

Passion, Patience, Persistence: **CSBs NEVER GIVE UP**



Virginia Association Of
Community Services Boards, Inc.

Making a Difference Together

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VACCSB'S 2024-2026 Budget Priorities Have the Goals of Ensuring

1

CSBs can address their staffing shortages so they can continue to provide services that meet their communities' needs and state code mandates.

2

A baseline level of services and support in every community that promotes independence and recovery as well as coordinated behavioral health, developmental disability, and medical needs.

3

Continued response to the DOJ settlement agreement, which includes increasing provider capacity for Developmental Disability Waiver services.

CSB Workforce

CSBs are the public safety-net system of care that promotes wellness in Virginia's communities by meeting diverse and complex needs related to mental health, substance use disorders and developmental disabilities. CSBs provide an array of services for vulnerable youth and adults that covers the continuum of care from prevention to crisis response, and ongoing care to sustain long-term wellness and recovery. **In order for the CSBs to remain strong in this capacity, the General Assembly and the Governor must provide investments in CSB workforce development initiatives.**

According to a 2022 Joint Legislative Audit Review (JLARC) report, the average turnover rate among CSB direct care staff in FY22 was 25.2%. Some CSBs reported vacancy rates above 30%.

In the last fiscal year, CSBs had to spend a significant amount of money on recruitment and retention efforts simply to maintain service delivery. No state general fund support was allocated for these purposes. CSBs continue to do their best to ensure their staff are fairly compensated and to address salary compression issues; however, they continue to struggle to find appropriately credentialed staff, in part because they cannot compete with private sector salaries. The current situation is unsustainable.

Additional funding to expand behavioral health and developmental disability services is critical to meeting the increased demand, but in order to have a robust and reliable safety-net system of care, CSBs need funding to recruit the additional staff needed and to retain staff who have been overly burdened by insufficient staff capacity. **The state must agree to a significant investment in CSB workforce development initiatives.**

The consequences of failing to support the CSBs in their efforts to stabilize their workforce are:

1

An increase in individuals waiting without treatment in emergency departments for an inpatient psychiatric hospital bed.

2

Insufficient capacity to provide substance use disorder treatment, potentially resulting in an increase in overdose deaths.

3

Delays in individuals' and families' ability to access developmental disability services.

4

A vicious cycle of turnover as retained staff become overwhelmed by the work left behind by employees who leave a CSB.

5

Programs and facilities could close either temporarily or permanently due to lack of staff.



Community Services Are



EFFECTIVE

CSB outcomes demonstrate proven results for individuals and families.



RECOVERY-ORIENTED

CSBs operate with the understanding that every individual can achieve recovery and/or greater independence with the appropriate services and supports.



PERSON-CENTERED

Individuals participate actively in their plans of care and treatment choices.



FLEXIBLE

CSBs offer an array of services and supports that respond to individuals across their lifespans and at all points along the continuum of care.

In Virginia...

16,369

individuals are receiving Developmental Disability Waiver Services & 15,070 individuals are on the Waiver wait list.

\$3.5 Billion

The 2020 annual economic burden of the opioid epidemic in Virginia.

34

Virginia's ranking in access to behavioral healthcare for all ages.

CSB Assertive Community Treatment (ACT) programs successfully reduce psychiatric hospital admissions for the individuals they serve by an average of

51%

representing a cost avoidance of \$14.2M per year.

Community based care provided by CSBs costs an average of

\$7,285

per individual, per year, whereas a state psychiatric hospitalization costs an average of \$401,500 (\$1,100/day) per individual, per year.



Developmental Disability Waiver Services

The state has significantly increased its investment in Developmental Disability (DD) Waiver services since the Department of Justice (DOJ) settlement agreement began in 2012. Virginia has surpassed the requirements and is on track to exit the settlement agreement in December 2023.

Between 2012 and 2020:

- Funding for Waiver services has increased by 167%
- The total number of Waiver slots now stands at 16,369, up from 8,997 at the beginning of the settlement agreement
- Virginia created 3,419 more slots than the settlement agreement required for a total of 7,589 NEW slots

Funds for housing, employment supports and crisis services for individuals with DD have also increased significantly since 2012. Virginia has also placed greater priority on community inclusion and person-centered planning as cornerstones for service delivery. It should be noted; however, that in order to ensure there are adequate staff to provide services, CSBs need robust funding to support workforce development initiatives.



Emergency/Crisis Services

All CSBs provide emergency services (ES) on a 24/7 basis and have since their inception. CSB ES staff are designated in the Code of Virginia as the only providers specifically trained and certified to conduct pre-admission screening evaluations for Temporary Detention Orders (TDOs). CSBs also provide other forms of crisis services across the state through their Crisis Stabilization Units (CSUs), Crisis Intervention Treatment Assessment Centers (CITACs) and mobile crisis units, all of which aim to divert individuals from requiring an inpatient level of care to meet their needs.

