



STATE OF WEST VIRGINIA
DEPARTMENT OF HUMAN SERVICES
BUREAU FOR SOCIAL SERVICES

Cynthia A. Persily, Ph.D.
Cabinet Secretary

Jeffrey Pack
Commissioner

February 14, 2024

To the Members of the West Virginia Citizen Review Panel (CRP):

I have reviewed the Citizen Review Panel Annual Report for 2023, and the recommendations you have made. I thank you for your continued investment in improving the child welfare system within the state of West Virginia. In response to your recommendations:

- The CRP would like to continue to support efforts, but not duplicate existing efforts, of the West Virginia Department of Human Services. The CRP recommends continued yearly contact with the Commissioner or Deputy Commissioner.

The Bureau for Social Services (BSS) Commissioner continues to agree that yearly contact with the CRP should continue and I look forward to meeting with you in 2024.

- The CRP recommends that the Bureau for Social Services begin collecting data and making such data available on the Child Welfare Dashboard. (This included a list of the various points of data that the CRP would like to see on the WV Child Welfare Dashboard).

The BSS extends appreciation to the CRP for the recommendations regarding the transparency of data. The BSS is committed to continue improving data collection and transparency.

I look forward to attending an upcoming meeting and learning more about the focus of the CRP in 2024.

Sincerely,

A handwritten signature in blue ink that reads 'Jeffrey Pack'.

Jeffrey Pack
Commissioner
Bureau for Social Services

