

INSIDE THE OFFICE OF INSPECTOR GENERAL

Understanding
Our Mission,
Vision, &
Impact



 304-558-2278

 OIGIntake@wv.gov



Table of Contents

Meet the Inspector General.....	1
Office of Inspector General Mission & Vision.....	2
Office of Inspector General Guiding Principles.....	3
Office of Inspector General Organizational Chart.....	4
Meet the Divisions.....	5
Board of Review.....	6
Foster Care Ombudsman.....	8
Human Rights Commission.....	10
Investigations & Fraud Management.....	12
Mental Health Ombudsman.....	14
Office of Health Facility Licensure & Certification.....	16
<i>Olmstead</i> Office.....	18
Quality Control.....	20
West Virginia Clearance for Access: Registry & Employment Screening.....	22
Reporting Concerns.....	24



MEET THE INSPECTOR GENERAL



The West Virginia Office of Inspector General is led by Ann Urling, a seasoned government executive with a deep commitment to public service and a proven track record of leadership across all branches and levels of government. Her career has been defined by guiding complex programs, managing large-scale funding initiatives, and ensuring that government operates efficiently, transparently, and with integrity.

Appointed by a former administration and confirmed by the Senate, Ann later earned the designation of Certified Inspector General through the Association of Inspectors General, reflecting her dedication to professional excellence and independent oversight. A proud graduate of West Virginia University and Lloyd P. Calvert Graduate School of Banking, she combines academic expertise with hands-on experience in financial management, regulatory compliance, and strategic planning.

Throughout her career, Ann has led high-stakes programs, including managing CARES Act and American Rescue Plan Act (ARPA) funding, navigating evolving federal guidance while ensuring resources are used responsibly and effectively. She is known for building high-performing teams, fostering collaboration across agencies, and seeking opportunities to make lasting impact on public programs.

In her role as Inspector General, Ann is committed to protecting vulnerable West Virginians while strengthening accountability and transparency across the West Virginia Department of Health, Department of Human Services, and Department of Health Facilities. Over the coming year, she is particularly excited about launching initiatives designed to identify inefficiencies, recommend improvements, and ensure public resources are maximized for the benefit of all West Virginians.

Raised in Shinnston, West Virginia, Ann remains grounded in her roots and guided by a strong sense of duty to her community. With integrity, vision, and a commitment to meaningful impact, she leads the Office of Inspector General in its mission to serve the people of West Virginia every day.

OFFICE OF INSPECTOR GENERAL

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.

VISION

The Office of Inspector General envisions a West Virginia where government programs and operations are conducted with the highest standards of integrity, efficiency, and transparency. We strive to be an independent leader in promoting accountable governance, systemic improvements, and positive outcomes within the West Virginia Departments of Health, Human Services, and Health Facilities. Through oversight, investigation, audit, reporting, and education, we aim to prevent and address waste, misconduct, fraud, and abuse, ensuring that public resources are used responsibly and that the health, safety, and welfare of the people of West Virginia are safeguarded.



OFFICE OF INSPECTOR GENERAL

GUIDING PRINCIPLES

1

2

3

4

5



Accountability

We promote responsible governance by ensuring actions and decisions 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.



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.



Integrity

We uphold the highest ethical standards, ensuring honesty, fairness, and objectively guide every investigation and recommendation.

