

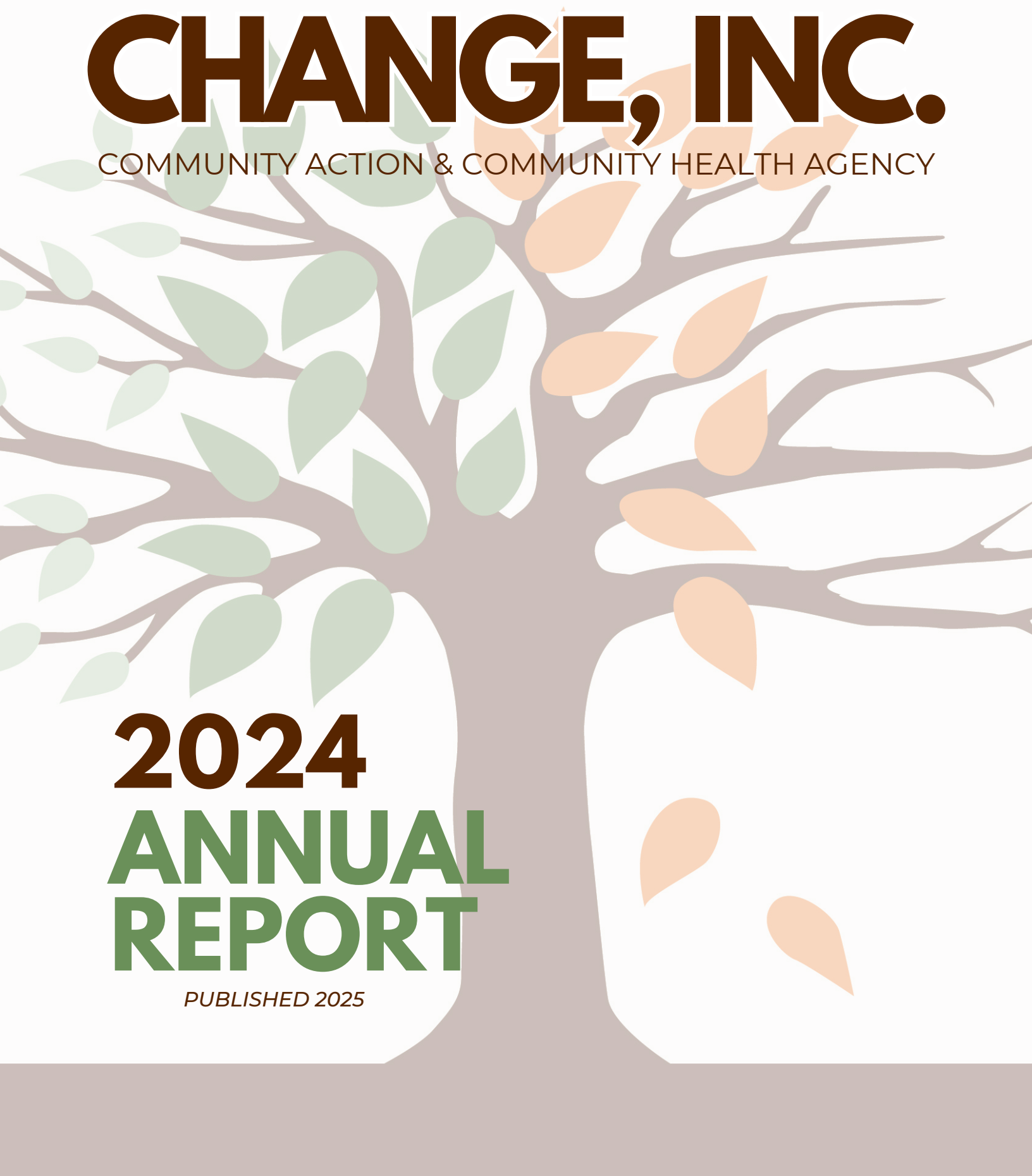
WWW.CHANGEINC.ORG

CHANGE, INC.

