

## 2009 Overview of Community Services in Virginia

This Overview of Community Services in Virginia describes the structure through which community behavioral health and developmental services are provided to individuals in Virginia with mental health or substance use disorders or intellectual disability. This edition of the overview reflects people first language and current terminology. Mental health and substance abuse services are referred to as behavioral health services and mental retardation services are referred to as developmental services to be consistent with the Department's new name, the Department of Behavioral Health and Developmental Services, (effective July 1, 2009) unless the context requires otherwise. Mental health and substance use disorders and intellectual disability refer to conditions that individuals have, while behavioral health and developmental services refer respectively to the services that treat or ameliorate those conditions. Also, individual or individual receiving services replaces consumer, unless the context requires otherwise.

While CSBs and their services are the focus of this overview, private providers are vital partners in serving individuals with mental health or substance use disorders or intellectual disability. Besides serving many individuals through contracts with CSBs, private providers also serve other individuals directly, for example through various Medicaid programs such as the mental retardation home and community-based waiver (with plans of care case managed by CSBs), mental health clinic, inpatient psychiatric treatment, and rehabilitation services, and substance abuse services.

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# 2009 Overview of Community Services in Virginia

## Part I: Overview Summary

Public community behavioral health (mental health and substance abuse) and developmental (mental retardation) services are provided in Virginia by 38 community services boards (CSBs), one behavioral health authority (BHA), and one local government department with a policy-advisory CSB. All of these organizations function as:

- single points of entry into publicly funded behavioral health and developmental services, including access to state hospital and training center (state facility) services;
- service providers, directly and through contracts with other providers;
- advocates for individuals receiving services (consumers<sup>1</sup>) or in need of services;
- community educators, organizers, and planners;
- advisors to the local governments that established them; and
- local focal points for programmatic and financial responsibility and accountability.

Section § 37.2-100 of the Code of Virginia defines three types of CSBs: operating, administrative policy, and policy-advisory to a local government department. Chapter 6 in Title 37.2 of the Code of Virginia authorizes behavioral health authorities in three localities; a BHA exists only in Richmond. In this overview, CSBs, the BHA, and the local government department with a policy-advisory CSB are referred to as CSBs or community services boards, unless the context clearly indicates otherwise.

Operating and administrative policy CSBs and the BHA are guided and administered by boards of directors with statutory fiduciary and management authority and responsibilities. Boards of directors consist of no less than six and no more than 18 members who are appointed by the city councils and county boards of supervisors that established the CSBs or BHA. A local government department with a policy-advisory CSB is advised by that CSB. The term CSB includes the board members and the organization that provides services, unless the context clearly indicates otherwise.

CSBs are not part of the Virginia Department of Behavioral Health and Developmental Services. While not part of the Department, CSBs are key operational partners with the Department and its state facilities in Virginia's system of public behavioral health and developmental services. The Central Office, State Facility, and CSB Partnership Agreement, available at [www.dbhds.virginia.gov](http://www.dbhds.virginia.gov), describes this arrangement. Operating CSBs and the BHA are agents of the local governments that established them, but they are not city or county government departments. Most administrative policy CSBs are city or county government departments. The Department's relationships with all CSBs are based on the performance contract, applicable provisions in Title 37.2 of the Code of Virginia, and State Board of Behavioral Health and Developmental Services policies and regulations. The Department contracts with, funds, monitors, licenses, regulates, and provides leadership, guidance, and direction, to CSBs.

Beginning in the late 1940s, the Department established and operated mental hygiene clinics across the state to provide local mental health services. Eventually, the Department transferred all of these clinics to CSBs. In 1968, the General Assembly enacted Chapter 10 of Title 37.1, the CSB enabling legislation. Arlington and Prince William Counties established the first two CSBs in 1968. Today, 40 CSBs provide services to people in all 134 cities or counties in Virginia. The table on the next page shows the date on which each CSB was created, and the map on the page after that shows its location. Please contact Paul R. Gilding, the Department's Director of Community Contracting, at (804) 786-4982 or [paul.gilding@dbhds.virginia.gov](mailto:paul.gilding@dbhds.virginia.gov), with any questions about this overview.

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<sup>1</sup> Section 37.2-100 of the Virginia Code defines a consumer as a current direct recipient of public or private mental health, mental retardation, or substance abuse treatment or habilitation services. Consumers have been referred to as clients, patients (in state hospitals), or residents (in state training centers); revised Title 37.2, enacted in 2005, replaced all of these terms with consumer. Now, consumer is being replaced in general usage with individual or individual receiving services.

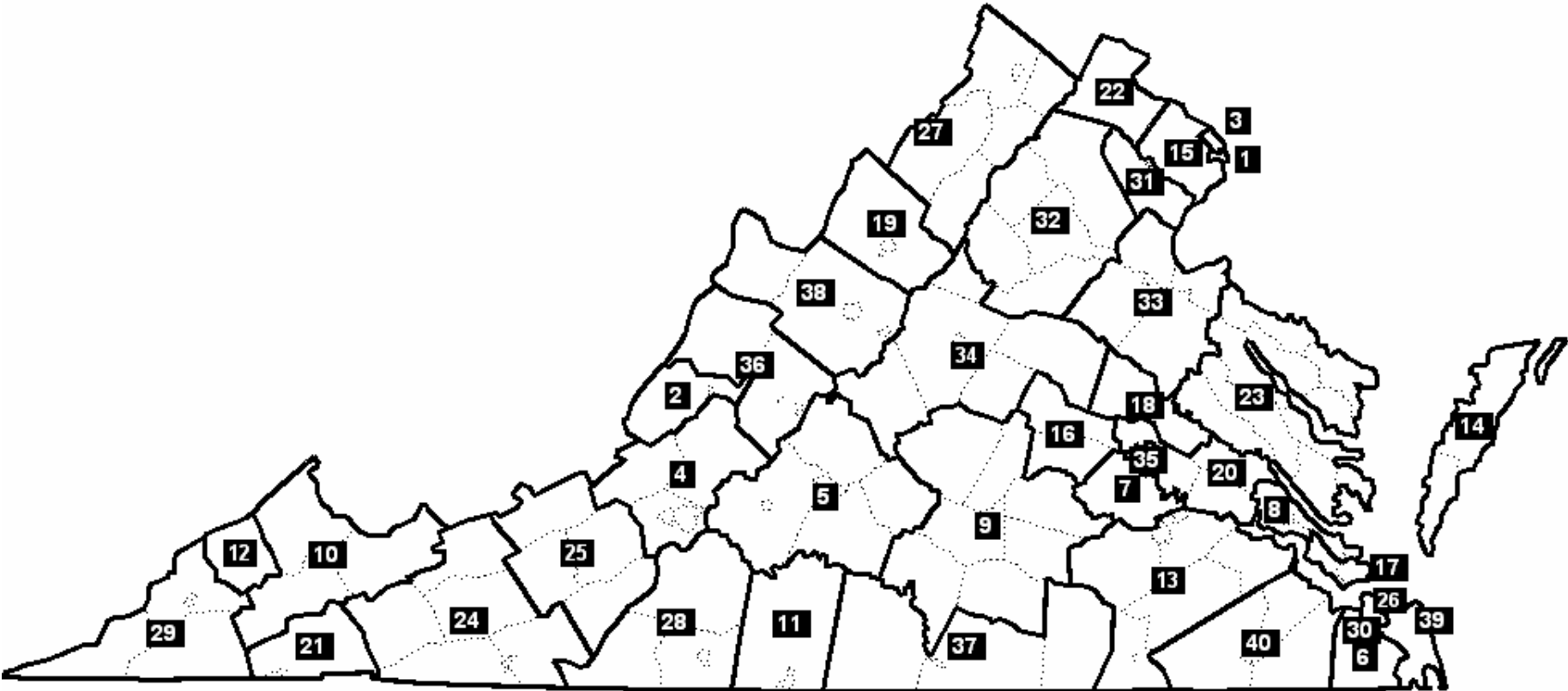
## 2009 Overview of Community Services in Virginia