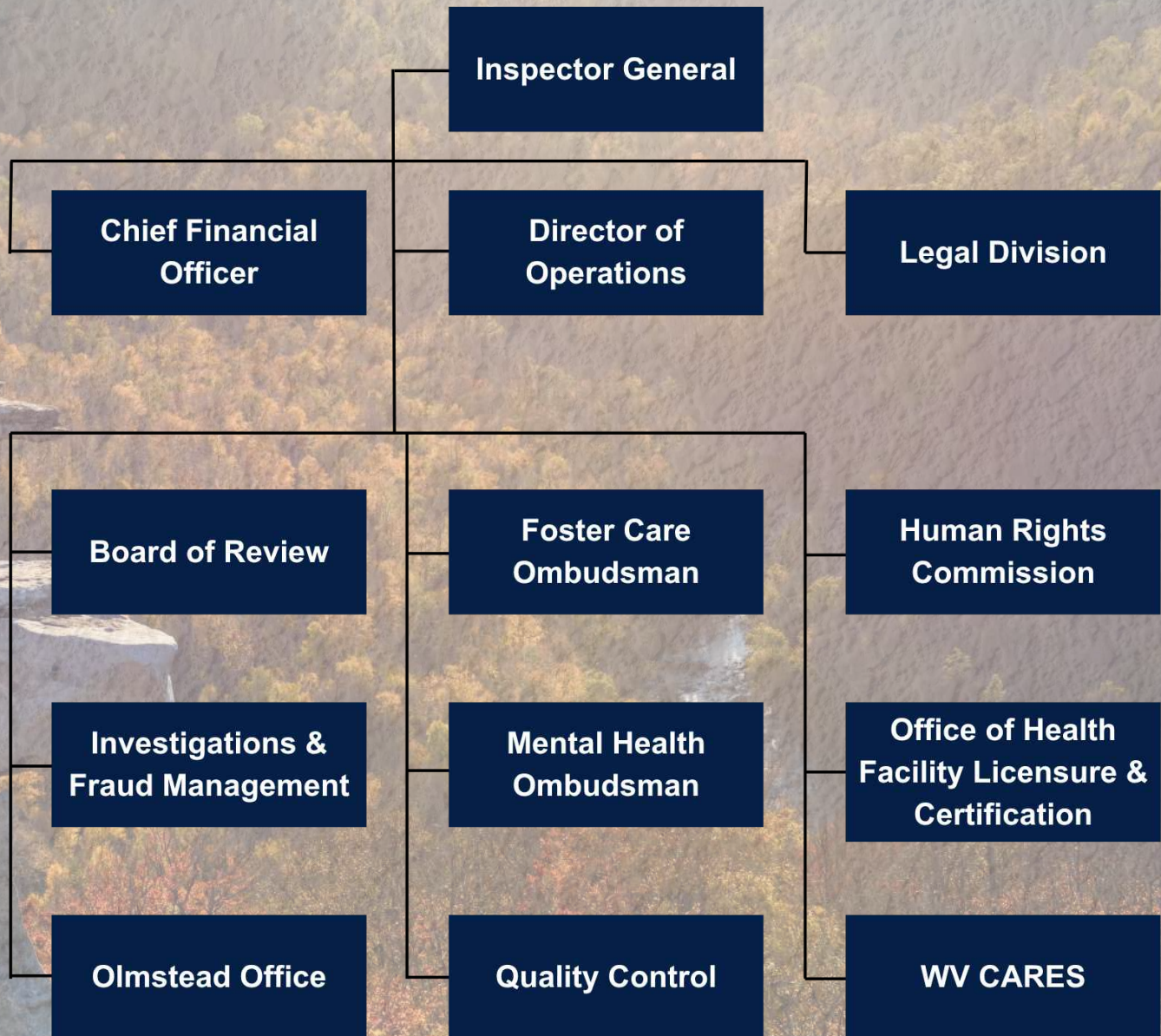


Transparency

We build public trust by shining light on government operations and sharing our findings openly to promote understanding and confidence.



OIG ORGANIZATIONAL CHART





MEET THE DIVISIONS



Board of Review



Foster Care Ombudsman



Human Rights Commission



Investigations & Fraud Management



Mental Health Ombudsman



OHFLAC



Olmstead Office



Quality Control



WV CARES

BOARD OF REVIEW

MISSION

The Board of Review's mission is to ensure accountability and fairness with West Virginia's Department of Health and Department of Human Services programs by providing impartial hearings and timely decisions. Committed to integrity, transparency, and efficiency, the Board of Review protects due process and promotes public confidence in the systems that the people of West Virginia.

VISION

The Board of Review envisions a system where every individual served by West Virginia's Department of Health and Department of Human Services programs experiences fair, transparent, and timely resolution of their concerns. We strive to be a trusted leader in due process - advancing integrity, strengthening accountability, and fostering confidence in public services that support the well-being of all West Virginians.





