

# MONTHLY METRICS REPORT



AUGUST 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.

## AUGUST HIGHLIGHT

In August, after months of unanswered calls, confusing information, and paperwork delays involving the Department of Human Services, one family felt stuck and unsure where to turn. The Foster Care Ombudsman Division listened to the family's concerns, followed up with the appropriate individuals, and helped move the case toward completion. Reflecting on the assistance received, the family shared, "I was treated with respect and dignity. The ombudsman stayed in contact, kept every promise and made sure our case was completed. I cannot say thank you enough." This experience reflects the meaningful impact of responsive and consistent communication and ensuring families know concerns are heard.



# Board of Review

AUGUST 2026 REPORT



## Decision Timeliness

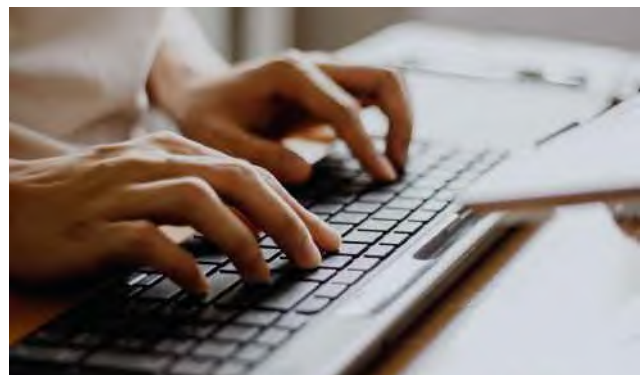
The Board of Review achieved a 100% timeliness rate for written decisions during August 2026.

For fiscal year 2027, the Board of Review has achieved a 100% timeliness rate to-date.

**Received 210 requests for fair hearings and adjudicated 207 fair hearings during August 2026.**

### Top 5 Programs Appeals Received:

- Supplemental Nutrition Assistance Program (76)
- Medicaid (Adult & Children's Medicaid and WV CHIP) (41)
- Social Services (Child Protective Services, Institutional Investigative Unit, Foster Care, and Adult Protective Services (38)
- School Clothing Allowance (26)
- Medicaid Waiver Programs (9)



The Board of Review provided information on Board of Review processes and procedures to 80 callers and referred 26 callers to other agencies for assistance.

# Foster Care Ombudsman

JULY 2026 REPORT



## Cases Assigned

210 complaints were received in July 2026, resulting in 146 cases being assigned. Some cases included multiple complaints received.

Average number of days to close a case in July 2026:  
6.625 days

### Top 3 Counties with Cases

- Kanawha (8)
- Wood (7)
- Logan & Putnam (6)

### Top 3 Complainant Types

- Relative/Kinship Parent (28)
- Birth Parent (23)
- Other Non-Caregiving Relative/Kinship (20)

### Top 3 Complaint Type

- Action/Inaction by Agency/Employee (40)
- Lack of Communication (23)
- Education (Information & Referral) (17)



Benefits Recovered to Complainants in July 2026: \$200

# Human Rights Commission

AUGUST 2026 REPORT



## Active Cases

### Current Active Cases:

- Employment 305
- Public Accommodations 44
- Housing 7

### Top Active Employment Cases by Protected Class

- Disability
- Retaliation
- Age

### Top Active Public Accommodations Cases by Protected Class

- Retaliation
- Sex

### Top Active Housing Cases by Protected Class

- Disability
- Sex
- Familial Status



# Investigations & Fraud Management

AUGUST 2026 REPORT



## Benefits Repayment

During August 2026, collected \$119,287\* in benefits repayment. Established 6 Intentional Program Violations for the SNAP Program.

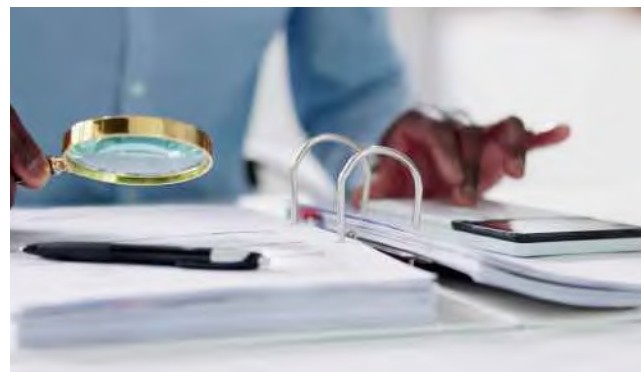
For State Fiscal Year 2027, collected \$250,569 in benefits repayment to-date.

**Referrals Received:** Received 474 referrals in August 2026 (includes recipient, general, and internal)

**Investigations Opened:** Opened 237 investigations in August 2026 (includes recipient, general, and internal)

**Investigations Closed:** Closed 234 investigations in August 2026 (includes recipient, general, and internal) and entered 155 claims this month totaling \$179,869

**Cases Pending Final Adjudication in the Court System:** 87 cases are pending final adjudication in the court system totaling \$1,319,270.84.

