Brown



Amy proudly holds a mask she created in arts programming.

Photo by Kate Donlian



Cindy, Sara, Amy, and Sandy are bit by the acting bug.

SERVICES AT A GLANCE

NYS Counties Served: 46

Individuals Enrolled with Services: 1,127

EMPLOYMENT SERVICES

Community-based Prevocational	25
Site-based Prevocational	61
Supported Employment	40
ACCES-VR	99

SUPPORT SERVICES

Behavior Services	19
Community Habilitation	158
Day Habilitation	110
Family Support Services	22
Individual Support Services	5
Mental Health (OHM)	32
Respite	11
Self-Direction	545

Onsite work hours: 43,326

Community job site work hours: 28,799

Award, and Mark Stevens, Senior Community Support Professional, received the Direct Support Professional of the Year Award at the New York State Association of Day Services Providers (NYSADSP) Symposium.

The Community Habilitation department was also restructured to support the program’s continued growth. A new Community Services Manager position was created to oversee two Supervisors, strengthening leadership and program support.

Looking ahead to 2026, the department has identified several key goals, including increasing staffing levels, expanding community partnerships, identifying opportunities to increase revenue, and offering more group activities and classes for service recipients.

FISCAL INTERMEDIARY

In 2025, the Fiscal Intermediary (FI) department significantly expanded its reach across New York State. Enrollment grew from 419 individuals in 2024 to 543 in 2025, and JM Murray became a co-employer to more than 425 Consumer-Hired Direct Support Professionals, up from 350 the previous year.

Alongside this growth, the department placed a strong emphasis on compliance with Office for People with Developmental Disabilities (OPWDD) policies and regulations. The referral and intake process were reviewed and strengthened, including the implementation of a new intake tracking system to ensure all required referral and intake documentation is completed prior to admission into services.

Additional safeguards were implemented to support compliance and financial oversight. These included

tracking school schedules to ensure appropriate service delivery for school-aged individuals, consistently utilizing OPWDD monthly utilization forms, and implementing system controls in Evero to prevent staff from clocking in for overtime hours or billing against exhausted budgets. The FI team also partnered with the Compliance department to introduce additional audit tools to monitor service documentation, Electronic Visit Verification (EVV) use, and school schedule compliance.

To support continued growth and oversight, the department restructured its staffing model and significantly increased staffing levels throughout the year.

Looking ahead to 2026, the FI department has identified several priorities, including increasing FI fee billing, strengthening staff action plans through feedback and broker training, developing a program guidebook for self-hired staff and families, and continuing the program’s growth and expansion.

SITE-BASED PREVOCATIONAL

In 2025, the Site-Based Prevocational program welcomed seven new participants, ending the year with 59 trainees enrolled and five additional individuals who have completed intakes and are pending start dates.

COMMUNITY-BASED PREVOCATIONAL

The Community-Based Pre-Vocational program remained steady, enrolling five new participants for a total of 29 individuals by year-end. The program also began expanding into Broome County, hiring part-time staff to support two new participants, with services scheduled to begin in January 2026 pending training completion and final paperwork.



Ansa has worked at JM Murray for five years.



EMPLOYMENT CONNECTION

Employment Connection, which partners with both Adult Career and Continuing Education Services– Vocational Rehabilitation (ACCES-VR) and the New York State Office for People with Developmental Disabilities (OPWDD) Supported Employment (SEMP) program, continued to grow in 2025. The team expanded to seven full-time professionals, including six Employment Specialists and a Director, increasing capacity to serve individuals across the region.

This growth allowed the program to extend services into the Lafayette, Tully, and Fabius school districts, supporting ACCES-VR students through work-based learning opportunities. These experiences helped foster new partnerships with local businesses, including Tully Market, the Cortland County SPCA, and Cortland ReUse.

The department also strengthened its community presence through participation in Cortland Area Chamber of Commerce events and school transition fairs, helping connect students and job seekers with meaningful employment opportunities.

