

OUR LOCATIONS

CHANGE, Inc. Community Action Agency

Administration and Program Office
3158 West Street, Weirton, WV 26062

Moundsville Outreach Office
700 First Street, Moundsville, WV 26041

Domestic Violence Awareness Center
3058 West Street, Weirton, WV 26062

Comfort House Child Advocacy Center
3245 West Street, Weirton, WV 26062

Family Medical Care Community Health Center

Weirton Office
3136 West Street, Weirton, WV

Wintersville Office
200 Luray Drive, Wintersville, OH

Newell Office
1151 Washington Street, Newell, WV

Weirton Elementary SBHC Office
3428 Pennsylvania Avenue, Weirton, WV

Brooke Complex SBHC Office
29 Bruin Drive, Wellsburg, WV 26070

Steubenville City SBHC Office
420 North 4th Street, Steubenville, OH

Toronto High School SBHC Office
1305 Dennis Way, Toronto, OH

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

TRANSPORTATION SERVICES

Non-Emergency Medical Transportation

YOUTH SERVICES

After School & Summer Meal Programs
Feed for Success Backpack Program

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

HOUSING SERVICES

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

INCOME MANAGEMENT SERVICES

West Virginia Saves
Volunteer Income Tax Assistance Program
Financial Counseling

OUR STAKEHOLDERS

- WV Department of Health and Human Services
- City of Moundsville
- J & R Excavating, Inc.
- Ruttenberg's
- CASA for Children
- Cameron Nursing Home
- Scaffidi's Pasta
- Gometti Catering
- Trinity Health System
- Bethlehem Apostolic Temple
- Weirton Covenant Church
- Upper Ohio Valley Sexual Assault Help Center, Inc.
- Weirton Transit Corp.
- Brooke Hills Park
- Jefferson County General Health District
- Lucas/Karnoupakis Ent.
- East Liverpool City Hospital
- CAA of Columbiana County
- WesBanco
- WV School of Osteopathic Medicine
- Brooke High School

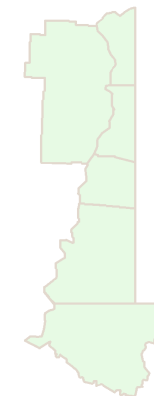
OUR OUTCOMES

- 16,605 patients received affordable healthcare
- 67,999 low cost prescriptions received
- 24 families received prenatal education
- 226 families reduced an emergency need
- 34 domestic violence victims were protected from violence
- 326 child abuse victims received child advocacy
- 24 families received visitation services
- 19 veterans avoided homelessness
- 35 families purchased a home with assistance
- 31 homes were weatherized
- 54 families received energy audits
- 2,596 families received free tax assistance
- 232 riders received transportation to medical appointments
- 5,088 youth received free meals



OUR MISSION

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



CHANGE, Inc. Community Action Agency was formed in 1983 by a handful of clergy to aid families affected by the National Steel layoffs. Since that time, it has grown into a full-circle agency, addressing many of the needs of the economically disadvantaged. With almost 40 years of operation, the belief of empowering families is still strong.

CHANGE, Inc. integrates the services of a community action agency and a community health center and annually provides over 136,000 services to the residents of Hancock, Brooke, Ohio and Marshall County in West Virginia and Jefferson County in Ohio, including a Medically Underserved Area in Jefferson County, and a Medically Underserved Population and Low-Income Professional Shortage Area in Hancock County. The customer base which CHANGE, Inc. serves is over 66% female, with 23% of customer under the age of 60 and 28% between the ages of 0 and 18.

