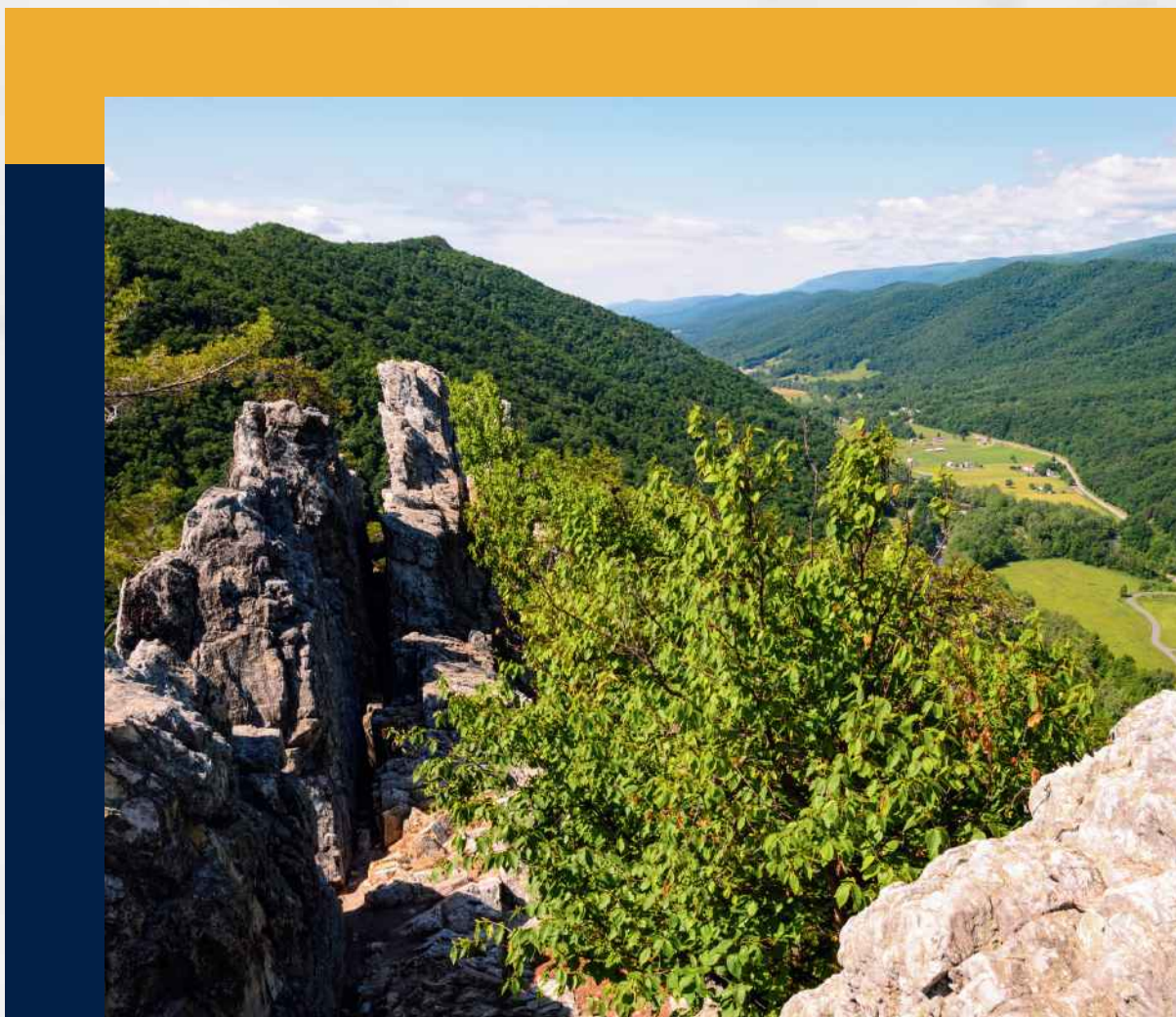

MONTHLY METRICS REPORT



APRIL 2026



Our Mission



The Office of Inspector General's mission is to provide independent and objective oversight to promote efficiency, accountability, transparency, and integrity of the West Virginia Departments of Health, Human Services, and Health Facilities, and their programs, as well as the health, safety, and welfare of the people of West Virginia. The Office of Inspector General seeks to be an independent leader in promoting positive outcomes and change and accountable governance within the West Virginia Departments of Health, Human Services, and Health Facilities, and their programs, and in the lives of the people of West Virginia.

Our Guiding Principles

- **Independence:** Independence is the foundation of trust at the OIG. It ensures our work is free from outside influence - so every finding, recommendation, and action is fair, factual, and focused on accountability and good governance.
- **Accountability:** We promote responsible governance by ensuring actions within state government and its programs are answerable, transparent, and in the best interest of West Virginians.
- **Efficiency:** We work to improve systems and operations so that public resources are used wisely and government and its programs deliver the greatest benefit.
- **Integrity:** We ensure that honesty, fairness, and objectivity guide every investigation and recommendation.
- **Transparency:** We build public trust by shining light on government operations and sharing our findings openly to promote understanding and confidence.