Order	Establishment of Community Services Boards <sup>1</sup>	Map Key <sup>2</sup>	Date
7	Alexandria Community Services Board	1	03-25-69
37	Alleghany Highlands Community Services Board	2	12-08-81
2	Arlington County Community Services Board	3	11-23-68
4	Blue Ridge Behavioral Healthcare	4	01-20-69
8	Central Virginia Community Services	5	04-18-69
12	Chesapeake Community Services Board	6	05-24-69
21	Chesterfield Community Services Board	7	08-11-71
17	Colonial Services Board	8	01-05-71
34	Crossroads Community Services Board	9	12-06-73
25	Cumberland Mountain Community Services Board	10	06-07-72
31	Danville-Pittsylvania Community Services	11	10-31-72
39	Dickenson County Behavioral Health Services	12	06-24-82
33	District 19 Community Services Board	13	09-18-73
20	Eastern Shore Community Services Board	14	07-26-71
3	Fairfax-Falls Church Community Services Board	15	01-15-69
38	Goochland-Powhatan Community Services	16	04-12-82
18	Hampton-Newport News Community Services Board	17	02-23-71
24	Hanover County Community Services Board	18	05-31-72
23	Harrisonburg-Rockingham Community Services Board	19	03-24-72
15	Henrico Area Mental Health & Retardation Services Board	20	07-09-69
32	Highlands Community Services	21	10-31-72
11	Loudoun County Community Services Board	22	05-20-69
35	Middle Peninsula-Northern Neck Community Services Board	23	02-28-74
28	Mount Rogers Community MH and MR Services Board	24	09-21-72
14	New River Valley Community Services	25	07-01-69
6	Norfolk Community Services Board	26	03-09-69
36	Northwestern Community Services	27	06-25-74
29	Piedmont Community Services	28	10-16-72
26	Planning District One MH and MR Services Board	29	07-28-72
9	Portsmouth Department of Behavioral Healthcare Services	30	04-22-69
1	Prince William County Community Services Board	31	11-21-68
16	Rappahannock Area Community Services Board	33	06-09-70
30	Rappahannock-Rapidan Community Services Board	32	10-30-72
5	Region Ten Community Services Board	34	02-03-69
10	Richmond Behavioral Health Authority	35	04-28-69
40	Rockbridge Area Community Services	36	10-14-82
27	Southside Community Services Board	37	09-13-72
19	Valley Community Services Board	38	06-15-71
13	Virginia Beach Community Services Board	39	06-20-69
22	Western Tidewater Community Services Board	40	12-01-71

<sup>1</sup> Information about each CSB (names of the executive director and board chairman, address, telephone and fax numbers, web site, e-mail address, and cities and counties served) is contained in the CSB Address List, available on the Department's web site at [www.dbhds.virginia.gov](http://www.dbhds.virginia.gov).

<sup>2</sup> Each CSB's location is shown with the corresponding map key number in the map on the next page.

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## 2009 Overview of Community Services in Virginia

### Part I: Overview Summary

The following table lists CSBs by health planning region (HPR) and planning partnership region (PPR). Health planning regions are the geographical areas in Virginia that are covered by regional health planning agencies. These agencies are responsible for health planning activities under Title 32.1 of the Code of Virginia, including reviewing and approving certificates of public need for certain health care facilities, such as hospitals and nursing homes. HPRs are used to group CSBs regionally across the state. PPRs are associated with state hospital catchment areas. PPRs are the same as HPRs except two CSBs in HPR 3 are now also identified as PPR 7, and two CSBs in HPR 3 and one in HPR 4 are now also identified as PPR 6. PPRs are identical to regional utilization management regions.

<b>Listing of CSBs by Health Planning Region (HPR) and Planning Partnership Region (PPR)</b>		
<b>HPR 1 Northwestern Virginia (8 CSBs)</b>	Central Virginia Community Services Harrisonburg-Rockingham CSB Northwestern Community Services Rappahannock Area CSB	Rappahannock-Rapidan CSB Region Ten CSB Rockbridge Area Community Services Valley CSB
<b>HPR 2 Northern Virginia (5 CSBs)</b>	Alexandria CSB Arlington County CSB Fairfax-Falls CSB	Loudoun County CSB Prince William County CSB
<b>HPR 3</b>	<i>Health Planning Region 3 contains 10 CSBs, organized into three PPRs.</i>	
<b>PPR 7 (2 CSBs)</b>	Alleghany Highlands CSB Blue Ridge Behavioral Healthcare	
<b>PPR 3 Southwestern Virginia (6 CSBs)</b>	Cumberland Mountain CSB Dickenson County Behavioral Health Services Highlands Community Services Mount Rogers Community MH & MR Services Board New River Valley Community Services Planning District One Mental Health and Mental Retardation Services Board	
<b>PPR 6 (2 CSBs)</b>	Danville-Pittsylvania Community Services Piedmont Community Services	
<b>PPR 6 (1 CSB)</b>	Southside CSB	
<b>HPR 4 Central Virginia (8 CSBs) PPR (7 CSBs)</b>	Chesterfield CSB Crossroads CSB District 19 CSB Goochland-Powhatan Community Services Hanover County CSB Henrico Area Mental Health & Retardation Services Board Richmond Behavioral Health Authority	
<b>HPR 5 Eastern Virginia (9 CSBs)</b>	Chesapeake CSB Colonial Services Board Eastern Shore CSB Hampton-Newport News CSB Middle Peninsula-Northern Neck CSB Norfolk CSB Portsmouth Department of Behavioral Healthcare Services Virginia Beach CSB Western Tidewater CSB	