Funding for crisis services has increased in recent years so that Virginia can come in line with Crisis Now, a nationally recognized best practice model that includes the development of Crisis Receiving Centers (CRCs), integration with the 988 suicide and crisis lifeline, and mobile crisis capacity such that individuals across the state have adequate access, as well as dispatch capabilities.

Successfully implementing the Crisis Now model in Virginia will require sustained investment from the General Assembly so that the infrastructure and workforce can be put in place.

Prevention Services

CSB prevention staff remain engaged in their communities every day in an effort to keep them healthy, to avoid more costly service needs in the future and, most importantly, to mitigate the tragic outcomes that accompany the disease of addiction. The saying holds true that “one ounce of prevention is worth a pound of cure.” CSB prevention work includes:

- Suicide Prevention Campaigns
- Mental Health First Aid Trainings
- REVIVE! Trainings
- Fentanyl Awareness Campaigns
- Distributing tools to prevent opioid misuse
- Adverse Childhood Experiences (ACEs) Trainings
- Campaigns to reduce underage smoking and vaping
- Other Healthy Living Campaigns

In addition, due to the recent relaxation of gambling laws in Virginia and the proliferation of online gambling, prevention staff are adding problem gambling awareness to their list of prevention efforts. Prevention staff are also trying to implement youth cannabis prevention campaigns ahead of when retail cannabis sales begin, however funding for youth cannabis prevention has not been allocated to date.

Behavioral Health – Mental Health & Substance Use Disorder Services

All nine services of STEP-VA have been funded and full implementation is underway. VACSB is thankful for the state's investment in the CSBs to enhance their services which can reduce utilization of more intensive and costly levels of care.

- Same Day Access
- Primary Care Screening
- Outpatient Services
- Mobile Crisis & Crisis Dispatch
- Military & Veteran Services
- Peer & Family Services
- Case Management
- Psychiatric Rehabilitation
- Care Coordination

The work is not done!

The state has been working toward a phased implementation of the nationally recognized Certified Community Behavioral Health Clinic (CCBHC) model. The CCBHC model ensures access to coordinated comprehensive behavioral healthcare through more robust standards of service. This means timely access to services, enhanced care coordination, quality reporting, staffing requirements and higher quality services. The services of STEP-VA align closely with the services required to become a CCBHC, but they need to be strengthened and outcome measures will need to be aligned.

This transition will require a careful balance to ensure that the STEP-VA program continues to operate for those CSBs that will transition to CCBHC later in the timeline. This will mean preserving the investment in STEP-VA services and continued workforce development.

Early Intervention Services

Early Intervention (EI) services for infants and toddlers with developmental delays and disabilities positively impact future outcomes for children across developmental domains including language, cognitive development, and social and emotional development. Families benefit greatly by being able to meet their child's special needs from an early age. Data show that EI services result in a decreased need for special education services in later school years.

EI is part of a continuum of early childhood intervention programs. The average return on investment for these programs is 13%. This means for every dollar spent in EI services, an average of \$13 is saved later through:



1

Better health outcomes

2

Reduced need for social services

3

Lower criminal justice costs

4

Increased self-sufficiency

VIRGINIA ASSOCIATION *of* COMMUNITY SERVICES BOARDS

ALEXANDRIA CSB

City of Alexandria
(703) 746-3400

ALLEGHANY HIGHLANDS COMMUNITY SERVICES

Alleghany County; City of Covington;
Towns of Clifton Forge and Iron Gate
(540) 965-2135

ARLINGTON COUNTY CSB

Arlington County
(703) 228-5150

BLUE RIDGE BEHAVIORAL HEALTHCARE

Botetourt, Craig & Roanoke Counties;
Cities of Roanoke & Salem
(540) 345-9841

CHESAPEAKE INTEGRATED BEHAVIORAL HEALTHCARE

City of Chesapeake
(757) 547-9334

CHESTERFIELD CSB

County of Chesterfield
(804) 748-1227

COLONIAL BEHAVIORAL HEALTH

James City & York Counties;
Cities of Poquoson & Williamsburg
(757) 220-3200

CROSSROADS CSB

Amelia, Buckingham, Charlotte,
Cumberland, Lunenburg, Nottoway
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(434) 392-7049

