



CHANGE, INC.

COMMUNITY ACTION

FISCAL YEAR 2010

ANNUAL REPORT



CHANGE, INC.

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304.797.7733 ■ 304.797.7740 Fax
www.changeinc.org

DVAC
3058 West Street
Weirton, WV 26062
304.748.0332

Marshall County
700 First Street
Moundsville, WV 26041
304.845.8269

Dear Community Member,

As Chair the Board of CHANGE (Christians Help Arrange New Growth Enterprises) Inc., I am pleased to present our 2010 Annual Report to the community. This following report reflects our continuing commitment to our mission of servicing those in need and those in transition. It also highlight how our growth in programs and services have responded to local economic climate changes. I am proud to say that since CHANGE was first founded in our service area has expanded to include five counties, Hancock, Brooke, Ohio, Marshall and Wetzel and our programs have grown to meet the needs of our service area.. Our volunteer board includes representation from each county as well as the low-income, community and governmental sectors.

As the residents of our service have faced the challenges of economic downturn, CHANGE has responded by growing our services to meet their needs. In 2010 we serviced 14,289 residents and those services now include the following: family medical care, obstetrics and gynecology, domestic violence shelter and counseling, weatherization, transportation and low income housing. CHANGE has forged strong links with the community and as a result we have formed partnerships that have met the ever-changing needs of communities in crisis and families in transition.

The following report provides to you the facts, figures and specific funding sources for each of our services. We also strive, through this document, to provides a snapshot of those men, women and children who benefit from the diverse services CHANGE provides to them.

Sincerely

Tamara Pettit, President

MISSION STATEMENT

CHANGE, Inc. encourages the integration of services, the building of partnerships, and the coordinating of resources to empower families towards healthy self-sufficient living. part-

THE COMMUNITY ACTION WAY

Citizen participation is an essential element and goal of community action. Volunteer Boards of Directors include government officials, civic and/or business leaders as well as representatives of the low-income population. Bringing together these diverse segments of the community provides a range of strategies and a comprehensive approach to addressing the needs of the total family and the community.

Board of Directors

Tamara Pettit, *Chair*

Dan Greathouse, *Vice Chair*

Theresa Garrett, *Secretary*

John Pizzuti, *Treasurer*

Dan Taylor, *Ex-officio Legal Counsel*

Nancy Varlas

Marlon Hawley

Anthony Paesano

Lisa Conti

Mary Schwertfeger

Judy Raveaux, Executive Director

RESULTS ORIENTED MANAGEMENT AND ACCOUNTABILITY (ROMA)

Results-Oriented Management and Accountability (ROMA) is a form of management practice used by CHANGE, Inc. that incorporates the use of outcomes or results into the administration, management, and operation of human services. ROMA focuses on what happens to the customer as a result of the service by measuring how effective the service has been. Designed by the Office of Community Services' Monitoring and Assessment Task Force in response to the 1993 Government Performance and Results Act (GPRA), ROMA provides a flexible architecture of six national goals that the Community Service Block Grant (CSBG) network strives toward. Within these goals, agencies can show the outcomes they are achieving with CSBG funds, as well as the other programs they undertake to assist low-income families and communities. The unduplicated outcomes are reported quarterly to the Office of Economic Opportunity through the Information System (IS) Report.

NATIONAL GOALS

- GOAL ONE:** Low-income people become more self-sufficient.
- GOAL TWO:** The conditions in which low-income people live are improved.
- GOAL THREE:** Low-income people own a stake in their community.
- GOAL FOUR:** Partnerships among supporters and providers of services to low-income people are achieved.
- GOAL FIVE:** Agencies increase their capacity to achieve results.
- GOAL SIX:** Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems.

UNIFORM DATA SYSTEM (UDS)

HRSA collects data from health centers supported by HRSA Bureau of Primary Health Care grants through the Uniform Data System (UDS). Data is collected each February for the previous year, and National and State reports are published in July of every year.

Data Collected: UDS data collection tracks a variety of information, including patient demographics, services provided, staffing ratios and productivity, utilization rates, costs and revenues, managed care penetration, and clinical indicators. UDS data are collected at the grantee, state and national levels.