## 2009 Overview of Community Services in Virginia

### Part I: Overview Summary

The Department first funded local services through CSBs in Fiscal Year (FY) 1971, distributing \$480,078 to 14 CSBs. In FY 2008, the Department disbursed \$274 million of state and federal funds to 40 CSBs. Also, more than \$180 million of state funds matched federal Medicaid reimbursements for state plan option rehabilitation services, case management, and mental retardation waiver services. Finally, cities and counties provided \$228 million of local matching funds for CSBs in FY 2008.

CSBs exist to provide individualized, effective, flexible, and efficient treatment, habilitation, and prevention services in the most accessible and integrated yet least restrictive settings possible. CSBs provide services to improve the quality of life for people with mental health or substance use disorders or intellectual disability, responding to their expressed needs and preferences. CSB services draw upon all available community resources and people's natural supports, such as family, friends, and work or school, to support the recovery, self-determination, empowerment, and resilience of individuals and assist them to realize their fullest potentials. Community services are provided through a diverse network of CSBs and their directly operated and contractual services. CSBs offer varying combinations of eleven core services: emergency, limited, consumer-run, local inpatient, outpatient, case management, day support, employment, residential, prevention, and infant and toddler intervention services. Only emergency services and, subject to the availability of funds appropriated for them, case management services are mandated by § 37.2-500 or § 37.2-601 of the Code of Virginia. Core services in this overview are defined in the current Core Services Taxonomy, which is available on the Department's web site at [www.dbhds.virginia.gov](http://www.dbhds.virginia.gov).

<b>2009 Combined Classification Of CSBs: Budget Size and Population Density</b>		
<b>Budget Size &amp; Population Density</b>	<b>Operating CSBs (28) Behavioral Health Authority (1)</b>	<b>Administrative Policy CSBs (10) Local Government Department with Policy-Advisory CSB (1)</b>
<b>Large Budget Urban CSBs (11)</b>	Blue Ridge, Hampton-Newport News, Richmond BHA	Alexandria, Arlington, Chesterfield, Fairfax-Falls Church, Henrico Area, Loudoun County, Prince William County, Virginia Beach
<b>Large Budget Rural CSB (3)</b>	Central Virginia, Mount Rogers, Region Ten	
<b>Medium Budget Urban CSBs (3)</b>	Norfolk, Rappahannock Area	Chesapeake
<b>Medium Budget Rural CSBs (10)</b>	Crossroads, Cumberland Mountain, Danville- Pittsylvania, District 19, Middle Peninsula- Northern Neck, New River Valley, Piedmont, Rappahannock-Rapidan, Valley, West. Tidewater	
<b>Small Budget Urban CSB (2)</b>		Hanover County, Portsmouth DBHS
<b>Small Budget Rural CSBs (11)</b>	Alleghany Highlands, Colonial, Dickenson, Eastern Shore, Goochland-Powhatan, Harrisonburg-Rockingham, Highlands, Northwestern, Planning District One, Rockbridge Area, Southside	

**Budget Size** is based on FY 2008 fourth quarter performance contract reports: Large = \$25 million plus; Medium = \$13 million to \$25 million; Small = less than \$13 million

**Population Density:** Urban = 175 people or more per square mile; Rural = less than 175 people per square mile.

## 2009 Overview of Community Services in Virginia

### Part I: Overview Summary

<b>2009 Community Services Board Populations (2007 Final Estimates, Weldon Cooper Center, UVA)</b>				
<b>Community Services Board</b>	<b>Population</b>	<b>Area</b>	<b>Density</b>	<b>U/R</b>
Alexandria Community Services Board	136,601	15.3	8,928	Urban
Alleghany Highlands Community Services Board	22,632	453.4	50	Rural
Arlington County Community Services Board	203,126	25.9	7,843	Urban
Blue Ridge Behavioral Healthcare	244,789	1,181.0	207	Urban
Central Virginia Community Services	240,191	2,124.5	113	Rural
Chesapeake Community Services Board	215,906	340.7	634	Urban
Chesterfield Community Services Board	298,850	425.7	702	Urban
Colonial Services Board	150,589	272.6	552	Urban
Crossroads Community Services Board	101,015	2,761.4	37	Rural
Cumberland Mountain Community Services Board	96,605	1,498.4	64	Rural
Danville-Pittsylvania Community Services	106,306	1,014.0	105	Rural
Dickenson County Behavioral Health Services	16,319	332.7	49	Rural
District 19 Community Services Board	170,618	1,931.4	88	Rural
Eastern Shore Community Services Board	52,185	662.0	79	Rural
Fairfax-Falls Church Community Services Board	1,044,086	403.8	2,586	Urban
Goochland-Powhatan Community Services	47,852	545.8	88	Rural
Hampton-Newport News Community Services Board	325,425	120.1	2,710	Urban
Hanover County Community Services Board	96,992	472.8	205	Urban
Harrisonburg-Rockingham Community Services Board	118,909	868.8	137	Rural
Henrico Area Mental Health & Retardation Services Bd.	313,834	630.4	498	Urban
Highlands Community Services	70,300	575.8	122	Rural
Loudoun County Community Services Board	278,909	519.9	536	Urban
Middle Peninsula-Northern Neck CSB	140,221	2,028.3	69	Rural
Mt. Rogers Community MH&MR Services Board	119,187	2,201.4	54	Rural
New River Valley Community Services	170,018	1,458.0	117	Rural
Norfolk Community Services Board	235,915	53.8	4,385	Urban
Northwestern Community Services	213,596	1,637.5	130	Rural
Piedmont Community Services	139,303	1,568.7	89	Rural
Planning District One MH&MR Services Board	94,017	1,384.5	68	Rural
Portsmouth Dept. of Behavioral Healthcare Services	97,851	33.1	2,956	Urban
Prince William County Community Services Board	423,485	350.2	1,209	Urban
Rappahannock Area Community Services Board	314,529	1,394.0	226	Urban
Rappahannock-Rapidan Community Services Board	165,879	1,961.3	85	Rural
Region Ten Community Services Board	222,265	2,147.0	104	Rural
Richmond Behavioral Health Authority	194,974	60.1	3,244	Urban
Rockbridge Area Community Services	39,875	1,140.9	35	Rural
Southside Community Services Board	86,323	2,009.5	43	Rural
Valley Community Services Board	116,239	1,421.4	82	Rural
Virginia Beach Community Services Board	430,349	248.3	1,733	Urban
Western Tidewater Community Services Board	142,707	1,324.0	108	Rural
<b>TOTALS</b>	7,698,772	39,598.4	194	NA