A highlight of the year came when the Employment Services Department received the 2025 DREAM (Disability Rights & Employment Awareness Month) Regional Business Recognition Award, recognizing our commitment to celebrating the value and talent of every individual we serve.

Looking ahead to 2026, Employment Connection plans to build on this momentum by expanding the Pathway to Employment Program. This initiative will serve as a critical bridge between Pre-Vocational services and the Employment Training Program (ETP), helping more individuals successfully transition into competitive community employment.



(L-R) Juanita Stadler, Vocational Rehabilitation Counselor , ACCES-VR, Kelly Burkett MS, CRC, LMHC Local Workforce Development & Business Relations Representative, ACCES-VR, Karen Davis, Sr. VP Services, JM Murray and Shannon Coffin, Director, Employment Connection

PRE-EMPLOYMENT SERVICES

In 2025, JM Murray's Pre-Employment Services continued to make a meaningful impact in the Cortland County community by providing services tailored to the unique needs of individuals with disabilities. From supporting individuals navigating disability claims through our on-site Disability Analyst for the Cortland County Department of Social Services, to offering layered employment supports through our Office of Mental Health (OMH) programs—Assisted Competitive Employment (ACE), the Transitional Employment Program (TEP), and Ongoing Intensive Supportive Employment (OISE)—we provide a continuum of services that support individuals at every stage of their employment journey.

These programs address the complex challenges faced by many individuals living with mental health conditions, addiction, and housing insecurity. Through strong community partnerships and a commitment to person-



Friends at the Arts Exploration for All reception at Homer Center for The Arts.

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

Macy's* story reflects the impact of this work. In 2024, Macy came to us as a young adult with no prior work history who was struggling with poor mental health and a history of addiction. She began her journey in our ACE program, participating in weekly support groups and skill-building activities that helped build her confidence and readiness for work.

Macy then transitioned to the Transitional Employment Program, where she applied her developing skills in a community volunteer setting. This experience helped her build stamina, strengthen her self-esteem, and gain valuable work experience as she prepared for paid employment.

In 2025, with the guidance of our staff, Macy was ready to pursue competitive employment and applied for Supportive Employment Services through Adult Career & Continuing Ed Services-

Vocational Rehabilitation (ACCES-VR). With the support of a job coach, she explored opportunities that matched her interests and abilities and successfully secured her first job. After stabilizing in her role, Macy transitioned to our OMH OISE program, where she continues to receive individualized, long-term support to maintain her employment.

Through the combined support of these programs—and Macy's own determination—she has achieved her goal of meaningful, sustained employment.

... we provide a continuum of services that support individuals at every stage of their employment journey.

* The individual's name has been changed to protect their privacy.



Krissie, participant in *Arts Exploration for All*, points out detail on her artwork.

Photo by Kate Donlian

2025 NYSADSP DIRECT SUPPORT PROFESSIONAL OF THE YEAR

Mark Stevens



Mark Stevens, a Senior Community Support Professional at JM Murray, was named the 2025 Direct Support Professional of the Year by the New York State Association of Day Service Providers (NYSADSP). This prestigious award coincides with Direct Support Professional Recognition Week (September 8–14), a nationwide celebration of the professionals who dedicate their careers to supporting people with disabilities.

Over the past four years, Mark has helped individuals discover new interests such as kayaking and snowshoeing, led weekly healthy living groups focused on cooking, budgeting, and nutrition, and coordinated critical medical care for a man who had nearly lost the ability to walk—ensuring he received surgery, recovery support, and mental health services.

Through homelessness, hospitalizations, and major life transitions, Mark has provided steady support, advocacy, and care—demonstrating the vital, and often unseen, role Direct Support Professionals play in strengthening our communities.

“It is a great honor to receive this award. It wouldn't have been possible without the staff at JM Murray who work together to build a true partnership with the consumers. It is a privilege to see our consumers develop independence and achieve their goals.”

