

# Board of Review

NOVEMBER 2025 REPORT



## Decision Timeliness

The Board of Review achieved a 100% timeliness rate for written decisions during November 2025.

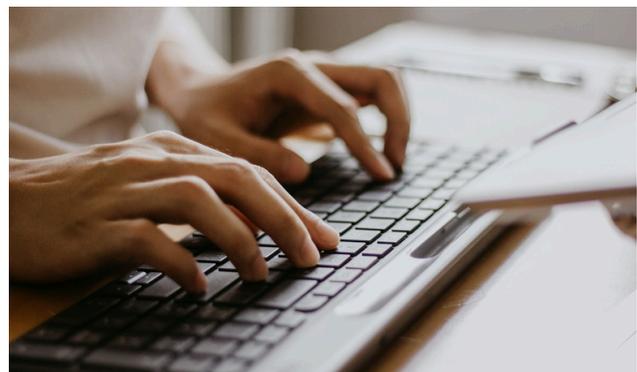
For fiscal year 2026, the Board of Review has achieved a 100% timeliness rate to-date.

**Received 164 requests for fair hearings and adjudicated 179 fair hearings during November 2025.**

### Top 5 Programs Appeals Received:

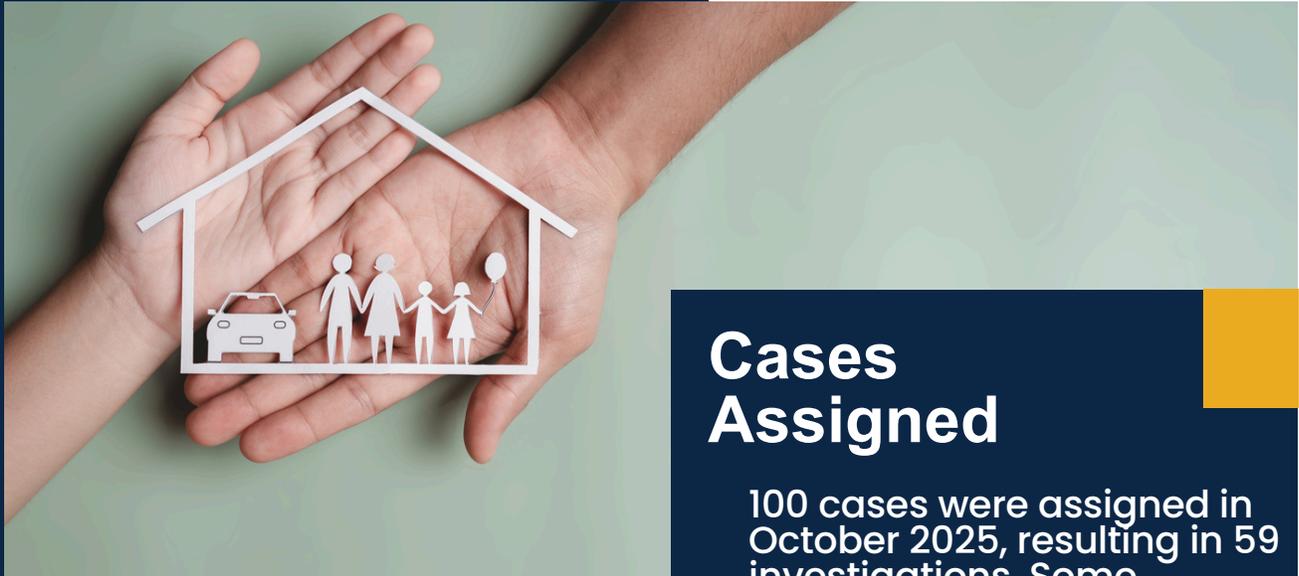
- Supplemental Nutrition Assistance Program (61)
- Medicaid (Adult & Children's Medicaid and WV CHIP) (48)
- Social Services (Child Protective Services, Institutional Investigative Unit, Foster Care, and Adult Protective Services (22)
- Medicaid Waiver Programs (11)
- Long-Term Care Medicaid (7)

The Board of Review provided information on Board of Review processes and procedures to 72 callers and referred 25 callers to other agencies for assistance.



