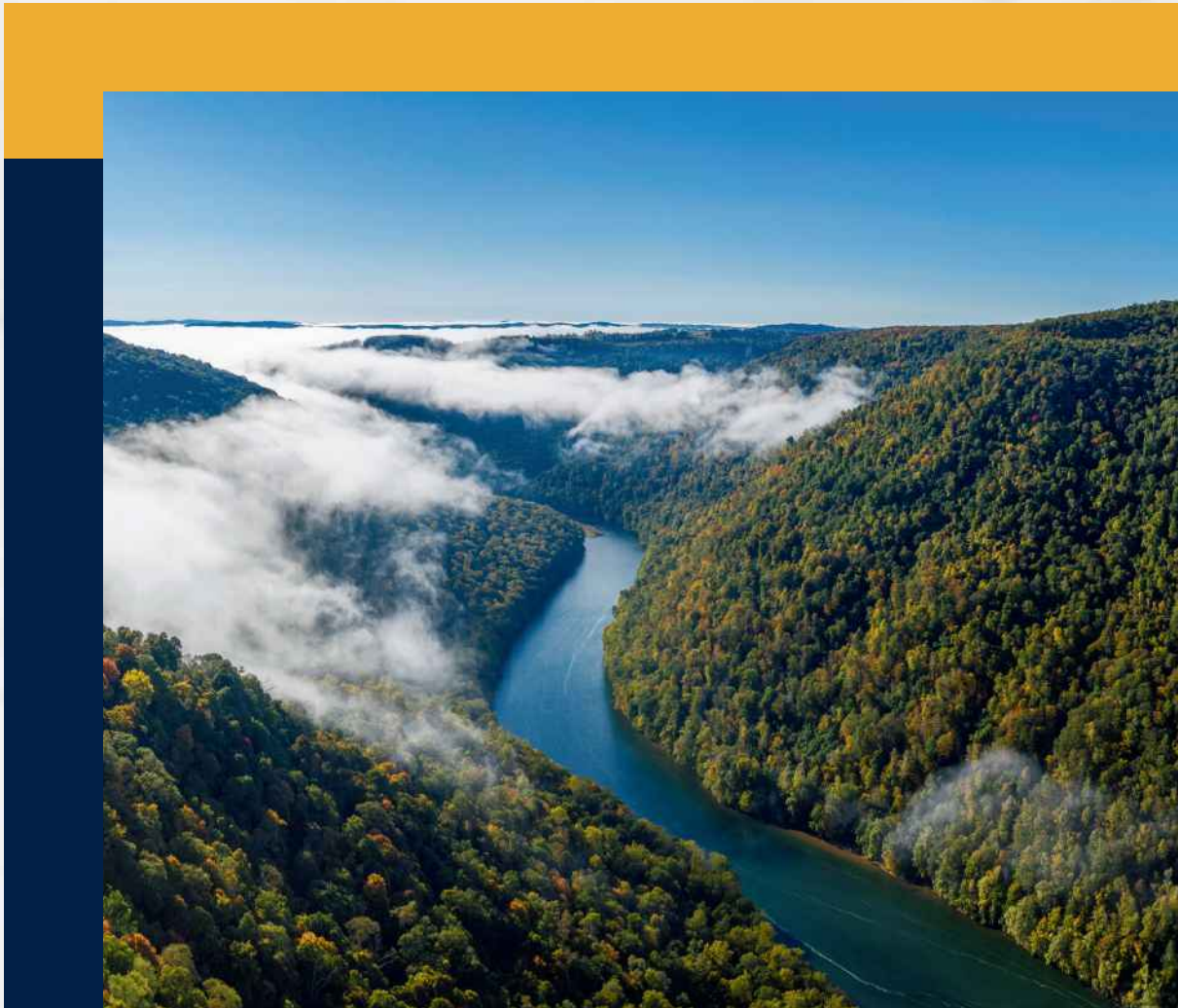


MONTHLY METRICS REPORT



JULY 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.

JULY HIGHLIGHT

In July, the Office of Inspector General published and submitted its State Fiscal Year 2027 Performance Plan to the West Virginia Legislature, establishing measurable performance goals for each of the Office of Inspector General's nine divisions. The plan reflects our continued commitment to accountability, effective public service, and meaningful results by setting clear expectations for how each division will strengthen oversight, improve responsiveness, and better serve West Virginians. These goals provide a roadmap for measuring progress and ensuring our work continues to make a real difference for individuals, families, and communities across the state.



Board of Review

JULY 2026 REPORT



Decision Timeliness

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

Board of Review had a virtual quarterly training meeting to assist in maintaining professional certifications.

Received 199 requests for fair hearings and adjudicated 181 fair hearings during July 2026.

