



# ANNUAL REPORT

2021

*creative works*

Creating communities of inclusion.

# A LETTER FROM OUR EXECUTIVE DIRECTOR

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As we surpass the one year milestone in this COVID-19 pandemic, I'm realizing there was—and is—beauty, happiness, and a spirit of perseverance in our Creative Works family that is ongoing. For all the pandemic-related hardships we have all endured, I see the strength in our agency, the resolve of our staff, the resiliency of our participants, and the unwavering support of our family members.

To our participants, our staff, and our families, I want to give heartfelt thanks for accepting all of the challenges and new changes to our lives and routines that this pandemic has demanded, and for doing so with grace and dedication. Thank you for your endurance as social distancing has continued to keep our loved ones at arm's length, and thank you for keeping everyone you care for safe and supported.

As we embark on the journey of 2022 together, my hope is that we do so with a renewed sense of community and enthusiasm for what we can overcome and accomplish together. I also look forward to welcoming new members into our community and introducing them to our ever-vibrant and flourishing programs.

***We're still here. We're still strong. And we welcome you to join us.***

Sincerely,



Heidi Howard, MPA, CFRE  
Executive Director



# ABOUT US

At Creative Works, we build communities of inclusion, one relationship, one experience, and one person at a time. We believe in creating opportunities for people to contribute to their communities, to pursue their potential, and to be treated with dignity and respect.

As a 501(c)3 nonprofit organization that supports individuals with disabilities throughout southern and central Maine, Creative Works is especially proud of our own community of dynamic, richly talented and engaged staff who dedicate their lives to serving others.

Creative Works maintains national accreditation through a rigorous review process conducted by the Commission on Accreditation of Rehabilitative Facilities (CARF), and also undergoes biennial state licensing reviews.

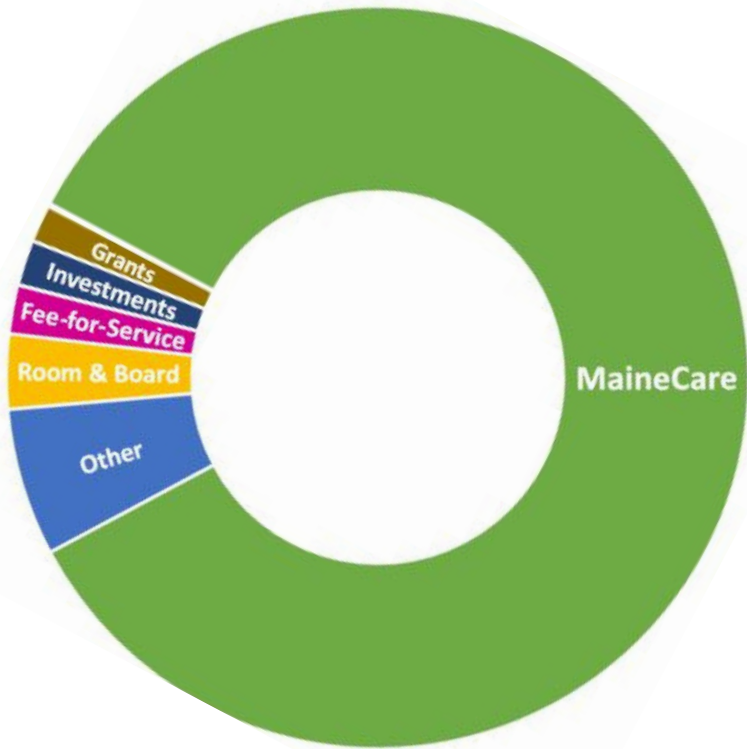
Since 1990, Creative Works has received the highest level of three-year accreditation from CARF. We deeply value the validation that this accreditation awards, and we continually strive to deliver consistently outstanding programs that meet these high standards.