CUMBERLAND MOUNTAIN CSB

Buchanan, Russell, & Tazewell Counties
(276) 964-6702

DANVILLE-PITTSYLVANIA COMMUNITY SERVICES

Pittsylvania County; City of Danville
(434) 799-0456

DICKENSON COUNTY BEHAVIORAL HEALTH SERVICES

Dickenson County
(276) 926-1680

DISTRICT 19 CSB

Dinwiddie, Greensville, Prince George,
Surry & Sussex Counties; Cities of
Colonial Heights, Emporia, Hopewell
& Petersburg
(804) 862-8002

EASTERN SHORE CSB

Accomack & Northampton Counties
(757) 442-3636

ENCOMPASS COMMUNITY SUPPORTS

Culpeper, Fauquier, Madison,
Orange & Rappahannock Counties
(540) 825-3100

FAIRFAX-FALLS CHURCH CSB

County of Fairfax; Cities of Fairfax
& Falls Church
(703) 324-7000

GOOCHLAND-POWHATAN COMMUNITY SERVICES

Counties of Goochland & Powhatan
(804) 556-5400

HAMPTON-NEWPORT NEWS CSB

Cities of Hampton & Newport News
(757) 788-0300

HANOVER CSB

County of Hanover
(804) 365-4222

HARRISONBURG-ROCKINGHAM CSB

City of Harrisonburg;
County of Rockingham
(540) 434-1941

HENRICO AREA MENTAL HEALTH AND DEVELOPMENTAL SERVICES

Charles City, Henrico & New Kent
Counties
(804) 727-8500

HIGHLANDS COMMUNITY SERVICES

Washington County & City of Bristol
(276) 525-1550

HORIZON BEHAVIORAL HEALTH

Amherst, Appomattox, Bedford, &
Campbell Counties; City of Lynchburg
(434) 847-8050

LOUDOUN COUNTY DEPARTMENT OF MENTAL HEALTH, SUBSTANCE ABUSE & DEVELOPMENTAL SERVICES

County of Loudoun
(703) 777-0378

MIDDLE PENINSULA-NORTHERN NECK CSB

Essex, Gloucester, King & Queen,
King William, Lancaster, Mathews,
Middlesex, Northumberland,
Richmond & Westmoreland Counties
(804) 758-5314

MOUNT ROGERS COMMUNITY SERVICES

Bland, Carroll, Grayson, Smyth
& Wythe Counties; City of Galax
(276) 223-3200

NEW RIVER VALLEY COMMUNITY SERVICES

Floyd, Giles, Montgomery &
Pulaski Counties; City of Radford
(540) 961-8300

NORFOLK CSB

City of Norfolk
(757) 756-5600

NORTHWESTERN CSB

Clarke, Frederick, Page,
Shenandoah, & Warren Counties;
City of Winchester
(540) 636-4250

PIEDMONT COMMUNITY SERVICES

Franklin, Henry & Patrick Counties;
City of Martinsville
(276) 632-7128

PLANNING DISTRICT ONE BEHAVIORAL HEALTH SERVICES

Lee, Scott, & Wise Counties;
City of Norton
(276) 679-5751

PORTSMOUTH DEPARTMENT OF BEHAVIORAL HEALTHCARE SERVICES

City of Portsmouth
(757) 393-8618

PRINCE WILLIAM COUNTY COMMUNITY SERVICES

County of Prince William; Cities of
Manassas & Manassas Park
(703) 792-7800

RAPPAHANNOCK AREA CSB

Caroline, King George, Spotsylvania
& Stafford Counties; City of
Fredericksburg
(540) 373-3223

REGION TEN CSB

Albemarle, Fluvanna, Greene,
Louisa, & Nelson Counties;
City of Charlottesville
(434) 972-1800

RICHMOND BEHAVIORAL HEALTH AUTHORITY

City of Richmond
(804) 819-4000

ROCKBRIDGE AREA COMMUNITY SERVICES

Bath & Rockbridge Counties;
Cities of Buena Vista & Lexington
(540) 463-3141

SOUTHSIDE BEHAVIORAL HEALTH

Brunswick, Halifax &
Mecklenburg Counties
(434) 572-6916

VALLEY CSB

Augusta & Highland Counties;
Cities of Staunton & Waynesboro
(540) 887-3200

VIRGINIA BEACH HUMAN SERVICES

City of Virginia Beach
(757) 385-0602

WESTERN TIDEWATER CSB

Isle of Wight & Southampton Counties;
Cities of Franklin & Suffolk
(757) 966-2805

Thank You!

VACSB commends the Governor's and the General Assembly's desire to invest more in behavioral health and developmental disability services and their focus on a much-needed expansion of crisis services. The VACSB remains committed to working with elected officials, the administration and state agency partners to ensure that state general fund dollars are targeted toward individuals with the greatest needs, including those who are uninsured or underinsured, and that there is strong transparency and accountability for how those funds are spent.