## 2009 Overview of Community Services in Virginia

<b>2009 Community Services Board Region Populations</b>				
<b>Region</b>	<b>Population</b>	<b>Area</b>	<b>Density</b>	<b>U/R</b>
Northwestern Virginia (HPR 1)	1,431,483	12,695.4	113	Rural
Northern Virginia (HPR 2)	2,086,207	1,315.1	1,586	Urban
Planning Partnership Region 7	267,421	1,634.4	164	Rural
Southwestern Virginia (PPR 3)	566,446	7,450.8	76	Rural
Planning Partnership Region 6	331,932	4,592.2	72	Rural
Central Virginia (HPR 4)	1,224,135	6,827.6	179	Urban
Eastern Virginia (HPR 5)	1,791,148	5,082.9	352	Urban
<b>TOTALS</b>	7,698,772	39,598.4	194	NA

The two preceding tables display the population, geographical area, population density, and urban or rural classification of the 40 CSBs and the health planning regions (HPRs) or planning partnership regions (PPR) in Virginia. Each CSB's HPR or PPR identification is contained in the CSB Address List, mentioned at the bottom of page 3, and is listed in the table on page 5. The following table groups CSBs by population size (small, medium, or large), a traditional classification.

<b>2009 Classification of Community Services Boards by Three Population Sizes</b>			
<b>Community Services Board Populations (2007 Final Estimates): 7,698,772 total</b>			
<b>11 Large Population Community Services Boards [225,911 + people]: 4,150,362 total</b>			
<b>Community Services Board</b>	<b>Population</b>	<b>Community Services Board</b>	<b>Population</b>
Blue Ridge Behavioral Healthcare	244,789	Loudoun County CSB	278,909
Central Virginia Community Services	240,191	Norfolk CSB	235,915
Chesterfield CSB	298,850	Prince William County CSB	423,485
Fairfax-Falls Church CSB	1,044,086	Rappahannock Area CSB	314,529
Hampton-Newport News CSB	325,425	Virginia Beach CSB	430,349
Henrico Area MH&R Services Board	313,834		
<b>16 Medium Population Community Services Boards [112,607 - 225,911 people]: 2,620,138 total</b>			
Alexandria CSB	136,601	New River Valley Community Services	170,018
Arlington County CSB	203,126	Northwestern Community Services	213,596
Chesapeake CSB	215,906	Piedmont Community Services	139,303
Colonial Services Board	150,589	Rappahannock-Rapidan CSB	165,879
District 19 CSB	170,618	Region Ten CSB	222,265
Harrisonburg-Rockingham CSB	118,909	Richmond Behavioral Health Authority	194,974
Middle Peninsula-Northern Neck CSB	140,221	Valley CSB	116,239
Mt. Rogers Community MH&MR S.B.	119,187	Western Tidewater CSB	142,707
<b>13 Small Population Community Services Boards [Less than 112,607 people]: 928,272 total</b>			
Alleghany Highlands CSB	22,632	Hanover County CSB	96,992
Crossroads CSB	101,015	Highlands Community Services	70,300
Cumberland Mountain CSB	96,605	Planning District One Mental Health and	94,017
Danville-Pittsylvania Comm. Services	106,306	Mental Retardation Services Board	
Dickenson County Behavioral Health	16,319	Portsmouth DBHS	97,851
Eastern Shore CSB	52,185	Rockbridge Area Community Services	39,875
Goochland-Powhatan Comm. Services	47,852	Southside CSB	86,323

# 2009 Overview of Community Services in Virginia

## Part II: Community Services Boards Classifications

### Introduction

A community services board (CSB) can be classified or categorized in several ways: number of cities and counties served, total budget size, urban or rural population density, and its relationship with its local government or governments. In this overview, community services boards, the behavioral health authority, and the local government department with a policy-advisory CSB are referred to as CSBs or community services boards, unless the context clearly indicates otherwise.

- A. Number of Localities Served:** Since 1968, the 134 local governments (cities or counties) in Virginia have established 40 CSBs.

***Eleven CSBs serve one city or county:*** Alexandria, Arlington, Chesapeake, Chesterfield, Dickenson County, Hanover County, Loudoun County, Norfolk, Portsmouth, Richmond, and Virginia Beach

***Seven CSBs serve two localities:*** Alleghany Highlands, Danville-Pittsylvania, Eastern Shore, Goochland-Powhatan, Hampton-Newport News, Harrisonburg-Rockingham, and Highlands

***Five CSBs serve three localities:*** Cumberland Mountain, Fairfax-Falls Church, Henrico Area, Prince William County, and Southside

***Six CSBs serve four localities:*** Colonial, Piedmont, Planning District One, Rockbridge Area, Valley, and Western Tidewater

***Four CSBs serve five localities:*** Blue Ridge, New River Valley, Rappahannock Area, and Rappahannock-Rapidan

***Four CSBs serve six localities:*** Central Virginia, Mount Rogers, Northwestern, and Region Ten

***One CSB serves seven counties:*** Crossroads

***One CSB serves nine localities:*** District 19

***One CSB serves ten counties:*** Middle Peninsula-Northern Neck

Historically, distinctions were made among CSBs based on the number of jurisdictions that they served. For instance, CSBs that served a single jurisdiction, referred to as single jurisdiction CSBs, were classified differently for some purposes than CSBs that served more than one city or county, referred to as multi-jurisdictional CSBs. For example, the Department interacted differently with single jurisdiction and multi-jurisdictional CSBs in conducting its Financial Management reviews of them.

In 1998, the General Assembly revised the statute to define three types of CSBs in § 37.2-100 of the Code of Virginia. Consequently, this first classification based on number jurisdictions served became largely irrelevant, except as a measure of how complex local government relationships might be for a particular CSB. The remaining classification categories in this overview (total budget size, population density, and relationship with local government) are much more meaningful bases on which to classify or categorize CSBs, for instance for analytical or comparative purposes. Finally, information about CSB staffing is contained at the end of this part of the overview.