From Data to Impact: Serving West Virginians

Transparency and accountability remain at the core of our work, and our monthly metrics are one of the key ways we demonstrate that commitment. By tracking performance across each of our nine divisions, we are able to measure progress, identify gaps and systemic challenges, and continuously focus on meaningful, outcome-driven improvements.

At the same time, we recognize that these metrics represent far more than numbers on a page. Each data point reflects a real West Virginian - an individual with a unique story, set of circumstances, and need for support. Whether it is assisting a family navigating complex systems, helping an individual access services that allow them to remain in their home and community, ensuring fair and objective resolution of disputes, or safeguarding critical resources through oversight and enforcement, the work of the Office of Inspector General touches lives in tangible and lasting ways.

These metrics allow us not only to evaluate our performance, but to better understand and strengthen how we serve the people of West Virginia - ensuring our efforts remain grounded in accountability, integrity, and impact. This month's report highlights the work accomplished across our divisions and the outcomes achieved. Behind these numbers is a story - one that reflects the real impact of our work on a West Virginian we had the privilege to assist.

APRIL HIGHLIGHT

Behind every metric is a real West Virginian with real needs. During a recent Quality Control field review, one of our team members met with a beneficiary in his home to verify information needed to complete a benefits case review. During the conversation, the client shared additional challenges he was facing and uncertainty about where to turn for help. Taking the time to listen, our staff member connected him with resources and guidance for additional assistance. The client expressed gratitude for the support and shared that he did not know help was available. Moments like these reflect the Office of Inspector General's commitment to accountability, service, and improving outcomes for the people of West Virginia.



Board of Review

APRIL 2026 REPORT



Decision Timeliness

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

For fiscal year 2026, the Board of Review has achieved a 99.7% timeliness rate to-date.

Received 218 requests for fair hearings and adjudicated 234 fair hearings during April 2026.

Top 5 Programs Appeals Received:

- Supplemental Nutrition Assistance Program (88)
- Medicaid (Adult & Children's Medicaid and WV CHIP) (51)
- Social Services (Child Protective Services, Institutional Investigative Unit, Foster Care, and Adult Protective Services (37)
- Low Income Energy Assistance Program (11)
- Medicaid Waiver Programs (6)

The Board of Review provided information on Board of Review processes and procedures to 94 callers and referred 30 callers to other agencies for assistance.



Foster Care Ombudsman

MARCH 2026 REPORT



Cases Assigned

219 complaints were received in March 2026, resulting in 159 cases being assigned. Some cases included multiple complaints received.

Average number of days to close a case in March 2026:
9.5 days

Top 3 Counties with Cases

- Kanawha (26)
- Cabell & Wood (10)
- Marion & Monongalia (8)

Top 3 Complainant Types

- Relative/Kinship Parent (33)
- Birth Parent (28)
- Other Non-Caregiving Relative/Kinship (26)

Top 3 Complaint Type

- Action/Inaction by Agency/Employee (62)
- Policy/Regulation Issue (43)
- Placement of Children (25)



The Foster Care Ombudsman provided education and information to the West Virginia Public Defenders Office Parent Navigators.

Benefits Recovered to Complainants in March 2026:
\$25,319.06

Human Rights Commission

APRIL 2026 REPORT



Active Cases

Current Active Cases:

- Employment 296
- Public Accommodations 43
- Housing 7

Top Active Employment Cases by Protected Class

- Disability
- Age
- Retaliation

Top Active Public Accommodations Cases by Protected Class

- Disability
- Age

Top Active Housing Cases by Protected Class

- Disability



Investigations & Fraud Management

APRIL 2026 REPORT



Benefits Repayment

During April 2026, collected \$271,457* in benefits repayment. Three individuals were disqualified from SNAP for committing Intentional Program Violations.

For State Fiscal Year 2026, collected \$2,094,328 in benefits repayment to-date.

During April 2026, 43 claims were established worth \$66,929.

Front-End Fraud Work:

- Completed 12 investigations and prevented benefits from being wrongly issued
- State Fiscal Year 2026: Front-End Fraud Investigations completed have a projected savings of \$1,439,724 (includes Medicaid, Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance for Needy Families (TANF))