Use of Data: The data is analyzed to ensure compliance with legislative mandates, report program accomplishments and justify budget requests to the U.S. Congress. The data helps to identify trends over time, enabling HRSA to establish or expand targeted programs and identify effective services and interventions to improve the health of underserved communities and vulnerable populations. UDS data is compared with national data to look at differences between the U.S. population at large and those individuals and families who rely on the health care safety net for primary care. UDS data also informs Health Center Program grantees, partners and communities about Health Centers and their patients.

COMMUNITY ACTION



The Community Services Network is comprised of more than 1,100 local, private non-profit and public agencies that work to alleviate poverty and empower families in communities throughout the United States. Most of these agencies are Community Action Agencies (CAAs) created through the Economic Opportunity Act of 1964 and funded, in-part, by the Community Services Block Grant (CSBG). CAAs serve over 13 million people yearly in 96% of the nation's counties. Together, CAAs leverage nearly \$8.5 billion a year from all sectors to provide support, services, facilities and improvements in communities.

In West Virginia, there are 15 Community Action Agencies covering every county. CHANGE, Inc. is one of the 15 agencies and serves the residents of Hancock, Brooke, Ohio and Marshall Counties of West Virginia as

COMMUNITY HEALTH



Spread across 50 states and all U.S. territories, more than 1150 community health centers organizations provide vital primary care to more than 17 million Americans with limited financial resources. Directed by boards with majority consumer membership, health centers focus on meeting the basic health care needs of their individual communities. Health centers maintain an open-door policy, providing treatment regardless of an individual's income or insurance coverage. Health centers serve the homeless, residents of public housing, migrant farm workers and others with emergent and chronic health care needs, but limited resources to secure treatment through traditional channels.

Health centers provide substantial benefits to their communities: They serve 20% of low-income, uninsured people; 70% of their patients live in poverty; They provide comprehensive care, including physical, mental and dental care; They save the national health care system between \$9.9 billion and \$17.6 billion a year by helping patients avoid emergency rooms and making better use of preventive services.

Due to their federal funding, Community Health Centers can serve multiple counties and states. CHANGE, Inc.'s Family Medical Care officially serves Hancock, Brooke and Jefferson Counties, but is open to ALL regardless of their residence, age, income or insurance status.

HISTORY OF CHANGE, INC.



CHANGE, Inc. Community Action Agency was formed in 1983 by a handful of clergy members who wished to aid families affected by layoffs from Weirton Steel find new employment. Since that time, we have grown into a full-circle agency, addressing many of the needs of the economically disadvantaged. In its 25th year of operation, the belief of empowering families is still strong within the agency, and the main objective remains to enable people to achieve self-sufficiency and provide them with the resources to achieve that goal.

CHANGE, INC.

2010 PROGRAMS & LOCATIONS

The Lighthouse Domestic Violence Shelter
Domestic Violence Awareness Center
Low-Income Energy Assistance Program
Marshall County NEEDS
Weirton Cooperative Ministries
Dollar Energy Fund
Family Medical Care Women's Health
Family Medical Care Community Health Center
Family Care Pharmacy
Breast & Cervical Cancer Screening Program
Patient Assistance Program
Case Management
Right from the Start

First Time Homebuyers Program
Neighborhood Stabilization Program
Housing Counseling
Onsite Loan Program
Weatherization Assistance Program
Energy Crisis Intervention Program
Job Access Transportation
Non-Emergency Medical Transportation
FMC Transportation
Educational Transportation
Volunteer Income Tax Assistance Program
Mario T. Pipinos Outreach Programs
Community Reinvestment Act

CHANGE, Inc. Community Action Agency

3136 West Street ■ Weirton, WV 26062
Phone: 304.797.7733 ■ Fax: 304.797.7740
Transportation Office: 304.748.5438
www.changeinc.org

Family Medical Care Community Health Center

3136 West Street ■ Weirton, WV 26062
Phone: 304.748.2828 ■ Fax: 304.797.0002
Family Care Pharmacy: 304.748.4200
www.familymc.org

Family Medical Care Women's Health Center

651 Colliers Way: Suite 401 ■ Weirton, WV 26062
Phone: 304.723.2192 ■ Fax: 304.723.2195

Domestic Violence Awareness Center

3058 West Street ■ Weirton, WV 26062
Phone: 304.748.0332 ■ Fax: 304.797.1489
The Lighthouse Domestic Violence Shelter
Phone: 304.797.7233
www.lighthousedvs.org

