



COMMONWEALTH OF VIRGINIA
Office of the State Inspector General

Michael C. Westfall, CPA
State Inspector General

P.O. Box 1151
Richmond, Virginia 23218

Telephone (804) 625-3255
www.osig.virginia.gov

November 26, 2024

The Honorable Glenn Youngkin
Governor of Virginia
P.O. Box 1475
Richmond, VA 23219

Members of the Virginia General Assembly
1000 Bank Street
Richmond, VA 23219

Dear Governor Youngkin and Members of the Virginia General Assembly,

Per *Code of Virginia* § 2.2-309 (D), the Office of the State Inspector General is required to submit an annual report to the General Assembly on or before December 1 of each year regarding the number of abuse, neglect, and inadequate care complaints received; and the number of those complaints that were fully investigated by the Office.

In fiscal year 2024 (July 1, 2023 – June 30, 2024), prior to the effective date of the new *Code of Virginia* reporting requirements, OSIG processed 501 citizen complaints alleging abuse, neglect, or inadequate care at DBHDS operated facilities. Of those, the unit assigned 313 for internal review and investigation. The remaining 188 complaints did not rise to the level of internal review. The unit also received and processed 977 citizen complaints that did not meet the criteria of the *Code* mandates for abuse, neglect, or inadequate care. These complaints were referred to other relevant agencies as necessary.

In addition, and as reported previously, the OSIG Healthcare Compliance Unit is in the process of updating new intake protocols and data collection methods to improve documentation and analysis of complaints received. This will improve the level of detail OSIG will be able to provide the General Assembly for fiscal year 2025 and subsequent fiscal years.

Please contact me with any questions at 804-625-3255 or michael.westfall@osig.virginia.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael C. Westfall", with a long horizontal flourish extending to the right.

Michael C. Westfall, CPA
State Inspector General

cc: The Honorable John Littel, Chief of Staff to Governor Youngkin
 Justin Vélez-Hagan, Deputy Chief of Staff to Governor Youngkin
 Kate Stockhausen, Assistant Deputy Chief of Staff
 Division of Legislative Automated Systems § 30-34.15
 The Honorable Mark D. Sickles, Chair, House Committee on Health and Human Services
 The Honorable Kathy Tran, Vice-Chair, House Committee on Health and Human Services
 The Honorable Ghazala F. Hashmi, Chair, Senate Committee on Education and Health