

Board of Review

FEBRUARY 2026 REPORT



Decision Timeliness

The Board of Review achieved a 100% timeliness rate for written decisions during February 2026.

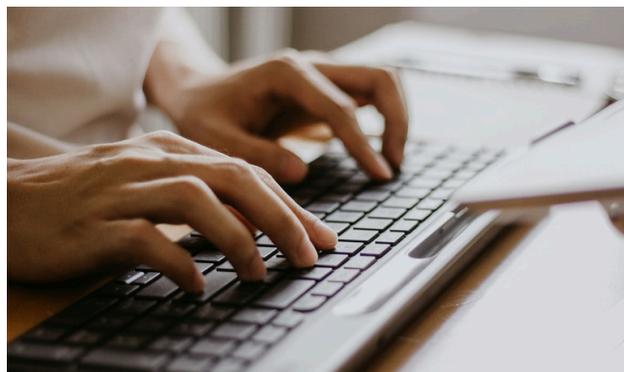
For fiscal year 2026, the Board of Review has achieved a 100% timeliness rate to-date.

Received 230 requests for fair hearings and adjudicated 219 fair hearings during February 2026.

Top 5 Programs Appeals Received:

- Supplemental Nutrition Assistance Program (97)
- Medicaid (Adult & Children's Medicaid and WV CHIP) (52)
- Social Services (Child Protective Services, Institutional Investigative Unit, Foster Care, and Adult Protective Services (32)
- Low Income Energy Assistance Program (14)
- Long-Term Care Medicaid (7)

The Board of Review provided information on Board of Review processes and procedures to 71 callers and referred 10 callers to other agencies for assistance.



Foster Care Ombudsman

JANUARY 2026 REPORT



Cases Assigned

171 complaints were received in January 2026, resulting in 113 cases being assigned. Some cases included multiple complaints received.

Average number of days to close a case in January 2026: 9.625 days

Top 3 Counties with Cases

- Kanawha (9)
- Hancock (7)
- Mercer (6)

Top 3 Complainant Types

- Birth Parent (29)
- Relative/Kinship Parent (24)
- Other Non-Caregiving Relative/Kinship (15)

Top 3 Complaint Type

- Action/Inaction by Agency/Employee (35)
- Policy/Regulation Issue (23)
- Education, Information, and Referral (21)



Benefits Recovered to Complainants in January 2026: \$25,534.82

The Foster Care Ombudsman participated in Foster Care/Child Welfare Day at the Capitol during January 2026.

Human Rights Commission

FEBRUARY 2026 REPORT



Active Cases

Current Active Cases:

- Employment 280
- Public Accommodations 42
- Housing 3

Top Active Employment Cases by Protected Class

- Disability
- Retaliation

Top Active Public Accommodations Cases by Protected Class

- Disability
- Age
- Retaliation

Top Active Housing Cases by Protected Class

- Disability



Investigations & Fraud Management

FEBRUARY 2026 REPORT



Benefits Repayment

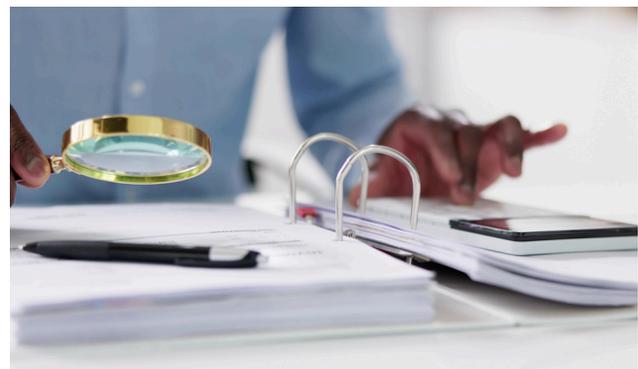
During February 2026, collected \$194,635 in benefits repayment. Three individuals were disqualified from SNAP for committing Intentional Program Violations.

For State Fiscal Year 2026, collected \$1,028,145 in benefits repayment to-date.

During February 2026, 232 claims were established worth \$406,918.

Front-End Fraud Work:

- Completed 36 investigations and prevented \$4,565 in benefits from being wrongly issued
- State Fiscal Year 2026: Front-End Fraud Investigations completed have a projected savings of \$1,430,772 (includes Medicaid, Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance for Needy Families (TANF))

