



ANNUAL REPORT

2022

creative works

Creating communities of inclusion

A LETTER FROM OUR EXECUTIVE DIRECTOR

After eight years at the helm of Creative Works, I will retire on June 30, 2022. It has been my honor to lead Creative Works during a time both of enormous growth, and in these last few years, unanticipated challenge. I continue to stand in awe of our amazing staff and the incredible people we serve.

As my time here comes to a close, I can't help but think back on what this agency, and our Creative Works family, has taught me--beauty, happiness, and a spirit of perseverance that I never had the opportunity to fully glimpse before now. For all the pandemic-related hardships, I see the strength of our agency, the resolve of our staff, the resiliency of our participants, and the unwavering support of our family members, and it fills me with pride.

As we transition into this next season of leadership at Creative Works, my wish for you is to see the beauty in our ongoing journey. May you celebrate the years we've both thrived and endured, and begin this next chapter with renewed hope and enthusiasm for what we have overcome and all that can be accomplished in the future.

It is my pleasure to welcome Matt Hickey, our current Chief Operating Officer, into his new role as CEO on July 1. I have so enjoyed working side by side with Matt over the years. He has played a big role in helping to define the culture of our organization and I know he will continue to sustain and nurture it. I am delighted the Board selected Matt as the agency's new leader. Not only will it ensure the smoothest of transitions, I have every confidence he will step into his new role with grace, dedication and vision.

With love and appreciation,



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.

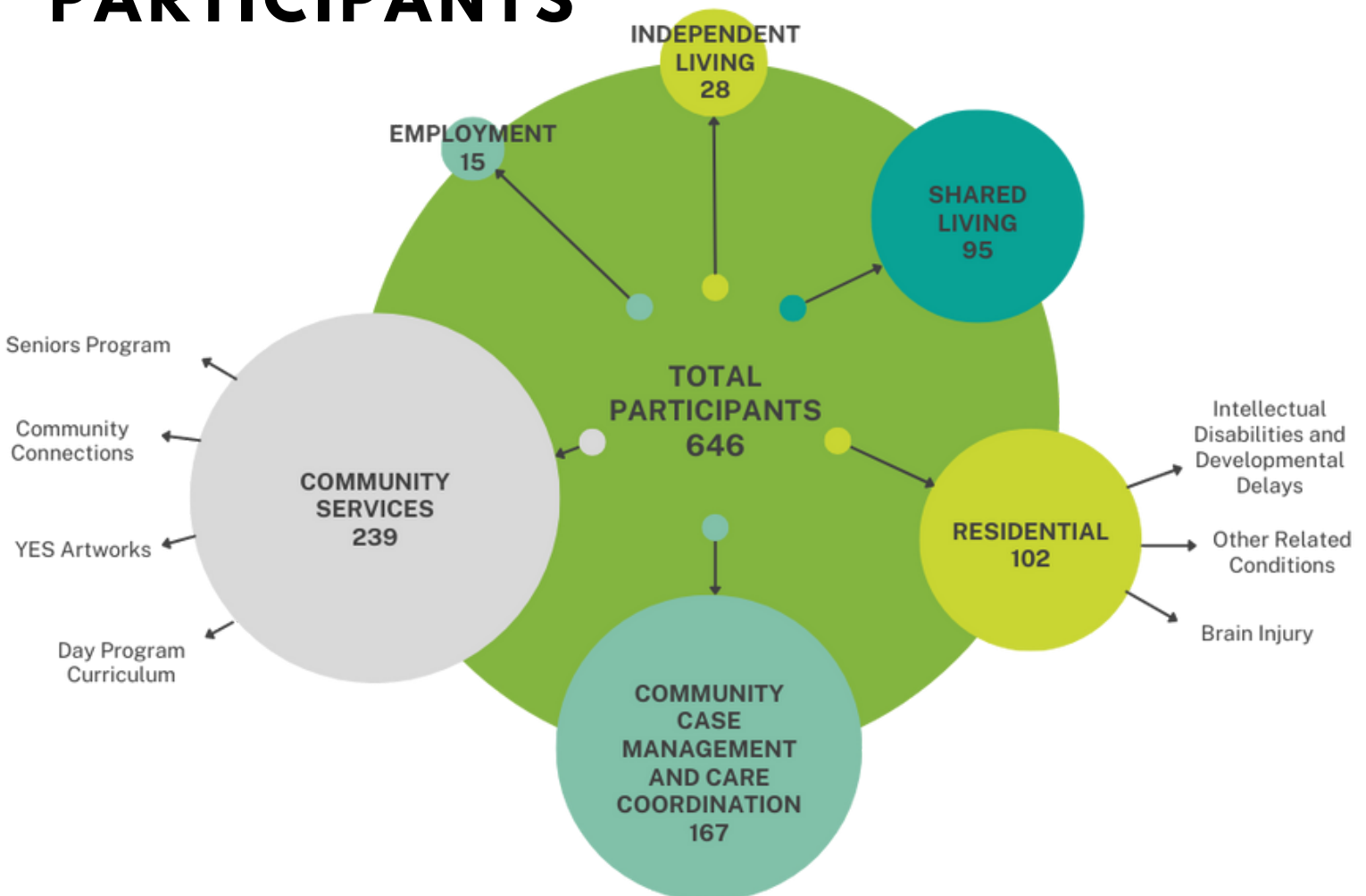
As a 501(c)3 nonprofit organization that supports individuals with disabilities throughout southern and central Maine, Creative Works is especially proud of our own community of dynamic, richly talented and engaged staff who dedicate their lives to serving others.