BOARD OF REVIEW OVERVIEW

The Board of Review helps ensure that West Virginians have access to a fair and impartial process when they disagree with certain decisions made the Department of Health or Department of Human Services. By conducting independent administrative hearings and issuing timely, well reasoned decisions, this Division protects due process while promoting accountability, transparency, and confidence in government.

Every case represents a person, a family, or an individual seeking clarity and fairness. The Board of Review provides an opportunity for all parties to be heard, carefully reviews the facts and applicable laws, and issues decisions based on the evidence. This independent oversight helps strengthen public trust while ensuring programs operate with integrity and consistency.

ENSURING FAIRNESS THROUGH INDEPENDENT REVIEW



Independent Hearings: Provides impartial administrative hearings for eligible appeals involving Department of Health and Department of Human Services programs



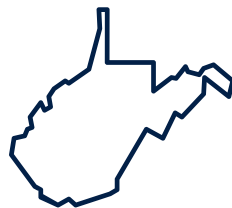
Due Process: Ensure every individual has the opportunity to present evidence, share their perspective, and receive a fair review.



Evidence Based Decisions: Issues clear, timely decisions based on applicable laws, regulations, policies, and the facts presented.



Accountability & Integrity: Promotes transparency and accountability while helping ensure public programs are administered fairly and consistently.



Serving West Virginians: Supports individuals and families by providing a trusted, independent process that protects rights and strengthens confidence in government services.

IMPACT

By ensuring fair hearings and impartial decisions, the Board of Review helps protect the rights of West Virginians while reinforcing confidence in public programs. Its work reflects the Office of Inspector General's commitment to independent oversight, accountability, transparency, and improving outcomes for the people and families who rely on essential state services.

FOSTER CARE OMBUDSMAN

MISSION

The Foster Care Ombudsman's mission is to provide independent, impartial review of West Virginia's child welfare system to promote accountability, transparency, and continuous improvements in the delivery of child welfare services. The Foster Care Ombudsman serves as a neutral and confidential third party that investigates complaints related to the child welfare and juvenile justice systems. Our ombudsmen work to resolve concerns by engaging directly with youth, families, caregivers, and professionals involved in these systems - always striving for fair and constructive resolutions.

VISION

The Foster Care Ombudsman Division envisions a child welfare system that is transparent, accountable, and trustworthy, where every child and family is treated fairly, their voices are heard, and concerns are addressed promptly and impartially. The Foster Care Ombudsman Division's goal is to foster a supportive, safe, and collaborative environment where children, families, and caregivers are empowered, and positive, lasting improvements in the system are achieved.





FOSTER CARE OMBUDSMAN OVERVIEW

The Foster Care Ombudsman Division provides an independent, impartial resource for individuals involved in West Virginia's child welfare and juvenile justice systems. As a neutral and confidential third party, the Division reviews concerns, investigates complaints, and works collaboratively with youth, families, caregivers, and professionals to promote fair, timely, and constructive resolutions.

Every concern represents a child, a family, or a caregiver seeking support and accountability. The Foster Care Ombudsman listens, gathers information, and works to identify solutions that improve communication, resolve issues, and strengthen confidence in the child welfare system. Through independent oversight and meaningful engagement, the Division helps ensure voices are heard while encouraging positive, lasting improvements that benefit children and families across West Virginia.

AN INDEPENDENT VOICE FOR CHILDREN, FAMILIES, & CAREGIVERS



Independent & Confidential: Serves as a neutral, confidential resource that reviews concerns without advocating for any one party.



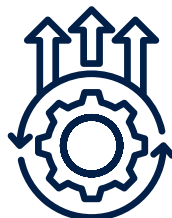
A Voice That Listens: Provides youth, families, caregivers, and professionals with a safe avenue to share concerns and have their voices heard.



Complaint Review & Resolution: Investigates complaints involving the child welfare and juvenile justice systems and works toward fair, constructive resolutions.



