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CHANGE, INC.

COMMUNITY ACTION & COMMUNITY HEALTH AGENCY



2025 COMMUNITY NEEDS ASSESSMENT

PUBLISHED JUNE 2025

SERVICES

HEALTH

Family Medical Care Community Health Center

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

ADVOCACY

The Lighthouse DV 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

Repair & Replace Program

Housing Counseling & First Time Homebuyer Program

Financial & Credit Counseling / WV SAVES

Rental Programs

SUPPORTIVE SERVICES

Housing Opportunities for Persons with AIDS/HIV

Supportive Service for Veteran Families

Utility Assistance Programs

Youth Meal Programs

Volunteer Income Tax Assistance Program (VITA)



INTEGRITY - COMPASSION - COLLABORATION - EMPOWERMENT

CHANGE, INC.

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

HISTORY

Founded in 1983

Community Action Designation in 1990

Free Clinic in 1999 / FQHC in 2007

Lighthouse DV Shelter in 2001

SSVF Program in 2013

SBHC and Dental in 2014

State Licensed MAT in 2016

Comfort House in 2017

HOPWA in 2021

OUTCOMES

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.

CHANGE, Inc. served over 18,000 patients and customers in 2024, providing over 136,940 services.

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

NEEDS ASSESSMENT

SECTORS

PARTICIPATING STAKEHOLDERS

Area agencies and partners were asked to complete the Stakeholder Needs Assessment. The groups represent the Community Based, Faith Based, Educational, Public and Private Sectors of the community.

COMMUNITY BASED SECTOR

- A Helping Hand at Home
- Medicare Agent / SSIP
- Weirton Medical Center
- Reynold Memorial Hospital
- House of the Carpenter
- Urban Mission
- Brooke Family Support Center
- Weirton Lions Club
- Brooke Hancock FRN

FAITH BASED SECTOR

- St. Paul's Episcopal Church
- Anonymous Faith Based

EDUCATIONAL SECTOR

- Indian Creek School District
- Steubenville City Schools
- Franciscan University of Steubenville
- Edison School District

PUBLIC SECTOR

- Hancock County Health Department
- Lee Report Day Center
- Jefferson County General Health District
- USDA Rural Housing
- Jefferson County Board of DD

PRIVATE SECTOR

- Cognitive Medicine Practice
- Russell Nesbitt
- Howard Hanna
- ReSo, Inc.
- Just Right Homecare
- Kosciuszko Hall
- Sheetz
- Summit Physical Therapy
- Dance By Hilary
- Anonymous Businesses

RESULTS

KEY FINDINGS



The 2025 Community Needs Assessment identified Health Care as the most critical issue facing the community. The underlying causes and conditions of poverty in the five county service area included Food Access, Housing Instability (affordability, quality and utility-related barriers), Transportation, Childcare, Financial Barriers (present in housing, education and childcare) and Employment Challenges (both in availability and lack of skills).

DETAIL >

ASSESSMENT PROCESS



The 2025 Community Needs Assessment seeks to identify the most urgent challenges faced by residents within the service area, with a focus on the needs of the community and the underlying causes and conditions of poverty. This assessment will help CHANGE, Inc. better understand these issues and enhance its ability to address them effectively.

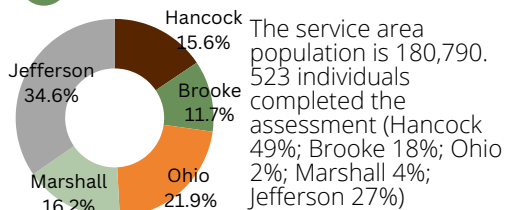
To gather input, CHANGE, Inc. utilized a custom-developed survey, distributed both in paper and electronic formats over a five month period, targeting customers, community members, and stakeholders across the five-county service area.

The following provides a breakdown of survey respondents:

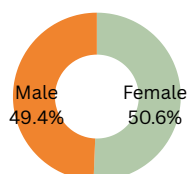
- 523 residents participated in the survey
- 47 businesses participated in the survey representing five sectors (38% Community; 4% Faith; 13% Education; 15% Public and 30% Private)
- The majority of respondents were between 25-64 years old, female and identified as White, Non-Hispanic
- Over 32% of respondents were families with children, and 36% single
- Over 50% of respondents were below 200% of the federal poverty level
- Almost 72% of respondents used CHANGE, Inc. services.

