

Foster Care Ombudsman

AUGUST 2025 REPORT



Cases Assigned

112 cases were assigned in August 2025, resulting in 64 investigations. Some investigations included multiple complaints received.

Average number of days to close a case in August 2025: 8.625 days

Top 3 Counties with Cases

- Kanawha (14)
- Marion (8)
- Cabell, Harrison & Ohio (6)

Top 3 Complainant Types

- Relative Kinship Parent (28)
- Other Non-Caregiving Relative/Kin (21)
- Birth Parent (19)

Top 3 Complaint Type

- Action/Inaction by Agency/Employee (35)
- Lack of Communication* (28)
- Policy/Regulation Issue (27)

*Lack of Communication may include failure to communicate, miscommunication, or insufficient communication



Benefits Recovered to Complainants in August 2025: \$916.26