

CHANGE, INC.

2022 ANNUAL REPORT

OUR MISSION

CHANGE, Inc. builds partnerships, consolidates resources, and integrates services to empower families to overcome the causes of poverty and live healthy lives.

OUR PROGRAMS

EMERGENCY SERVICES

Lighthouse Domestic Violence Shelter
Domestic Violence Awareness Center
Supportive Services for Veteran Families
Housing Opportunities for Persons with HIV/AIDS
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, Gynecology, Pediatrics, Dental, School-Based & Behavioral Health)
Family Care Pharmacy
Patient Assistance Program
Breast & Cervical Cancer Screening Program
Medication Assisted Treatment

HOUSING SERVICES

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

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

3245 West Street ■ 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

School-Based Health Centers

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 Complex SBHC Office P: 304.564.9022

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







19,226

120,953

13

81

Customers Served

Services Provided

Full Time Jobs Created

Partnerships Utilized

REPORT OF HEALTH PROGRAMS

- 17,310 individuals 65% below the 200% Federal Poverty Level, gained access to affordable healthcare through 64,432 family, gynecology, pediatrics, dental, and behavioral health encounters
- 1,988 patients received affordable behavioral health care
- 2,069 patients received affordable dental care
- 3,795 patients received school-based health care
- **52** patients received substance abuse treatment
- **205** patients received transportation to and from appointments
- **51,285** low-cost prescriptions were provided through Family Care Pharmacy
- \$988,439 in sliding fee discounts were provided to low-income patients for medical, dental, behavioral health and prescriptions

REPORT OF EMERGENCY PROGRAMS

- **538** families received assistance to reduce an emergency need and/or avoid utility termination
- 43 domestic violence victims received protection from violence
- 238 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
- **39** families improved family functioning through access and visitation services
- 313 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

YOUTH PROGRAMS

- Youth up to 18 years of age maintained and/or improved their health through receipt of 407 free nutritious meals
- 86 students participated in the Feed for Success Backpack Program



- 2,845 families received free tax assistance and filling from three
 Volunteer Income Tax Assistance (VITA) sites
- 18 individuals received financial counseling to improve their financial well-being

REPORT OF HOUS-ING PROGRAMS

- **69** individuals received Home Buyer Counseling to assist in purchasing a home (66) or avoid foreclosure (3)
- 41 families purchased a home through assistance from CHANGE, Inc.'s Housing Programs
- 8 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
- **36** households received weatherization services to increase energy efficiency and have safety and energy issues ameliorated
- 86 households received energy audits to improve energy efficiency and/or reduce energy burdens in their homes

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 & CEO

Dear Friends,

This has been a year of firsts as we both entered new leadership roles at CHANGE, Inc., as Board Chair and Chief Executive Officer. Our collective 20+ years with the organization, and your support, gave us the insight and momentum we needed to hit the ground running and humbly advance the work of those who came before us.

As we navigate a "new normal," we are proud that CHANGE, Inc. has been on the forefront since the beginning of the pandemic, collaborating with partners at the community, state and federal levels, to ensure our programs and services remained available to those in need. This year brought many new faces to the agency and Board of Directors, as well as new programs and services to combat the needs of the community, and we are truly grateful for the commitment and hard work of our employees and Board who helped to strengthen our agency.

We were proud to have served over 18,000 community members in 2022, providing over 66,000 services through our 30+ programs. As we look ahead, we ask for your continued support of funding, time and resources, so that we may continue to work toward our shared mission for many years to come.

Sincerely,

Jo.Ann Mulrooney

Lisa Mowry

JoAnn Mulrooney, Board Chair

Lisa Mowry, Chief Executive Officer

OUR BOARD

JoAnn Mulrooney, Chair
Mark Phillips, Vice Chair
Lisa Werner, Secretary/Treasurer
Dan Taylor, Ex-Officio Legal
Charles Bailey
David Klink
Ashley Steele
JohnPizzuti
James Brown
Patricia Maple-Damewood
Fred McDonald

OUR MANAGEMENT

Lisa Mowry, CEO

Jennifer Pierce, COO

Jordan Savage, CFO

Dr. Kelli Fournier, CMO

Jim Boniey, Director of Programs and Operations

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.