POPULATION BREAKDOWN BY COUNTY AND SURVEY

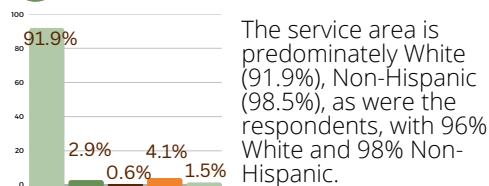
POPULATION



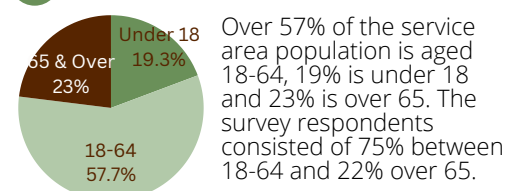
GENDER



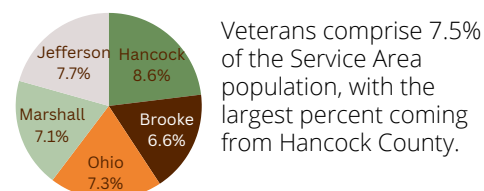
RACE / ETHNICITY



AGE



VETERAN



JEFFERSON

MEDICAL CARE
BEHAVIORAL HEALTH
FOOD INSECURITY

HANCOCK

MEDICAL CARE
BEHAVIORAL HEALTH
FOOD INSECURITY

BROOKE

MEDICAL CARE
BEHAVIORAL HEALTH
FOOD INSECURITY

OHIO

MEDICAL CARE
BEHAVIORAL HEALTH
HOUSING

MARSHALL

MEDICAL CARE
TRANSPORTATION
HOUSING

TOP COMMUNITY NEEDS IDENTIFIED

Community and Stakeholder Responses

Community Members were asked to identify the Top Three needs in their household. Over 48% of Respondents identified Medical Care as a top need. Over 22% identified Behavioral Health Care, including both Mental and Substance Abuse, and almost 22% identified Food Insecurity. Other identified needs included Transportation, Housing, and Employment.

Stakeholders were asked to identify the Top Three needs in their community. Over 70% of Stakeholders identified Behavioral Health Care, including both Mental and Substance Abuse, as a top need. Over 51% identified Transportation, 40% identified Medical Care and 32% identified Food Insecurity. Other identified needs included Childcare, Housing, Employment, and Education.