## 2009 Overview of Community Services in Virginia

### Part II: Community Services Boards Classifications

#### B. Total Community Services Board Budget

The total budget of a CSB is at least an indirect indication of its workload, organizational complexity, and size. The 40 CSBs are ranked in the following table based on their total budget sizes in millions of dollars. The total budget figures in this table include state, local matching, and federal funds; fee revenues, including Medicaid; and other miscellaneous revenues, such as sheltered workshop sales and retained earnings. Budget size is based on total revenues in Fiscal Year (FY) 2008 end of the fiscal year performance contract reports. In FY 2008, the latest year for which information is available, the total amount of all revenues in all CSB budgets was \$932.67 million. The statewide ratio of state to local matching funds was 49.20/50.80 percent.

<b>FY 2008 Statewide Revenues by Source (Millions)</b>					
<b>State Funds</b>	<b>Local Match</b>	<b>Fees</b>	<b>Federal</b>	<b>Other</b>	<b>Total Revenues</b>
\$220.45	\$227.65	\$393.74	\$53.35	\$37.48	\$932.67
23.64%	24.41%	42.21%	5.72%	4.02%	100.00%

<b>FY 2008 Community Services Boards Total Budgets (Revenues in Millions)</b>					
<b>Rank</b>	<b>CSB</b>	<b>Amount</b>	<b>Rank</b>	<b>CSB</b>	<b>Amount</b>
<b>Large Budget (\$25 Million Plus) Community Services Boards (14 CSBs)</b>					
7	Alexandria CSB	30.67	9	Henrico Area MH&R Services Board	30.13
8	Arlington County CSB	30.42	13	Loudoun County CSB	26.19
10	Blue Ridge Behavioral Healthcare	29.52	12	Mount Rogers Comm. MH&MR SB	27.04
5	Central Virginia Community Services	33.83	14	Prince William County CSB	25.74
4	Chesterfield CSB	35.10	6	Region Ten CSB	32.40
1	Fairfax-Falls Church CSB	145.29	3	Richmond BHA	42.22
2	Hampton-Newport News CSB	52.68	11	Virginia Beach CSB	28.67
<b>Medium Budget (\$13 to \$25 Million) Community Services Boards (13 CSBs)</b>					
23	Chesapeake CSB	16.54	15	Norfolk CSB	23.97
25	Crossroads CSB	14.93	24	Piedmont Community Services	15.70
18	Cumberland Mountain CSB	20.77	16	Rappahannock Area CSB	23.25
26	Danville-Pittsylvania Com. Services	14.65	27	Rappahannock-Rapidan CSB	13.82
21	District 19 CSB	18.70	19	Valley CSB	19.25
22	Middle Peninsula-Northern Neck CSB	17.19	20	Western Tidewater CSB	18.73
17	New River Valley Com. Services	22.38			
<b>Small Budget (Less Than \$13 Million) Community Services Boards (13 CSBs)</b>					
38	Alleghany Highlands CSB	6.77	31	Highlands Community Services	12.02
30	Colonial Services Board	12.72	29	Northwestern Community Services	12.77
40	Dickenson County Behavioral Health	2.53	28	Planning District One MH&MR SB	12.86
35	Eastern Shore CSB	9.14	34	Portsmouth DBHS	10.70
39	Goochland-Powhatan Comm. Services	5.23	37	Rockbridge Area Comm. Services	7.33
33	Hanover County CSB	10.87	32	Southside CSB	11.29
36	Harrisonburg-Rockingham CSB	8.64			

**2009 Overview of Community Services in Virginia**  
**Part II: Community Services Boards Classifications**

The following table combines information from the population size table near the beginning of this overview and the total budget table on the preceding page to categorize CSBs by population size and total budget size.

<b>2009 Combined Community Services Board Characteristics: Population and Budget Size</b>			
	<b>Small Population Less Than 112,607 (13 CSBs)</b>	<b>Medium Population 112,607 to 225,911 (16 CSBs)</b>	<b>Large Population More Than 225,911 (11 CSBs)</b>
<b>Large Budget (14 CSBs)</b>		Alexandria Arlington Mount Rogers Region Ten Richmond BHA	Blue Ridge Central Virginia Chesterfield Fairfax-Falls Church Hampton-Newport News Henrico Area Loudoun County Prince William County Virginia Beach
<b>Medium Budget (13 CSBs)</b>	Crossroads Cumberland Mountain Danville-Pittsylvania	Chesapeake District 19 Middle Peninsula-Northern Neck New River Valley Piedmont Rappahannock-Rapidan Valley Western Tidewater	Norfolk Rappahannock Area
<b>Small Budget (13 CSBs)</b>	Alleghany Highlands Dickenson County Eastern Shore Goochland-Powhatan Hanover County Highlands Planning District One Portsmouth DBHS Rockbridge Area Southside	Colonial Harrisonburg-Rockingham Northwestern	

**Budget Size** is based on FY 2008 fourth quarter performance contract reports: Large = \$25 million plus; Medium = \$13 million to \$25 million; Small = less than \$13 million

**Population Size:** Population statistics are based on the 2007 Final Estimates, Weldon Cooper Center for Public Service at the University of Virginia (official state population figures).

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**Part II: Community Services Boards Classifications**

**C. Population Density: Urban and Rural CSB Service Areas**

CSBs with population densities of 175 people or more per square mile are classified as urban; CSBs with less than 175 people per square mile are categorized as rural. The 40 CSBs are listed alphabetically in the urban and rural sections of the following table. The number preceding the CSB's name is its population density ranking (in descending order from the densest). The figure in parentheses after the CSB's name is its total population ranking (in descending order from the largest population), based on the 2007 Final Estimates from the Weldon Cooper Center for Public Service at the University of Virginia (the official state population figures).