EMPLOYER OF THE YEAR

THE EXCHANGE RESTAURANT

It is a privilege to present The Exchange with the Employer of the Year Award. Over the past year, this establishment has demonstrated a strong commitment to inclusive employment, proving that a supportive and diverse workplace is not just an aspiration—it is a standard reflected in their daily operations. Employment Connection client, Alfred “Alfie” Albro has been working there since 2023.

Through their partnership with our Employment Connection vocational services, The Exchange has set an example of how local businesses can empower individuals who face barriers to employment.

The Exchange’s approach to inclusion is not simply a written policy; it is a visible and consistent practice. Management and staff treat Alfie with the same respect and dignity afforded to every employee. As a result, Alfie reports feeling genuinely valued and included as an important member of the team. This sense of belonging has been instrumental in his professional growth.

The leadership team has also taken thoughtful steps to support Alfie’s success. By maintaining a flexible scheduling model that keeps his hours consistently under the 20-hour threshold, they have created a balance that allows him to perform his responsibilities confidently, without becoming overwhelmed. This approach reflects the employer’s commitment to long-term success and retention.



Alfie with his EC Employment Specialist, Paula Niederhofer.

Another hallmark of The Exchange’s workplace culture is clear and respectful communication. Managers maintain an open-door policy with both Alfie and his employment specialist, Paula Niederhofer, creating an environment where questions and support are welcomed. This openness has helped reduce workplace anxiety and foster greater confidence.

The spirit of teamwork is evident throughout the kitchen and dining area. Coworkers work alongside Alfie with mutual respect, creating a collaborative environment where everyone contributes to achieving the goals of each shift.

In conclusion, The Exchange embodies the spirit of an inclusive employer. By recognizing individual strengths, providing thoughtful support, and fostering a culture of respect, they have positively impacted one individual’s career while strengthening their own workplace in the process. They are truly deserving of the Employer of the Year Award.

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.

2000 Auxiliary Services Corp.	2009 Ames Linen Service	2019 Elizabeth Brewster House
2001 K-Mart	2010 ASC	2020 Cortland Plastics International
2002 GSG Vincent	2011 First Transit	2021 Price Chopper
2003 Cortland Country Club	2012 Hartford Glen Water	2022 Lowe’s
2004 Vermeer Northeast	2013 American Food & Vending	2023 Moe’s Southwest Grill
2005 Denny’s (Cortland)	2014 Friendly’s	2024 Arnold’s Florist of Dryden
2006 Hampton Inn—Cortland Regional Medical Center	2015 Wal-Mart	
2007 Ponderosa	2016 Rescue Mission	
2008 Tractor Supply Co.	2017 Elizabeth Brewster House	
	2018 Walden Place	

2025 NYSID OUTSTANDING PERFORMER AWARD

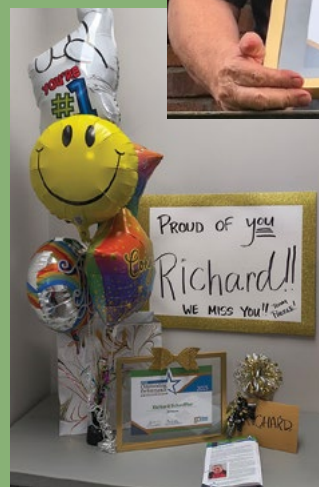
Richard M. Schreffler

Richard M. Schreffler's journey is a testament to perseverance, strength, and the power of being recognized for one's abilities. Since joining JM Murray in 2018, Richard has been a dedicated member of our team, working in both full-time and part-time roles as he navigates ongoing physical challenges.

Early in life, Richard faced significant academic and social struggles after being diagnosed with a learning disability. Despite receiving support, he often felt isolated and graduated with little confidence. His early work experiences were equally discouraging. Although he secured employment with help from a case manager, he was frequently penalized for working more slowly than his coworkers, and many employers were unwilling to accommodate his needs.