Top 5 Programs Appeals Received:

- Supplemental Nutrition Assistance Program (73)
- Medicaid (Adult & Children's Medicaid and WV CHIP) (43)
- Social Services (Child Protective Services, Institutional Investigative Unit, Foster Care, and Adult Protective Services (36)
- Medicaid Waiver Programs (10)
- Long-Term Care Medicaid (9)



The Board of Review provided information on Board of Review processes and procedures to 77 callers and referred 33 callers to other agencies for assistance.

Foster Care Ombudsman

JUNE 2026 REPORT



Cases Assigned

183 complaints were received in June 2026, resulting in 127 cases being assigned. Some cases included multiple complaints received.

Average number of days to close a case in May 2026: 7.8 days

Top 3 Counties with Cases

- Kanawha (16)
- Mercer (10)
- Marion (8)

Top 3 Complainant Types

- Birth Parent (29)
- Other Non-Caregiving Relative/Kinship (21)
- Relative/Kinship Parent (20)

Top 3 Complaint Type

- Action/Inaction by Agency/Employee (55)
- Policy/Regulation Issue (34)
- Lack of Communication (24)



Benefits Recovered to Complainants in June 2026:
\$57,804.00

Human Rights Commission

JULY 2026 REPORT



Active Cases

Current Active Cases:

- Employment 298
- Public Accommodations 45
- Housing 7

Top Active Employment Cases by Protected Class

- Disability
- Retaliation
- Sex

Top Active Public Accommodations Cases by Protected Class

- Age
- Disability

Top Active Housing Cases by Protected Class

- Disability
- Sex



Investigations & Fraud Management

JULY 2026 REPORT



Benefits Repayment

During July 2026, collected \$131,282* in benefits repayment. Two individuals were disqualified from SNAP for committing Intentional Program Violations.

Referrals Received: Received 314 referrals in July 2026 (includes recipient, general, and internal)

Investigations Opened: Opened 255 investigations in July 2026 (includes recipient, general, and internal)

Investigations Closed: Closed 227 investigations in July 2026 (includes recipient, general, and internal) and entered 108 claims this month totaling \$119,976

Cases Pending Final Adjudication in the Court System: 86 cases are pending final adjudication in the court system totaling \$1,323,509.95.



Audits: 2 external audits ongoing

*This amount includes \$42,851.02 collected through the federal Tax Offset Program during July 2026.

Mental Health Ombudsman

JULY 2026 REPORT



Contacts Addressed

68 Contacts have been responded to by the Mental Health Ombudsman during July 2026.

For Calendar Year 2026, a total of 356 contacts with clients have been responded to by the Mental Health Ombudsman

Patient Grievances from State Hospitals:

- Total: 44
- Approved: 4
- Denied: 40

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: 3.25 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

JULY 2026 REPORT



Highlights

In July 2026, the Office of Health Facility Licensure and Certification welcomed 1 new Health Facility Surveyor.

Processed 1,171 Nurse Aide Applications, including renewal and reciprocity applications.

Surveys Completed:

- Total for July 2026 - 334
- Includes licensure and complaint surveys; some surveys might include multiple complaints

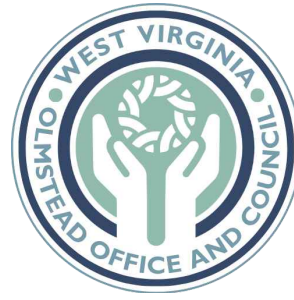
Complaints Received:

- Total for July 2026 - 241
- Included in complaints are self-reported incidents by facilities



Olmstead Office

JULY 2026 REPORT



The *Olmstead* Office received 17 complete Transition & Diversion Applications in July 2026.

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

- 10 Approved
- 7 Denied
- 4 Cancelled/Not Eligible
- 6 Pending Additional Information

Top Spending Category:

- Health & Safety
- Home Modification
- Assistive Technology

Olmstead Plan

The *Olmstead* Council Application Review Committee and Transportation Workgroup met during July 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 15 meetings and other outreach opportunities.

Quality Control

JULY 2026 REPORT



Medicaid/CHIP Case Review

The Medicaid Eligibility Quality Control review cycle for 2026-2027 began. Completed 38 Active and 38 Negative Medicaid/CHIP cases during July 2026

CHIP is the Children's Health Insurance Program.

SNAP Case Review:

Completed 81 Active SNAP cases: 5 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 54 Negative SNAP cases during July 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

JULY 2026 REPORT



Completed 270 variance requests

- Granted 252
- Denied 18

Average Duration to Complete a Variance Request: 20.91 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: 4

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

Determinations Processed

Completed 4,121
determinations on
completed applications -
94.3% received an Eligible
Determination

Processed 6 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 79 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