Collaboration & Accountability: Works with individuals, agencies, and stakeholders to improve communication, strengthen accountability, and promote transparency.



Improving the System: Identifies opportunities for meaningful, long term improvements that enhance services, support families, and promote better outcomes for children.

IMPACT

By providing an independent, impartial review of concerns, the Foster Care Ombudsman Division helps strengthen trust in West Virginia's child welfare system while supporting children, families, caregivers, and professionals. Its work advances the Office of Inspector General's mission by promoting accountability, transparency, and continuous improvement, helping create a child welfare system where every voice matters and every child has the opportunity for a safer, more supportive future.

HUMAN RIGHTS COMMISSION

MISSION

The West Virginia Human Rights Commission's mission is to promote fairness and protect individuals from discrimination in employment, housing, and spaces of public accommodation. Through education, investigation, mediation, and enforcement of the West Virginia Human Rights Act, the Commission fosters respect, accountability, and understanding among all West Virginians.

VISION

The West Virginia Human Rights Commission envisions a state where every individual can pursue opportunities, access services, and participate fully in community life without fear of bias or unfair treatment. We aspire to a West Virginia where respect, integrity, and accountability guide the actions of individuals, institutions, and communities alike. By fostering understanding, encouraging dialogue, and upholding the principles of fairness, the Commission seeks to create an environment in which all people are empowered to thrive, contribute, and live with dignity, knowing their rights are protected and their voices are valued.





HUMAN RIGHTS COMMISSION OVERVIEW

The Human Rights Commission works to ensure that West Virginians are treated fairly and have equal access to opportunities in employment, housing, and places of public accommodation. Through education, complaint investigations, mediation, and enforcement of the West Virginia Human Rights Act, the Division promotes accountability, respect, and understanding while helping protect individuals from unlawful discrimination.

Every complaint represents a person seeking fairness and the opportunity to be heard. The Division provides an impartial process to review concerns, investigate allegations, encourage resolution when appropriate, and enforce the protections provided by state law. By promoting compliance and fostering respectful dialogue, the Division helps build confidence in a system where rights are protected and all individuals are treated with dignity.

PROMOTING FAIRNESS. PROTECTING RIGHTS. STRENGTHENING COMMUNITIES.



Protecting Civil Rights: Enforces the West Virginia Human Rights Act to help protect individuals from unlawful discrimination.



Equal Access: Promotes fairness in employment, housing, and places of public accommodation throughout West Virginia.



Investigation & Resolution: Reviews complaints, conducts impartial investigations, and facilitates mediation when appropriate to help resolve disputes.



Education & Outreach: Provides education and resources to increase awareness of rights, responsibilities, and compliance with state law.



Accountability & Respect: Encourages fairness, accountability, and understanding while helping strengthen trust between individuals, organizations, and communities.

IMPACT

By protecting individuals from unlawful discrimination and promoting equal opportunity, the Division helps create stronger communities where people can work, live, and participate fully in public life with confidence. Its work advances the Office of Inspector General's mission by promoting accountability, transparency, and integrity while fostering a West Virginia where fairness, respect, and dignity are reflected in everyday interactions and public services.

INVESTIGATIONS & FRAUD MANAGEMENT

MISSION

The Investigations & Fraud Management Division's mission is to protect the integrity of the West Virginia Department of Health, Department of Human Services, and Department of Health Facilities' programs by investigating and auditing various aspects and concerns related to internal misconduct and suspected fraud, waste, and abuse. Guided by the principles of accountability, transparency, efficiency, and public trust, this Division works to ensure that public resources are used responsibly and that services to West Virginians are delivered with fairness and integrity.

VISION

The Investigations & Fraud Management Division envisions a trusted and accountable West Virginia health and human services systems, where public resources are safeguarded, fraud and abuse are prevented, and services are delivered with fairness, integrity, and transparency. Through diligent oversight and proactive investigations, the Division strives to ensure efficiency, protect the public trust, and uphold the highest standards of ethical conduct.





