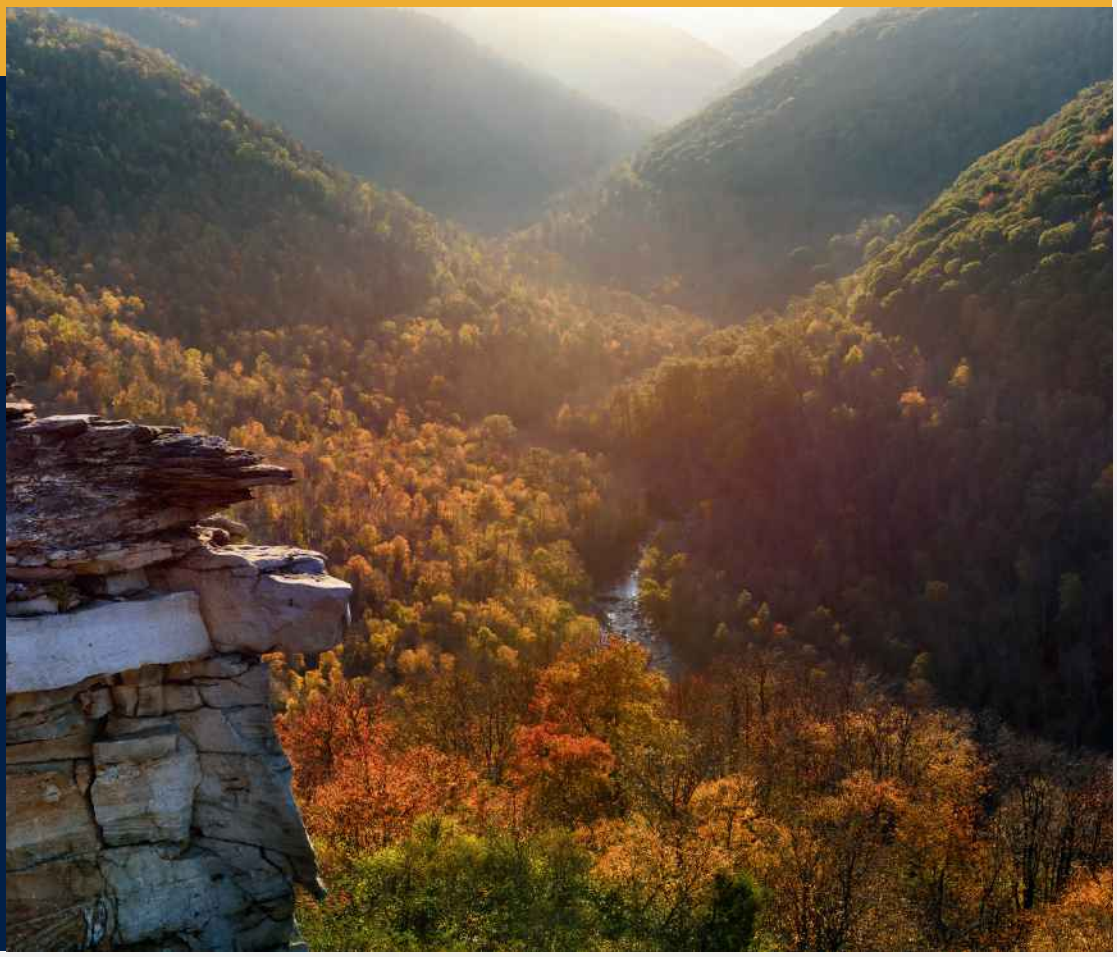
MONTHLY METRICS REPORT

SEPTEMBER 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 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.

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.