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.

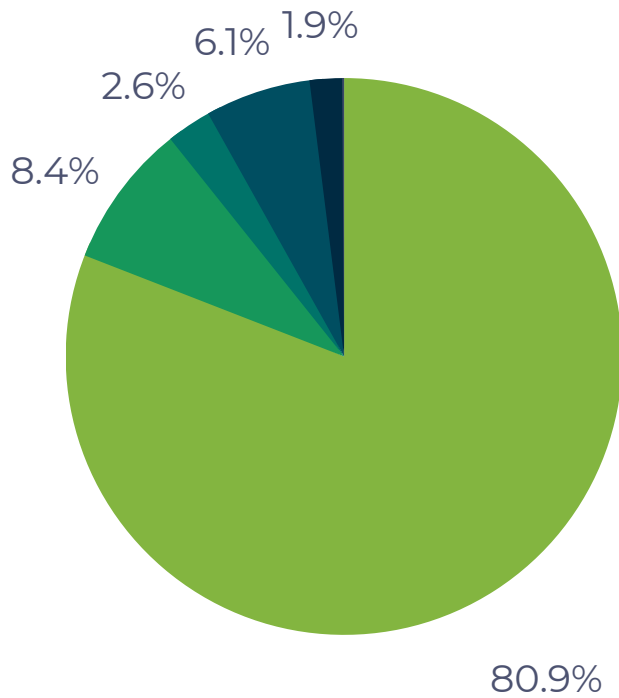
Since 1990, Creative Works has received the highest level of three-year accreditation from CARF. We deeply value the validation that this accreditation awards, and we continually strive to deliver consistently outstanding programs that meet these high standards.

Creative Works provided over one million hours of direct care in 2022.

PROGRAMS BY NUMBER OF PARTICIPANTS



FINANCIALS

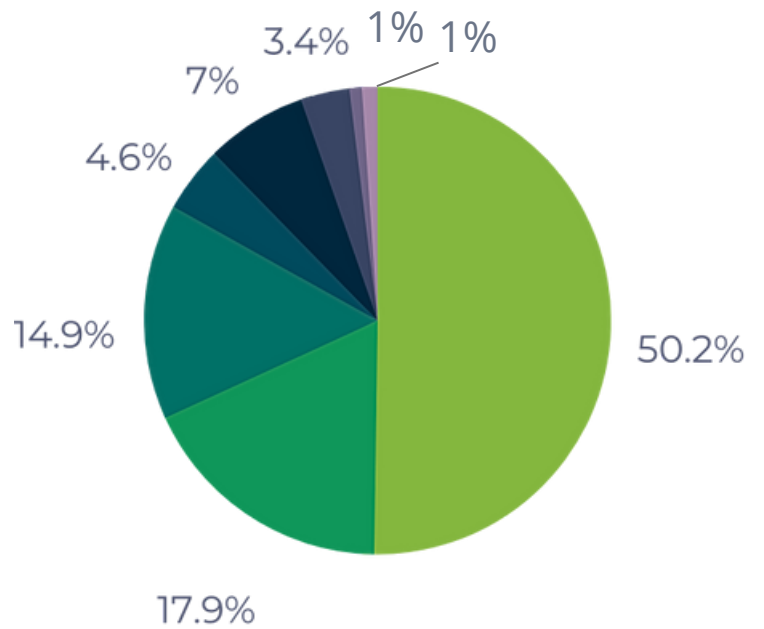


REVENUE

MaineCare	\$21,569,453	80.9%
Other	\$2,232,738	8.37%
Room & Board	\$695,671	2.61%
Grants	\$1,637,235	6.14%
Fee-for-Service	\$500,513	1.88%
Donations	\$29,455	0.11%
Investments	-\$1,042,237	
Total	\$25,622,828	