COMMUNITY ACTION & COMMUNITY HEALTH AGENCY

2024 ANNUAL REPORT

PUBLISHED 2025



OUR HISTORY

CHANGE, Inc. was established in 1983 by the Weirton Ministerial Association to provide outplacement services for employees impacted by the closure of National Steel's Weirton Plant. Initially funded through the Community Services Block Grant, CHANGE, Inc. began with a \$25,000 grant as a Limited Purpose Agency. In 1990, we achieved full status as a Community Action Agency, expanding our services significantly to address identified needs and systemic barriers. In 2007, CHANGE, Inc. was awarded Federally Qualified Health Center status, which opened our doors to Jefferson County and enabled us to provide quality health, behavioral health, and dental care to the entire community, regardless of income level, insurance status or residence. Today, CHANGE, Inc. offers a wide range of Health, Housing, Advocacy, and Supportive Services designed to support and empower individuals throughout the Ohio Valley to build a better future for themselves and their families.

With over 40 years of dedication, CHANGE, Inc. continues to empower families and address the needs of the economically disadvantaged. Our commitment to fostering self-sufficiency and enhancing the quality of life for our community remains as strong as ever.

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.

OUR VALUES

INTEGRITY

We operate with transparency and honesty in all interactions. Upholding high ethical standards, we ensure that our actions and decisions reflect our commitment to the community we serve.

COMPASSION

We are dedicated to addressing the needs of our community with empathy and understanding. Our services are designed to uplift and support those in need with dignity and respect.

COLLABORATION

We recognize the importance of working together with community partners, stakeholders, and organizations to maximize the impact of our services and create a more comprehensive support network.

EMPOWERMENT

We believe in empowering individuals and families to achieve self-sufficiency and improve their quality of life. Our goal is to provide the resources and support needed to help people build a better future for themselves.

OUR LOCATIONS



ADMINISTRATIVE OFFICE

3158 West Street, Weirton

PROGRAM OFFICE

700 First Street, Moundsville

DV PROGRAMS

3058 West Street, Weirton

COMFORT HOUSE

3245 West Street, Weirton

HEALTH CARE LOCATIONS

3136 West Street, Weirton

200 Luray Drive, Wintersville

1151 Washington Street, Newell

114 Taylor Street, Weirton

SCHOOL BASED HEALTH CENTERS

Brooke High School & The Bridge

Weir High & Elementary School

Toronto High School

Steubenville High & Harding Middle School

Steubenville Elementary Schools

Indian Creek High & Middle School

Dear Friends, Supporters, and Partners,

As we reflect on the accomplishments and challenges of 2024, I am deeply proud to share the progress CHANGE, Inc. has made, thanks to your unwavering support and dedication. This year has been one of transformation, growth, and deepened impact. While we continue to navigate an ever-evolving landscape, our commitment to our mission has remained steadfast, and together, we have made meaningful strides in creating positive change in our community.

We were honored to be awarded “Best in Community Involvement” and “Non-Profit of the Year” in 2024, and receive multiple federal awards for our commitment to quality health care. While we celebrate these achievements, we also recognize the challenges that persist. Demand for our services continues to grow faster than funding and staff capabilities, which propels us to focus on strategic growth, community engagement, and exploring innovative ways to enhance our services in a way that is sustainable and impactful. I am also pleased to report that we have strengthened our internal operations, focusing on staff development, organizational capacity, and fiscal responsibility. Organizational Values were developed and integrated in 2024, and our Board remains dedicated to ensuring that every dollar you contribute goes directly to advancing our mission, and we remain deeply grateful for your trust and generosity.

On behalf of the entire Board of Directors, I would like to extend my heartfelt thanks to each of you. Your support—whether through your time, talents, resources, or advocacy—has been a critical part of our success. Together, we are building a brighter future for those we serve.

Thank you for your continued belief in our mission and for being an essential part of our journey.