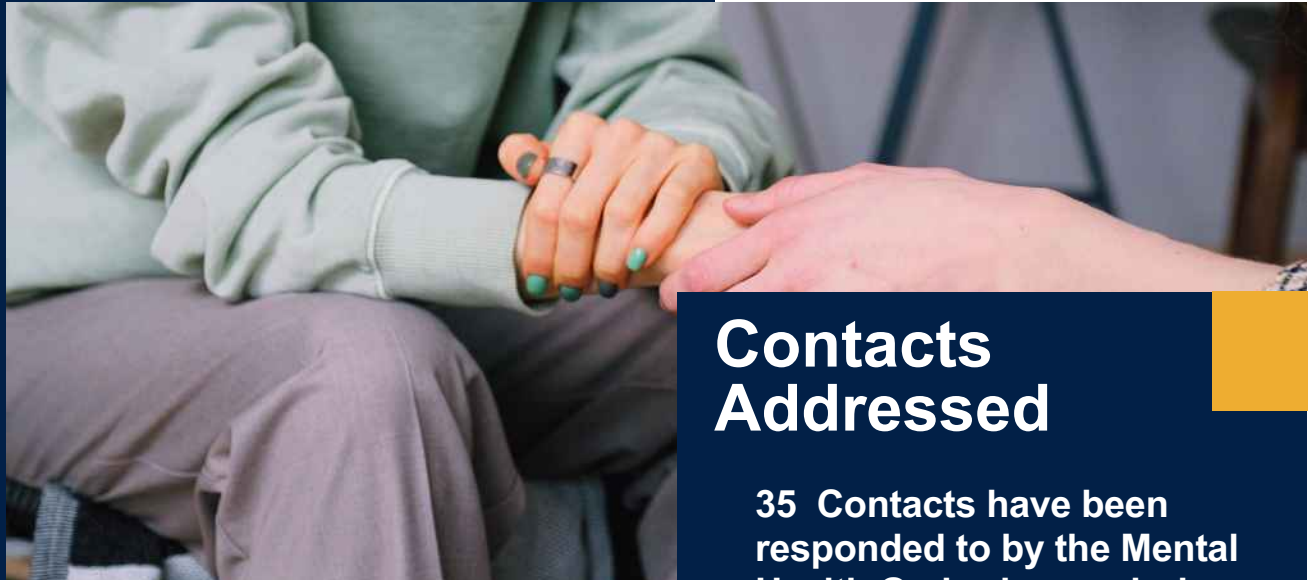
Investigators fielded 85 phone calls in April 2026.

Received 374 referrals during April 2026.

*This amount includes \$162,479.47 collected through the Tax Offset Program during April 2026.

Mental Health Ombudsman

APRIL 2026 REPORT



Contacts Addressed

35 Contacts have been responded to by the Mental Health Ombudsman during March 2026.

For Calendar Year 2026, a total of 133 contacts with clients have been responded to by the Mental Health Ombudsman

Patient Grievances from State Hospitals:

- Total: 12
- Approved: 2
- Denied: 10

Top 3 Categories of Patient Grievances:

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



Average Time to Resolve to a Patient Grievance for Calendar Year 2026: 4.15 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

APRIL 2026 REPORT



Highlights

In April 2026, the Office of Health Facility Licensure and Certification presented at the Genesis Leadership Conference and WV Healthcare Association Spring Conference.

Processed 891 Nurse Aide Applications, including renewal, and reciprocity applications.

Surveys Completed:

- Total for April 2026 - 347
- Includes licensure and complaint surveys; some surveys might include multiple complaints

Complaints Received:

- Total for April 2026 - 634
- Included in complaints are self-reported incidents by facilities



Olmstead Office

APRIL 2026 REPORT



The *Olmstead* Office received 13 complete Transition & Diversion Applications in April 2026.

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

- 11 Approved
- 6 Denied
- 2 Cancelled/Not Eligible
- 7 Pending Additional Information

Top Spending Category:

- Rent & Security Deposit
- Home Modification
- Assistive Technology

Olmstead Plan

The *Olmstead* Council's Plan Update Workgroup and Transportation Workgroup met during April 2026.

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



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

The *Olmstead* Office participated in 18 meetings and other outreach opportunities.

Quality Control

APRIL 2026 REPORT



Medicaid/CHIP Case Review

The Medicaid Eligibility Quality Control review cycle for 2026-2027 began. Completed 49 Active and 42 Negative Medicaid/CHIP cases during April 2026

CHIP is the Children's Health Insurance Program.

SNAP Case Review:

Completed 79 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 62 Negative SNAP cases during March 2026.

Top 3 Causes of Errors in Active SNAP Cases:

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



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

APRIL 2026 REPORT



Completed 183 variance requests

- Granted 164
- Denied 19

Average Duration to Complete a Variance Request: 30.90 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: 5

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

Determinations Processed

Completed 4,086 determinations on completed applications - 92.9% received an Eligible Determination

Processed 15 applicants with a wanted status, 1 was extraditable and referred to WV State Police.



Completed 55 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.

Strengthening Accountability Together

The work captured in this report reflects the West Virginia Office of Inspector General's role in providing independent oversight and driving meaningful results. Through our mission, we remain focused on strengthening programs, ensuring responsible use of resources, and upholding the highest standards of integrity and accountability. Our vision continues to guide us toward lasting, positive change for the people of West Virginia.

The data shared throughout this report demonstrates the reach of our efforts - but it also represents something more. Each figure reflects a real person or family whose experience matters. Protecting those individuals and improving the systems they rely on requires awareness, action, and partnership.

If something doesn't seem right, we want to hear from you. Reporting concerns related to fraud, waste, abuse, and misconduct allows us to take action and protect critical resources.



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