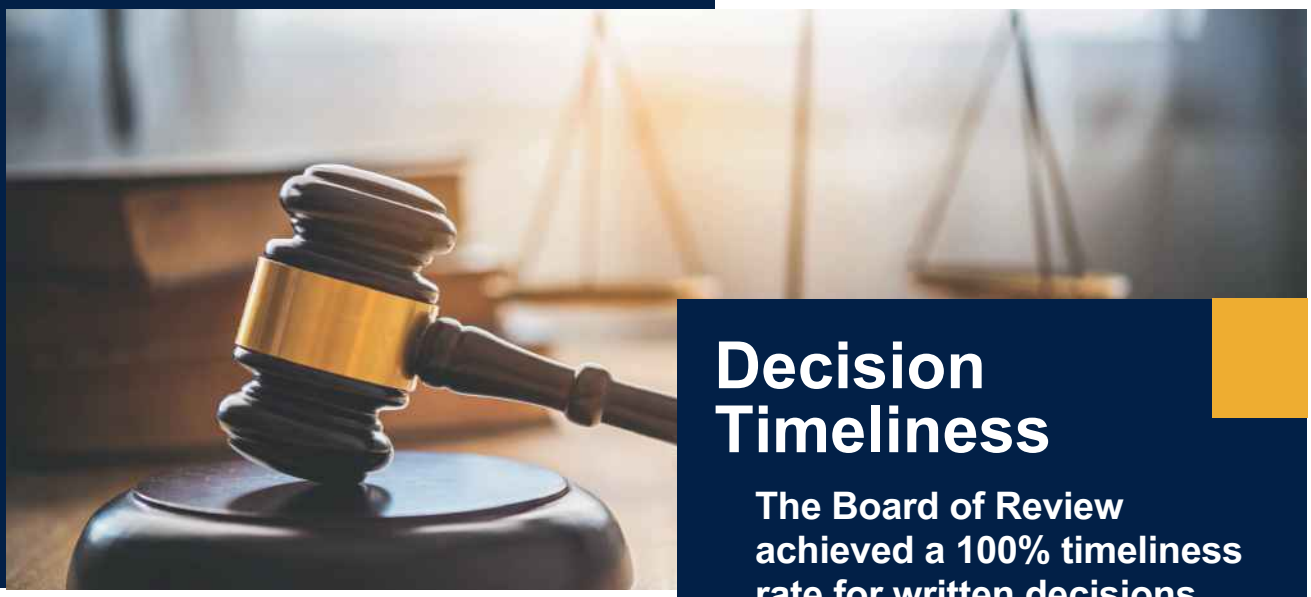
At the same time, we recognize that these metrics represent far more than numbers on a page. Each data point reflects a real West Virginian - an individual with a unique story, set of circumstances, and need for support. Whether it is assisting a family navigating complex systems, helping an individual 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.



Board of Review

SEPTEMBER 2026 REPORT



Received 258 requests for fair hearings and adjudicated 270 fair hearings during September 2026.

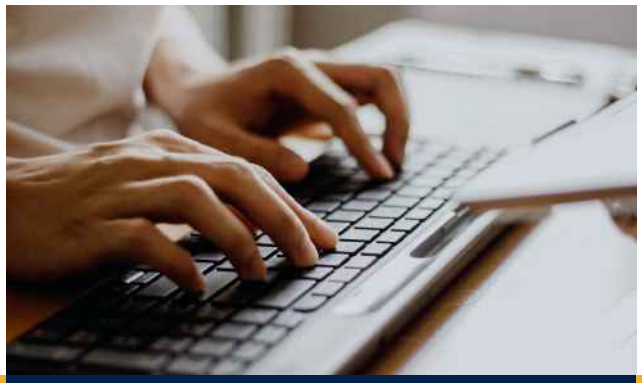
Top 5 Programs Appeals Received:

- Supplemental Nutrition Assistance Program (99)
- Medicaid (Adult & Children's Medicaid and WV CHIP) (71)
- Social Services (Child Protective Services, Institutional Investigative Unit, Foster Care, and Adult Protective Services (34)
- Long-Term Care Medicaid (12)
- Cash Assistance (12)

Decision Timeliness

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

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



The Board of Review provided information on Board of Review processes and procedures to 75 callers and referred 21 callers to other agencies for assistance.