# Foster Care Ombudsman

OCTOBER 2025 REPORT



## Top 3 Counties with Cases

- Cabell (10)
- Hancock, Kanawha, Mercer (7)
- Taylor, Wayne (5)

## Top 3 Complainant Types

- Relative/Kinship Placement (22)
- Other Non-Caregiving Relative/Kinship (21)
- Non-Relative Foster Parent, Birth Parent (16)

## Top 3 Complaint Type

- Action/Inaction by Agency/Employee (32)
- Lack of Communication (19)
- Financial Issues/Reimbursement (17)

## Cases Assigned

100 cases were assigned in October 2025, resulting in 59 investigations. Some investigations included multiple complaints received.

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Average number of days to close a case in October 2025: 9.5 days



Benefits Recovered to Complainants in September 2025: \$15,485.51

# Human Rights Commission

NOVEMBER 2025 REPORT



## Active Cases

Current Active Cases:

- Employment 287
- Public Accommodations 32
- Housing 19

### Top 3 Active Employment Cases by Protected Class

- Disability
- Age
- Race

### Top Active Public Accommodations Cases by Protected Class

- Disability
- Age

### Top Active Housing Cases by Protected Class

- Disability

The Human Rights Commission hosted an open house of their new office space during November.



# Investigations & Fraud Management

NOVEMBER 2025 REPORT



## Benefits Repayment

During November 2025, collected \$148,136 in benefits repayment. Two individuals were disqualified from SNAP for committing Intentional Program Violations.

For State Fiscal Year 2026, collected \$549,993 in benefits repayment to-date.

During November 2025, 116 claims were established worth \$182,859.

### Front-End Fraud Work:

- Completed 16 investigations and prevented \$4,051 in benefits from being wrongly issued
- State Fiscal Year 2026: Front-End Fraud Investigations completed have a projected savings of \$1,091,880 (includes Medicaid, Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance for Needy Families (TANF))

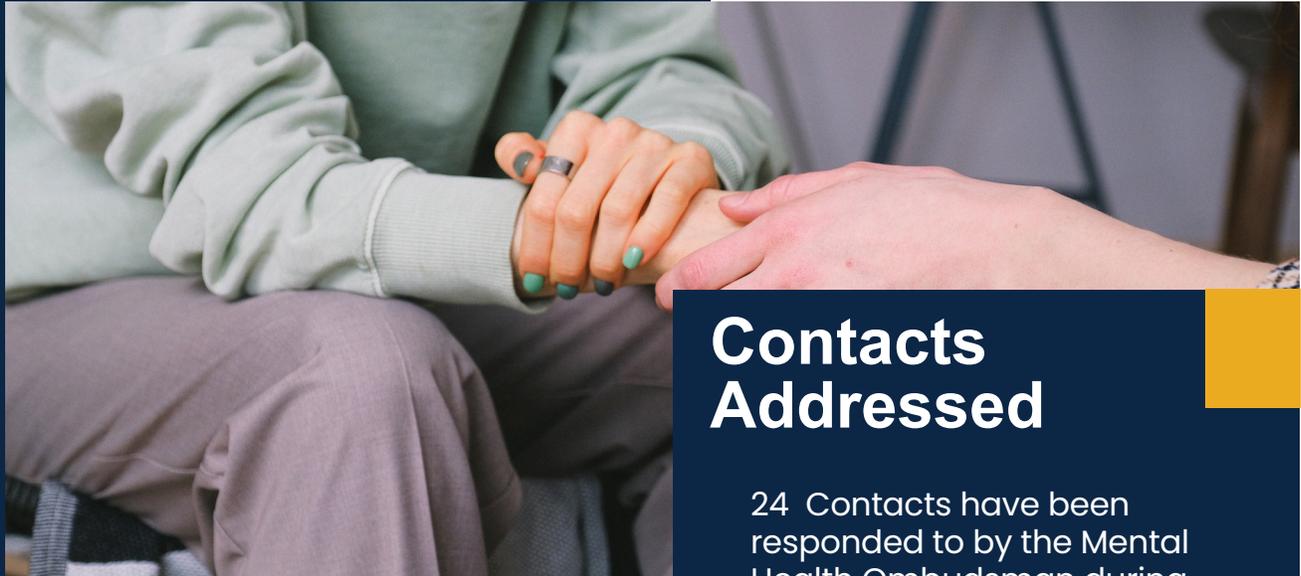


Investigators presented a cases to the grand jury in Summers County which resulted in one felony indictment.