COMMUNITY

MEDICAL CARE

BEHAVIORAL HEALTH

FOOD INSECURITY

STAKEHOLDER

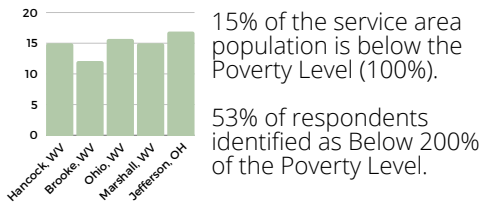
BEHAVIORAL HEALTH

TRANSPORTATION

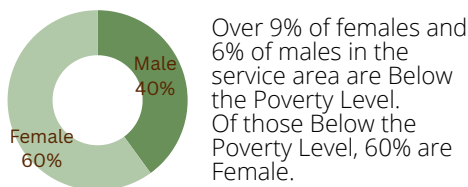
MEDICAL CARE

POVERTY BREAKDOWN BY COUNTY AND SURVEY

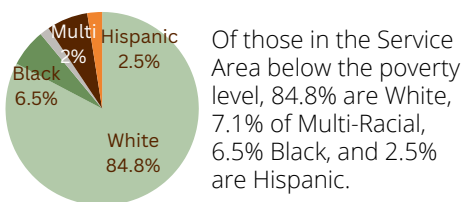
→ POVERTY RATE



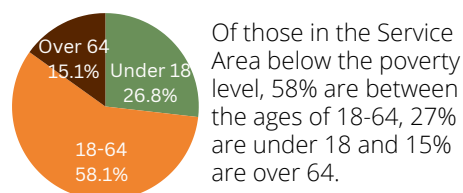
→ GENDER



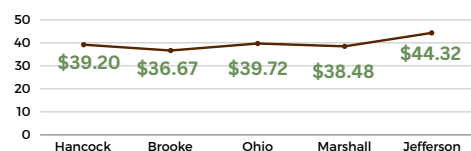
→ RACE / ETHNICITY



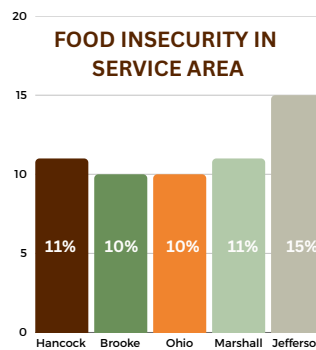
→ AGE



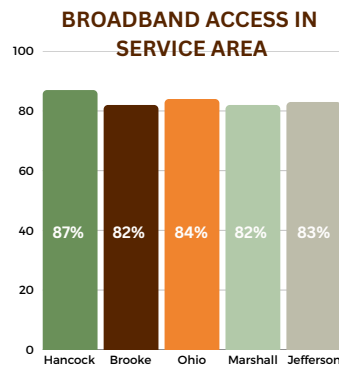
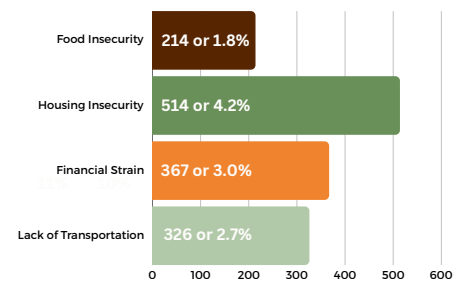
→ LIVING WAGE



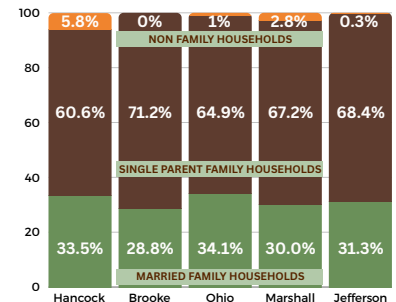
The Living Wage in the Service Area ranges from a low of \$36.67 in Brooke County to a high of \$44.32 in Jefferson County.



SOCIAL BARRIERS IN FMC PATIENTS



PUBLIC ASSISTANCE IN SERVICE AREA



TOP SOCIAL SERVICE NEEDS IDENTIFIED

Community and Stakeholder Responses

Over 49% of Stakeholders and 33.5% of Community Members felt there were adequate resources for Domestic Violence victims in the community, and over 40% of Stakeholders and 30% of Community Members felt there were adequate resources for child abuse and neglect victims in the community.

When asked to identify the top three social service needs in the community, Stakeholders' top three responses were Housing Support (61%), Food Assistance (57%), and Childcare (53%). Other identified social services included Elder or Senior Services, Disability Services, Legal Services, Veteran Services and Tax Return Services. Community Members' top three social service needs in their household were identified as Food Assistance (33%), Disability Services (17%) and Housing Support (16%). Other responses included Legal Services, Childcare, Elder Services, Veteran Services and Tax Assistance.

COMMUNITY

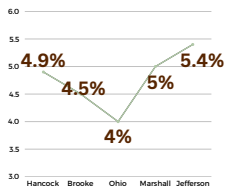
FOOD ASSISTANCE
DISABILITY SERVICES
HOUSING SUPPORT

STAKEHOLDER

HOUSING SUPPORT
FOOD ASSISTANCE
CHILDCARE

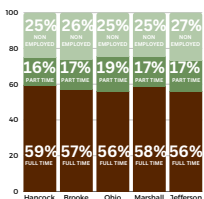
EMPLOYMENT BREAKDOWN BY COUNTY AND SURVEY

UNEMPLOYMENT



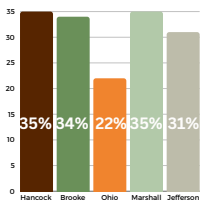
The Unemployment Rate for the Service Area ranges from 4.0% in Ohio County to 5.4% in Jefferson. Over 15% of respondents were unemployed.

EMPLOYMENT



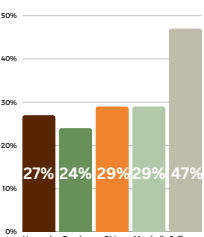
The Service Area workforce includes 57% Full Time, and 17% Part Time. Respondents included 42% Full-time, 22% Retired, and 10% Pe part-time.

WORK COMMUTE



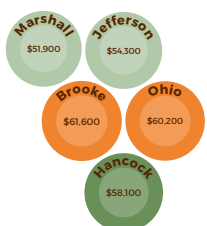
Employees with long work commutes in the Service Area ranges from 22% to 35%, with the Mean travel time 24.12 minutes.

CHILD CARE COST



The Child Care Cost for the Service Area ranges from 24% of median income in Brooke County to 47% in Jefferson County. Affordable child care is considered under 10% of median income.