The 2022 Community Needs Assessment aims to discover the most pressing challenges residents of the service area face, the needs of the community, and the causes and conditions of poverty in the service area, so that CHANGE, Inc. can be better prepared to address the issues. CHANGE, Inc. utilizes a survey adapted from Rhode Island Community Action Partnership, and distributed via paper and electronic format over a two month period to customers, community members and stakeholders in the five counties. The following is a breakdown of the survey respondents:

- 411 residents participated in the 2022 survey, 95% of which live within CHANGE, Inc.'s main five county service area
- The majority of respondents were between 18-55 years old, female, and identifying as White/Caucasian, Non-Hispanic
- Over 37% of respondents stated their highest level of education completed was a high school diploma or GED, and 35% reported receiving a college degree
- Over 36% of respondents reported their household size and income being low-income (under 150% of the federal poverty level), and 58% reported being under 200% of the FPL
- Almost 58% of respondents have used services from CHANGE, Inc. in the last year
- 34 stakeholders participated in the 2022 survey, representing the community based (29%), faith based (6%), educational institution (18%), public (26%) and private (18%) sectors of the five counties in the service area

KEY FINDINGS

The 2022 Community Needs Assessment identified Childcare as the most critical issue facing the community, with health care and housing costs identified as underlying causes and conditions of poverty in the five county service area.

CRITICAL ISSUES
In The Community

#1

Childcare

#2

Housing

#3

Substance Abuse Prevention / Treatment

#4

Jobs

#5

Youth Programs

#1

Dental Care

#2

Vision Care

#3

Healthy Food

#4

Medical Care

#5

Paying Utilities & Home Repairs

TOP NEEDS
IDENTIFIED

TOP
BARRIERS
Due to
Availability

#1

Transportation

#2

Safe Activities for Youth

#3

Safe Place to Live

#4

Employment / Jobs

#5

Mental Health Care

#1

Dental Care

#2

Vision Care

#3

Paying Utilities

#4

Healthy Food Choices

#5

Basic Needs

TOP
BARRIERS
Due to
Cost

COMMUNITY CHARACTERISTICS 2016-2020 American Community Survey	HANCOCK	BROOKE	OHIO	MARSHALL	JEFFERSON
POPULATION	29,118	22,162	41,875	30,900	65,943
VETERANS	10.87%	8.54%	8.57%	8.15%	9.33%
GENDER					
MALE	48.6%	49.1%	48.7%	49.2%	49%
FEMALE	51.4%	50.9%	51.3%	50.8%	51%
RACE / ETHNICITY					
WHITE	94.4%	96%	92.5%	97.2%	90.9%
BLACK OR AFRICAN AMERICAN	2.3%	0.8%	3.7%	0.6%	5.8%
ASIAN	0.5%	0.6%	0.5%	0.4%	0.6%
AMERICAN INDIAN / HAWAIIAN	0.1%	0.2%	0.3%	0.2%	0%
MULTI RACIAL	2.8%	2.1%	2.7%	1.5%	2.3%
HISPANIC	1.6%	0.9%	1.0%	1.0%	1.4%
EDUCATIONAL ATTAINMENT					
NO HIGH SCHOOL DIPLOMA	10.66%	8.05%	7.20%	7.58%	8.55%
HIGH SCHOOL DIPLOMA ONLY	39.80%	41%	34.60%	44.60%	44.00%
POST HIGH SCHOOL EDUCATION <small>Bachelor's or higher</small>	16.31%	20.16%	31.58%	18.58%	17.50%
LIMITED ENGLISH	0.37%	1.05%	0.94%	0.27%	0.82%

Population
189,998
people

Disability

17%
Population with any disability

Median Age

The median age of Our Community is
46.2
years-old
*Brooke County

Urban & Rural Population

Urban
63.3%

Rural
36.7%

0%

24%

Say Health Problems Prevent Employment

53%

Of Stakeholders Cite Childcare as a Barrier

76%

Of Stakeholders Cite Substance Abuse as a Barrier

39%

Report an Adult in the Household is Unemployed

16%

Report College/CE/Trade Skills are a Need

EMPLOYMENT

UNEMPLOYMENT RATE <small>County Health Rankings Report</small>		CHILD CARE COST BURDEN <small>County Health Rankings Report</small>		LONG COMMUTE TO WORK <small>County Health Rankings Report</small>	
HANCOCK	10.0%	HANCOCK	39%	HANCOCK	33%
BROOKE	9.0%	BROOKE	40%	BROOKE	36%
OHIO	8.4%	OHIO	49%	OHIO	22%
MARSHALL	9.9%	MARSHALL	31%	MARSHALL	36%
JEFFERSON	10.1%	JEFFERSON	43%	JEFFERSON	33%