At JM Murray, Richard found something different: a workplace that values his contributions and supports his success. Through his job, he has been able to maintain his own apartment and manage a car payment—milestones that represent the independence he values deeply. Having experienced difficult situations in the past, Richard says living on his own means everything to him: *"I have my own space to be who I want to be. I can go where I want, when I want, because I have a car and money."*

Richard also takes pride in supporting the people and things he loves. His income allows him to care for his cat, support his partner, and pursue personal interests. When his father became ill, JM Murray supported Richard in taking three weeks off to travel to Florida and spend meaningful time with him before he passed away. Reflecting on that experience, Richard says, *"No other employer would have supported me like that."*



"At JM Murray, I'm not judged or punished for how I work—I'm supported for who I am."

Known for his reliability, Richard is always on time and often volunteers for extra shifts to help his team. When he learned he was nominated for the NYSID Outstanding Performer Award, he was both surprised and proud. *"I've been noticed,"* he said. *"I've worked hard for this."*

Before coming to JM Murray, Richard never felt like he truly belonged. Today, he says the difference is clear: *"At JM Murray, I'm not judged or punished for how I work—I'm supported for who I am."*



Juergen celebrates his retirement after 34 years with us.



BUSINESS DIVISION

STRENGTHENING OPERATIONS, EXPANDING OPPORTUNITY

Aside from staying busy producing and shipping products for our customers during the first half of the year, our team was also hard at work preparing for our ISO certification audit in June 2025. Working with our ISO consultant, Tara McInerney, we spent more than a year developing and documenting procedures that meet ISO standards. The process was straightforward in theory—say what we do and ensure we do what we say—but implementing it required careful planning, consistency, and teamwork across the organization.

After a year and a half of preparation, that effort culminated in our certification audit in June. Thanks to the dedication and hard work of our entire team, we are proud to say that we achieved NSAI ISO 9001:2015 certification. This milestone strengthens our position as a mission-driven business committed to quality, accountability, and continuous improvement.

In anticipation of building on the momentum of the past several years in our compounding operations, we purchased a new tube-filling machine and relocated both filling machines to the front room of the compounding area at the beginning of the third quarter. This upgrade increases our filling capacity, which we expect will be important as we expand the market for our Made in America toothpaste, particularly amid the uncertainty surrounding the ongoing tariff situation. The move also allowed us to position the machines in a newer, more controlled production environment.

In September, we welcomed our first visit and audit from the FDA since beginning to compound toothpaste in-house. The experience proved to be an important

learning opportunity, giving us a much clearer understanding of the FDA's expectations and requirements for toothpaste as an over-the-counter regulated drug product.

As they have time and again, our team rose to the occasion—stepping outside their usual roles and comfort zones to meet the challenge and deepen our collective knowledge. Moving forward, we will be integrating our Current Good Manufacturing Practices (CGMP) procedures into our ISO quality management system to ensure we meet all regulatory commitments while continuing to uphold the ISO standard.

Due to the age and increasing maintenance needs of our flat-pack bag converting machine, we made the strategic decision in November to invest in two new coreless roll bag converting machines from Guris in Turkey. These machines are scheduled to arrive in the second quarter of 2026.

This significant investment will expand our production capacity and accelerate our transition to offering our full line of trash can liners on coreless rolls. It also positions us to grow beyond our stronghold in New York State as we begin marketing our trash can liners to customers nationwide.

At the heart of everything we do are our trainees and clients. In 2025, we celebrated the retirement of a longtime trainee who had been with us for 34 years. Moments like these remind us why our work matters. The programs, services and opportunities we create would mean little without individuals like Juergen, whose dedication, resilience and independence inspire us year after year.



Jason Bradley, Manufacturing Team Member, poses with one of our new bag machines.

As they have time and again, our team rose to the occasion—stepping outside their usual roles and comfort zones to meet the challenge and deepen our collective knowledge.

