

# Annual Report

2023

creative works

Creating communities of inclusion.



# 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. 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 2023.**

## PROGRAMS BY NUMBER OF PARTICIPANTS

185

### Community Services

- Community Connections
- Seniors Program
- YES Artworks

116

### Community Case Management & Care Coordination

97

### Shared Living

76

### Residential Programs

- Intellectual Disabilities & Autism
- Brain Injury & Other Related Conditions

21

### Independent Living

7

### Employment

# A LETTER FROM OUR CEO

---

One of the greatest things about Creative Works is our people. Not just the folks we serve, but our amazing team of colleagues – DSPs, staff and administrators – who come to work each day with a level of integrity, compassion and commitment that is second to none. I am inspired by each of them. The tenacity, focus and desire to make someone else's life better, often in the face of difficult circumstances, is exceptional, and serves as a crucial compass point as we move forward.

This has been a year of great progress, from offering increased training opportunities for staff and residential property improvements, to improving the starting wage for our direct support professionals, I am proud of the accomplishments we have achieved as an agency, together.

As we begin to emerge from what has been a trying few years, we will refocus our efforts on creating a workplace that strives to deepen our sense of community, nurtures our core values, and strengthens our sense of purpose. Integrity, creativity, optimism, commitment and respect are our guiding principles.

We are looking forward. Together.



Matt Hickey  
Chief Executive Officer



# IMPACT

## INVESTING IN PARTICIPANTS

Since last July, the York/Cumberland Activities Committee has hosted dances, parties, BBQs and even a pig roast. Over 300 participants, staff and family members have attended an event this year. What began with a few staff members trying to combat isolation has since grown into a committee of 20 participants and staff that hosts monthly gatherings commanding the attendance of over 60 people.

Because of their dedication to promoting community inclusion and consistent programming, the Activities Committee was awarded the Team Award at our 2023 Summer Party.

## INVESTING IN STAFF

Congratulations to our very own Senior Art Specialist and Saco Community Services Assistant Team Leader, Ashley Winn, who was inducted into the Maine Association of Community Service Providers (MACSP) inaugural class of Direct Service Professional Awardees! Ashley joined an elite group of DSPs at the MACSP 2022 Annual Meeting & Awards Luncheon, where they were recognized for their exceptional contributions and going above and beyond in their direct support for adults with intellectual disabilities, autism and brain injuries. Our very own DSP of the Year!



# 2023

## INVESTING IN OPERATIONAL INFRASTRUCTURE

The Facilities team has joined forces with our administrative staff to beautify and upgrade our residences and community services locations. Starting last summer, we built a new, accessible patio for one of our Saco homes for adults with brain injuries, and also built raised flower beds for those with green thumbs at Five County Community Services. Most recently the team leveled an open lot and constructed an entire outdoor space at the Augusta Community Services location. Now that these spaces have been optimized, programs can utilize these spaces and enjoy some time outdoors!