EXPENSES

Wages	\$13,304,385	50.23%
Benefits	\$4,752,583	17.94%
Other	\$3,951,546	14.92%
Service Provider Tax	\$1,215,085	4.59%
Occupancy	\$1,851,365	6.99%
Supplies	\$897,422	3.39%
Transportation	\$227,614	0.86%
Equipment	\$285,188	1.08%
Total	\$26,485,188	





IMPACT 2022

INVESTING IN PARTICIPANTS



Artist and retired employee of Maine Woodworks, Bill King, has completed sixteen oil portraits of participants at Creative Works. Featuring participants whose lives are rich with stories of happiness as well as hardships, Mr. King hopes to present the collection in a public venue, showcasing issues of age, marriage, and family that affect those with disabilities. Portraits can be viewed at our administrative and community service locations.

INVESTING IN STAFF

Described by his supervisors as kind, caring and understanding, Direct Support Professional (DSP) Justin Dyer is advocating for Mainers who work as caregivers for those with disabilities. As a member of the State's Direct Care Council, Justin recently spoke at a conference for service providers, asking attendees to listen to their DSPs in an effort to attract, retain and empower this essential workforce. Justin is being featured in Governor Mills' *Caring for ME* initiative, aimed at attracting more Mainers into the career field. To his clients, Justin says, "It doesn't matter what your disability is... you can do anything."



INVESTING IN OPERATIONAL INFRASTRUCTURE

The Maine State Legislature has honored the recommendations of multiple committees and increased the starting wage for direct care workers. Beginning January 1, 2022, the starting wage for DSPs is required to be 125% of minimum wage. A big thank you to our representatives and senators for recognizing how vital DSPs are to the wellness of the incredible people we serve, their families, and local communities throughout the state.

INVESTING IN THE FUTURE



Maine Woodworks, our successful social enterprise, that employs and integrated workforce, introduced the new Farmhouse collection. Launched in spring 2022, it has a rustic sensibility and showcases elegant lines, soothing colors, and versatility that can go either rustic or city, with plenty of charm and style for both.

Visit mainewoodworks.org/farmhouse for more details.

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

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

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Constance Cardamone
Patricia Carter
Paul Concessi

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Mogens Ravn
Joseph Rosario
Annie Sirois
Alexander St. Hilaire
Mary Beth Turcotte
Richard White
Jamie Manson
Nancy Ravin
Kathy Camire
Karen Chasse
Barbara DeVeau

James Flaker
Ronald Harwood
Jeanne Hulit
Robert McAfee
Patricia Moore
Karen Weiner
Kaitlin Harrell
Jackie Reifer
Bill Caron
Linda Simonsen
Charlie Garland
Melanie Lanzo
Cynthia Lebel
Rachel Loubier

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, 2021 and June, 30, 2022.

Sponsors & Funders

P & C Insurance
Saco & Biddeford Saving Bank
Knights of Columbus, St. Joseph's Council
Knights of Columbus, Council 356
Eastern Forest Products

Major Donors (Over \$250)

Lorrie Gage	Nathan Howell	Ted Hissong
Kathleen Son	Kenneth Smaha	Daryl Cady
Josh Fearon	Denise Dix	Edward McBride
Kevin Bolduc	John Given	Shirley McGeachey
Carolyn Faulkner	Normand & Carmen	
Wayne Messer	Paquette	

Donors (Up to \$249)

CELEBRATING YOU,
CELEBRATING US.



CONTACT US



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SACO COMMUNITY SERVICES MAINE WOODWORKS

90 Industrial Park Road
Saco, ME 04072
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207.282.8383-F

CUMBERLAND COMMUNITY SERVICES

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207.282.8388-F

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FIVE COUNTY ADMINISTRATIVE OFFICE

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AUGUSTA COMMUNITY SERVICES

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