OUR MISSION

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

OUR LOCATIONS

CHANGE, Inc. Community Action Agency
Administration and Program Office
3158 West Street ■ Weirton, WV 26062
P: 304.797.7733 ■ F: 304.797.7740

Moundsville Outreach Office
700 First Street ■ Moundsville, WV 26041
P: 304.845.8269 ■ F: 304.845.6411

Right From The Start  P: 304.845.7726

Domestic Violence Awareness Center
3058 West Street ■ Weirton, WV 26062  P: 304.748.0332

Comfort House Child Advocacy Center
2436 Pennsylvania Ave, Ste 2 ■ Weirton, WV 26062
P: 304.723.0083

Family Medical Care Community Health Centers
Weirton Office
3136 West Street ■ Weirton, WV ■ P: 304.748.2822
Family Care Pharmacy P: 304.748.4200

Wintersville Office
200 Luray Drive ■ Wintersville, OH ■ P: 740.314.8258

Newell Office
1151 Washington St ■ Newell, WV ■ P: 304.459.4010

Weirton Elementary SBHC Office
3428 Pennsylvania Ave. ■ Weirton, WV ■ P: 304.797.5299

Brooke Complex SBHC Office
29 Bruin Drive ■ Wellsburg, WV 26070 ■ P: 304.527.7461

Toronto High School SBHC Office
1305 Dennis Way ■ Toronto, OH ■ P: 740.537.4219

Weir SBHC Office
100 Red Rider Road ■ Weirton, WV 26062 ■ P: 304.797.7733

Oak Glen SBHC Complex Office
195 Golden Bear Dr ■ New Cumberland, WV ■ P: 304.797.7733

OUR PROGRAMS

EMERGENCY SERVICES
Lighthouse Domestic Violence Shelter
Domestic Violence Awareness Center
Supportive Services for Veteran Families
Low-Income Energy Assistance Program
Marshall County NEEDS
Dollar Energy Fund
Transitional Housing
Monitored Visitation and Exchange Program
Table of Hope (Collaborative)
Comfort House Child Advocacy Center

HEALTH SERVICES
Family Medical Care Community Health Center
(Family, Women’s, Pediatrics, Dental, Vision, School-Based & Behavioral Health)
Family Care Pharmacy
Patient Assistance Program
Breast & Cervical Cancer Screening Program
Right From The Start

HOUSING SERVICES
Housing & Foreclosure Counseling
Homeownership Programs
First Time Homebuyers Program
Weatherization Assistance Program
First Energy LICUAP

INCOME MANAGEMENT SERVICES
West Virginia Saves
Volunteer Income Tax Assistance Program
Financial Counseling

TRANSPORTATION SERVICES
Contract Services Transportation
(Job, Education & Community Access)
Non-Emergency Medical Transportation

YOUTH SERVICES
After School & Summer Meal Programs
Feed for Success Backpack Program
<table>
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<tr>
<th>25,616</th>
<th>230,559</th>
<th>18</th>
<th>81</th>
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<tbody>
<tr>
<td>Customers Served</td>
<td>Services Provided</td>
<td>Full Time Jobs Created</td>
<td>Partnerships Utilized</td>
</tr>
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**Services Provided**
- 230,559
- 18
- 81

**Full Time Jobs Created**
- 25,616
- 16,860, 15% below the 200% Federal Poverty Level, gained access to affordable healthcare through 61,126 family, women’s, pediatrics, dental, behavioral, and vision encounters at Family Medical Care Community Health Center
- 1141 patients received affordable behavioral health care
- 2023 patients received affordable dental care
- 909 patients received affordable vision care
- 2141 patients received school-based health care
- 2258 patients received 53,143 free or low-cost prescriptions through Family Care Pharmacy.
- 33 families participated in the Right From The Start Program, which provides education and referrals for pregnant women
- Patients received 83,783 low-cost prescriptions through 22 contract pharmacies for a savings of $1,426,410.

