

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.