FINANCES
& INCOME

44%

Put Money In Savings

41%

Maintained A Budget

21%

Used Savings to Meet Daily Expenses

25%

Made Only Minimum Payments on Credit Card

MEDIAN HOUSEHOLD INCOME <small>County Health Rankings Report</small>		FINANCIAL STATUS Compared To Last Year			LIVING WAGE <small>County Health Rankings Report</small>	
HANCOCK	\$52,300	<div>20.3% Better</div>	<div>57.3% About the Same</div>	<div>22.5% Worse</div>	HANCOCK	\$37.95
BROOKE	\$50,400				BROOKE	\$37.95
OHIO	\$41,300				OHIO	\$37.99
MARSHALL	\$54,000				MARSHALL	\$36.14
JEFFERSON	\$49,600				JEFFERSON	\$38.09

HOUSING

43%

Do Not Own Their Own Home

46%

Cite Poor Credit as a Barrier to Ownership

12%

Need a Safe Place to Live

HOUSING IN THE COMMUNITY <small>2016-20 ACS & County Health Rankings Report</small>	HANCOCK	BROOKE	OHIO	MARSHALL	JEFFERSON
MEDIAN YEAR STRUCTURE BUILT	1960	1961	1954	1959	1959
COST BURDENED HOUSEHOLDS	18.70%	14.96%	24.10%	18.76%	20.96%
OCCUPIED HOUSING UNITS	12,676	9,792	17,254	12,350	27,541
SEVERE HOUSING COST BURDEN	8%	5%	10%	9%	11%

16%

Are Behind on Utility Bills

19%

Identified Transportation as a Need

23%

Paid Utilities / Rent Late

23%

Borrowed Money to Meet Basic Needs

BASIC NEEDS

TOP AREAS OF
NEED
For Youth


#1 Mental Health

#2 Substance Abuse / Tobacco


#3 Behavior Disorders

#4 Bullying

#5 After School Supervision



YOUTH IN THE COMMUNITY 2016-2020 American Community Survey	HANCOCK	BROOKE	OHIO	MARSHALL	JEFFERSON
POPULATION UNDER AGE 18	18.99%	17.56%	19.42%	19.45%	19.20%
CHILDREN RECEIVING FREE/REDUCED LUNCH	42.57%	41.30%	44.76%	43.47%	N/A
NOT ENROLLED & NOT EMPLOYED	12.82%	8.30%	6%	8%	7.51%
TEEN BIRTH RATE PER 1,000 (AGE 15-19)	22.9	20	21.3	25.1	22.9



32% Dental Care

29% Vision Care

25% Medical Care

22% Prescriptions / Medications

TOP IDENTIFIED
HEALTH CARE
NEEDS

PROVIDER RATIOS County Health Rankings	HANCOCK	BROOKE	OHIO	MARSHALL	JEFFERSON
PRIMARY CARE PHYSICIANS	1,600:1	4,390:1	600:1	3,050:1	2,510:1
DENTISTS	1,190:1	4,330:1	900:1	2,150:1	1,910:1
MENTAL HEALTH PROVIDERS	650:1	4,330:1	300:1	3,760:1	430:1

PUBLIC INSURANCE	INSURANCE STATUS 2016-2020 American Community Survey	HANCOCK	BROOKE	OHIO	MARSHALL	JEFFERSON
2% VETERANS 33% MEDICARE 51% MEDICAID	UNINSURED	8%	5%	5%	7%	5%
	PUBLIC INSURANCE	39%	39%	39%	37%	39%
	PRIVATE INSURANCE	53%	56%	56%	56%	56%