MEDIAN INCOME



The Median Household Income for the Service Area ranges from \$51,900 in Marshall County to \$61,600 in Brooke County.

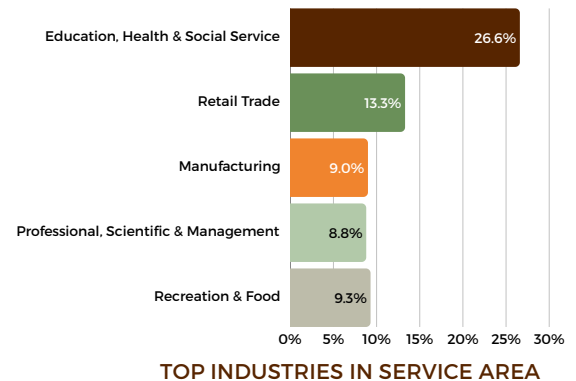
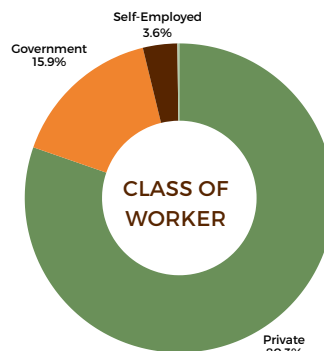
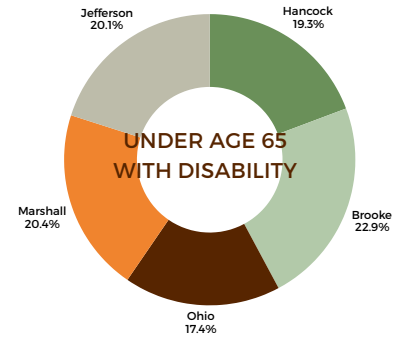
CURRENT FINANCIAL SITUATION

49%

SAME AS LAST YEAR

31%

WORSE THAN LAST YEAR



TOP EMPLOYMENT BARRIERS IDENTIFIED

Community and Stakeholder Responses

Community Members were asked to identify the top three barriers to employment in their household. Health Problems/Disability was number one, with almost 23% of responses, and Childcare and Job Availability were tied for second with almost 11%. Other barriers included transportation, and lack of skills or education, but the largest response at 55% was no barriers to employment.

Stakeholders were asked to identify the top three barriers to employment in their community and chose Lack of Skills/Education and Transportation as the largest with 55% of responds. Childcare and Substance Use Disorders were close behind with 44%. Other identified employment barriers included Job Availability, Criminal Records, and Health Problems/Disabilities.

COMMUNITY

HEALTH PROBLEMS

CHILDCARE

JOB AVAILABILITY

TRANSPORTATION

STAKEHOLDER

LACK OF SKILLS/EDUCATION

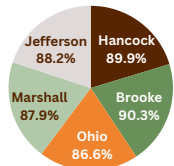
TRANSPORTATION

CHILDCARE

SUBSTANCE USE DISORDERS

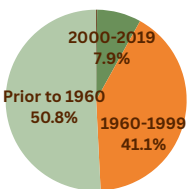
HOUSING BREAKDOWN BY COUNTY AND SURVEY

→ OCCUPIED HOUSING



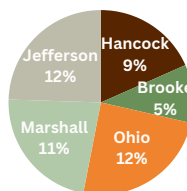
Over 88% of Housing Units in the Service Area are occupied.

→ YEAR OF STRUCTURE



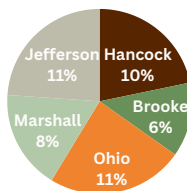
Only 0.2% of homes in the Service Area were built since 2020. The majority of homes (50.8%) were built prior to 1960.

→ COST BURDEN



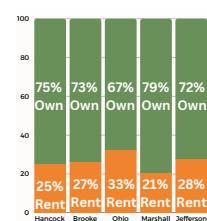
The percentage of households that spend 50% or more of their household income on housing in the service area ranges from 5-12%.

→ SEVERE PROBLEMS



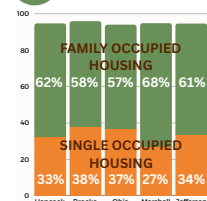
The percent of households with at least one housing problem (overcrowding, high housing costs, lack of kitchen, lack of plumbing) is between 6-11% in the service area.

