

COMMUNITY SERVICES BOARDS



The Heartbeat of the Community



Virginia Association Of
Community Services Boards, Inc.
Making a Difference Together

6641 West Broad Street, Suite 102, Richmond VA 23230
804.330.3141 | vacsb.org



Thank You to Governor Youngkin and the 2025 General Assembly for Supporting:

- Funding for outpatient restoration of competency to stand trial.
- A rate increase for substance use disorder services.
- Funding to address a shortage of support coordinators.
- Funding to support MARCUS Alert.



VACSB'S 2026–2028 Budget Priorities Have the Goals of Ensuring:

1

Virginia's public safety net providers are made financially whole.

2

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

3

Expanded safety net capacity.

Certified Community Behavioral Health Clinics

Certified Community Behavioral Health Clinics (CCBHCs) are the future of the behavioral health system in Virginia.

The CCBHC model was developed at the federal level and has been implemented in multiple states over the last decade. In Virginia, the state adopted System Transformation Excellence and Performance in Virginia (STEP-VA) which is based off of the core services and supports included in the CCBHC model:

Same Day Access
Veteran and Family Services
Crisis Services

Outpatient
Peer Family Support Services
Psychiatric Rehabilitation

Case Management
Primary Care Screening
Care Coordination

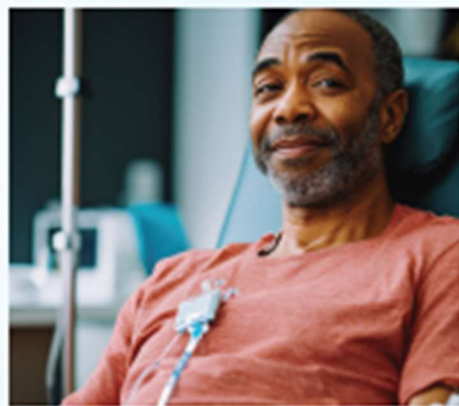
In order to realize the potential of having these critical services in place, Virginia needs to fully implement the CCBHC model, and CSBs will play a critical role in the success of that implementation. Full implementation includes the development of a prospective payment system that covers the cost to deliver services based on a rate methodology that is tailored to the provider's circumstances and the needs of the community.

States that have implemented the CCBHC model have seen significant improvements in their service delivery systems, including an expansion of capacity to serve children/youth, the uninsured and those without a prior source of outpatient care. In addition, CCBHCs have expanded access to substance use disorder treatment, including medication assisted treatment which helps to keep individuals engaged in their recovery.

CCBHCs have also experienced benefits related to workforce development. Those participating in the federal demonstration were able to hire a median of 22 new positions per clinic.

Virginia's successful implementation of the CCBHC model will create a permanent bridge to stability for CSBs and will benefit the individuals CSBs serve through:

- Reduced emergency department and hospital visits
- Improved service engagement rates
- Increased access to care



Developmental Disability Waiver Services

To ensure Virginians with developmental disabilities receive the care and stability they need, the 2024 General Assembly made a historic investment by funding 3,440 new Waiver slots. This expansion emphasized the critical role of CSBs in supporting these individuals and highlighted the urgent need to strengthen the support coordination workforce. In response, the 2025 General Assembly allocated \$8.7 million to expand this essential workforce, which will enable CSBs across the Commonwealth to hire additional support coordinators.

CSBs are the single point of entry for Waiver services and are the sole providers of Waiver support coordination. **These targeted investments are vital to sustaining access to services and ensuring Virginians continue to receive the care necessary for long-term stability and support.**

Medicaid is the Best Medicine

Virginia's CSBs are the 40 public organizations that make up the safety net of services for individuals with behavioral health conditions and developmental disabilities. Each year the CSBs serve over 200k individuals, most of whom are uninsured or covered by Medicaid.

In the past 8 years, Virginia has invested in the public safety net system in three important ways:

- Medicaid expansion under the Affordable Care Act (ACA). (2019)
- The System Transformation Excellence and Performance in Virginia (STEP-VA) Initiative, which was envisioned as a way to move the state closer to the nationally recognized best practice Certified Community Behavioral Health Clinic (CCBHC) model which was in a demonstration phase at the time of all of these changes. (2017–2020)
- Right Help, Right Now Initiative. (2022)

POSITIVE IMPACT

- Many more people are now able to access substance use disorder (SUD) treatment. More than 46,500 Medicaid members received SUD treatment in 2019, the first year eligibility for health coverage expanded to more low-income adults, including childless adults who had been excluded under previous policies.
- STEP-VA funding allowed for increased capacity to serve individuals, especially those in need of crisis care and it set the stage for success when the Right Help, Right Now Initiative was launched by providing a strong foundation off of which to build, including integrating 988 and mobile crisis.
- None of this would have been possible without the flexibility of the Medicaid program. Virginia is now covering low-income adults with behavioral health conditions who previously could not afford or otherwise access health insurance, and the state can provide the life-saving and high-quality care they need.

IMPACT OF CHANGES TO MEDICAID

Proposed changes to the Medicaid program at the federal level will make it more difficult for individuals to qualify for and maintain their Medicaid coverage. This could mean:

- Individuals who lose their coverage may delay care which could result in poorer health outcomes and more costly treatment needs.
- Individuals who lose their coverage will have to be served using state general fund dollars alone.
- CSBs, which are dependent on Medicaid revenue as part of their funding mix, could lose millions of dollars in reimbursements.

Emergency/Crisis Services Expansions and Implementations

CSBs spend much of their planning year working with agencies such as law enforcement, behavioral health agencies, and fire/EMS teams to determine the needs of their communities and increase [access to emergency/crisis services](#). This has culminated in the state mandated co-response model that also integrates 911 dispatch with the 988 crisis line – MARCUS Alert. These elements combine to provide opportunities to divert individuals in crisis from the criminal justice system as well as potentially from inpatient hospitalization. To meet Virginia's fast-growing need for a comprehensive crisis system, investing in infrastructure that strengthens community-based services defined in the Comprehensive Crisis Continuum is vital to effectively and efficiently provide crisis services to all Virginians.

- As of July 2024, every locality in Virginia is designated as a behavioral health shortage area.
- All 17 sites that have implemented Marcus Alert report positive outcomes, such as a reduction in unnecessary law enforcement involvement, increased behavioral health lead responses, and an increase in least restrictive services available to the public.

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:

18,436

Individuals are receiving Developmental Disability Waiver services & 15,404 individuals are on the Waiver waitlist.

38

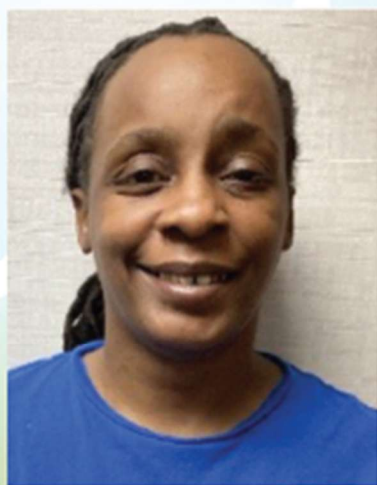
Virginia's overall ranking in prevalence of mental illness and rates of access to care.

10.6%

the amount Medicaid Expansion enrollment has increased per year since 2019.



**“Life has its ups and
downs, but with the
right help and support,
things can change.”**



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
& Prince Edward Counties
(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

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

GREATER REACH CSB

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

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) 777-0377

MIDDLE PENINSULA-NORTHERN NECK BEHAVIORAL HEALTH

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