INVESTIGATIONS & FRAUD MANAGEMENT OVERVIEW

The Investigations & Fraud Management Division works to protect the integrity of West Virginia's Departments of Health, Human Services, and Health Facilities by investigating allegations of fraud, waste, abuse, and internal misconduct. Through independent investigations and audits, the Division helps ensure public resources are used responsibly, government programs operate with integrity, and services reach the individuals and families who depend on them.

Every investigation helps strengthen accountability and protect taxpayer dollars. By identifying misuse of public funds, uncovering fraud, reviewing internal concerns, and recommending corrective actions, the Division promotes transparency and compliance across state programs. This work not only safeguards valuable resources but also reinforces public confidence that government services are being administered fairly, efficiently, and responsibly.

PROTECTING PUBLIC RESOURCES. PRESERVING PUBLIC TRUST.



Investigations: Conducts independent investigations into allegations of fraud, waste, abuse, and internal misconduct involving state health and human services programs.



Audits & Oversight: Performs audits and reviews to strengthen accountability, identify risks, and improve program integrity and operational effectiveness.



Protecting Public Resources: Helps safeguard taxpayer dollars by identifying improper use of public funds and supporting corrective action when needed.



Integrity & Accountability: Promotes compliance, transparency, and responsible stewardship of public resources across government programs.



Strengthening Government: Identifies opportunities to improve processes, reduce vulnerabilities, and help ensure services are delivered efficiently and fairly to West Virginians.

IMPACT

By investigating fraud, waste, abuse, and misconduct while strengthening oversight through audits and reviews, the Division helps protect the integrity of public programs and the responsible use of taxpayer dollars. Its work advances the Office of Inspector General's mission by promoting accountability, transparency, efficiency, and good governance, helping ensure that critical health and human services remain available to the West Virginians who rely on them.

MENTAL HEALTH OMBUDSMAN

MISSION

The Mental Health Ombudsman's mission is to promote the health, wellbeing, and rights of individuals receiving services in mental health facilities, state hospitals, and behavioral health programs across West Virginia. Through independent, impartial, and confidential oversight, the Mental Health Ombudsman works to resolve complaints, amplify consumer voices, and foster meaningful change. The Mental Health Ombudsman seeks to ensure that every person is treated with dignity, compassion, and respect while supporting continuous improvement in the state's mental health systems.

VISION

The Mental Health Ombudsman Division envisions a West Virginia where every individual receiving mental health services is treated with dignity, respect, and fairness, and where their voices are heard and valued. Through independent oversight, compassionate advocacy, and the promotion of responsible practices, the Division strives to help build a mental health system that is accountable, transparent, and trustworthy. By empowering consumers, fostering collaboration, and driving meaningful improvements, the Division seeks to create a culture of care that not only resolves complaints but also inspires confidence, strengthens communities, and enhances the well-being of all West Virginians.





MENTAL HEALTH OMBUDSMAN OVERVIEW

The Mental Health Ombudsman Division serves as an independent, impartial, and confidential resource for individuals receiving services in mental health facilities, state hospitals, and behavioral health programs across West Virginia. By reviewing concerns, resolving complaints, and listening to the experiences of consumers and their families, the Division helps protect individual rights while promoting dignity, respect, and accountability throughout the mental health system.

Every concern represents a person seeking understanding, support, or resolution. The Division works collaboratively with consumers, families, providers, and state partners to address issues, improve communication, and identify opportunities for meaningful system improvements. Through independent oversight and compassionate engagement, the Division helps strengthen confidence in mental health services while ensuring the voices of those receiving care remain at the center of this work.

SUPPORTING VOICES. PROTECTING RIGHTS. PROMOTING BETTER CARE.



Independent & Confidential Support: Provides a neutral, confidential resource for individuals receiving mental health and behavioral health services.



Consumer Voices Matter: Listens to concerns, ensures individuals have an opportunity to be heard, and promotes respectful communication and resolution.



Complaint Review & Resolution: Reviews complaints and grievance appeals, gathers information, and works collaboratively to resolve concerns while protecting individual rights.



Collaboration & System Improvements: Partners with consumers, families, providers, and stakeholders to encourage accountability and improve the quality of mental health services.