<b>2009 Community Services Board Service Area Population Density</b>					
<b>Rank</b>	<b>CSB</b>	<b>Density</b>	<b>Rank</b>	<b>CSB</b>	<b>Density</b>
<b>Urban Community Services Boards (17): 175 or More People per Square Mile</b>					
1	Alexandria (24)	8,928	14	Henrico Area (6)	498
2	Arlington (15)	7,843	13	Loudoun County (8)	536
16	Blue Ridge (9)	207	3	Norfolk (11)	4,385
11	Chesapeake (13)	634	5	Portsmouth (30)	2,956
10	Chesterfield (7)	702	9	Prince William County (3)	1,209
12	Colonial (20)	552	15	Rappahannock Area (5)	226
7	Fairfax-Falls Church (1)	2,586	4	Richmond (16)	3,244
6	Hampton-Newport News (4)	2,710	8	Virginia Beach (2)	1,733
17	Hanover County (31)	205			
<b>Rural Community Services Boards (23): Less Than 175 People per Square Mile</b>					
36	Alleghany Highlands (39)	50	35	Mount Rogers (25)	54
22	Central Virginia (10)	113	21	New River Valley (18)	117
39	Crossroads (29)	37	19	Northwestern (14)	130
34	Cumberland Mountain (32)	64	26	Piedmont (23)	89
24	Danville-Pittsylvania (28)	105	33	Planning District One (33)	68
37	Dickenson County (40)	49	29	Rappahannock-Rapidan (19)	85
27	District 19 (17)	88	25	Region Ten (12)	104
31	Eastern Shore (36)	79	40	Rockbridge Area (38)	35
28	Goochland-Powhatan (37)	88	38	Southside (34)	43
18	Harrisonburg-Rockingham (26)	137	30	Valley (27)	82
20	Highlands (35)	122	23	Western Tidewater (21)	108
32	Middle Peninsula-Northern Neck (22)	69			

The table on the next page categorizes CSBs by the combined characteristics of budget size, population density, population size, and type of CSB (operating CSB, administrative policy CSB, local government department with a policy-advisory CSB, or behavioral health authority).

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<b>2009 Combined Characteristics of Community Services Boards</b>		
<b>Budget Size, Population Density, and Population Size</b>	<b>Operating CSBs (28) Behavioral Health Authority (1)</b>	<b>Administrative Policy CSBs (10) Local Government Department with Policy Advisory CSB (1)</b>
<b>Large Budget, Urban, Large Population (8)</b>	Blue Ridge Hampton-Newport News	Chesterfield, Fairfax-Falls Church, Henrico Area, Loudoun County, Prince William County, Virginia Beach
<b>Large Budget, Urban, Medium Population (3)</b>	Richmond BHA	Alexandria Arlington
<b>Large Budget, Rural, Large Population (1)</b>	Central Virginia	
<b>Large Budget, Rural, Medium Population (2)</b>	Mount Rogers Region Ten	
<b>Medium Budget, Urban, Large Population (2)</b>	Norfolk Rappahannock Area	
<b>Medium Budget, Urban, Medium Population (1)</b>		Chesapeake
<b>Medium Budget, Rural, Medium Population (7)</b>	District 19, Middle Peninsula- Northern Neck, New River Valley, Piedmont, Rappahannock- Rapidan, Valley, Western Tidewater	
<b>Medium Budget, Rural, Small Population (3)</b>	Crossroads, Cumberland Mountain Danville-Pittsylvania	
<b>Small Budget, Urban, Small Population (2)</b>		Hanover County Portsmouth DBHS
<b>Small Budget, Rural, Medium Population (3)</b>	Colonial, Harrisonburg- Rockingham, Northwestern	
<b>Small Budget, Rural, Small Population (8)</b>	Alleghany Highlands, Dickenson County, Eastern Shore, Goochland-Powhatan, Highlands, Planning District One, Rockbridge Area, Southside	

**Budget Size** is based on FY 2008 fourth quarter performance contract reports: Large = \$25 million plus; Medium = \$13 million to \$25 million; Small = less than \$13 million

**Population Density:** Urban = 175 people or more per square mile; Rural = less than 175 people per square mile. Population statistics are based on the 2007 Final Estimates, Weldon Cooper Center for Public Service at the University of Virginia (official state population figures)

**Population Size:** Large = more than 225,911; Medium = 112,607 to 225,911; Small = less than 112,607 people.

## 2009 Overview of Community Services in Virginia

### Part II: Community Services Boards Classifications

#### D. Community Services Board Relationship with Local Government: Types of CSBs

A meaningful classification of community services boards is the relationship between a CSB and its local government or governments. While CSBs are agents of the local governments that established them, most CSBs are not city or county government departments. Section 37.2-100 of the Code of Virginia defines three types of CSBs. Chapter 6 of Title 37.2 of the Code of Virginia authorizes behavioral health authorities (BHAs) to provide community services in two cities and one county. In this edition of the overview, mental health and substance abuse services are referred to as behavioral health services and mental retardation services are referred to as developmental services to be consistent with the Department's new name, unless the context requires otherwise.

***Operating community services board*** or operating board means the public body organized in accordance with the provisions of Chapter 5 of Title 37.2 of the Code of Virginia that is appointed by and accountable to the governing body of each city and county that established it for the direct provision of behavioral health and developmental services. The operating CSB or operating board denotes the board, the members of which are appointed pursuant to § 37.2-501 with the powers and duties enumerated in § 37.2-504 A and § 37.2-505 of the Code. Operating CSB or operating board also includes the organization that provides such services, through its own staff or through contracts with other organizations and providers. The 28 operating CSBs employ their own staff and are not city or county government departments.

***Administrative policy community services board*** or administrative policy board means the public body organized in accordance with the provisions of Chapter 5 of Title 37.2 of the Code of Virginia that is appointed by and accountable to the governing body of each city and county that established it to set policy for and administer the provision of behavioral health and developmental services. The administrative policy CSB or administrative policy board denotes the board, the members of which are appointed pursuant to § 37.2-501 with the powers and duties enumerated in § 37.2-504 A and § 37.2-505 of the Code of Virginia. Behavioral health and developmental services are provided through local government staff or through contracts with other organizations and providers. The 10 administrative policy CSBs do not employ their own staff. Eight administrative policy CSBs are city or county government departments; two administrative policy boards are not local government departments, but they use local government staff to provide services.

***Policy-advisory community services board*** or policy-advisory board means the public body organized in accordance with the provisions of Chapter 5 of Title 37.2 of the Code of Virginia that is appointed by and accountable to the governing body of each city and county that established it to provide advice on policy matters to the local government department that provides behavioral health and developmental services pursuant to § 37.2-504 A and § 37.2-505 of the Code of Virginia. The policy-advisory CSB or policy-advisory board denotes the board, the members of which are appointed pursuant to § 37.2-501 with the powers and duties enumerated in § 37.2-504 B of the Code of Virginia. The policy-advisory board has no operational powers or duties; it is an advisory board to the local government department. There is one local government department with a policy-advisory CSB, the Portsmouth Department of Behavioral Healthcare Services.