Foster Care Ombudsman

AUGUST 2026 REPORT



Top 3 Counties with Cases

- Kanawha (27)
- Cabell (12)
- Monongalia (8)

Top 3 Complainant Types

- Birth Parent (52)
- Relative/Kinship Parent and Non-Relative Foster Parent (25)
- Other Non-Caregiving Relative/Kinship (24)

Top 3 Complaint Type

- Action/Inaction by Agency/Employee (72)
- General Complaint (33)
- Policy/Regulation (24)

Cases Assigned

226 complaints were received in August 2026, resulting in 178 cases being assigned. Some cases included multiple complaints received.

Average number of days to close a case in August 2026: 12.57 days



Benefits Recovered to Complainants in August 2026: $2,856.34

Foster Care Ombudsman

SEPTEMBER 2026 REPORT



Cases Assigned

198 complaints were received in September 2026, resulting in 162 cases being assigned. Some cases included multiple complaints received.

Average number of days to close a case in September 2026: 9.43 days

Top 3 Counties with Cases

- Kanawha (19)
- Cabell (12)
- Logan (9)

Top 3 Complainant Types

- Birth Parent (40)
- Other Non-Caregiving Relative/Kinship (31)
- Relative/Kinship Parent (22)

Top 3 Complaint Type

- Action/Inaction by Agency/Employee (46)
- General Complaint (33)
- Policy & Regulation Issue (30)



Benefits Recovered to Complainants in September 2026: $9,696.33

Human Rights Commission

SEPTEMBER 2026 REPORT



Active Cases

Current Active Cases:

- **Employment 319**
- **Public Accommodations 44**
- **Housing 16**

Top Active Employment Cases by Protected Class

- Disability
- Race
- Age

Top Active Public Accommodations Cases by Protected Class

- Disability

Top Active Housing Cases by Protected Class

- Disability
- Familial Status



Investigations & Fraud Managment

SEPTEMBER 2026 REPORT



Referrals Received: Received 353 referrals in September 2026 (includes recipient, general, and internal)

Investigations Opened: Opened 82 investigations in September 2026 (includes recipient, general, and internal)

Investigations Closed: Closed 166 investigations in September 2026 (includes recipient, general, and internal) and entered 105 claims this month totaling $138,499

Cases Pending Final Adjudication in the Court System: 84 cases are pending final adjudication in the court system totaling $1,286,916.84.

Benefits Repayment

During September 2026, collected $134,162* in benefits repayment. Established 1 Intentional Program Violations for the SNAP Program.

For State Fiscal Year 2027, collected $384,731 in benefits repayment to-date.