Dignity, Respect & Well Being: Promotes compassionate care where every individual is treated with dignity, fairness, and respect.

IMPACT

By providing independent oversight and helping resolve concerns, the Division strengthens trust in West Virginia's mental health system while supporting the rights and well being of individuals receiving care. Its work advances the Office of Inspector General's mission by promoting accountability, transparency, and integrity while fostering a culture of compassion, continuous improvement, and person centered care that benefits individuals, families, and communities across West Virginia.

OFFICE OF HEALTH FACILITY LICENSURE & CERTIFICATION

MISSION

The Office of Health Facility Licensure & Certification's mission is to provide independent oversight to ensure healthcare facilities meet state licensure or registration and federal certification standards, promoting health, safety, and wellbeing of consumers, clients, patients, and residents through quality services, accountability, and regulatory compliance.

VISION

The Office of Health Facility Licensure and Certification Division envisions a West Virginia where every healthcare facility consistently delivers safe, high-quality, and person-centered care. Through transparent oversight, rigorous regulatory compliance, and a commitment to continuous improvement, the Office of Health Facility Licensure and Certification strives to cultivate environments where clients, patients, and residents are protected, respected, and supported. We aim to strengthen public trust, elevate accountability, and ensure that all healthcare facilities operate with integrity.





OFFICE OF HEALTH FACILITY LICENSURE & CERTIFICATION OVERVIEW

The Office of Health Facility Licensure & Certification (OHFLAC) provides independent oversight to help ensure healthcare facilities across West Virginia meet state licensure or registration requirements and federal certification standards. Through inspections, complaint investigations, licensing, certification, and regulatory oversight, the Division works to protect the health, safety, and well being of consumers, patients, residents, and clients while promoting quality care and accountability.

Every survey, inspection, and review helps strengthen confidence in the healthcare services West Virginians rely on every day. The Division evaluates compliance with state and federal requirements, identifies opportunities for improvement, and works with healthcare providers to promote safe, high quality, person centered care. This oversight helps ensure facilities operate responsibly while protecting those they serve.

PROMOTING SAFE CARE. STRENGTHENING QUALITY.



Healthcare Facility Oversight:
Licenses, certifies, registers, and monitors healthcare facilities to help ensure compliance with state and federal standards.



Surveys & Inspections:
Conducts unannounced surveys, complaint investigations, and inspections to evaluate quality and safety of care.



Protecting Health & Safety:
Helps safeguard consumers, patients, residents, and clients by promoting safe environments and quality healthcare services.



Regulatory Compliance: Works with healthcare facilities to ensure compliance with applicable laws, regulations, and certification requirements.



Quality & Accountability:
Encourages continuous improvement, strengthens accountability, and supports high standards of care across West Virginia's healthcare system.

IMPACT

By providing independent oversight of healthcare facilities, the Division helps ensure that West Virginians receive care in safe, compliant, and high quality environments. Its work advances the Office of Inspector General's mission by promoting accountability, transparency, and integrity while strengthening public confidence in the healthcare facilities that serve individuals, families, and communities throughout the state.

OLMSTEAD OFFICE

MISSION

The *Olmstead* Office's mission is to advance West Virginia's commitment to the rights of people with disabilities by developing and overseeing the implementation of a comprehensive *Olmstead* Plan. Through independent monitoring, strategic collaboration, and a focus on accountability, the *Olmstead* Office promotes equal opportunity and access to community-based services in the most integrated settings of choice. In alignment with Title II of the Americans with Disabilities Act, the Office works to ensure transparency, integrity, and measurable progress towards a more fair West Virginia.

VISION

The *Olmstead* Office envisions a West Virginia where individuals with disabilities fully participate in all aspects of community life, with equal access to housing, education, employment, and social opportunities. Guided by principles of accountability, integrity, transparency, and efficiency, the *Olmstead* Office seeks to be a trusted leader in empowering choice and ensuring that every West Virginian can live, learn, work, and thrive in the community of their choice.