**Partnerships Utilized**
- 144 families received assistance to reduce an emergency need and/or avoid utility termination
- 40 domestic violence victims received protection from violence for a total of 2094 nights
- 246 domestic violence victims received Advocacy Services, such as case management, filing petitions, legal, financial, crisis assistance and safety planning to protect them from abusive situations
- 26 families improved family functioning through access and visitation services
- 146 children received Medical and Mental Health Care and/or Advocacy services, such as case management, legal and crisis assistance to assist in removing them from abusive situations
- 44 veterans received supportive services to avoid homelessness

**Customers Served**
- 1265 youth up to 18 years of age maintained and/or improved their health through receipt of 12,242 free, nutritious meals through the Summer Food Service Program, After School Meal Program and Out of School Time Childcare Program
- 45 adults maintained employment as a result of utilizing Out of School Time Childcare Services
REPORT OF INCOME MANAGEMENT SERVICES

- 3,106 families received free tax assistance and filing from three Volunteer Income Tax Assistance (VITA) sites
- 3 individuals received financial counseling to improve their financial well-being
- 26 individuals enrolled in financial management programs and/or financial counseling used their savings to purchase an asset

REPORT OF HOUSING PROGRAMS

- 59 individuals received Home Buyer Counseling to assist in purchasing a home
- 23 families purchased a home through assistance from CHANGE, Inc.’s Housing Programs
- 4 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
- 52 households received weatherization services to increase energy efficiency and have safety and energy issues ameliorated
- 55 households received energy audits to improve energy efficiency and/or reduce energy burdens in their homes
- 30 households received energy efficiency improvements
- 38 domestic violence victim obtained safe, affordable housing

REPORT OF TRANSPORTATION PROGRAMS

- 730 riders received 6,658 rides to maintain employment and/or access community services
- 7,364 rides were provided for non-emergency medical transportation

OUR FUNDERS

- Columbiana County Jobs and Family Svcs
- Community Services Block Grant
- Consumer Federation of America
- Delta Dental Foundation
- Department of Energy
- Department of Health & Human Resources
- Dept of Housing & Urban Development
- Department of Justice
- Department of Transportation
- Department of Veterans Affairs
- Federal Transit Administration
- Mary Jane Brooks Foundation
- Serra Foundation
- Sister of St. Joseph Foundation
- US Department of Agriculture
- WV Office of Economic Opportunity

Family Medical Care (FMC) is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service (PHS) employee under 42 U.S.C. 233 (g)-(n). FMC receives HHS funding and has Federal PHS deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals. FMC is financed with Federal dollars from the Department of Health & Human Resources (HRSA), State dollars, and nongovernmental sources, and is being presented with financial assistance as a grant from the WV Department of Health & Human Resources.
MESSAGES FROM OUR BOARD CHAIR

Friends of CHANGE, Inc.,

In total during 2019, CHANGE, Inc. served over 25,600 people, offering 230,559 units of service.

CHANGE, Inc. continues to evolve to meet the needs of the communities we serve. For example, in 2019, a partnership with Steubenville City Schools was created in order to provide School-based Health Centers. This partnership illustrates part of our evolution and has led to the development of two main school-based health centers along with three traveling sites to serve the needs of Steubenville students.

CEO Judy Raveaux, the volunteer Board of Directors, and staff are committed to CHANGE, Inc.'s mission, which is to "encourage the integration of services, the building of partnerships, and the coordinating of resources to empower families towards healthy self-sufficient living." While 2020 will offer challenges, the entire team endeavors to serve the needs of the residents of Northern West Virginia and Jefferson County, Ohio.

Sincerely,

Lisa Werner
Board Chair

HISTORY OF CHANGE, INC.

CHANGE, Inc. (Christians Helping Arrange New Growth Enterprises) 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. With over 35 years of operation, the belief of empowering families is still strong.

Community Action Agencies were created through the Economic Opportunity Act of 1964, are funded in-part by the Community Services Block Grant, and serve over 16.2 million people annually, leveraging funds from all sectors to provide support, services, facilities and improvements in communities.

Community Health Centers provides comprehensive care, including physical, behavioral, dental and vision to Americans regardless of their income or insurance coverage. Health centers provide substantial benefits to their communities, and save the national health care system over $24 billion a year, by helping patients avoid emergency rooms and making better use of preventive services.