

Centralized Intake Report: FY2024

West Virginia Department of Human Services
Bureau for Social Services



Centralized Intake for
Abuse and Neglect

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West Virginia Department of Human Services

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The West Virginia Department of Human Services (DoHS), Bureau of Social Services (BSS) operates the centralized reporting system known as Centralized Intake (CI) to receive and manage all reports of suspected child abuse or neglect. Pursuant to W. Va. Code § 49-2-809(d), DoHS must report annually on certain data points, per county, relating to CI. *See attached "Annual Legislative Centralized Intake Report"*.

For purposes of clarity, reports of suspected child abuse or neglect are called "referrals." Upon receipt of a referral, a CI supervisor determines whether the referral is accepted for investigation. Those referrals not accepted are considered "screened out." Referrals that are accepted are assigned a timeframe in which a child protective services (CPS) worker should make face-to-face contact with an alleged child victim. The assigned time frame, referred to as the "time to first contact," can be classified as "immediate," "within 72 hours," or "within 14 days," and is based upon several factors set forth in the State's CPS Policy, which can be accessed by visiting dhhr.wv.gov/bss/policy/Pages/Child-Welfare-Policy.aspx (Page 39, Section 2.5 entitled, "Response Times").

In the attached data sheet, the "time to first contact" is assigned a percentage based upon evaluation of the number of times CPS workers successfully made face-to-face contact with an alleged child victim within the assigned time frame. Please note, the "time to first contact" may be delayed for many reasons, which have historically included the following:

- An incorrect address was provided by the reporting party.
- The family was not at home at the time of the visit.
- The family relocated out of state or to a different county (common in border counties).
- The family was actively avoiding CPS or hiding alleged child victims.
- The reporting party provided vague information.
- High caseworker workloads

In response to this data, the Commissioner of the Bureau for Social Services (BSS) gave a directive aimed at improving the percentage of times CPS workers make face-to-face contact with alleged child victims within the assigned time frames. Through the collective effort of district managers and supervisors, barriers related to the "time to first contact" delays were identified and plans for improvement were developed and implemented. As a result, the overall "time to first contact" percentage increased by 20 percent from July 2023 to June 2024, and further improvements are expected.