JM MURRAY FOUNDATION GOLF CLASSIC

In 2019, JM Murray held its inaugural golf tournament with a simple but important goal: to raise awareness that JM Murray is a not-for-profit organization. Unlike many traditional nonprofits, JM Murray has long operated with a high level of self-sufficiency. Through its business and manufacturing solutions, the organization has sustained its mission—creating meaningful employment opportunities for individuals with disabilities while providing critical support services to them and their families.

In recent years, however, the landscape has shifted. Reimbursements from outside agencies that regulate our industry are no longer guarantees, and funding has struggled to keep pace with rising costs and inflation. In response, the JM Murray Foundation was established in 2021 as a dedicated fundraising arm to help ensure long-term sustainability and continued growth.

The annual Golf Classic has quickly become a cornerstone of these fundraising efforts—bringing together community members, business partners and supporters for a day that blends purpose with connection and fun. This year's event welcomed 15 teams and 60 players and raised an impressive \$19,478.23 in support of the JM Murray Foundation. Whether through sponsorships, team participation or tee signs, every contribution helps strengthen JM Murray's mission. Importantly, 100% of all donations, after event expenses, go directly to the Foundation.

This year's proceeds are supporting the purchase of a new film conversion bag machine, a critical investment in JM Murray's manufacturing operations. This equipment will be used to produce waste can liners sold throughout New York State under New York State Industries for the Disabled (NYSID). Beyond improving efficiency and production capacity, this investment directly supports job creation—ensuring individuals with disabilities continue to have access to meaningful, skill-building employment opportunities.

The Golf Classic is more than a fundraiser—it is a reflection of what's possible when community, business, and mission come together. With every swing, sponsorship, and shared moment, supporters are helping to build a stronger, more inclusive future.

With every swing, sponsorship and shared moment, supporters are helping to build a stronger, more inclusive future.



Employment Connection's Director, Shannon Coffin, gives the "thumbs up" while overseeing the putting contest.



Ayla deBoer, Community Habilitation Manager; Paula Niederhofer, Employment Specialist and Kelly Robinson, Director of Day Habilitation, man the registration table.



John Reagan, CEO, Prime Payroll, is always game for an impromptu photo bomb.



The Richards/Henry team brings the fun.

CONNECTION IN ACTION

This year, JM Murray deepened its community presence through expanded partnerships, greater local engagement, and the creativity and dedication of our team. We continued to grow not just as a service provider, but as a true community partner.



MOMENTS OF KINDNESS, MESSAGES OF HOPE

Small gestures can make a big difference. That's why the sales team from OraLine™ by JM Murray donated care kits during October, Breast Cancer Awareness Month, to the Renzi Cancer Center at Guthrie Cortland Hospital, complete with toothbrushes and words of inspiration to support patients through their treatment journey. Every kit was a reminder that someone cares—and that hope can be found even in the toughest moments.



CHEF KRIS TAKES HOME THE TROPHY

Kris Balsler, our Director of Operations, returned as a chef for the YWCA's 6th Annual *Chefs Take A Stand* event which benefits the Aid to Victims of Violence (AVV) program. In his second year participating, Chef Kris wowed judges with his pork belly bites, taking home the coveted "Best Home Chef" title. His achievement not only highlights his culinary talent but also demonstrates JM Murray's ongoing commitment to supporting meaningful community initiatives.



ARTS EXPLORATION FOR ALL: EXPANDING ACCESS THROUGH PARTNERSHIP

With funding support from Cortland Community Grants, JM Murray partnered with Access to Arts Cortland and longtime collaborator Center for the Arts of Homer, to bring *Arts Exploration for All* to life. This initiative ensures adults with disabilities can meaningfully engage in the arts—exploring theater, culinary, material, and visual mediums as both participants and observers in welcoming, accessible spaces.