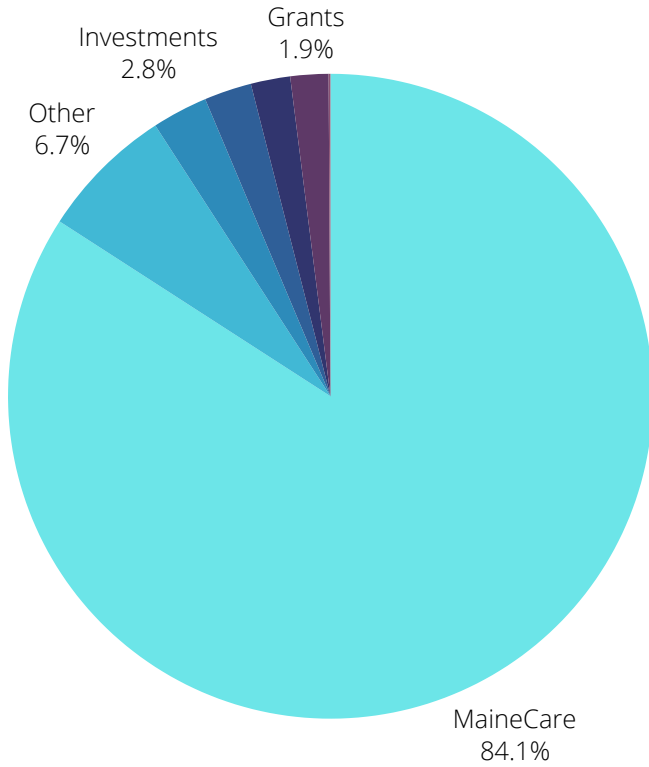


## INVESTING IN THE FUTURE

Creative Works has partnered with Best Buddies Maine to create a network of lasting friendships for our participants with intellectual disabilities. Together with employees of UNUM, and University of Southern Maine (USM) students, our program has grown to over 10 partnerships. We have participated in monthly activities such as open gym nights and corporate lunches. We've also grown to include participants with brain injuries, fundraising activities, and a team in the third annual Maine Best Buddies Walk. (Go Team Creative Works!) Our partnership with Best Buddies is poised to benefit participants for many years to come.



# FINANCIALS

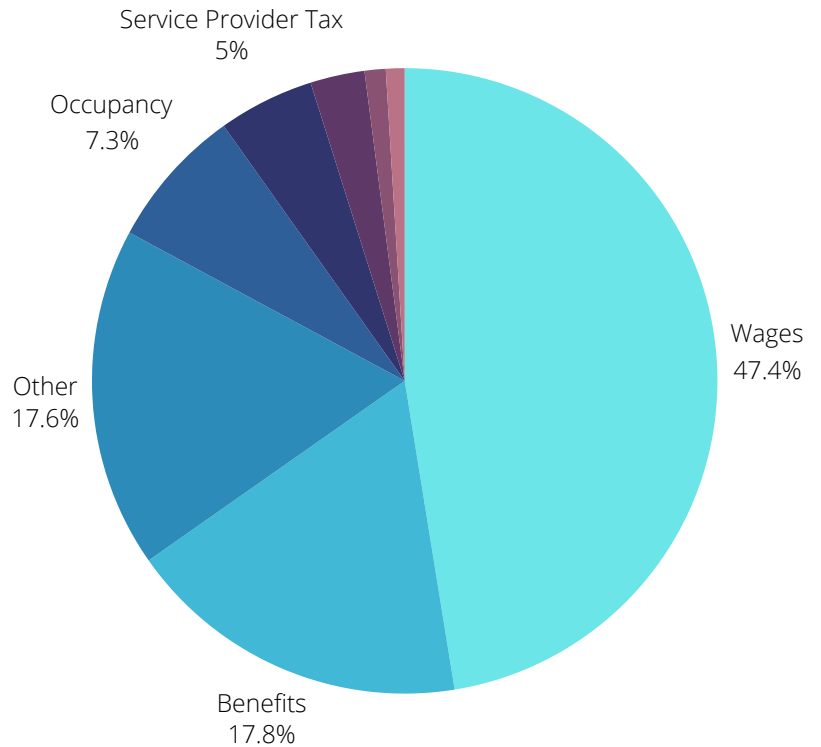


## REVENUE

|                 |                     |        |
|-----------------|---------------------|--------|
| MaineCare       | \$23,097,787        | 84.11% |
| Other           | \$1,850,487         | 6.74%  |
| Investments     | \$765,681           | 2.79%  |
| Room & Board    | \$652,806           | 2.38%  |
| Fee-for-Service | \$542,570           | 1.98%  |
| Grants          | \$523,190           | 1.91%  |
| Donations       | \$25,272            | 0.09%  |
| <b>Total</b>    | <b>\$27,457,793</b> |        |

## EXPENSES

|                      |                     |        |
|----------------------|---------------------|--------|
| Wages                | \$12,502,100        | 47.44% |
| Benefits             | \$4,696,084         | 17.82% |
| Other                | \$4,636,628         | 17.60% |
| Occupancy            | \$1,926,280         | 7.31%  |
| Service Provider Tax | \$1,306,952         | 4.96%  |
| Supplies             | \$740,096           | 2.81%  |
| Transportation       | \$287,060           | 1.09%  |
| Equipment            | \$255,061           | 0.97%  |
| <b>Total</b>         | <b>\$26,350,261</b> |        |



Financial data from July 1, 2022 - June 30, 2023.