Annual Legislative Centralized Intake Report | FY2024

County	Jul-23					Aug-23					Sep-23					Oct-23					Nov-23					Dec-23				
	# Received	# Screened	# Accepted	% Accepted	Time to 1st	# Received	# Screened	# Accepted	% Accepted	Time to 1st	# Received	# Screened	# Accepted	% Accepted	Time to 1st	# Received	# Screened	# Accepted	% Accepted	Time to 1st	# Received	# Screened	# Accepted	% Accepted	Time to 1st	# Received	# Screened	# Accepted	% Accepted	Time to 1st
Ohio	56	26	30	54%	32%	75	32	43	57%	60%	87	38	49	56%	33%	108	43	65	60%	42%	75	27	48	64%	70%	68	21	47	69%	54%
Brooke	27	11	16	59%	38%	42	13	29	69%	45%	37	15	22	59%	48%	41	13	28	68%	50%	28	11	17	61%	81%	37	14	23	62%	100%
Hancock	30	10	20	67%	45%	33	8	25	76%	52%	62	25	37	60%	49%	46	20	26	57%	68%	38	13	25	66%	88%	25	6	19	76%	95%
Marshall	32	12	20	63%	70%	57	16	41	72%	51%	52	14	38	73%	42%	56	18	38	68%	66%	42	11	31	74%	81%	32	7	25	78%	96%
Tyler	13	3	10	77%	44%	12	5	7	58%	57%	25	11	14	56%	57%	13	6	7	54%	14%	22	8	14	64%	86%	24	9	15	63%	100%
Wetzel	22	8	14	64%	54%	31	10	21	68%	75%	43	21	22	51%	57%	42	15	27	64%	52%	32	11	21	66%	71%	31	8	23	74%	87%
Wirt	7	1	6	86%	33%	15	7	8	53%	88%	18	9	9	50%	89%	14	3	11	79%	73%	17	6	11	65%	100%	7	2	5	71%	60%
Wood	130	44	86	66%	77%	166	61	105	63%	71%	189	73	116	61%	78%	152	47	105	69%	75%	162	59	103	64%	79%	188	70	118	63%	91%
Braxton	16	8	8	50%	50%	30	13	17	57%	36%	33	10	23	70%	17%	42	18	24	57%	50%	21	11	10	48%	70%	24	12	12	50%	91%
Clay	9	3	6	67%	33%	17	5	12	71%	36%	10	3	7	70%	14%	11	1	10	91%	89%	16	4	12	75%	73%	10	2	8	80%	88%
Gilmer	6	1	5	83%	40%	12	3	9	75%	56%	8	4	4	50%	25%	3	1	2	67%	50%	9	6	3	33%	100%	7	5	2	29%	100%
Webster	18	7	11	61%	45%	21	10	11	52%	18%	33	12	21	64%	29%	24	10	14	58%	62%	21	8	13	62%	62%	22	10	12	55%	75%
Harrison	86	32	54	63%	55%	109	31	78	72%	47%	163	72	91	56%	43%	185	85	100	54%	56%	159	68	91	57%	69%	143	65	78	55%	78%
Marion	75	37	38	51%	37%	97	44	53	55%	38%	141	61	80	57%	46%	110	40	70	64%	49%	142	56	86	61%	54%	92	35	57	62%	60%
Monongalia	102	39	63	62%	35%	142	65	77	54%	45%	153	80	73	48%	38%	170	80	90	53%	51%	148	53	95	64%	76%	129	53	76	59%	76%