Moundsville Outreach Office

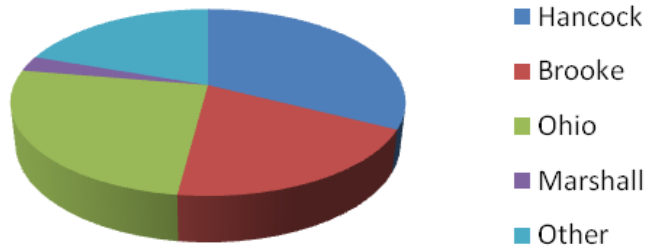
700 First Street ■ Moundsville, WV 26041
Phone: 304.845.8269 ■ Fax: 304.845.6411
Transportation: 304.845.7726

Ohio County Outreach Office

87 15th Street ■ Wheeling, WV 26003

OUTCOMES

Customers In 2010



- 14,289 customers received 128,339 services through CHANGE, Inc.'s 28 programs in 2010.
- 66 partnerships were formed to provide additional services and/or improve services to customers of CHANGE, Inc.
- 11 living wage jobs were created and/or saved from reduction.
- 4 low-income individuals participated on the agency's Board of Directors.

SELF-SUFFICIENCY PROGRAMS

(Hancock: 1%, Brooke: 6%, Ohio: 90%, Marshall: 3%)

- 6 Volunteer Income Tax Assistance (VITA) Sites provided 4,508 families free tax assistance and filing and helped them obtain \$5,512,992 in refunds, an average of \$1,600 per person.
- 990 families received Earned Income Tax Credits worth \$1,137,116.
- 483 families received Child Tax Credits worth \$637,766.
- 167 families received other Tax Credits worth \$122,397.
- 910 individuals became West Virginia Savers, saving for education or home ownership.

HEALTH PROGRAMS

(Hancock: 45%, Brooke: 21%, Ohio: 0.7%, Marshall: 0.3%, Other: 33%)

- 8,967 patients, 20% of which were uninsured and 68% below the 200% Federal Poverty Level, gained access to affordable healthcare through 31,313 encounters at Family Medical Care Community Health and Women's Health Centers.
- 219 patients obtained access to affordable mental health care through 841 encounters.
- 396 patients received 1,141 enabling services to maintain their health and independence.
- 73 patients received affordable dental care through a partnership with a local Dentist.
- 156 patients received 1,089 transports to medical appointments to reduce barriers to health care.
- 4,757 medical transportation rides were provided to Medicaid recipients in Columbiana County.
- 533 patients received 2,679 free prescriptions through the Patient Assistance Program, a savings of \$301,766.
- 4,210 patients received 45,727 low-cost prescriptions through the 340B Drug Program and saved \$1,324,284 on their prescription costs.
- 2,938 patients had 5,710 prescriptions delivered free to their residence, an average of 56 patients and 110 prescriptions a week.
- 25 families participated in the Right From The Start Program, which provides education and referrals to pregnant women.
- 449 low-income, uninsured women received free cancer screenings, of which 5 were diagnosed and treated for cancer.

TRANSPORTATION PROGRAMS

(Hancock: 57%, Brooke: 15%, Ohio: 3%, Marshall: 23%, Other: 2%)

- 109 riders received 15,606 job access rides in order to obtain and maintain employment.
- 8 adults received 293 rides to higher education institutions to help better their employment opportunities.
- 2,652 rides were provided for community access.

HOUSING PROGRAMS

(Hancock: 41%, Brooke: 18%, Ohio: 20%, Marshall: 19%, Other: 2%)

- 126 individuals received Home Buyer and/or Credit Counseling to assist in purchasing a home.
- 24 families purchased a home through assistance from CHANGE, Inc.'s Housing Programs
- 13 families secured up to \$10,000 in down payment and closing cost assistance through the First Time Home Buyer Program to purchase their first home.
- 2 households had home safety hazards ameliorated through the HELP Program.
- 165 households received weatherization services to increase energy efficiency and have safety and energy issues ameliorated.
- 28 households had emergency home repair completed.