Received 333 referrals during November 2025.

# Mental Health Ombudsman

NOVEMBER 2025 REPORT



## Contacts Addressed

24 Contacts have been responded to by the Mental Health Ombudsman during November 2025.

For Calendar Year 2025, a total of 427 contacts with clients have been responded to by the Mental Health Ombudsman

## Patient Grievances from State Hospitals:

- Total: 14 (Calendar Year: 249)
- Approved: 0 (Calendar Year: 48)
- Denied: 14 (Calendar Year: 201)

## Top 3 Categories of Patient Grievances:

- Other Patients (Problems with Other Patients)
- Staff/Doctors (includes changing physicians, medication, or a medical decision)
- Abuse/Neglect (as defined in W. Va. Code R. 64-59-1, *et seq.*)



\*Length of time to resolve individual patient grievances may be lengthened due to reviewing video footage or obtaining relevant records from the facilities.

Average Time to Resolve to a Patient Grievance for Calendar Year 2025: 7.2 days

# Office of Health Facility Licensure & Certification

NOVEMBER 2025 REPORT



## Highlights

In November, the Office of Health Facility Licensure and Certification welcomed a new Health Facility Surveyor and a new Office Staff to the team.

Processed 846 Nurse Aide Applications, including renewal, and reciprocity applications.

### Surveys Completed:

- Total for November 2025 - 264
- Includes licensure and complaint surveys; some surveys might include multiple complaints

### Complaints Received:

- Total for November 2025 - 131
- Included in complaints are self-reported incidents by facilities



# Olmstead Office

NOVEMBER 2025 REPORT



## Olmstead Plan

The *Olmstead* Council's Work Plan/Annual Report work group and Policy Priorities work group met during November 2025.

The *Olmstead* Office assisted individuals by providing information and referrals, application requests, and application follow-up.

The *Olmstead* Office received 5 complete Transition & Diversion Applications in November 2025.

The *Olmstead* Council Application Review Committee met in November 2025:

- 4 Approved
- 3 Denied

Top 3 Spending Categories:

- Home Modification
- Home Furnishings



\*The Transition & Diversion Program helps individuals stay in or transfer out of facilities into his or her community.

The *Olmstead* Office participated in 12 meetings and other outreach opportunities.

# Quality Control

NOVEMBER 2025 REPORT



## Medicaid/CHIP Case Review

Completed 38 Active Medicaid/CHIP cases and 40 Negative Medicaid/CHIP cases during November 2025

CHIP is the Children's Health Insurance Program.

### SNAP Case Review:

Completed 62 Active SNAP cases: 22 were incomplete due to a failure or refusal to cooperate by the beneficiary or a third-party. Failure or refusal to cooperate by a beneficiary may result in denial of benefits or sanction.

Completed 80 Negative SNAP cases during November 2025.

### Top 3 Causes of Errors in Active SNAP Cases:

- Earned Income
- Unearned Income/Contributions
- Missing Reports (documentation noted by the agency as present is missing from the client files)



\*Error Rate is released annually only for accuracy

\*\*Active Cases are those actively receiving benefits

\*\*\*Negative Cases are those where benefits were closed or denied

# West Virginia: Clearance for Access: Registry & Employment Screening

NOVEMBER 2025 REPORT



## Completed 80 variance requests

- Granted 73
- Denied 7

## Average Duration to Complete a Variance Request: 35.23 Days

\*Duration begins when the request for variance is submitted. Often, more information is needed before a decision can be made. WV CARES is required to request this information from the applicant.

## Total Variance Requests Withdrawn: 2

\*Can result from either a provider withdrawing the application or the applicant withdrawing the variance request.

\*Variance requests are processed in the order they are received and must be processed within 60 days from the date filed.

## Determinations Processed

Completed 2,382 determinations on completed applications – 90% received an Eligible Determination

Processed 8 applicants with a wanted status, but were non-extraditable.



Completed 55 rap back determinations. A rap back is notified by the West Virginia State Police of an arrest.