Preston	31	13	18	58%	79%	39	14	25	64%	71%	49	16	33	67%	67%	50	19	31	62%	87%	46	10	36	78%	91%	36	11	25	69%	75%
Barbour	26	7	19	73%	79%	31	9	22	71%	79%	34	13	21	62%	80%	40	7	33	83%	78%	37	14	23	62%	91%	30	10	20	67%	71%
Taylor	16	6	10	63%	80%	14	5	9	64%	89%	42	20	22	52%	80%	33	16	17	52%	71%	37	14	23	62%	86%	42	17	25	60%	62%
Randolph	35	12	23	66%	77%	44	14	30	68%	86%	49	20	29	59%	81%	49	22	27	55%	85%	45	19	26	58%	100%	49	26	23	47%	100%
Grant	24	10	14	58%	93%	18	4	14	78%	71%	27	14	13	48%	77%	23	12	11	48%	100%	17	9	8	47%	100%	18	7	11	61%	91%
Mineral	31	12	19	61%	63%	56	23	33	59%	58%	62	35	27	44%	72%	59	16	43	73%	79%	29	6	23	59%	82%	33	11	22	67%	95%
Tucker	9	6	3	33%	67%	12	4	8	67%	50%	9	5	4	44%	50%	11	2	9	82%	75%	12	7	5	42%	100%	15	8	7	47%	100%
Hampshire	37	13	24	65%	71%	59	21	38	64%	61%	77	32	45	58%	60%	73	30	43	59%	80%	64	29	35	55%	74%	53	25	28	53%	93%
Hardy	22	7	15	68%	77%	33	19	14	42%	77%	22	11	11	50%	55%	34	14	20	59%	65%	26	10	16	62%	79%	31	13	18	58%	89%
Pendleton	4	1	3	75%	100%	9	6	3	38%	33%	17	8	9	53%	88%	15	6	9	60%	88%	13	3	10	77%	70%	5	2	3	60%	100%
Morgan	24	8	16	67%	73%	23	12	11	48%	82%	32	16	16	50%	56%	49	17	32	65%	90%	41	13	28	68%	61%	21	9	12	57%	92%
Berkeley	157	63	94	60%	23%	248	102	146	59%	18%	384	179	205	53%	14%	386	189	197	51%	13%	304	142	162	53%	18%	271	138	133	49%	45%
Jefferson	60	20	40	67%	10%	83	34	49	59%	10%	106	39	67	63%	16%	117	52	65	56%	22%	87	34	53	61%	37%	83	37	46	55%	76%
Lewis	17	3	14	82%	8%	38	16	22	58%	9%	52	16	36	69%	34%	46	20	26	57%	68%	31	17	14	45%	79%	28	11	17	61%	82%
Upshur	52	18	34	65%	26%	60	20	40	67%	18%	88	33	55	63%	20%	81	31	50	62%	60%	43	17	26	60%	81%	54	24	30	56%	83%
Pleasants	5	1	4	80%	50%	9	2	3	60%	0%	13	3	10	77%	56%	15	7	8	53%	88%	8	2	6	75%	83%	11	2	9	82%	78%
Doddridge	3	0	3	100%	100%	9	3	6	67%	83%	9	4	5	56%	60%	15	8	7	47%	43%	14	3	11	79%	100%	12	5	7	58%	100%
Ritchie	8	5	3	38%	0%	16	6	10	63%	86%	25	6	19	76%	58%	10	1	9	90%	75%	11	3	8	73%	62%	18	8	10	56%	80%
Boone	22	7	15	68%	13%	33	11	22	67%	64%	35	10	25	71%	92%	32	10	22	69%	86%	21	4	17	81%	100%	22	7	15	68%	93%
Lincoln	19	6	13	68%	17%	38	13	25	66%	56%	28	9	19	68%	79%	35	14	21	60%	100%	33	8	25	76%	82%	37	9	28	76%	93%