EMERGENCY PROGRAMS

(Hancock: 50%, Brooke: 23%, Ohio: 2%, Marshall: 25%)

- 393 families received assistance to reduce an emergency need and/or avoid utility termination.
- 24 adults and 27 children received protection from violence for a total of 2,029 nights.
- 248 adults and 22 children received Advocacy Services, including filing petitions, case management, legal, financial, crisis, medical assistance and safety planning.
- 139 victims of domestic violence received legal assistance to protect them from abusive situations.

YOUTH PROGRAMS

(Hancock: 37%, Brooke: 63%)

- 850 youth aged 0-18 maintained/improved their health by receiving 8,851 free, nutritious meals through the Summer Food Service Program's 16 nutrition sites.
- 137 youth maintained/improved their health and increased their social and academic skills by attending one of two After School Meal Programs, and receiving 3,123 free, nutritious meals.

STATEMENT OF FINANCIAL POSITION

Cash and Cash Equivalents	171,399
Accounts Receivable - Grants, Contracts, Contributions	241,424
Accounts Receivable-Medical Fees; Net Allowance for uncollectible accounts	932,418
Accounts Receivable—Other	0
Deposits and prepaid expenses	35,939
TOTAL CURRENT ASSETS	1,381,180
Inventory	
Property & Equipment, Net	1,378,425
Capital Lease Equipment	79,072
Other Assets	287,908
TOTAL ASSETS	3,263,668
Accounts Payable	148,832
Accrued and Withheld Taxes	602,699
Deferred Revenue	89,763
Mortgages and Notes Payable, current portion	57,998
Capital Lease Obligation	21,300
Lines of Credit	314,309
TOTAL CURRENT LIABILITIES	1,234,901
Mortgages and notes payable, net of current portion	1,146,799
Capital Lease Obligation, net of current portion	64,797
TOTAL LIABILITIES	2,446,497
Unrestricted	817,171
TOTAL NET ASSETS	817,171
TOTAL LIABILITIES AND NET ASSETS	3,263,668
UNRESTRICTED NET ASSETS	
Federal Support	3,529,673
State Support	410,819
Local Support	164,211
Program Service Fees	25,240
Medical Third Party and Self Pay Revenue	4,910,986
Service Contracts	203,688
Donations and Contributions	40,749

YEAR END DECEMBER 31, 2010

Donated Services and Materials	1,576,853
Other Income	39,340
TOTAL REVENUES & OTHER SUPPORT	10,901,559
NET ASSETS RELEASED FROM RESTRICTION:	
Restrictions satisfied by payments	-
TOTAL REVENUES, OTHER SUPPORT AND NET ASSETS RELEASED	10,691,508

Salaries	5,031,568
Fringe Benefits	871,990
Office Expenses	44,404
Materials and Supplies	1,165,147
Insurance	83,983
Telephone and Utilities	144,463
Travel/Training	103,863
Equipment and Maintenance	447,636
Contractual	307,095
Donated services and materials	1,576,853
Program Expenses and Support	40,960
Bad Debt Expense	349,949
Other Expenses	234,649
Outreach	26,317
Depreciation	91,839
Interest	72,665
Amortization	22,592
Legal and Accounting	8,165
TOTAL EXPENSES	10,624,138

277,421	277,421
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TEMPORARILY RESTRICTED NET ASSETS	
Net assets released from restrictions:	-
Restrictions satisfied by payments	-
Increase (decrease) in Temporarily Restricted Net Assets	-
Increase (decrease) in Net Assets	-
NET ASSETS AT BEGINNING OF YEAR	539,750
NET ASSETS AT END OF YEAR	817,171

The Programs of CHANGE, Inc. are made possible through funding from Federal, State and Local grants, foundations, and private donations, including:

Community Development Block Grant

Community Services Block Grant

Department of Energy

Department of Health and Human Services

Department of Homeland Securities

Department of Housing and Urban Development

Department of Justice

Department of Transportation

Department of Health and Human Resources

Office of Economic Opportunity

United State Department of Agriculture

Weirton United Way

Various Private Foundations

Various Private Sources

Health Resources and Service Administration

WV Bureau of Public Health Primary Care Division

“being presented with financial assistance as a grant from the WV
Department of Health and Human Resources”

*Family Medical Care is financed with Federal dollars (1,019,286) from HRSA)
and State dollars, (236,377).*

*An additional 87% of the total program costs (or 6,808,245) is financed by
nongovernmental sources.*