



STATE OF WEST VIRGINIA  
DEPARTMENT OF HUMAN SERVICES  
BUREAU FOR SOCIAL SERVICES  
Office of Policy and Programs  
Division of Children and Adult Services

Alex J. Mayer  
Cabinet Secretary

February 24, 2025

To the Members of the Citizen Review Panel:

I have reviewed the Citizen Review Panel Annual Report for 2024 and the recommendations you have made. First, thank you for your supportive work to assist in improving the child welfare system. In response to your recommendations:

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

*The Bureau for Social Services agrees that continued contact with leadership is important. The BSS commissioner or deputy commissioner will make concerted efforts to attend at least one meeting in 2025. With a new administration and shifting leadership, additional adjustments are anticipated throughout the year.*

- The CRP will create a quick reference guide on safety planning and visitation and send it to the WV Department of Human Services for review. Members can then distribute the one-page (front and back) reference guide to judges and other professionals within the child welfare system. The CRP will gather the information for the reference guide from the policies of the West Virginia Department of Human Services and the assistance of the West Virginia Coalition Against Domestic Violence to ensure that the information is accurate.

*The Bureau for Social Services (BSS) would like this piece to be developed jointly with BSS. All pieces of information that are shared with stakeholders regarding our policy and procedures must be reviewed for accuracy. The reference guide would need to be developed with BSS input and participation and reviewed by the DoHS Division of Communication before release. We are more than willing to accept a draft for review.*



Members of the Citizen Review Panel

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The Bureau for Social Services looks forward to working with you this year.

Sincerely,



Lorie Bragg  
Interim Commissioner  
Bureau for Social Services