OLMSTEAD OFFICE OVERVIEW

The Olmstead Office Division advances opportunities for individuals with disabilities to live, learn, work, and participate fully in their communities. Through independent oversight of West Virginia's Olmstead Plan, strategic collaboration, and ongoing monitoring, the Division promotes equal access to community based services in the most integrated settings of each individual's choice, consistent with the Americans with Disabilities Act.

Every effort is focused on helping individuals have meaningful choices about where and how they live. The Division works with state agencies, community partners, advocates, and individuals with disabilities to identify barriers, encourage collaboration, and promote measurable progress toward a more inclusive West Virginia. By supporting accountability and long term system improvements, the Division helps strengthen opportunities for independence, community participation, and quality of life.

EXPANDING CHOICE & PROMOTING COMMUNITY INCLUSION



Community Living: Promotes opportunities for individuals with disabilities to receive services and supports in the most integrated community settings of their choice.



Collaboartion & Partnership: Works with state agencies, community organizations, advocates, and stakeholders to advance meaningful system improvements.



Oversight & Accountability: Monitors the implementation of West Virginia's Olmstead Plan and helps ensure measurable progress toward community integration.



Protecting Rights & Choices: Supports equal opportunity and access to services consistent with the Americans with Disabilities Act while empowering individual choice.



Building Inclusive Communities: Encourages policies and practices that help individuals with disabilities live, learn, work, and participate fully in communities across West Virginia.

IMPACT

By advancing community integration and expanding opportunities for individuals with disabilities, the Olmstead Office Division helps create a West Virginia where people have greater choice, independence, and access to the supports they need to thrive. Its work advances the Office of Inspector General's mission by promoting accountability, transparency, and integrity while strengthening partnerships and improving systems that support individuals, families, and communities throughout the state.

QUALITY CONTROL

MISSION

The Quality Control Division's mission is to uphold the integrity of the West Virginia Department of Human Services' benefits programs by impartially evaluating program benefit determinations. Quality Control is committed to fostering accountability, ensuring transparency, and promoting efficiency in all processes to ensure accuracy of benefit decisions, improve program operations, and reduce errors in determinations.

VISION

The Quality Control Division envisions a human services system where every benefit determination is accurate, equitable, and transparent, ensuring that those in need receive the support they are entitled to. The Division strive to be a model of accountability and efficiency, continuously enhancing our processes, leveraging data-driven insights, and promoting best practices across programs. By upholding the highest standards of integrity, we aim to strengthen public trust, improve program outcomes, and make a meaningful impact on the communities we serve.





QUALITY CONTROL OVERVIEW

The Quality Control Division helps ensure the accuracy and integrity of West Virginia's public assistance programs by independently reviewing benefit determinations made by the Department of Human Services. Through objective case reviews, data analysis, and quality assurance, the Division identifies errors, measures program performance, and provides valuable insights that strengthen program operations and improve service delivery.

Every review helps ensure benefits are administered fairly, accurately, and consistently. By evaluating eligibility determinations, identifying trends, and recommending improvements, the Division supports better decision making, reduces errors, and helps safeguard the integrity of public assistance programs. This work not only strengthens accountability but also helps ensure resources are available for the individuals and families who rely on them.

IMPROVING ACCURACY. STRENGTHENING PROGRAMS.



Independent Case Reviews: Conducts impartial reviews of benefit determinations to help ensure eligibility decisions are accurate and consistent.



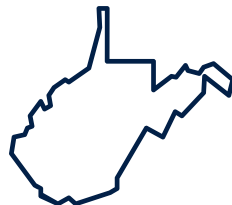
Data Driven Improvement: Analyzes trends and performance data to identify opportunities for greater accuracy and stronger program outcomes.



Reducing Errors: Helps identify and reduce errors while supporting continuous improvements in benefit administration.



Accountability & Integrity: Promotes transparency, consistency, and responsible stewardship of public assistance programs.



Supporting West Virginians: Helps strengthen public confidence by ensuring benefits are administered fairly and reach eligible individuals and families.