Warmest regards,

JoAnn Mulrooney

Chair, Board of Directors

OUR BOARD

JoAnn Mulrooney, Chair
Mark Phillips, Vice Chair
Lisa Werner, Secretary
Charles Bailey, Treasurer
David Klick
Ashley Steele
John Pizzuti
Patricia Maple-Damewood
Fred McDonald
Doug Gregory
Antoinette Perkins

OUR TEAM

Lisa Mowry, CEO
Jordan Savage, CFO
Jennifer Pierce, COO
Dr. Kelli Fournier, CMO

James Boniey, Director of Programs
Heather Karovic, Director of Risk
Brenda Hilson, Director of Quality
Robin Norwood, Director of HR

Supported by 216 staff members at
18 locations throughout 5 Counties in
West Virginia and Ohio.

OUR FUNDERS

Our Programs are made possible through funding from Federal, State and Local grants, foundations, and private donations, including the following:

Community Services Block Grant
Department of Energy
Department of Health and Human Resources
Department of Health and Human Services
Department of Housing and Urban Development
Department of Justice
Department of Veterans Affairs
Northern Panhandle Home Consortium
Various Private Foundations & Donations
WV Bureau for Children & Families
WV Community Advancement & Development
WV Development Office
WV Supreme Court of Appeals

HEALTH

Family Medical Care
Community Health Center

Family - Gynecology - Pediatrics -
Dental - Behavioral Health - MAT/
SUD - Diabetes Education - Pharmacy

17,727 PATIENTS

65,995 VISITS

53,770 PRESCRIPTIONS

5,789 TRANSPORTS

82% OF PATIENTS WERE
BELOW 200% OF THE
FEDERAL POVERTY LEVEL

MEASURE	RESULT
① Childhood Immunization Status (CMS 117v12)	28.4%
① Child Weight Assessment / Counseling for Nutrition / Physical Activity (CMS 155v12)	79.5%
① BMI Screening and Follow-Up 18+ Years (CMS 69v12)	87.4%
① Depression Remission at Twelve Months (CMS 159v12)	24.6%
① Screening for Depression and Follow-Up Plan (CMS 2v13)	87.0%
① Tobacco Use: Screening and Cessation (CMS 138v12)	92.6%
① Colorectal Cancer Screening (CMS 130v12)	61.9%
① Cervical Cancer Screening (CMS 124v12)	71.7%
① Breast Cancer Screening Ages 50-74 (CMS 125v12)	69.3%
① Hypertension Controlling High Blood Pressure (CMS165v12)	89.5%
① Statin Therapy for the Prevention and Treatment of Cardiovascular Disease (CMS 347v7)	86.7%
① Diabetes A1c > 9 or Untested (CMS 122v12)	19.4%
① IVD Aspirin Use (CMS 164v7.2)	88.9%
① HIV Screening (CMS 349v6)	38.2%
① HIV and Pregnant	0.0%
① HIV Linkage to Care	0.0%
① Dental Sealants for Children between 6-9 Years (CMS 277v0)	49.4%