HEALTH CONDITIONS AND MORTALITIES 2016-2020 ACS & County Health Rankings Report	HANCOCK	BROOKE	OHIO	MARSHALL	JEFFERSON
CORONARY HEART DISEASE MORTALITY, Age Adjusted	176.6	144	119.3	126.6	180.8
CANCER MORTALITY, Age Adjusted Rate	169.4	164.6	177.8	171.5	188.6
LUNG DISEASE MORTALITY, Age Adjusted Rate	49.6	58.7	56.0	60.8	51.6
STROKE MORTALITY, Age Adjusted Rate	34.7	43.5	42.7	38.6	42.9
COVID-19 MORTALITY	488.07	468.41	426.3	506.74	492.65
SEXUALLY TRANSMITTED INFECTIONS	201.3	145.9	289.8	232.6	335.2
DIABETES, Age Adjusted Rate	10.3	8.9	8.9	10.7	9.7
TOBACCO USAGE, Current, Age Adjusted Rate	24.8	23.7	21.8	23.5	26.4
OBESITY, Percent	28.9%	28.4%	30.7%	37.1%	34.9%
PREVENTABLE HOSPITALIZATIONS (Per 1,000)	4702	4134	4362	5010	4200
POPULATION WITH HIV/AIDS, Rate Per 100,000	39.5	97.5	113.6	97.7	107.1

GREATEST
CHALLENGES
For Low-Income


#1 Substance Abuse

#2 Housing


Living Wage Employment

#4 Mental Health

#5 Parenting



POVERTY IN THE COMMUNITY 2016-2020 American Community Survey	HANCOCK	BROOKE	OHIO	MARSHALL	JEFFERSON
INDIVIDUALS BELOW POVERTY RATE	14.0%	12.3%	14.4%	15.5%	16.8%
INDIVIDUALS BELOW 150% FPL	24.7%	21.7%	24.7%	26.6%	26.4%
POVERTY BY AGE					
ALL AGE POVERTY RATE	14%	12.3%	14.4%	15.5%	16.8%
AGE 0-17 POVERTY RATE	21%	17.25%	15.3%	24.5%	23.4%
AGE 65+ POVERTY RATE	10.4%	5.4%	9.3%	6.1%	9.4%
RECEIVE SNAP BENEFITS	14.7%	13.1%	15.7%	14.7%	19.1%
POVERTY BY GENDER					
FEMALE	32.7%	16.5%	35.2%	25.5%	32.1%
MALE	20.2%	31.2%	27.8%	28.2%	27.3%
POVERTY BY RACE					
WHITE	91.5%	97.5%	89.3%	99.2%	83.3%
BLACK OR AFRICAN AMERICAN	2.1%	0.8%	6.2%	0.4%	11.2%
NATIVE AMERICAN / ALASKA NATIVE	0.2%	0.0%	1.1%	0.0%	0.0%
ASIAN	0.7%	0.0%	0.2%	0.0%	0.6%
MULTIPLE RACE	5.5%	1.7%	3.1%	0.4%	3.5%



25%

of people in our community
are low income*
*under 150% FPL

SERVICES NOT ADEQUATE


#1 Substance Abuse Treatment Services

Homeless Assistance / Shelters

#3 Job Readiness/Employment Assistance

#4 Public Transportation

Child Care



19.5%

Of households in our
community have a
housing cost burden*
*Costs > 30% of income



#1 Medication Management

#2 Basic Needs

#3 Home Repairs / Maintenance

Access to Transportation

#5 Meal Prep / Property Maintenance

TOP AREAS OF
NEED
For Aging Adults

AGING ADULTS IN THE COMMUNITY 2016-2020 ACS & County Rankings Report	HANCOCK	BROOKE	OHIO	MARSHALL	JEFFERSON
POPULATION OVER AGE 65	23.35%	23.35%	21.77%	22.28%	21.49%
LIFE EXPECTANCY	74.4	75.8	74.7	75.7	74.5