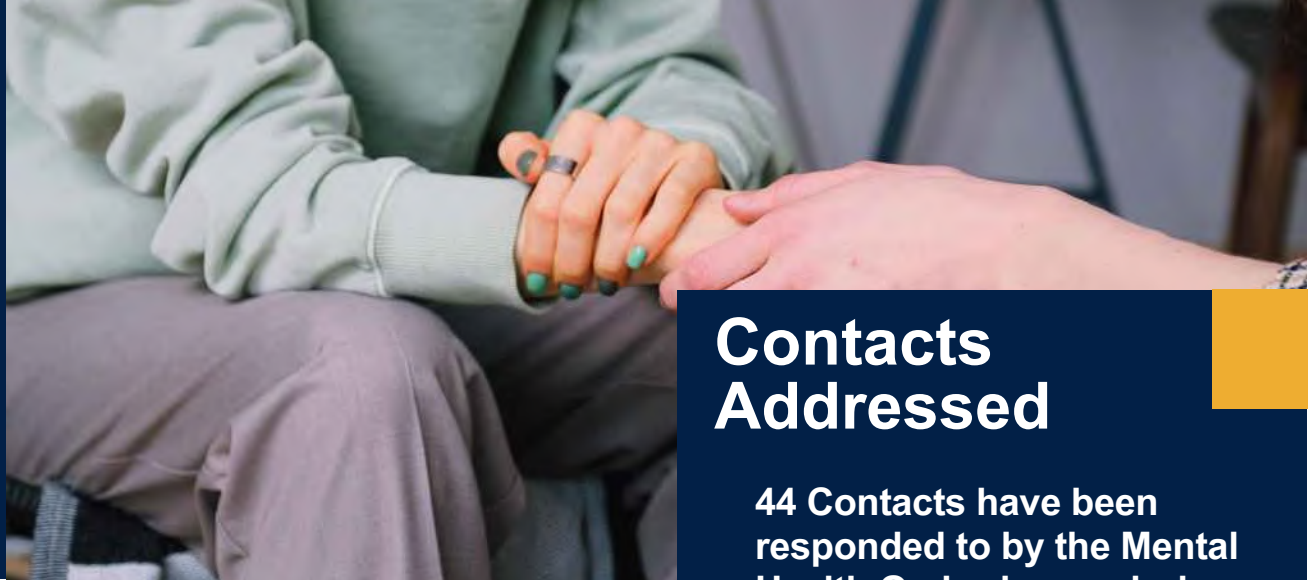


**Audits:** 2 external audits ongoing

\*This amount includes \$32,895.21 collected through the federal Tax Offset Program during August 2026.

# Mental Health Ombudsman

AUGUST 2026 REPORT



## Contacts Addressed

44 Contacts have been responded to by the Mental Health Ombudsman during August 2026.

For Calendar Year 2026, a total of 400 contacts with clients have been responded to by the Mental Health Ombudsman

## Patient Grievances from State Hospitals:

- Total: 36
- Approved: 2
- Denied: 34

## Top 3 Categories of Patient Grievances:

- Abuse/Neglect (as defined in W. Va. Code §64-59-1, *et seq.*)
- Rights (related to Patient's Rights by law that may be violated)
- Other Patients (problem with another patient)



\*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

Average Time to Resolve to a Patient Grievance for Calendar Year 2026: 3.125 days

# Office of Health Facility Licensure & Certification

AUGUST 2026 REPORT



## Highlights

In August 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 August 2026 - 237
- Includes licensure and complaint surveys; some surveys might include multiple complaints

## Complaints Received:

- Total for August 2026 - 240
- Included in complaints are self-reported incidents by facilities



# Olmstead Office

AUGUST 2026 REPORT



The *Olmstead* Office received 11 complete Transition & Diversion Applications in August 2026.

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

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

**Top Spending Category:**

- Home Modification
- Assistive Technology

## Olmstead Plan

The *Olmstead* Council Application Review Committee and Plan Update Workgroup met during August 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 17 meetings and other outreach opportunities.

# Quality Control

AUGUST 2026 REPORT



## Medicaid/CHIP Case Review

Completed 38 Active and  
38 Negative  
Medicaid/CHIP cases  
during August 2026

CHIP is the Children's Health  
Insurance Program.

### SNAP Case Review:

Completed 75 Active SNAP cases: 10 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 53 Negative SNAP cases during August 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

AUGUST 2026 REPORT



## Completed 69 variance requests

- Granted 63
- Denied 6

## Average Duration to Complete a Variance Request: 18.32 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.

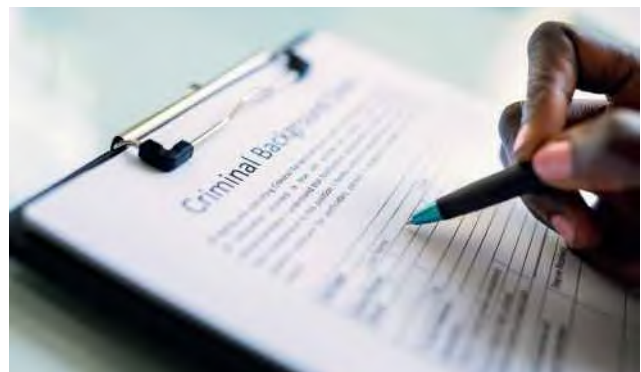
## Total Variance Requests Withdrawn: 6

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

## Determinations Processed

Completed 3,608  
determinations on  
completed applications -  
93.3% received an Eligible  
Determination

Processed 9 applicants with  
a wanted status, none were  
extraditable.



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 47 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.



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