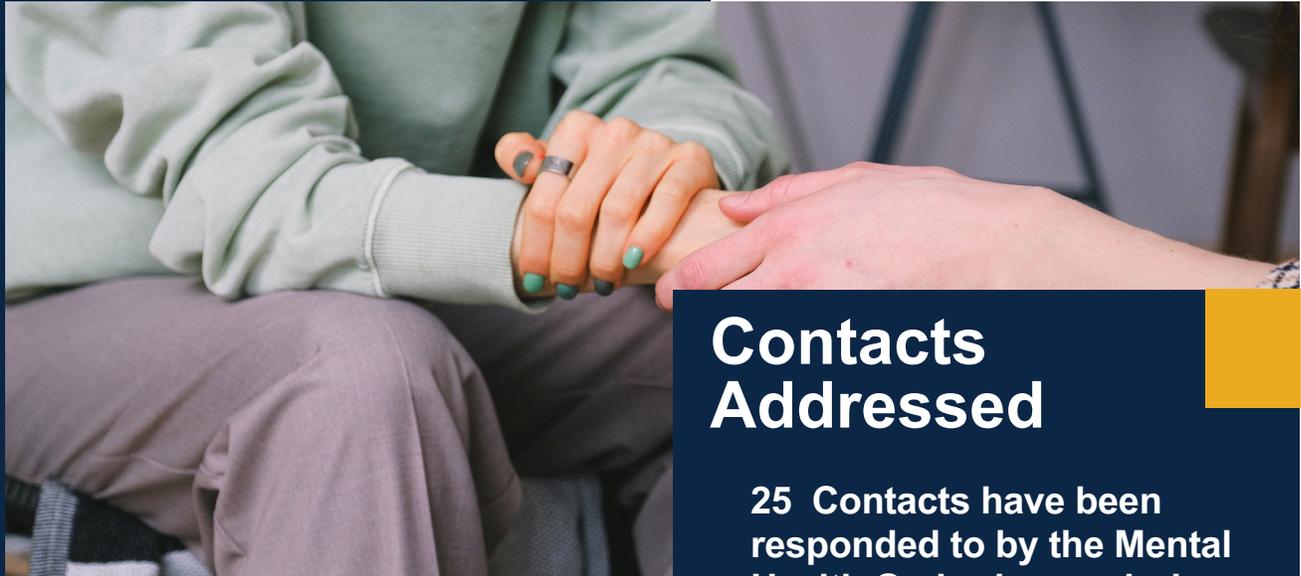


Investigators fielded 267 phone calls in February 2026.

Received 340 referrals during February 2026.

Mental Health Ombudsman

FEBRUARY 2026 REPORT



Contacts Addressed

25 Contacts have been responded to by the Mental Health Ombudsman during February 2026.

For Calendar Year 2026, a total of 65 contacts with clients have been responded to by the Mental Health Ombudsman

Patient Grievances from State Hospitals:

- Total: 17
- Approved: 2
- Denied: 15

Top 3 Categories of Patient Grievances:

- Rights (related to Patient's Rights by law that may be violated)
- Staff/Doctors (includes changing physicians, medication, or a medical decision)
- Abuse/Neglect (as defined in W. Va. Code §64-59-1, *et seq.*)



Average Time to Resolve to a Patient Grievance for Calendar Year 2026: 4.9 days

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

**Annual tracking is done on a calendar year

Office of Health Facility Licensure & Certification

FEBRUARY 2026 REPORT



Highlights

In February 2026, the Office of Health Facility Licensure and Certification presented to the WV Health Care Association on Regulatory Essentials for Long-Term Care Leaders.

Processed 819 Nurse Aide Applications, including renewal, and reciprocity applications.

Surveys Completed:

- Total for February 2026 - 230
- Includes licensure and complaint surveys; some surveys might include multiple complaints

Complaints Received:

- Total for February 2026 - 244
- Included in complaints are self-reported incidents by facilities



Olmstead Office

FEBRUARY 2026 REPORT



Olmstead Plan

The *Olmstead* Council's Plan Update Workgroup and the Council met during February 2026.

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

The *Olmstead* Office received 6 complete Transition & Diversion Applications in February 2026.

The *Olmstead* Council Application Review Committee met in February 2026:

- 2 Approved
- 3 Denied
- 2 Pending

Top Spending Category:

- Rent & Security Deposit



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

The *Olmstead* Office participated in 13 meetings and other outreach opportunities.

Quality Control

FEBRUARY 2026 REPORT



Medicaid/CHIP Case Review

The Medicaid Eligibility Quality Control review cycle for 2026-2027 began. Completed 12 Negative Medicaid/CHIP cases during February 2026

CHIP is the Children's Health Insurance Program.

SNAP Case Review:

Completed 80 Active SNAP cases: 9 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 60 Negative SNAP cases during February 2026.

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)



The state error rate is validated by the U.S. Department of Agriculture, Food & Nutrition Service annually based on work submitted by this Division.

*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

FEBRUARY 2026 REPORT



Completed 137 variance requests

- Granted 128
- Denied 9

Average Duration to Complete a Variance Request: 43 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: 1

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

Determinations Processed

Completed 2,855 determinations on completed applications - 91.8% received an Eligible Determination

Processed 5 applicants with a wanted status, none were extraditable.



Completed 50 rap back determinations. A rap back is notified by the West Virginia State Police of an arrest.

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