→ HOUSING SITUATION



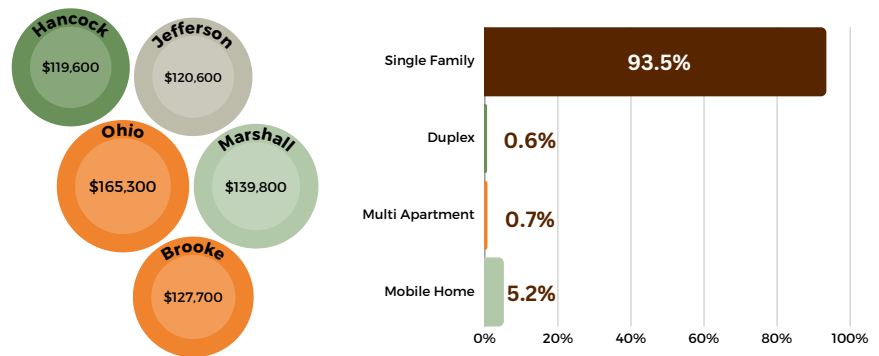
Over 72% of residents of the Service Area own their home, with the highest ownership rate in Marshall County. Among respondents, 58% Own their Home, and 31% Rent or Lease.

→ HOUSING TYPE

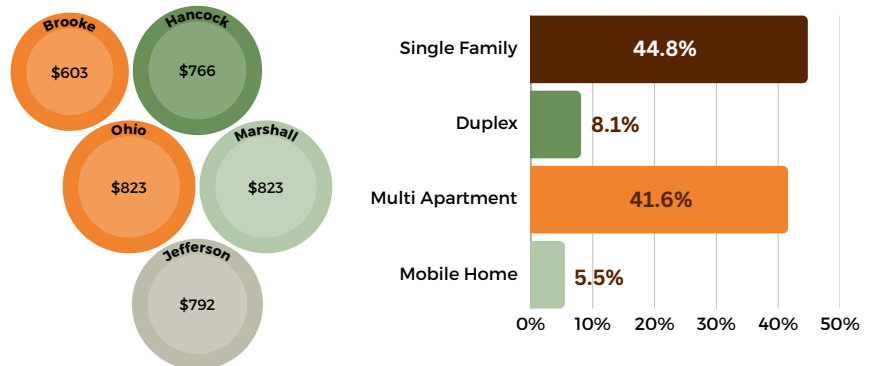


Over 33% of Service Area housing is Single, and 60% is Family. Among respondents, 36% were Single, 32% Families with Children, 23% Couples, and 7% Multi-Generational.

MEDIAN VALUE OF OWNER HOMES AND OWNER HOUSE TYPES



MEDIAN GROSS RENT AND RENTER HOUSE TYPE



TOP HOUSING BARRIERS IDENTIFIED

Community and Stakeholder Responses

Community Members were asked to identify the top three barriers to maintaining safe, affordable housing. The top three identified barriers were Cost of Mortgage/Rent (34%), Maintenance & Repairs (30%), and Utility Costs (27%). Other identified barriers included poor credit, down payment or closing costs and lack of housing.

Stakeholders were asked to identify the top three barriers to housing in their community. The top identified barrier was Cost of Mortgage/ Rent (74%). Stakeholders also identified Lack of Available Housing (53%), Poor Credit (42%), Paying Utilities (40%), Down Payment/Closing Costs (34%), and Maintenance & Repairs (15%).

COMMUNITY

COST OF MORTGAGE
/ RENT

MAINTENANCE &
REPAIRS

UTILITY COSTS

STAKEHOLDER

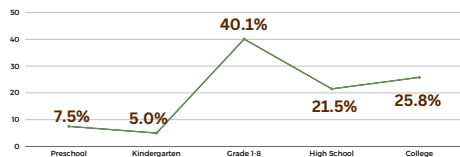
COST OF
MORTGAGE/RENT

LACK OF AVAILABLE
HOUSING

POOR CREDIT

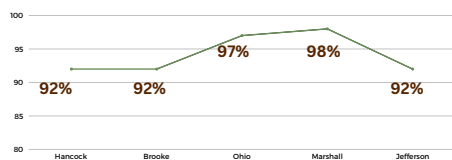
EDUCATION BREAKDOWN BY COUNTY

SCHOOL ENROLLMENT



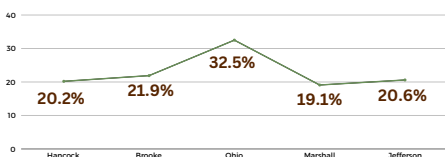
Population Aged 3 years and Over Enrolled in School in the Service Area

HS GRADUATION



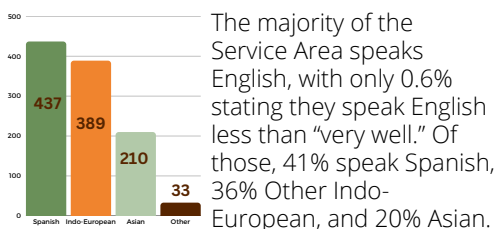
The percentage of high school graduates in the service area ranges from 92-98%.

