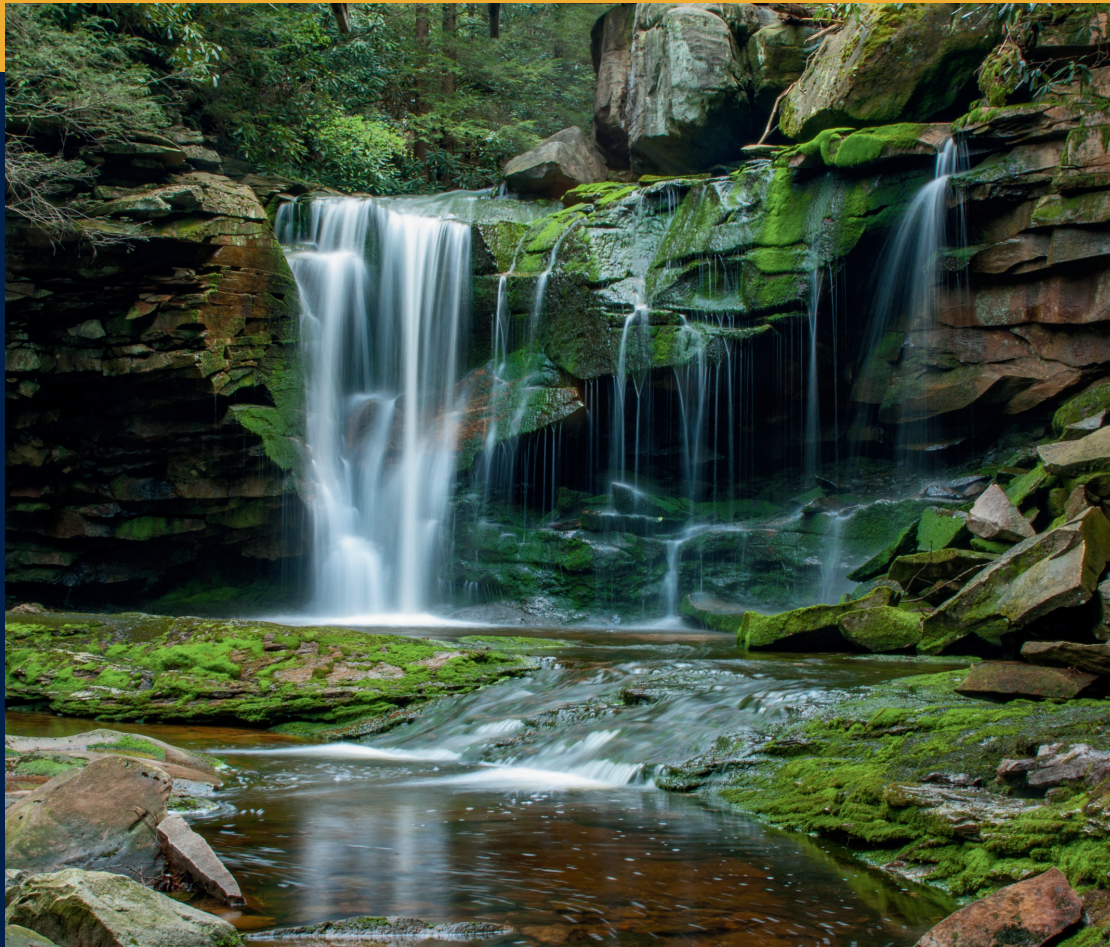


MONTHLY METRICS REPORT



JUNE 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.

JUNE HIGHLIGHT

In June, Office of Inspector General leadership had the opportunity to present at the Carl "Rolly" Sullivan Addiction Training Institute alongside peer recovery support specialists and community partners who work directly with individuals and families across West Virginia. The presentation focused on raising awareness of Office of Inspector General Divisions as accessible resources for those seeking information, support, or a place to share concerns, as well as for professionals helping connect people to the right services. Through meaningful conversation about public engagement, oversight, and real examples of impact, we highlighted how stronger community connections help support better outcomes.



Board of Review

JUNE 2026 REPORT



Received 185 requests for fair hearings and adjudicated 175 fair hearings during June 2026.

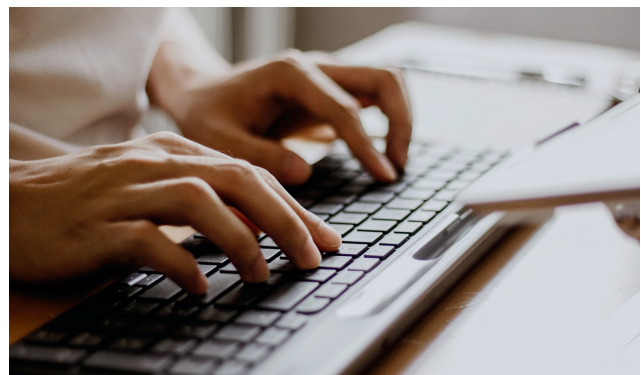
Top 5 Programs Appeals Received:

- Supplemental Nutrition Assistance Program (76)
- Medicaid (Adult & Children's Medicaid and WV CHIP) (36)
- Social Services (Child Protective Services, Institutional Investigative Unit, Foster Care, and Adult Protective Services (33)
- Long-Term Care Medicaid (11)
- Medicaid Waiver Programs (10)

Decision Timeliness

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

For fiscal year 2026, the Board of Review has achieved a 99.5% timeliness rate to-date.