Putnam	65	27	38	58%	94%	51	18	33	65%	84%	68	29	39	57%	84%	66	18	48	73%	89%	81	41	40	49%	95%	69	20	49	71%	93%
Mason	37	14	23	62%	74%	53	11	42	79%	86%	50	17	33	66%	75%	44	15	29	66%	96%	31	9	22	71%	91%	37	11	26	70%	96%
Jackson	42	17	25	60%	78%	44	16	28	64%	72%	55	21	34	62%	79%	59	24	35	59%	86%	45	14	31	69%	90%	31	13	18	58%	89%
Roane	21	5	16	76%	81%	28	6	22	79%	76%	17	5	12	71%	91%	33	8	25	76%	79%	22	7	15	68%	93%	14	5	9	64%	100%
Calhoun	3	0	3	100%	100%	14	3	11	79%	100%	13	1	12	92%	91%	17	7	10	59%	100%	13	2	11	85%	90%	8	2	6	75%	100%
Cabell	134	45	89	66%	78%	188	53	135	72%	80%	240	90	150	63%	81%	234	79	155	60%	86%	167	64	103	62%	90%	168	64	104	62%	90%
Wayne	26	4	22	85%	81%	41	11	30	73%	87%	48	17	31	65%	96%	51	19	32	63%	84%	51	15	36	71%	100%	30	12	18	60%	100%
Kanawha	239	79	160	67%	61%	409	158	251	61%	62%	427	173	254	59%	72%	450	153	297	66%	76%	348	117	231	66%	85%	326	106	220	67%	88%
Logan	36	7	29	81%	86%	63	23	40	63%	64%	66	25	41	62%	64%	68	26	42	62%	79%	47	13	34	72%	88%	43	17	26	60%	92%
Mingo	25	5	20	80%	53%	25	7	18	69%	53%	40	17	23	58%	78%	49	16	33	67%	79%	50	25	25	50%	96%	44	16	28	64%	93%
Fayette	56	18	38	68%	49%	83	37	46	55%	60%	108	31	77	71%	68%	96	34	62	65%	68%	82	27	55	67%	96%	77	26	51	66%	83%
Nicholas	46	14	32	70%	79%	46	12	34	74%	91%	46	21	25	54%	96%	66	22	44	67%	91%	42	18	24	57%	87%	32	12	20	63%	90%
Raleigh	117	48	69	59%	87%	111	35	76	68%	81%	153	54	99	65%	85%	163	75	88	54%	91%	110	39	71	65%	92%	127	48	79	62%	95%
Greenbrier	48	15	33	69%	73%	43	13	30	70%	63%	99	47	52	53%	60%	68	24	44	65%	83%	40	19	21	53%	86%	53	14	39	74%	92%
Pocahontas	14	5	9	64%	78%	13	3	10	77%	60%	11	4	7	64%	86%	19	7	12	63%	75%	13	4	9	69%	89%	8	3	5	63%	80%
Monroe	14	2	12	86%	58%	14	4	10	71%	50%	12	3	9	75%	78%	30	10	20	67%	75%	24	13	11	46%	70%	18	7	11	61%	100%
Summers	21	5	16	76%	87%	16	4	12	75%	85%	11	4	7	64%	50%	25	7	18	72%	89%	16	1	15	94%	87%	19	4	15	79%	100%
Mercer	88	17	71	81%	73%	80	18	62	78%	82%	110	34	76	69%	77%	120	33	87	73%	87%	100	30	70	70%	85%	101	23	78	77%	92%
McDowell	22	2	20	91%	100%	36	11	25	69%	95%	44	15	29	66%	90%	51	16	35	69%	94%	38	15	23	61%	100%	34	10	24	71%	100%
Wyoming	23	0	4	17%	84																									