COLLEGE DEGREE



The percentage of college graduates in the Service Area is 23%, ranging from a low of 19.1% to a high of 32.5%.

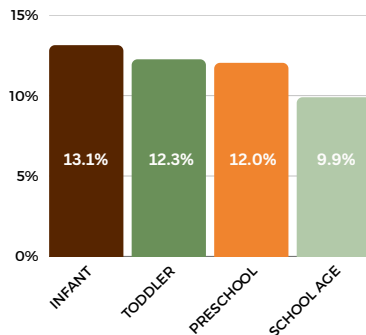
ENGLISH PROFICIENCY



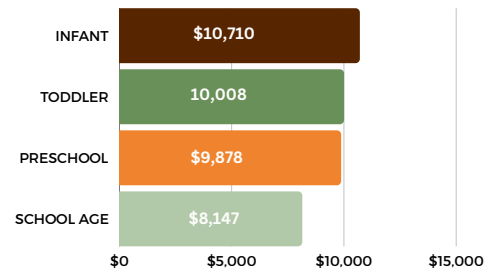
30%

ADEQUATE RESOURCES FOR ADULT EDUCATION & JOB TRAINING

PRICE OF CHILD CARE AS PERCENT OF MEDIAN FAMILY INCOME IN SERVICE AREA



PRICE OF CHILD CARE IN SERVICE AREA



42.4%

GRANDPARENTS LIVING WITH GRANDCHILDREN ARE RESPONSIBLE FOR THEIR CARE

TOP EDUCATION CONCERNS IDENTIFIED

Community and Stakeholder Responses

Community Members were asked to identify what educational programs or resources they need. The top three responses were Before/After School Programs (13%), Financial Literacy (11%), and School Age Programs (10%). Other responses included Preschool Programs and GED Programs.

Stakeholders were asked to identify the top three educational concerns in their community. Over 70% identified Before/After School Programs as the top Educational Concern. Over 51% identified Financial Literacy, 38% identified School Age Programs and 32% identified GED Programs and Adult Literacy Programs.

COMMUNITY

BEFORE/AFTER SCHOOL PROGRAMS

FINANCIAL LITERACY

SCHOOL AGE PROGRAMS

STAKEHOLDER

BEFORE/AFTER SCHOOL PROGRAMS

FINANCIAL LITERACY

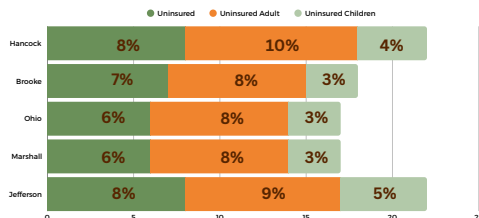
SCHOOL AGE PROGRAMS

HEALTH BREAKDOWN BY COUNTY

PROVIDER RATIOS

	PRIMARY	DENTAL	MENTAL
HANCOCK COUNTY	1690:1	1170:1	600:1
BROOKE COUNTY	4430:1	4350:1	3100:1
OHIO COUNTY	760:1	900:1	270:1
MARSHALL COUNTY	2740:1	2480:1	3720:1
JEFFERSON COUNTY	2590:1	2080:1	330:1

INSURANCE STATUS



LIFE EXPECTANCY

73.0	73.9	73.5	74.3	72.6
HANCOCK COUNTY	BROOKE COUNTY	OHIO COUNTY	MARSHALL COUNTY	JEFFERSON COUNTY

BIRTH OUTCOMES

TEEN BIRTH RATE				
20	17	17	23	20
HANCOCK COUNTY	BROOKE COUNTY	OHIO COUNTY	MARSHALL COUNTY	JEFFERSON COUNTY

LOW BIRTHWEIGHT RATE

THE LOW BIRTHWEIGHT RATE IS 9% IN EACH COUNTY

HEALTH BEHAVIORS

	SMOKING	OBESITY	STI	OVERDOSE DEATHS
HANCOCK COUNTY	21%	42%	160.5	63
BROOKE COUNTY	20%	40%	284.6	58
OHIO COUNTY	19%	39%	318.4	69
MARSHALL COUNTY	21%	40%	192.6	40
JEFFERSON COUNTY	24%	42%	285.5	40