**Creative Works provided 1,063,546 hours of direct care in 2021.**

## PROGRAMS BY NUMBER OF PARTICIPANTS



# FINANCIALS



## REVENUE

MaineCare	\$18,625,864	70.51%
Other	\$1,816,482	6.88%
Room & Board	\$709,225	2.68%
Investments	\$1,594,282	6.04%
Fee-for-Service	\$479,459	1.82%
Donations	\$15,186	0.06%
Grants	\$3,174,100	12.01%
<b>Total</b>	<b>\$26,414,599</b>	

## EXPENSES

Wages	\$12,087,919	50.17%
Benefits	\$4,744,097	19.69%
Other	\$3,396,587	14.10%
Service Provider Tax	\$1,048,172	4.35%
Occupancy	\$1,623,962	6.74%
Supplies	\$759,920	3.15%
Transportation	\$144,904	0.60%
Equipment	\$289,360	1.20%
<b>Total</b>	<b>\$24,094,921</b>	



# CONTACT US



## SACO COMMUNITY SERVICES

### MAINE WOODWORKS

90 Industrial Park Road  
Saco, ME 04072  
207.282.4173  
207.282.8383-F

## YORK

### COMMUNITY SERVICES

13 Lund Road  
Saco, ME 04072  
207.795.6737  
207.795.6722-F

## MAIN ADMINISTRATIVE

### OFFICE

10 Speirs Street  
Westbrook, ME 04092  
207.879.1140  
207.879.1146-F

## CUMBERLAND COMMUNITY SERVICES

2112 Broadway  
South Portland, ME 04106  
207.282.8387  
207.282.8388-F

## FIVE COUNTY COMMUNITY SERVICES

29 Hampshire Street  
Auburn, ME 04210  
207.795.6737  
207.795.6722-F

## FIVE COUNTY ADMINISTRATIVE OFFICE

430 Lisbon Street  
Auburn, ME 04210  
207.795.6737  
207.795.9090-F

## AUGUSTA COMMUNITY SERVICES

290 State Street  
Augusta, ME 04330  
207.480.1467  
207.480.1485-F

# IMPACT

## INVESTING IN PARTICIPANTS

Thanks to an early 2020 partnership with Community Pharmacies, over 350 Creative Works participants, staff and SLO providers were able to receive the Moderna COVID-19 vaccine through internally hosted clinics in January and February. We are deeply appreciative to each and every person that joined in the effort to protect themselves, their coworkers, our participants and our greater community by receiving this vaccine and taking this important step in helping all of us return to the level of safety, freedom and social engagement that we all aspire to and value.

David Young and his son, Alec, were some of the first to arrive at the clinics in January. "I was excited to learn I could get the vaccine as a Shared Living provider. My wife and I are going to be vigilant, and as soon as it's available to her, she will get it as well."

And Eddie and Sarah Russell, married 17 years, received their vaccine in Auburn where they attend Community Services. As Eddie explained, "We want to keep each other safe."

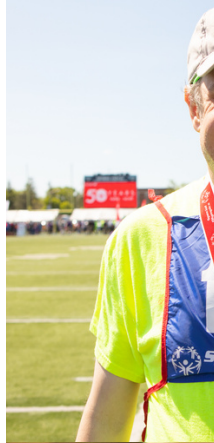
***"It continues to be my privilege to work for this great organization. Although we have faced many challenges throughout the pandemic, our staff and participants have shown great resilience. I continue to be inspired by those we serve, and those who carry out our mission. I also have great confidence and optimism about the future. We will most certainly persevere through this difficult time."***

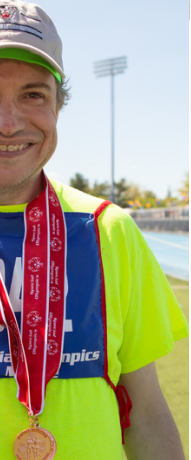
***--Matt Hickey, COO***

## INVESTING IN STAFF

As the COVID-19 pandemic continued to dictate health practices and safety procedures throughout 2021, Creative Works focused equal efforts on the support of our dedicated and resilient staff. Through enhanced pay, childcare and employee support stipends, extended FMLA benefits and Essential Employee Appreciation Bonuses that were active over several months, we invested in the health and well-being of our employees to help ease the tremendous stress brought about by the global pandemic.

To bolster morale and help fight fatigue, the administrative teams also hosted internal contests that resulted in the gifting of over \$500 to staff and participants for their costumes, creative writing, art and more.