County	Jan-24					Feb-24					Mar-24					Apr-24					May-24					Jun-24				
	# Received	# Screened	# Accepted	% Accepted	Time to 1st	# Received	# Screened	# Accepted	% Accepted	Time to 1st	# Received	# Screened	# Accepted	% Accepted	Time to 1st	# Received	# Screened	# Accepted	% Accepted	Time to 1st	# Received	# Screened	# Accepted	% Accepted	Time to 1st	# Received	# Screened	# Accepted	% Accepted	Time to 1st
Ohio	55	20	35	64%	76%	63	19	44	70%	86%	64	23	41	64%	84%	69	20	49	71%	88%	69	30	39	57%	74%	69	23	46	67%	70%
Brooke	28	9	19	68%	76%	37	19	18	49%	76%	49	21	28	57%	22%	34	14	20	59%	54%	31	12	19	61%	60%	16	4	12	75%	89%
Hancock	44	15	29	66%	70%	43	20	23	53%	80%	41	10	31	76%	40%	60	26	34	57%	63%	22	7	15	68%	58%	29	11	18	62%	80%
Marshall	51	22	29	57%	85%	68	22	46	68%	87%	43	15	28	65%	91%	53	22	31	58%	81%	26	8	18	69%	79%	22	8	14	64%	94%
Tyler	21	7	14	67%	91%	13	9	4	31%	100%	19	7	12	63%	100%	21	11	10	48%	67%	10	1	9	90%	55%	9	4	5	56%	78%
Wetzel	40	15	25	63%	100%	36	8	28	78%	96%	37	16	21	57%	85%	36	17	19	53%	65%	14	3	11	79%	67%	29	5	24	83%	91%
Wirt	19	6	13	68%	100%	4	0	4	100%	86%	14	6	8	57%	100%	8	3	5	63%	43%	7	3	4	57%	100%	7	3	4	57%	75%
Wood	201	89	112	56%	84%	167	79	88	53%	85%	244	100	144	59%	85%	171	68	103	60%	91%	131	47	84	64%	95%	129	40	89	69%	95%
Braxton	23	11	12	52%	91%	30	15	15	50%	83%	34	14	20	59%	87%	27	8	19	70%	85%	15	2	13	87%	79%	17	5	12	71%	77%
Clay	15	5	10	67%	91%	22	6	16	73%	80%	12	5	7	58%	88%	14	6	8	57%	86%	21	7	14	67%	75%	15	3	12	80%	83%
Gilmer	9	2	7	78%	71%	9	3	6	67%	86%	10	6	4	40%	100%	15	5	10	67%	50%	2	0	2	100%	100%	8	6	2	25%	100%
Webster	18	10	8	44%	67%	25	7	18	72%	88%	21	8	13	62%	100%	22	10	12	55%	92%	9	2	7	78%	83%	17	7	10	59%	50%
Harrison	179	79	100	56%	83%	198	104	94	47%	84%	141	64	77	55%	90%	224	119	105	47%	91%	129	56	73	57%	87%	124	57	67	54%	90%
Marion	127	51	76	60%	51%	132	60	72	55%	47%	137	52	85	62%	36%	127	42	85	67%	52%	82	32	50	61%	47%	77	28	49	64%	44%
Monongalia	159	68	91	57%	75%	143	68	75	52%	73%	171	80	91	53%	84%	151	60	91	60%	62%	99	40	59	60%	88%	95	36	59	62%	90%
Preston	49	16	33	67%	82%	51	24	27	53%	100%	45	16	29	64%	96%	37	15	22	59%	89%	50	15	35	70%	90%	35	13	22	63%	91%
Barbour	34	17	17	50%	70%	41	10	31	76%	100%	32	9	23	72%	90%	25	10	15	60%	70%	22	10	12	55%	76%	28	10	18	64%	100%
Taylor	31	11	20	65%	64%	42	16	26	62%	75%	44	25	19	43%	85%	43	18	25	58%	85%	22	11	11	50%	92%	19	9	10	53%	100%
Randolph	45	17	28	62%	96%	49	28	21	43%	96%	46	20	26	57%	100%	51	19	32	63%	96%	37	11	26	70%	90%	46	19	27	59%	100%
Grant	25	11	14	56%	92%	29	14	15	52%	57%	12	4	8	67%	67%	27	13	14	52%	100%	16	4	12	75%	92%	17	6	11	65%	92%
Mineral	47	20	27	57%	88%	65	32	33	51%	81%	39	16	23	59%	94%	48	18	30	63%	100%	29	9	20	69%	100%	44	17	27	61%	100%
Tucker	15	5	10	67%	0%	18	6	12	67%	80%	12	4	8	67%	73%	5	2	3	60%	100%	11	1	10	91%	67%	5	2	3	60%	100%
Hampshire	57	19	38	67%	79%	41	18	23	56%	89%	59	25	34	58%	100%	56	21	35	63%	94%	22	5	17	77%	100%	33	11	22	67%	100%
Hardy	29	11	18	62%	79%	27	14	13	48%	75%	28	8	20	71%	69%	30	12	18	60%	90%	14	6	8	57%	95%	25	13	12	48%	88%
Pendleton	10	2	8	80%	100%	9	5	4	44%	100%	8	5	3	38%	100%	9	4	5	56%	100%	12	-2	14	33%	100%	16	10	6	38%	75%
Morgan	36	8	28	78%	79%	25	7	18	72%	96%	30	17	13	43%	94%	34	12	22	65%	86%	20	8	12	60%	91%	26	11	15	58%	92%