LESSONS IN A LUNCHBOX

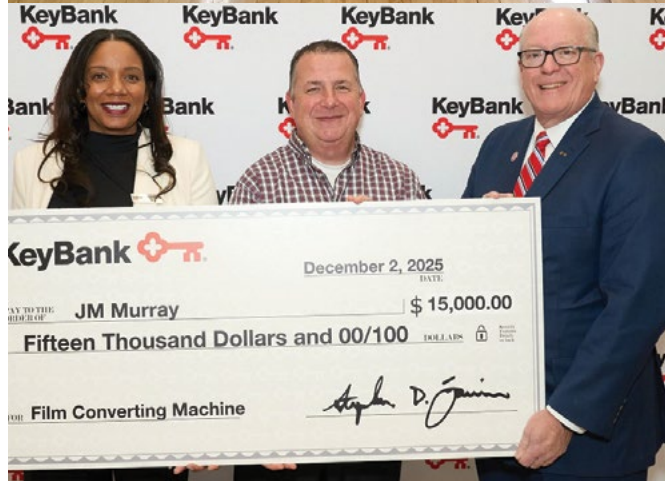
In March—National Children’s Dental Health Month—JM Murray brought the *Lessons in a Lunchbox* program to Groton and Cortland elementary schools. Dr. Winifred Booker, CEO of the Children’s Oral Health Institute and creator of the *Lessons* program, joined JM Murray staff and the New York State Dental Foundation to teach second graders about oral health, nutrition and self-care. Each student received a colorful lunchbox filled with tools—including JM Murray’s OraLine™ toothpaste—to support healthy habits. Many of the lunchboxes were assembled by individuals on our production line. This initiative promotes wellness for local children while showcasing the meaningful contributions of the people we support.



KEYBANK GRANT EXPANDS PRODUCTION CAPACITY

A \$15,000 grant from KeyBank is helping JM Murray invest in new production capabilities with the purchase of two film conversion machines used to create the plastic bags packaged by the people we support. This investment strengthens both efficiency and opportunity within our programs. Many thanks for their generous support of JM Murray’s mission!

(L-R) Tamika Otis, Vice President of Corporate Responsibility & Community Relations Officer, Keybank; Danny Kempney, JM Murray Senior VP of Ops. and Stephen Fournier, Market President, Keybank



“I was recently a patient at Guthrie Cortland Hospital. As such, I received an assortment of personal care items provided by your company.

I am writing to let you know that was much appreciated as I was admitted through the ER and was not able to bring my own supplies with me.

Thank you.”
Audrey C.

2025 SPIRIT OF ACHIEVEMENT AWARD

Albert Penny

Some people move through hardship quietly, without recognition, driven only by love for the people around them. Albert is one of those people—and the 2025 Spirit of Achievement Award is in honor of his remarkable life.

A DETERMINATION TO SUCCEED

Albert's strength was forged early. From childhood, he became the protector of his disabled brother and disabled nephew, a role that shaped his character with humility, patience and an instinct to shield those who needed him most. When he became a father, circumstances left him without stable housing. He slept in cars, under trees and on friends' couches—all while working two jobs to provide for his daughter. He never stopped. Today, Albert and his wife open their home full time to several grandchildren, once again placing the needs of family above his own comfort and demonstrating, as he always has, that dedication to others is not a burden he carries—it is simply who he is.

INSPIRING OTHERS THROUGH HIS OWN ACTIONS

Albert's most visible act of leadership is the way he has woven his disabled brother into his work community. Over the past several years, his brother has joined holiday celebrations, dressed as Santa Claus and the Easter Bunny at work events, and has collaborated with Albert to craft a holiday wreath now displayed with pride in their rest area—a small, beautiful symbol that carries deep meaning for them both. What began as an



Originally established in 1983 as the Alan F. Brown Memorial Award, now the Spirit of Achievement Award, the award was created to honor a man who embodied its qualities during his time with JM Murray.