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### Part II: Community Services Boards Classifications

**Behavioral health authority** (BHA) or authority means a public body and a body corporate and politic organized in accordance with the provisions of Chapter 6 of Title 37.2 of the Code of Virginia that is appointed by and accountable to the governing body of the city or county that established it for the provision of behavioral health and developmental services. BHA or authority also includes the organization that provides such services through its own staff or through contracts with other organizations and providers. Chapter 6 authorizes Chesterfield, Richmond, and Virginia Beach to establish authorities; a BHA exists only in Richmond. A BHA most closely resembles an operating CSB, but it has several powers or duties, listed in § 37.2-605 of the Code of Virginia, that are not given to CSBs.

Section 37.2-500 of the Code of Virginia requires each city and county to designate the type of CSB that it has already established. This requirement was effective on July 1, 1998. The following table shows the designation status for each CSB.

<b>Community Services Board Designation Status</b>			
<b>Name of CSB</b>	<b>Type</b>	<b>Name of CSB</b>	<b>Type</b>
Alexandria <sup>1</sup>	Admin Policy	Highlands	Operating
Alleghany Highlands	Operating	Loudoun County <sup>1</sup>	Admin Policy
Arlington <sup>1</sup>	Admin Policy	Middle Peninsula-Northern Neck	Operating
Blue Ridge	Operating	Mount Rogers	Operating
Central Virginia	Operating	New River Valley	Operating
Chesapeake <sup>1</sup>	Admin Policy	Norfolk	Operating
Chesterfield <sup>1</sup>	Admin Policy	Northwestern	Operating
Colonial	Operating	Piedmont	Operating
Crossroads	Operating	Planning District One	Operating
Cumberland Mountain	Operating	Portsmouth DBHS <sup>1</sup>	LG Dept. <sup>2</sup>
Danville-Pittsylvania	Operating	Prince William County	Admin Policy
Dickenson County	Operating	Rappahannock Area	Operating
District 19	Operating	Rappahannock-Rapidan	Operating
Eastern Shore	Operating	Region Ten	Operating
Fairfax-Falls Church	Admin Policy	Richmond BHA	BHA
Goochland-Powhatan	Operating	Rockbridge Area	Operating
Hampton-Newport News	Operating	Southside	Operating
Hanover County <sup>1</sup>	Admin Policy	Valley	Operating
Harrisonburg-Rockingham	Operating	Virginia Beach <sup>1</sup>	Admin Policy
Henrico Area <sup>1</sup>	Admin Policy	Western Tidewater	Operating

<sup>1</sup> Actual city or county government department (8 CSBs and the Portsmouth DBHS)

<sup>2</sup> The only local government department with a policy-advisory CSB

There are:

28 operating CSBs

10 administrative policy CSBs

1 local government department with a policy-advisory CSB

1 behavioral health authority

**2009 Overview of Community Services in Virginia**  
**Part II: Community Services Boards Classifications**

**E. Community Services Board Staffing**

The ten administrative policy CSBs and the one local government department with a policy-advisory CSB (Portsmouth) use local government staff to deliver services. Staff in directly-operated programs of these CSBs are employees of those local governments. Eight single jurisdiction CSBs and one multi-jurisdictional CSB (Henrico Area) operate as city or county government departments. These CSBs are:

Alexandria CSB	Henrico Area Mental Health & Retardation Services Board
Arlington County CSB	Loudoun County CSB
Chesapeake CSB	Portsmouth Department of Behavioral Healthcare Services
Chesterfield CSB	Virginia Beach Community Services Board
Hanover County CSB	

Two multi-jurisdictional administrative policy CSBs (Fairfax-Falls Church and Prince William County) use local government employees to deliver services, but these CSBs are not city or county government departments. Staff of the 28 operating community services boards are employees of those CSBs, and staff of the Richmond Behavioral Health Authority (RBHA) are employees of the RBHA.

The numbers of full-time equivalents (FTEs) by program area (mental health, mental retardation, and substance abuse), services available outside of a program area, and administration are listed below for programs that are operated directly by CSBs. A full-time equivalent is not the same thing as a position. For example, a part-time position that is staffed for 20 hours per week is one position; but it is a one-half FTE. Thus, the number of FTEs in an organization will usually be less than the number of positions; but the number of FTEs is a more accurate indicator of the personnel resources available to deliver services or provide administrative support for those services. Peer staff FTEs reflect the number of full-time equivalents of individuals who are receiving or have received services and are employed by CSBs to deliver services.

<b>FY 2009 Community Services Board Staffing</b>					
<b>Program Area</b>	<b>Consumer Service FTEs</b>	<b>Peer Staff FTEs</b>	<b>Support Staff FTEs</b>	<b>Total FTEs</b>	<b>Percent</b>
Mental Health	4,121.67	74.61	879.66	5,075.94	41.48
Mental Retardation	3,335.98	2.00	489.17	3,827.15	31.28
Substance Abuse	1,253.95	7.00	271.53	1,532.48	12.52
Services Outside of a Program Area	564.93	1.50	62.65	629.08	5.14
Administration	0.00	0.00	1,172.29	1,172.29	9.58
<b>Total FTEs</b>	<b>9,276.53</b>	<b>85.11</b>	<b>2,875.30</b>	<b>12,236.94</b>	<b>100.00</b>
<b>Percent</b>	<b>75.81</b>	<b>0.70</b>	<b>23.49</b>	<b>100.00</b>	

**Source:** FY 2009 community services performance contracts

## 2009 Overview of Community Services in Virginia

### Part III: CSB Board Composition, Responsibilities, and Roles

#### A. CSB Board Composition

The board of directors of each CSB consists of no less than six and no more than 18 members, appointed by the city councils or county boards of supervisors that established it. Sections 37.2-501 and 37.2-502 of the Code of Virginia govern CSB appointments; § 37.2-602 and § 37.2-603 govern BHA appointments. Sections 37.2-501 and 37.2-602 require that appointments be broadly representative of the community and that one-third of the appointments be identified consumers or former consumers or family members of consumers or former consumers, at least one of whom shall be a consumer receiving services. These sections do not specify how or to whom consumers and family members are identified. Section 37.2-100 defines consumer as a current direct recipient of public or private mental health, mental retardation, or substance abuse treatment or habilitation services. It defines family member as an immediate family member of the consumer or the principal caregiver of a consumer. Information about board member appointments is displayed below. CSBs provide this information in their performance contracts with the Department. All appointments may not be filled at any particular point during each year. Differences between Total Appointments and Total Members are vacant appointments.