The Board of Review provided information on Board of Review processes and procedures to 67 callers and referred 26 callers to other agencies for assistance.

Foster Care Ombudsman

MAY 2026 REPORT



Cases Assigned

173 complaints were received in May 2026, resulting in 119 cases being assigned. Some cases included multiple complaints received.

Average number of days to close a case in May 2026: 8.5 days

Top 3 Counties with Cases

- Kanawha (12)
- Mason & Mercer (8)
- Cabell (6)

Top 3 Complainant Types

- Birth Parent (29)
- Relative/Kinship Parent & Other Non-Caregiver/Kinship (21)
- Non-Relative Foster Parent (10)

Top 3 Complaint Type

- Action/Inaction by Agency/Employee (50)
- Policy/Regulation Issue (27)
- Lack of Communication (23)



Benefits Recovered to Complainants in May 2026:
\$942.00

Human Rights Commission

JUNE 2026 REPORT



Active Cases

Current Active Cases:

- Employment 294
- Public Accommodations 46
- Housing 2

Top Active Employment Cases by Protected Class

- Race
- Age
- Sex

Top Active Public Accommodations Cases by Protected Class

- Age
- Disability

Top Active Housing Cases by Protected Class

- Disability
- Sex



Investigations & Fraud Management

JUNE 2026 REPORT



Benefits Repayment

During June 2026, collected \$147,648.32* in benefits repayment. Two individuals were disqualified from SNAP for committing Intentional Program Violations.

For State Fiscal Year 2026, collected \$2,491,997 in benefits repayment to-date.

Referrals Received: Received 520 referrals in June 2026 (includes recipient, general, and internal)

Investigations Opened: Opened 329 investigations in June 2026 (includes recipient, general, and internal)

Investigations Closed: Closed 201 investigations in June 2026 (includes recipient, general, and internal) and entered 97 claims this month totaling \$112,647

Cases Pending Final Adjudication in the Court System: 89 cases are pending final adjudication in the court system totaling \$1,344,441.43.



*This amount includes \$48,920.05 collected through the Tax Offset Program during June 2026.

Audits: 2 external audits ongoing

Mental Health Ombudsman

JUNE 2026 REPORT



Contacts Addressed

84 Contacts have been responded to by the Mental Health Ombudsman during June 2026.

For Calendar Year 2026, a total of 288 contacts with clients have been responded to by the Mental Health Ombudsman

Patient Grievances from State Hospitals:

- Total: 47
- Approved: 2
- Denied: 45

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: 3.43 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

JUNE 2026 REPORT



Highlights

In June 2026, the Office of Health Facility Licensure and Certification welcomed 2 new Health Facility Surveyors.

Processed 1,060 Nurse Aide Applications, including renewal and reciprocity applications.

Surveys Completed:

- Total for June 2026 - 520
- Includes licensure and complaint surveys; some surveys might include multiple complaints

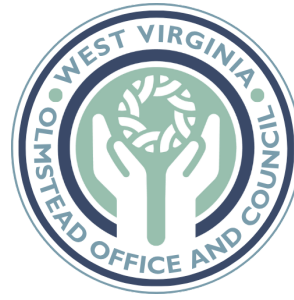
Complaints Received:

- Total for June 2026 - 655
- Included in complaints are self-reported incidents by facilities



Olmstead Office

JUNE 2026 REPORT



The *Olmstead* Office received 24 complete Transition & Diversion Applications in June 2026.

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

- 19 Approved
- 4 Denied
- 3 Appeals Approved
- 2 Cancelled/Not Eligible
- 6 Pending Additional Information

Top Spending Category:

- Rent & Security Deposit
- Home Modification
- Assistive Technology

Olmstead Plan

The *Olmstead* Council Executive Committee, Application Review Committee, and Transportation Workgroup met during June 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 14 meetings and other outreach opportunities.

Quality Control

JUNE 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 May 2026

CHIP is the Children's Health Insurance Program.

SNAP Case Review:

Completed 74 Active SNAP cases: 11 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 56 Negative SNAP cases during June 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

JUNE 2026 REPORT



Completed 227 variance requests

- Granted 209
- Denied 18

Average Duration to Complete a Variance Request: 28.87 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: 6

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

Determinations Processed

Completed 3,319
determinations on
completed applications -
91.8% received an Eligible
Determination

Processed 7 applicants with
a wanted status, 1 was
extraditable and referred to
WV State Police.



The WV CARES system was
updated to allow variance
requests to be submitted at the
same time as the application
as a result of recent legislation.

Completed 76 rap back
determinations. A rap back is
notified by the West Virginia
State Police of an arrest.

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.



Phone Number

304-558-2278



Email Address

OIGIntake@wv.gov



Website

oig.wv.gov/file-complaint