## LEADERSHIP

### **Matt Hickey**

Chief Executive Officer

### **Jay Flaker**

Chief Financial Officer

### **Stephen Hawkes**

Senior Director of Human Resources

### **Jeff McFarren**

Senior Director of Programs

### **Chris Monagle**

Senior Director of Programs

### **Kevin Bolduc**

Regional Director of Residential Services

### **Terrance Economy**

Regional Director of Brain Injury & Residential Services

### **Pauline Gendron**

Director of Community Case Management & Planning

### **Deb Drinkwater**

Director of Shared Living

### **Steve Fortier**

Director of Facilities & Safety

### **Dave Gallati**

Director of Operations, Maine Woodworks

### **Charlie Rowe**

Director of Information Technology

### **Margaret Logan**

Director of Marketing & Communications

### **Judi Harle**

Nurse Consultant

### **Emily Bottino**

Director of Learning & Development

## BOARD OF DIRECTORS

### **James Harrison**

President

### **Carolyn Faulkner**

Vice President

### **Denise Dix**

Secretary

### **Sam Marcisso**

Treasurer

### **Wayne Messer**

**Paul Driscoll**

## 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, 2022 and June 30, 2023.

### Sponsors & Funders

P & C Insurance  
Saco & Biddeford Savings Institute  
Shoreline Neurobehavioral Services  
Bernstein Shur  
Knights of Columbus, Council 356  
Eastern Forest Products

### Major Donors

|                   |                         |
|-------------------|-------------------------|
| Julie Boehme      | Matt Hickey             |
| Shirley Bourgault | Shirley & Guy LaBranche |
| Carolyn Faulkner  | Jeffrey McNabb          |
| John Given        | Wayne Messer            |
| Karen Haskell     | Katie Ring              |
|                   | Kathleen Son            |

### Donors

|                  |                   |                   |                   |
|------------------|-------------------|-------------------|-------------------|
| Maryjane Black   | James Frost       | Edith McNabb      | Peter Salsbury    |
| Judith Bouchard  | Julia Haley       | John McNabb       | Vera Saucier      |
| Joan Bouchard    | Lisa Hamilton     | Brian McNabb      | Annie Sirois      |
| Nanette Chern    | Connie Hammer     | David McNabb      | Colette Sirois    |
| Margaret Curran  | Jim Harrison      | Patricia Moore    | Robert Smith      |
| James DeFreitas  | Judy Houle        | Terri O'Brien     | Margaret Thornton |
| Susan Din        | Steven Houle      | Carol Ann O'Toole | Roy Tinsley       |
| Lorraine Dingley | David Houle       | Don Orth          | Barbara Towers    |
| Denise Dix       | Sylvia Infantine  | Karen Packhem     | Tonda Townsend    |
| Hazel Doak       | Marilyn Lalumiere | Marlene Quatrano  | Clare Tully       |
| Paul Durocher    | Richard LeBlanc   | Steven Ring       | Raymond Veroneau  |

# CELEBRATING YOU, CELEBRATING US.



# CONTACT US

## MAIN ADMINISTRATIVE OFFICE

10 Speirs Street  
Westbrook, ME 04092  
207.879.1140

## SACO COMMUNITY SERVICES MAINE WOODWORKS

90 Industrial Park Road  
Saco, ME 04072  
207.282.4173

## YORK COMMUNITY SERVICES

13 Lund Road  
Saco, ME 04072  
207.795.6737

## CUMBERLAND COMMUNITY SERVICES

2112 Broadway  
South Portland, ME 04106  
207.282.8387

## FIVE COUNTY COMMUNITY SERVICES

29 Hampshire Street  
Auburn, ME 04210  
207.795.6737

## FIVE COUNTY ADMINISTRATIVE OFFICE

430 Lisbon Street  
Auburn, ME 04210  
207.795.6737

## AUGUSTA COMMUNITY SERVICES

290 State Street  
Augusta, ME 04330  
207.480.1467

