



STATE OF WEST VIRGINIA  
DEPARTMENT OF HEALTH AND HUMAN RESOURCES

Bill J. Crouch  
Cabinet Secretary

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Jeffrey M. Pack  
Commissioner

February 4, 2022

To the Members of the Citizen Review Panel:

Thank you for providing your Annual Report for 2021 to me as well as the work you do to help the children and families of West Virginia. I have reviewed the recommendations and offer the following responses:

- Transparency of data from the child welfare system placed on the Bureau website, such as in a dashboard.

*The Bureau for Social Services is in the process of developing a new Comprehensive Child Welfare Information System (CCWIS) to replace its current system known as FACTS. The new system will be an integrated eligibility system designed to increase the data available and subsequent reporting capabilities available for publication. The Bureau for Social Services values transparency and currently makes available several reports which are published to its website.*

- DHHR participation in the study from House Concurrent Resolution 35.

*The Bureau for Social Services has contracted with West Virginia University to complete a study regarding child welfare caseloads. The Bureau for Social Services is also in the process of establishing the Office of Quality Control, which will continuously evaluate and measure outcomes for children and families involved with the child welfare system as well as for children with serious emotional disorders.*

The Citizen Review Panel has continued to provide valuable insight into the child welfare system by providing a new perspective on issues. The work of the Panel and the recommendations are greatly appreciated, and I look forward to continuing the collaboration so that we can all improve the outcomes for the children and families of West Virginia.

Sincerely,

A handwritten signature in blue ink that reads "Jeff Pack".

Jeff Pack  
Commissioner  
Bureau for Social Services