# 2021

## INVESTING IN OPERATIONAL INFRASTRUCTURE

Maine Woodworks, our social enterprise, has remained open and producing handcrafted furniture throughout this global pandemic. After early concerns of a shutdown, our Director of Operations, Dave Gallati, adjusted shifts, implemented extra safety protocols, and forged ahead.

"Everyone was fearful at the beginning that we would close, and that people would just stop buying furniture. Thanks to the efforts of our Sales and Marketing Team to grow direct-to-consumer sales, we've seen a steady climb in demand for our furniture. People are working from home, learning from home, and staying home. And what are they doing while home? Buying furniture!"

Matt Hickey, COO of Creative Works, praised the Maine Woodworks team.

"Every single person on the team has done an exceptional job this year. From adjusting to new safety protocols and staggered shifts, to showing up day after day, ready to produce over ten percent more than last year in the same time period, these guys have been cranking!"

To see Maine Woodworks line of colorful Cottage furniture, visit [mainewoodworks.org](http://mainewoodworks.org). All proceeds from the sales of our furniture come back to support our social mission and help us to break down barriers that limit opportunities for individuals with disabilities to lead productive and fully engaged lives.



## INVESTING IN THE FUTURE

Whether it's outfitting one of our homes with an auto-start generator, new water filtration system or an updated kitchen, Creative Works actively maintains and invests in each of our 35 residences throughout central and southern Maine. Our Residential program continues to expand with the recent purchase of a spacious and modern residence on Maple Avenue in Scarborough. This welcoming home is fully accessible and will allow three residents the opportunity to age in place, surrounded by those who love and care for them.

Additionally, our Community Services programs continue to offer cutting edge TeleHealth Services to those unable to attend in-person programs. These customized offerings have expanded since 2020, and Creative Works will continue to develop these opportunities that benefit participants that would otherwise become socially isolated.

## LEADERSHIP & COMMITTEES

### Senior Management

**Heidi Howard**

Executive Director

**Matt Hickey**

Chief Operating Officer

**Jay Flaker**

Chief Financial Officer

**Stephen Hawkes**

Senior Director of Human Resources

**Jeff McFarren**

Director of Community Support & Employment Services

**Chris Monagle**

Director of Brain Injury Services

**Patricia Krohn**

Director of Community Case Management & Planning

**Deb Drinkwater**

Regional Director of Residential Services, Five County

**Jamie Whitehouse**

Regional Director of Residential Services, Cumberland & York

**Dave Gallati**

Director of Operations, Maine Woodworks

**Steve Fortier**

Director of Facilities & Safety

**Charlie Rowe**

Director of Information Technology

**Margaret Logan**

Director of Marketing & Communications

### Board of Directors

**Edward McGeachey**

President

**Jim Houle**

Vice President

**James Harrison**

Vice President & Secretary

**Sam Marcisso**

Treasurer

**Denise Dix****Wayne Messer****Carolyn Faulkner**

## THANK YOU

Creative Works is grateful to the many individuals, businesses and foundations that support our organization and its mission. Below are charitable contributions made between July 1, 2020 and June, 30, 2021.

### Sponsors & Funders

Hannaford Foundation

P&C Insurance

Saco & Biddeford Savings Bank

### Major Donors

Ann D'Alessandro

Carolyn Faulkner

Doug Green

Heidi Howard

Edward McBride

Terri O'Brien

### Donors

James Adams

Virginia Byrne

Kathy Camire

Denise Dix

John Given

Eric Goodness

Eve Gregory

Jo Dee Grierson

Daniel Haley

Julia Haley

Jim Harrison

Francis Hartwell

Mary Hayes

Ted Hissong

Jim Houle

Susan Lagasse

Lisa Lane

Haley Leonard

Mary Jean Liberate

Ed McGeachey

Wayne Messer

Judith Morin

Crystal Olsen

Maple Razsa

Valerie Razsa

Warren & Susan Roberts

Kathy Son

Elizabeth & Frederick

St. Cyr

Margaret Thornton



**CELEBRATING YOU,  
CELEBRATING US.**