47%
FELT HEALTHCARE SERVICES WERE VERY ACCESSIBLE IN AREA

48%
STATE COST IN THE BIGGEST BARRIER TO ACCESSING HEALTHCARE

35%
STATE THEY HAVE NO BARRIER TO ACCESSING HEALTHCARE

4.3

RANGE 4.0-4.7

AVERAGE NUMBER OF PHYSICALLY UNHEALTHY DAYS REPORTED IN PAST 30 DAYS

6.0

RANGE 5.7-6.4

AVERAGE NUMBER OF MENTALLY UNHEALTHY DAYS REPORTED IN PAST 30 DAYS

11%

RANGE 11-12%
DIABETES PREVALENCE IN THE SERVICE AREA

13.9%

RANGE 11.4-16.7%
CARDIOVASCULAR DISEASE IN THE SERVICE AREA

TOP HEALTH CONCERNS IDENTIFIED

Community and Stakeholder Responses

Community Members were asked to identify the top three health concerns in their household. The top concern, at 82%, was Medical Care, followed by Dental Care at 48%, and Prescriptions/ Medications at 43%. Other concerns included Mental Health Care (33%) and Vision Care (28%).

Stakeholders were asked to identify the top three health concerns in their community. Over 76% of Stakeholders identified Mental Health Care as the top Health Concern. Over 59% identified Substance Abuse Treatment, 53% identified Medical Care and 36% identified Dental Care. Other identified health concerns included Wellness Programs, Prescriptions, and Vision Care.

COMMUNITY

MEDICAL CARE

DENTAL CARE

PRESCRIPTIONS/
MEDICATIONS

STAKEHOLDER

MENTAL HEALTH

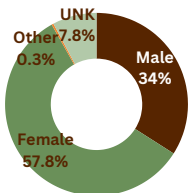
SUBSTANCE USE

MEDICAL CARE

CUSTOMER / PATIENT BREAKDOWN

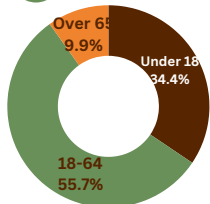
26,802 CUSTOMERS
136,944 SERVICES

GENDER



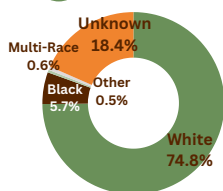
Almost 58% of customers were female, and 34% were male. The remaining were other or unknown.

AGE



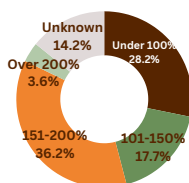
The majority of customers (55.7%) were between the ages of 18-64, with the largest portion between 25-54.

RACE



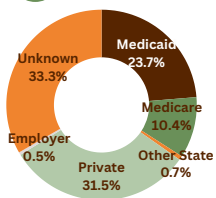
The majority of customers were White (74.8%), however, 18.4% did not identify their race. Only 2% identified as Hispanic.

INCOME



Over 80% of customers were below the 200% Federal Poverty Level.

INSURANCE



The majority of customers were on Medicaid/Medicare (34.8%) or Private Insurance (31.5%), and 33.3% were unknown.

SATISFACTION

Customers and Patients reported that they were satisfied with the services they received 98% of the time.

CHANGE, INC. 2024 SNAPSHOT

HEALTH

PATIENTS

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

VISITS

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

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

53,770 PRESCRIPTIONS

5,789 TRANSPORTS

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%

SUPPORTIVE SERVICES

HOUSING STABILITY

48 AVOIDED EVICTION
265 AVOIDED UTILITY TERMINATION

FOOD INSECURITY

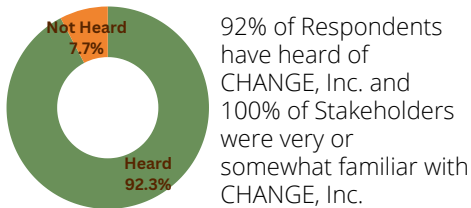
4,800 MEALS

INCOME

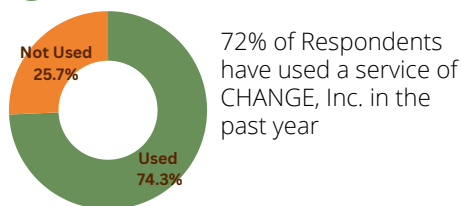
3,006 TAX RETURNS

KNOWLEDGE / VIEW OF CHANGE, INC.