Berkeley	348	195	153	44%	33%	340	155	185	54%	32%	269	132	137	51%	45%	315	162	153	49%	49%	168	73	95	57%	49%	188	87	101	54%	49%
Jefferson	111	58	53	48%	42%	108	42	66	61%	77%	105	41	64	61%	81%	79	38	41	52%	68%	44	21	23	52%	78%	67	27	40	60%	68%
Lewis	38	12	26	68%	74%	47	14	33	70%	81%	41	15	26	63%	68%	39	14	25	64%	78%	34	11	23	68%	42%	25	7	18	72%	62%
Upshur	56	25	31	55%	83%	58	23	35	60%	77%	66	18	48	73%	68%	48	19	29	60%	60%	29	7	22	76%	47%	48	22	26	54%	50%
Pleasants	9	3	6	67%	100%	8	2	6	75%	100%	8	4	4	50%	83%	10	1	9	90%	100%	5	0	5	100%	67%	7	1	6	86%	60%
Doddridge	10	4	6	60%	100%	10	6	4	40%	100%	9	3	6	67%	75%	14	4	10	71%	83%	10	4	6	60%	64%	9	3	6	67%	50%
Ritchie	21	9	12	57%	75%	13	5	8	62%	92%	26	11	15	58%	62%	14	4	10	71%	88%	11	7	4	36%	78%	6	1	5	93%	50%
Boone	27	12	15	56%	100%	31	12	19	61%	10%	39	15	24	62%	100%	67	19	48	72%	96%	32	11	21	66%	96%	36	17	19	53%	100%
Lincoln	28	9	19	68%	81%	28	9	19	68%	89%	32	7	25	78%	89%	46	15	31	67%	92%	27	8	19	70%	97%	27	9	18	67%	94%
Putnam	66	23	43	65%	89%	53	13	40	75%	100%	62	30	32	52%	85%	85	32	53	62%	100%	59	25	34	58%	88%	52	20	32	62%	97%
Mason	38	7	31	82%	93%	38	13	25	66%	100%	46	11	35	76%	100%	49	17	32	65%	89%	33	8	25	76%	100%	61	37	24	77%	88%
Jackson	48	23	25	52%	100%	42	18	24	57%	100%	39	15	24	62%	96%	51	22	29	57%	96%	31	13	18	58%	100%	39	15	24	62%	100%
Roane	31	10	21	68%	73%	32	14	18	56%	95%	23	7	16	70%	88%	22	2	20	91%	93%	19	15	4	74%	95%	20	3	17	85%	92%
Calhoun	24	8	16	67%	100%	25	7	18	72%	100%	12	3	9	75%	100%	13	6	7	54%	100%	6	2	4	67%	100%	4	0	4	100%	100%
Cabell	197	66	131	66%	90%	176	59	117	66%	94%	193	73	120	62%	91%	209	77	132	63%	94%	123	46	77	63%	91%	162	65	97	60%	87%
Wayne	58	18	40	69%	90%	51	11	40	78%	92%	64	17	47	73%	100%	46	14	32	70%	98%	28	13	15	54%	100%	38	9	29	76%	100%
Kanawha	427	157	270	63%	94%	389	117	272	70%	96%	355	127	228	65%	87%	466	167	299	64%	90%	278	80	198	71%	87%	268	93	175	65%	92%
Logan	47	18	29	62%	90%	68	15	53	78%	93%	55	18	37	67%	100%	64	22	42	66%	94%	37	13	24	65%	98%	36	7	29	81%	84%
Mingo	41	23	18	44%	87%	59	20	39	66%	100%	53	27	26	49%	97%	52	21	31	60%	88%	42	10	32	76%	95%	28	6	22	79%	93%
Fayette	95	35	60	63%	91%	105	41	64	61%	94%	84	32	52	62%	96%	93	43	50	54%	96%	45	14	31	69%	86%	56	30	26	46%	100%
Nicholas	72	28	44	61%	100%	50	11	39	78%	98%	51	23	28	55%	92%	47	19	28	60%	87%	31	13	18	60%	96%	35	13	22	63%	100%
Raleigh	143	54	89	62%	96%	131	43	88	67%	97%	164	65	99	60%	99%	151	54	97	64%	100%	108	34	74	69%	98%	136	54	82	60%	97%
Greenbrier	81	33	48	59%	83%	67	21	46	69%	96%	68	29	39	57%	100%	76	31	45	59%	87%	53	22	31	69%	86%	53	17	36	68%	79%
Pocahontas	10	1	9	90%	71%	31	13	18	58%	75%	6	2	4	67%	83%	11	4	7	64%	75%	11	5	6	55%	75%	12	6	6	50%	83%
Monroe	15	5	10	67%	87%	14	3	11	79%	80%	18	5	13	72%	100%	14	5	9	64%	85%	9	2	7	78%	89%	10	6	4	40%	71%
Summers	20	5	15	75%	100%	34	12	22	65%	80%	19	4	15	79%	95%	16	3	13	81%	100%	19	5	14	74%	92%	12	6	6	50%	86%
Mercer	138	53	85	62%	88%	119	35	84	71%	94%	104	38	66	63%	92%	134	42	92	69%	94%	101	30	71	70%	93%	110	39	71	65%	81%
McDowell	48	16	32	67%	93%	35	12	23	66%	97%	36	9	27	75%	100%	35	9	22	63%	100%	38	17	21	54%	100%	50	21	29	58%	100%
Wyoming	43	17	26	60%	95%	50																								