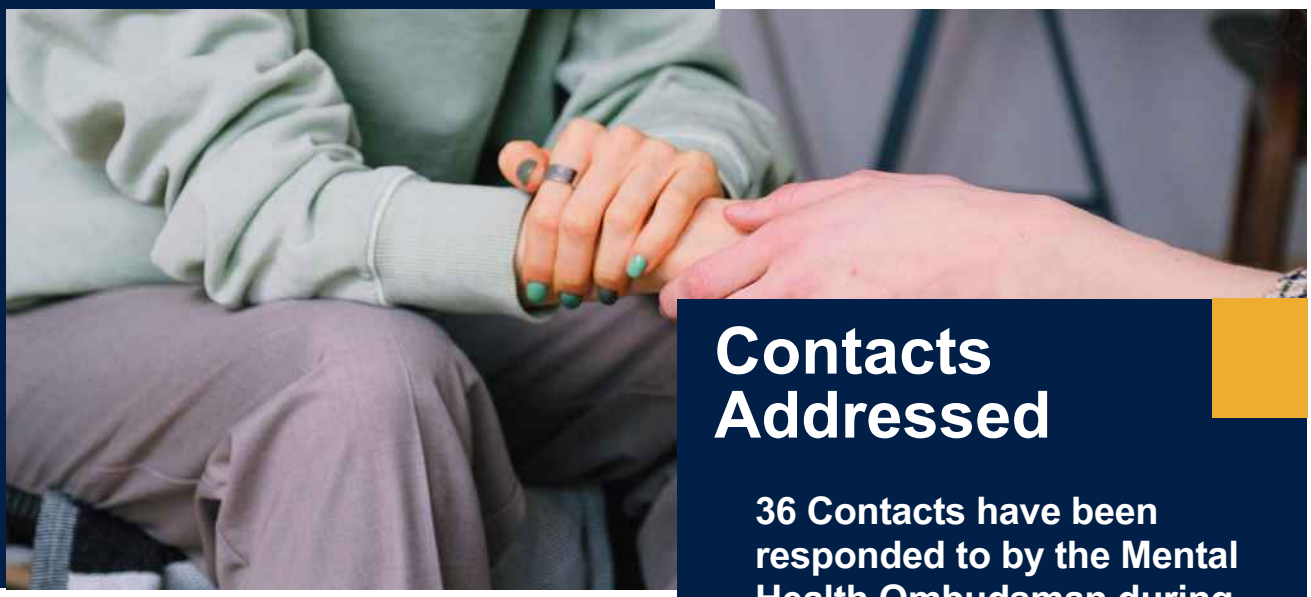


Audits: 2 external audits ongoing

*This amount includes $41,937.44 collected through the federal Tax Offset Program during September 2026.

Mental Health Ombudsman

SEPTEMBER 2026 REPORT



Contacts Addressed

36 Contacts have been responded to by the Mental Health Ombudsman during September 2026.

For Calendar Year 2026, a total of 436 contacts with clients have been responded to by the Mental Health Ombudsman

Patient Grievances from State Hospitals:

- Total: 36
- Approved: 1
- Denied: 35

Top Categories of Patient Grievances:

- Abuse/Neglect (as defined in W. Va. Code §64-59-1, *et seq*.)
- Food (issues with receiving food or the dietary department)
- Rights (related to patient's rights by law that may be violated)
- Staff/Doctors (includes changing physicians, medication, or a medical decision)



Average Time to Resolve to a Patient Grievance for Calendar Year 2026: 2.922 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

SEPTEMBER 2026 REPORT



Highlights

In September 2026, the Office of Health Facility Licensure and Certification presented at the 2026 WV Health Care Association Annual Convention.

Processed 754 Nurse Aide Applications, including renewal and reciprocity applications.

Surveys Completed:

- Total for September 2026 - 345
- Includes licensure and complaint surveys; some surveys might include multiple complaints

Complaints Received:

- Total for September 2026 - 531
- Included in complaints are self-reported incidents by facilities



Olmstead Office

SEPTEMBER 2026 REPORT



The *Olmstead* Office received 27 complete Transition & Diversion Applications in September 2026.

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

- 32 Approved
- 3 Denied
- 5 Cancelled/Not Eligible
- 1 Appeals Approved

Top Spending Category:

- Home Modification
- Assistive Technology
- Rent & Security

Olmstead Plan

The *Olmstead* Council Application Review Committee and Plan Update Workgroup met during September 2026.

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



The *Olmstead* Office participated in 20 meetings and other outreach opportunities.

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

Quality Control

SEPTEMBER 2026 REPORT



Medicaid/CHIP Case Review

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

CHIP is the Children's Health Insurance Program.

SNAP Case Review:

Completed 82 Active SNAP cases: 3 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 49 Negative SNAP cases during September 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

SEPTEMBER 2026 REPORT



Completed 156 variance requests

- Granted 153
- Denied 3

Average Duration to Complete a Variance Request: 24.41 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: 0

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

Determinations Processed

Completed 4,122 determinations on completed applications - 93.1% received an Eligible Determination

Processed 14 applicants with a wanted status, none were extraditable.



Completed 55 rap back determinations. A rap back is notified by the West Virginia State Police of an arrest.

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.

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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