IMPACT

By independently evaluating benefit determinations and promoting continuous improvement, the Quality Control Division helps strengthen the integrity, accuracy, and effectiveness of West Virginia's public assistance programs. Its work advances the Office of Inspector General's mission by promoting accountability, transparency, efficiency, and responsible oversight, helping ensure public resources are administered fairly while supporting better outcomes for the people and families these programs serve.

WEST VIRGINIA CLEARANCE FOR ACCESS: REGISTRY & EMPLOYMENT SCREENING

MISSION

The West Virginia Clearance for Access: Registry & Employment Screening (WV CARES) Division's mission is to strengthen the safety, accountability, and integrity of West Virginia's health and human services systems by ensuring that individuals entrusted with direct access to vulnerable populations meet rigorous background screening standards. As a Division of the Office of Inspector General, WV CARES promotes public trust through an efficient, secure background check process.

VISION

WV CARES Division envisions a safer, more transparent, and accountable system of care across West Virginia - one in which every provider and facility is strengthened by innovative, reliable background screening practices. We strive to set the standard for safeguarding vulnerable populations by ensuring that those who serve them meet the highest levels of integrity and qualification. Through continuous improvement, strong partnerships, and a commitment to public trust, WV CARES aims to support a workforce that enhances the quality, safety, and confidence of care throughout the state."





WV CARES OVERVIEW

The WV CARES Division helps protect vulnerable populations by administering background screenings for individuals seeking employment in healthcare and human services settings. Through a secure, efficient, and reliable screening process, the Division helps ensure that providers and facilities have the information needed to make informed hiring decisions while supporting the safety and integrity of the care environment.

Every background screening contributes to safer communities and greater public confidence. By reviewing criminal history records and other required registries in accordance with state and federal requirements, WV CARES helps strengthen accountability, protect those receiving care, and support employers in building qualified, trustworthy workforces. This work plays a vital role in safeguarding individuals while promoting high standards across West Virginia's health and human services systems.

PROTECTING VULNERABLE POPULATIONS.



Protecting Vulnerable Populations: Administers background screenings that help protect children, older adults, individuals with disabilities, and others receiving care and services.



Employment Screening: Processes required background checks for individuals seeking employment in healthcare and human services settings.



Secure & Reliable Process: Provides an efficient, confidential, and dependable screening process that supports informed hiring decisions.



Supporting Providers & Facilities: Works with employers, healthcare providers, and human services organizations to promote compliance and strengthen workforce integrity.



Safety & Public Trust: Helps build confidence in West Virginia's health and human services systems by supporting safe, qualified, and trustworthy care environments.

IMPACT

By helping ensure that individuals entrusted with the care of vulnerable populations meet established background screening requirements, the WV CARES Division strengthens the safety and integrity of West Virginia's health and human services systems. Its work advances the Office of Inspector General's mission by promoting accountability, transparency, and responsible oversight while helping providers build trusted workforces and protecting the well being of the individuals, families, and communities they serve.

REPORTING CONCERNS

The Office of Inspector General provides several ways to report suspected fraud, waste, abuse, misconduct, or noncompliance involving the Departments of Health, Human Services, Health Facilities, or their programs. Every complaint is reviewed and directed to the appropriate Division for evaluation.



Ways to Report a Concern



Phone: 304-558-2278



Online: oig.wv.gov/-file-complaint



Email: OIGIntake@wv.gov



Hotline: 833-734-0965

Report Anonymously & Confidentially

You may choose to remain anonymous. Providing as much detail as possible helps us thoroughly review your concern. Information submitted is handled confidentially and used only for official purposes consistent with applicable law.

What to Expect

Every complaint is carefully evaluated to determine the appropriate next steps. If you provide contact information, you will generally receive confirmation of receipt within one business day and may be contacted if additional information is needed.

Not every complaint results in an investigation or enforcement action. To protect the integrity of our work, the Office of Inspector General does not discuss active investigations. When permitted by law, certain case outcomes may be available through a Division's webpage or by submitting a Freedom of Information Act request. Some information, however, is confidential by law and not subject to public disclosure.

Your Report Matters

By reporting concerns, you help strengthen accountability, protect public resources, and support better government for all West Virginians.



THANK YOU

