



CHANGE, INC.

2020 ANNUAL REPORT

## OUR MISSION

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

## 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  
Comfort House Child Advocacy Center

### HEALTH SERVICES

Family Medical Care Community Health Center  
(Family, Reproductive, Pediatrics, Dental, Vision,  
School-Based & Behavioral Health)  
Family Care Pharmacy  
Patient Assistance Program  
Breast & Cervical Cancer Screening Program  
Right From The Start  
Medication Assisted Treatment

### HOUSING SERVICES

Housing & Foreclosure Counseling  
Homeownership Programs  
First Time Homebuyers Program  
Weatherization Assistance Program

### INCOME MANAGEMENT SERVICES

West Virginia Saves  
Volunteer Income Tax Assistance Program  
Financial Counseling

### TRANSPORTATION SERVICES

Non-Emergency Medical Transportation

### YOUTH SERVICES

After School & Summer Meal Programs  
Feed for Success Backpack Program

## 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

**The Lighthouse Domestic Violence Shelter** P: 304.797.7233

### 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** ■ P: 304.797.5299

**Brooke Complex SBHC Office/ALC** ■ P: 304.527.7461

**Toronto High School SBHC Office** ■ P: 740.537.2172 Ext 5

**Weir SBHC Office** P: 304.564.9022

**Oak Glen SBHC Complex Office** ■ P: 304.797.7733

**Steubenville SBHC** ■ P: 740-284-5712 (Press Option for School)

[www.changeinc.org](http://www.changeinc.org)



26,761

Customers Served

161,827

Services Provided

5

Full Time Jobs Created

81

Partnerships Utilized

REPORT OF HEALTH PROGRAMS

- **15,367** individuals 15% below the 200% Federal Poverty Level, gained access to affordable healthcare through **44,653** family, reproductive, pediatrics, dental, behavioral, and vision encounters at Family Medical Care Community Health Center
- **950** patients received affordable behavioral health care
- **2,669** patients received affordable dental care
- **637** patients received affordable vision care
- **3,095** patients received school-based health care
- **2,276** patients received **52,645** free or low-cost prescriptions through Family Care Pharmacy.
- **36** families participated in the Right From The Start Program, which provides education and referrals for pregnant women
- Patients received **43,661** low-cost prescriptions through 25 contract pharmacies for a savings of **\$1,933,950**

REPORT OF EMERGENCY PROGRAMS

- **228** families received assistance to reduce an emergency need and/or avoid utility termination
- **39** domestic violence victims received protection from violence for a total of **1,791** nights
- **262** 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
- **36** families improved family functioning through access and visitation services
- **253** 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
- **19** veterans received supportive services to avoid homelessness

REPORT OF YOUTH PROGRAMS

- **550** youth up to 18 years of age maintained and/or improved their health through receipt of **1,682** free nutritious meals through the Summer Food Service Program, After School Meal Program and Out of School Time Childcare Program

## REPORT OF INCOME MANAGEMENT SERVICES

- **2,278** families received free tax assistance and filling from three Volunteer Income Tax Assistance (VITA) sites
- **5** individuals received financial counseling to improve their financial well-being
- **38** individuals enrolled in financial management programs and/or financial counseling used their savings to purchase an asset

## REPORT OF HOUSING PROGRAMS

- **84** individuals received Home Buyer Counseling to assist in purchasing a home
- **31** families purchased a home through assistance from CHANGE, Inc.'s Housing Programs
- **5** 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
- **25** households received weatherization services to increase energy efficiency and have safety and energy issues ameliorated
- **59** households received energy audits to improve energy efficiency and/or reduce energy burdens in their homes
- **34** households received energy efficiency improvements
- **32** domestic violence victim obtained safe, affordable housing

## REPORT OF TRANSPORTATION PROGRAMS

- **501** riders received **2,804** rides to maintain employment and/or access community services
- **4,351** rides were provided for non-emergency medical transportation

## OUR FUNDERS

- *Columbiana County Jobs and Family Svcs*
  - *Community Services Block Grant*
  - *Consumer Federation of America*
  - *Community Foundation of the Ohio Valley*
  - *Delta Dental Foundation*
  - *Department of Energy*
  - *Department of Health & Human Resources*
  - *Department of Health & Human Services*
  - *Dept of Housing & Urban Development*
  - *Department of Justice*
  - *Department of Veterans Affairs*
  - *River Valley Health Foundation*
  - *Serra Foundation*
  - *Sister of St. Joseph Foundation*
  - *US Department of Agriculture*
  - *Wes Banco Bank Community Development Corporation*
  - *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.*

## MESSAGE FROM OUR BOARD CHAIR

Friends of CHANGE, Inc.,

*As we all know, 2020 was a unique and challenging year. However, despite being presented with numerous challenges, CHANGE, Inc. was able to serve over 25,600 people while offering 230,559 units of service.*

*One of the greatest undertakings was to alter the way the agency delivers services. To address this issue, a transition took place that enabled CHANGE, Inc. to offer virtual help in lieu of in-person appointments and the launch of tele-medicine took place as well. CHANGE, Inc. also successfully introduced COVID-19 testing. Often, the necessary changes and tasks seemed to almost take over day-to-day operations but as always, management and staff resolutely rose to meet the needs. Further recognizing community needs, CHANGE, Inc. strengthened current partnerships and created new relationships with local health departments, Emergency Management Offices, school districts and local businesses in an effort to address the needs of our residents.*

*CEO Judy Raveaux, the volunteer Board of Directors, and staff are continually dedicated 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." This dedication was fully illustrated by the agency's performance during 2020 and its introduction of vaccine clinics in 2021.*

*While 2021 will offer continued challenges, the entire team endeavors to serve the needs of the residents of Northern West Virginia and Jefferson County, Ohio.*

Sincerely,

*Lisa Werner*

Lisa Werner, Board Chair

## OUR BOARD

Lisa Werner, Chair  
James E. Brown, Vice Chair  
Rev. Larry Dorsch, Secretary  
John Pizzuti, Treasurer  
Lora Bailey  
JoAnn Mulrooney  
Tamara Pettit  
Gerri Thorne-Walker  
Valerie Wells

## OUR MANAGEMENT

Judy Raveaux, CEO  
Jordan Savage, CFO  
Dr. Kelli Fournier, CMO  
Jim Boniey, Director of  
Programs and Operations  
Heather Karovic, Director of  
Clinical Services

## 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.



**CHANGE, INC.**