PATIENTS

16,358 MEDICAL
2,090 DENTAL
1,374 MENTAL HEALTH
67 SUBSTANCE DISORDER
3,926 SBHC

VISITS

46,590 MEDICAL
4,455 DENTAL
13,505 MENTAL HEALTH
1,440 SUBSTANCE DISORDER

INSURANCE

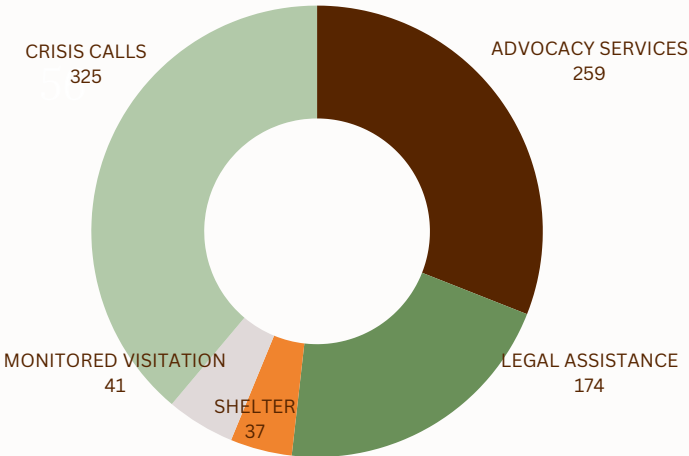
15.4% MEDICARE
33.1% MEDICAID
47.3% PRIVATE INSURANCE
4.2% UNINSURED

SAVINGS

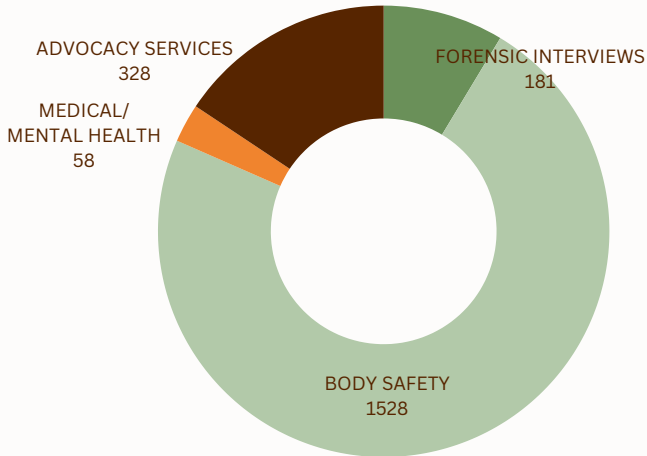
\$453,000 IN SAVINGS ON HEALTH CARE
\$4.9 MILLION IN SAVINGS ON PRESCRIPTIONS

ADVOCACY

The Lighthouse
Domestic Violence Programs
Domestic Violence Shelter, Transitional House, Prevention & Support Programs



Comfort House
Child Advocacy Center
Forensic Interviews, Medical Exams, Trauma Based Counseling



HOUSING

Weatherization Assistance Program

Energy Efficient Home Improvements

Emergency Repair & Replace Program

Heating & Cooling Unit Repair or Replacement

Housing Counseling & First Time Homebuyer Program (FTHB)

Down Payment & Closing Cost Assistance, Home Buyer Education

Financial & Credit Counseling / WV SAVES

Finance & Credit Counseling, Rental Counseling, Mortgage Delinquency Counseling, Default Prevention Counseling, Saving Education

Rental Housing

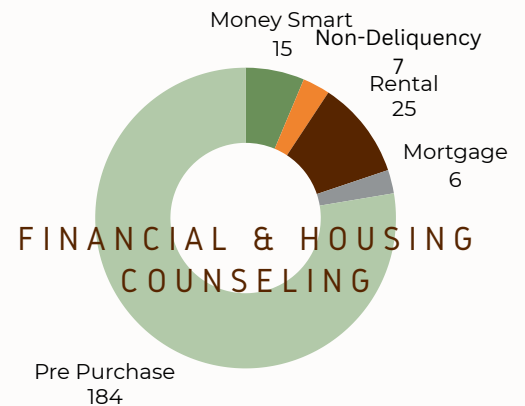
Rental and Transitional Housing Units

54 HOMES PURCHASED

64 UNITS
REPAIRED/REPLACED

\$88,819 IN FTHB
ASSISTANCE

33 HOMES WEATHERIZED



SUPPORTIVE SERVICES

Housing Opportunities for Persons with AIDS/HIV

Long & Short-Term Rental Assistance, Security & Utility Deposits, Short-Term Mortgage Assistance, Specialized Services Referrals, Case Management, Post-Housing Stabilizing Services

Supportive Service for Veteran Families

Outreach, Case Management, VA Benefit Assistance, Financial Housing Stability Assistance

Utility Assistance Programs

Utility Termination Assistance

Youth Meal Programs

Weekend and Summer Meals

Volunteer Income Tax Assistance Program

Tax Return Assistance & Filing, Eligibility Determination Assistance for Earned Income and Child Tax Credits

36 HOPWA AVOIDED
EVICTION

12 VETERANS AVOIDED
EVICTION

265 AVOIDED UTILITY
TERMINATION

4,800 MEALS

3,006 TAX RETURNS



This material is developed by CHANGE, Inc. and does not infer endorsements by
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Family Medical Care is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n). This health center receives HRSA and HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.

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