



February 25, 2026

[REDACTED]

RE: [REDACTED] v. DoHS/BFA
ACTION NO.: 26-BOR-1225

Dear [REDACTED]

Enclosed is a copy of the decision resulting from the hearing held in the above-referenced matter.

In arriving at a decision, the State Hearing Officer is governed by the Public Welfare Laws of West Virginia and the rules and regulations established by the Department of Human Services. These same laws and regulations are used in all cases to ensure that all persons are treated alike.

You will find attached an explanation of possible actions you may take if you disagree with the decision reached in this matter.

Sincerely,

Kristi Logan
Certified State Hearing Officer
Member, State Board of Review

Encl: Recourse to Hearing Decision
Form IG-BR-29

cc: Sarah Megargee, [REDACTED] County DoHS

**WEST VIRGINIA OFFICE OF INSPECTOR GENERAL
BOARD OF REVIEW**

[REDACTED]
Appellant,

v.

Action Number: 26-BOR-1225

**WEST VIRGINIA DEPARTMENT OF HUMAN SERVICES
BUREAU FOR FAMILY ASSISTANCE,**

Respondent.

DECISION OF STATE HEARING OFFICER

INTRODUCTION

This is the decision of the State Hearing Officer resulting from a fair hearing for [REDACTED]. This hearing was held in accordance with the provisions found in Chapter 700 of the Office of Inspector General Common Chapters Manual. This fair hearing was convened on February 24, 2026.

The matter before the Hearing Officer arises from the January 21, 2026, decision by the Respondent to deny the Appellant's request for WV WORKS support service payments.

At the hearing, the Respondent appeared by Sarah Megargee, [REDACTED] County DoHS. The Appellant was self-represented. The witnesses were placed under oath, and the following documents were admitted into evidence.

Department's Exhibits:

- D-1 Hearing Summary
- D-2 Vehicle Repair Receipt and Estimate
- D-3 West Virginia Income Maintenance Manual §18.19.5
- D-4 Notice of Denial dated January 21, 2026

Appellant's Exhibits:

None

After a review of the record, including testimony, exhibits, and stipulations admitted into evidence at the hearing, and after assessing the credibility of all witnesses and weighing the evidence in consideration of the same, the Hearing Officer sets forth the following Findings of Fact.

FINDINGS OF FACT

- 1) The Appellant receives WV WORKS caretaker relative cash assistance for his four grandchildren.
- 2) In November 2025, the Appellant was approved for \$1,064.29 in WV WORKS support service payments to repair his 2014 Ford F-250 (Exhibit D-2).
- 3) On December 23, 2025, the Appellant submitted a request for WV WORKS support service payments to repair his wife's vehicle, a 2014 Jeep Compass (Exhibit D-2).
- 4) The Respondent sent a notice of denial to the Appellant on January 21, 2026, advising that his request for support service payments to repair his vehicle had been denied as vehicle repairs are limited to one vehicle up to \$2,000 per lifetime (Exhibit D-4).

APPLICABLE POLICY

West Virginia Income Maintenance Manual Chapter 18 explains WV WORKS eligibility:

18.19.5 Allowable Support Service Payments for Caretakers

The Case Manager and the caretaker must discuss available services and assess needs during the interview, assessment process, and at reviews. Disposition to approve or deny the application for supportive services must be made within 10 working days of receipt of the request. DFA Family Support Policy Unit must be contacted for instructions to issue supportive services for caretakers. Support services may be issued during any month for which a WV WORKS payment is made.

Caretakers and child only households are not required to be employed or attending any activity listed in IMM 18.9-18.18 to receive supportive services. Their income and assets are not considered unless they choose to be included in the benefit. These payments are designed to assist with the children in their care. The Case Manager must make a recording in the eligibility system each time a payment is made, explaining the need for the payment and the reason for the amount issued. This comment must include the calculations used to determine the correct payment. All support service payments must be approved by a Family Support Supervisor or a person designated to complete supervisory functions in the eligibility system (back-up Supervisor). If lifetime limits of support services have been met, contact DFA Family Support Policy Unit for approval of additional support services.

18.19.5.E Vehicle Repair

For vehicle repairs, the vehicle to be repaired must be titled or leased in the State of West Virginia in the name of the caretaker relative or child only case. The vehicle may be jointly owned if the caretaker relative or child only case is one of the joint owners.

- Funds must not be used to purchase a vehicle
- Funds may be used for state inspection stickers and vehicle registration

- Funds may be used to pay for a driver's education for those without a driver's license
- Any support service payment plus other available resources for repairs must make the vehicle roadworthy
- Insurance is not paid under this category.

The limit is \$2,000/lifetime.

DISCUSSION

Pursuant to policy, support service payments for vehicle repairs are available to a caretaker who receives WV WORKS cash assistance as a caretaker relative. The approved repairs must make the vehicle roadworthy and is limited to \$2,000 per lifetime.

The Appellant was approved for \$1,064.29 in vehicle repairs for his Ford F-250 in November 2025. The Appellant requested vehicle repairs for his wife's vehicle in December 2025. The Respondent denied the Appellant's request as the limit for vehicle repairs is \$2,000 for one vehicle per lifetime.

The Appellant testified that he and his wife are both employed and they care for their four grandchildren. The Appellant contended that it takes both vehicles to get the children to their appointments and activities.

Policy imposes a \$2,000 lifetime limit for vehicle repairs for caretaker relatives. However, policy does not specify that the lifetime limit is for one vehicle only. The Appellant is eligible to receive the balance of the lifetime limit of \$935.71 (\$2,000 minus \$1,064.29). The Respondent failed to follow policy in the denial of the Appellant's December 2025 request for vehicle repair.

Whereas policy does not limit vehicle repairs to one vehicle, the Appellant is entitled to the remaining balance of the \$2,000 lifetime limit.

CONCLUSIONS OF LAW

- 1) The Appellant receives WV WORKS caretaker relative cash assistance benefits for his grandchildren.
- 2) The Appellant was approved for \$1,064.29 in vehicle repairs in November 2025.
- 3) The lifetime limit for vehicle repairs is \$2,000.
- 4) There is no stipulation in policy that limits support service payments for vehicle repairs to one vehicle.
- 5) The Appellant is eligible for the remainder of the \$2,000 lifetime limit for vehicle repairs.

- 6) The Respondent's denial of the December 2025 request for vehicle repairs cannot be affirmed.

DECISION

It is the decision of the State Hearing Officer to **reverse** the decision of the Respondent to deny the Appellant's request for WV WORKS support service payments for vehicle repairs.

ENTERED this 25th day of February 2026.

Kristi Logan
Certified State Hearing Officer