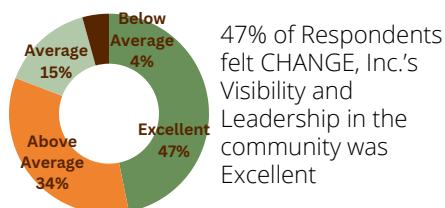
→ AWARENESS



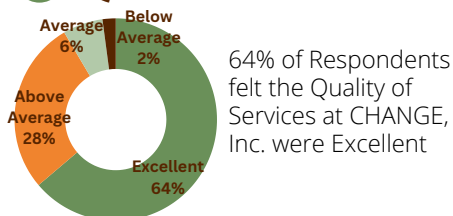
→ USAGE



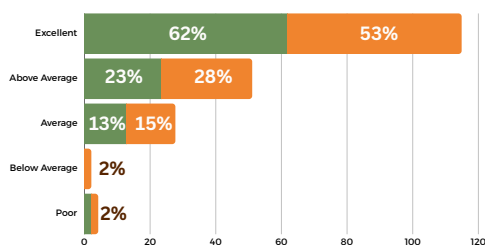
→ VISIBILITY



→ QUALITY



→ INVOLVEMENT



62% of Respondents felt CHANGE, Inc.'s Effectiveness in Partnering with Others was Excellent, and 53% felt CHANGE, Inc.'s Involvement in Identifying and Advocating on Community Issues was Excellent

HOUSING

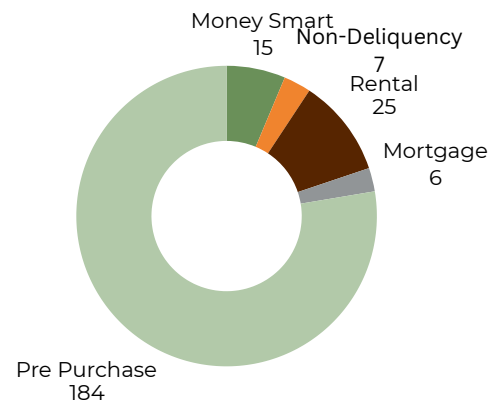
HOUSING ASSISTANCE

33 HOMES WEATHERIZED
64 HEATING/COOLING UNITS REPAIRED OR REPLACED

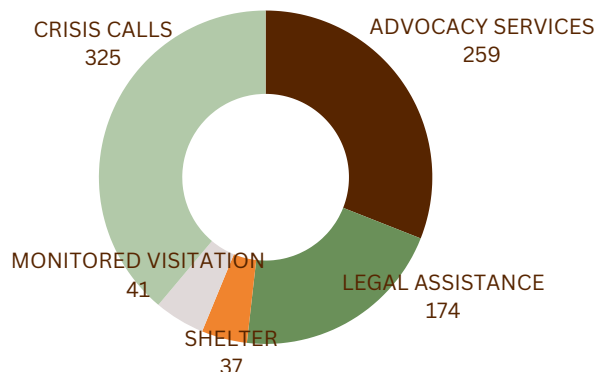
HOUSING OWNERSHIP

\$88,819 IN HOUSING OWNERSHIP ASSISTANCE
54 HOMES PURCHASED

FINANCIAL & HOUSING COUNSELING

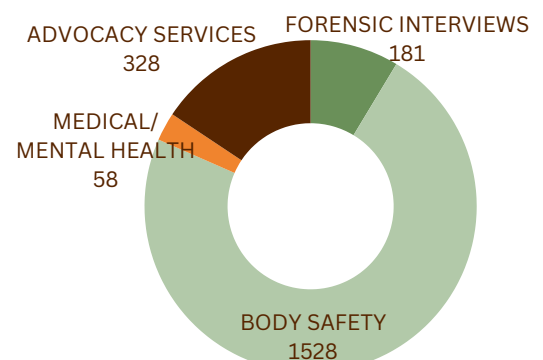


ADVOCACY



DOMESTIC VIOLENCE VICTIM SERVICES

CHILD ADVOCACY SERVICES



Data included in this Community and Stakeholder Needs Assessment Report was obtained through surveys of the five county service area, as well as national and state reports, which include the 2023 American Community Survey, 2025 County Health Rankings, 2022 Behavioral Risk Factor Surveillance Survey, the National Database of Childcare and the US Census Bureau Quick Facts Reports.