Celebrating Albert Penny, our 2025 Spirit of Achievement winner. (L-R) Tiffany Lamborn, Custodial Services Supervisor; Bobbie Finster, Director of Custodial Services; Ernest Dodge, President and CEO; Anthony Penny, nominee's brother; Albert Penny, Nominee; Donna Penny, nominee's wife.

invitation grew into something transformative. His brother, once too anxious to engage publicly, now volunteers in the community with confidence and joy. Albert gave him a support system rooted in dignity, and the result is a man who has found new enjoyment in life and continues to grow.

OVERCOMING OBSTACLES

Albert faces significant challenges with reading and writing. Rather than allowing this to define or limit him, he has developed his own thoughtful methods for processing information—distilling it to what is essential, taking time before reacting, and asking for help without hesitation or shame when he needs it. He extends that same understanding outward, actively encouraging those around him to see the full humanity and capability of people who face disadvantages. Albert does not hide from his disability, nor does he hide his brother's or his nephew's. He turns them into lessons—in patience, in pride, and in the recognition that every person has something meaningful to contribute.

STRIVING TOWARD HIS GREATEST POTENTIAL

Last year, Albert reached a milestone he had long worked toward: he purchased a home for his family. It is a dream he never abandoned, regardless of his circumstances, and he continues to improve it with his own hands. His journey stands as a testament to what is possible through perseverance—proof that hard work and dedication, sustained across years of difficulty, can carry any person toward the life they envision. Albert is a quiet inspiration to all who know him, a reminder that achievement is not measured only in what we accomplish for ourselves, but in the lives we lift along the way.

JM MURRAY CENTER, INC. FINANCIAL RESULTS (AUDITED)

Year Ended December 31, 2025

REVENUE

	2024	2025
TRADE SALES & SERVICES	\$11,183,658	\$10,992,454
MEDICAID	\$19,397,583	\$21,693,448
OMRDD & OMH	\$671,348	\$665,938
OTHER PROGRAM FEES	\$2,069,753	\$2,288,229
ALL OTHER	\$1,363,337	\$996,282
TOTAL	\$34,685,679	\$36,636,351

EXPENSES

	2024	2025
WAGES & FRINGES	\$16,604,500	\$18,799,133
MATERIAL & FREIGHT	\$6,756,755	\$6,377,401
PROGRAM & ADMIN	\$8,288,246	\$9,263,900
DEPRECIATION	\$853,551	\$897,540
OTHER	\$194,099	\$161,020
TOTAL	\$32,697,151	\$35,498,994



LOOKING AHEAD TO 2026

ANNIVERSARY GOALS

- Continue to raise awareness of JM Murray's mission and value to the Cortland community.
- Raise enough funds for the JM Murray Foundation so that the foundation can commit to a minimal annual giving campaign of \$40,000.

SERVICE EXPANSION PLANS

- Continuing to increase the number of individuals served within Fiscal Intermediary and Community Habilitation services.
- Continue to increase the geographical outreach of JM Murray.

EMPLOYMENT INITIATIVES

- Proactively plan for alternative employment opportunities for the IDD population we currently employ under our 14c wage certificate.
- Continue to explore increasing Supported Employment opportunities.
- Continue to seek referrals from NYS agencies for individuals seeking employment.

CAPITAL INVESTMENTS INITIATIVES

- Paving projects for both 823 NY-13 and our 842 Bennie Road locations.
- Replace 5-7 company vehicles.
- Upgrade or replace existing Enterprise Resource Planning software.

ADVOCACY PRIORITIES

- Request increase to Fiscal Intermediary contract.
- Continue to lobby for a transition plan that at a minimum contains a gradual timeframe and alternate funding options should NYS phase away 14c to support those individuals who would lose their jobs.
- Continue to lobby for Medicaid Fraud reform as it pertains to audits performed by the Office of Medicaid Inspector General and NYS Office of People with Developmental Disabilities.
- Continue to advocate for increased reimbursement rates so that all providers can increase wages for our valued Direct Support Professionals.