<b>Numbers of Consumers and Family Members on Community Services Boards</b>								
<b>Percent means of total members</b>	<b>FY 1997</b>		<b>FY 1998</b>		<b>FY 1999</b>		<b>FY 2000</b>	
	<b>No.</b>	<b>Percent</b>	<b>No.</b>	<b>Percent</b>	<b>No.</b>	<b>Percent</b>	<b>No.</b>	<b>Percent</b>
Consumers	15	3.11	20	4.14	47	9.67	40	8.11
Family Members	96	19.92	96	19.87	118	24.28	144	29.21
<b>Subtotal</b>	111	23.03	116	24.01	165	33.95	184	37.32
<b>Total Members</b>	482	100.00	483	100.00	486	100.00	493	100.00
<b>Total Appointments</b>	500		513		511		513	
	<b>FY 2001</b>		<b>FY 2002</b>		<b>FY 2003</b>		<b>FY 2004</b>	
Consumers	47	9.61	39	7.88	36	7.30	42	8.59
Family Members	121	24.74	140	28.28	145	29.41	139	28.42
<b>Subtotal</b>	168	34.35	179	36.16	181	36.71	181	37.01
<b>Total Members</b>	489	100.00	495	100.00	493	100.00	489	100.00
<b>Total Appointments</b>	513		517		517		519	
	<b>FY 2005</b>		<b>FY 2006</b>		<b>FY 2007</b>		<b>FY 2008</b>	
Consumers	48	9.74	45	8.91	46	9.06	46	9.16
Family Members	139	28.19	143	28.32	158	31.10	142	28.29
<b>Subtotal</b>	187	37.93	188	37.23	204	40.16	188	37.45
<b>Total Members</b>	493	100.00	505	100.00	508	100.00	502	100.00
<b>Total Appointments</b>	522		524		528		526	
	<b>FY 2009</b>		<b>FY 2010</b>		<b>FY 2011</b>		<b>FY 2012</b>	
Consumers	60	12.05						
Family Members	157	31.52						
<b>Subtotal</b>	217	43.57						
<b>Total Members</b>	498	100.00						
<b>Total Appointments</b>	534							

## 2009 Overview of Community Services in Virginia

### Part III: CSB Board Composition, Responsibilities, and Roles

#### B. Relationships Between CSBs and the Virginia Department of Behavioral Health and Developmental Services (Department)

CSBs are agents of the local governments that established them; they are not part of the Department. The Department's relationships with all CSBs are based on the community services performance contract, provisions in Title 37.2 of the Code of Virginia, State Board policies and regulations, and other applicable state or federal statutes or regulations. The Department:

- contracts with CSBs for local behavioral health and developmental services;
- licenses CSBs and other providers to deliver services;
- monitors the operations of CSBs through performance contract reports, community consumer submission extracts, other reports, and reviews of CPA audits;
- provides funds, leadership, guidance, direction, and consultation to CSBs; and
- encourages and supports utilization management and review and quality assurance activities conducted by CSBs.

While not part of the Department, CSBs are key operational partners with the Department and its state facilities in Virginia's system of public behavioral health and developmental services. The Central Office, State Facility, and CSB Partnership Agreement, available on the agency's web site at [www.dbhds.virginia.gov](http://www.dbhds.virginia.gov), describes this arrangement.

#### C. Community Services Board Powers, Duties, and Responsibilities

Sections 37.2-500, 37.2-504, 37.2-505, 37.2-506, 37.2-508, and 37.2-512 of the Code of Virginia contain the following powers and duties of a CSB or local government department with a policy-advisory CSB. The powers and duties of a behavioral health authority, contained in § 37.2-605, § 37.2-606, § 37.2-607, and § 37.2-615, are the same or very similar to those of an operating CSB, except a BHA has several additional powers and duties. In this edition of the overview, mental health and substance abuse services are referred to as behavioral health services and mental retardation services are referred to as developmental services to be consistent with the new name for the Department, unless the context requires otherwise.

1. Function as the single point of entry into publicly funded behavioral health and developmental services in order to provide comprehensive behavioral health and developmental services within a continuum of care.
2. Review and evaluate public and private community behavioral health and developmental services and facilities that receive funds from the CSB and advise the local governing body of each city or county that established the CSB as to its findings.
3. Submit to the governing body of each county or city that established it an annual performance contract for community behavioral health and developmental services for its approval prior to submission of the contract to the Department.
4. Within amounts appropriated for this purpose, provide services authorized under the performance contract.
5. In accordance with its approved performance contract, enter into contracts with other providers for the delivery of services or operation of facilities.

## **2009 Overview of Community Services in Virginia**

### **Part III: CSB Board Composition, Responsibilities, and Roles**

6. In the case of operating and administrative policy CSBs, make policies or regulations concerning the delivery of services and operation of facilities under its direction or supervision, subject to applicable policies and regulations adopted by the State Board.
7. For an operating CSB, appoint an executive director who meets the minimum qualifications established by the Department and prescribe his duties. The executive director shall serve at the pleasure of the board and be employed under an annually renewal contract that contains performance objectives and evaluation criteria. In the case of an administrative policy CSB, participate with local government in the appointment and annual performance evaluation of an executive director who meets the minimum qualifications established by the Department and prescribe his duties. For a local government department with a policy-advisory CSB, the local government department director shall serve as the executive director. The policy-advisory CSB shall participate in the selection and annual performance evaluation of the local government department director employed by the city or county.
8. Institute a reimbursement system to maximize the collection of fees from persons receiving services under its jurisdiction or supervision and from responsible third party payors. All fees collected shall be included in the performance contract and used only for community behavioral health and developmental services purposes.
9. Accept gifts, donations, bequests, or grants of money or property from any source and use them as authorized by the governing body of each city or county that established it.
10. Seek and accept funds through federal grants. In accepting grants, the CSB shall not bind the governing body of any county or city that established it to any expenditures or conditions of acceptance without the prior approval of the governing body.
11. Disburse funds appropriated to it in accordance with such regulations as may be established by the governing body of each city or county that established the CSB.
12. Apply for and accept loans as authorized by the governing body of each county or city that established the CSB.
13. Develop joint written agreements, consistent with policies adopted by the State Board, with local school divisions; health departments; boards of social services; housing agencies, where they exist; courts; sheriffs; area agencies on aging; and regional Department of Rehabilitative Services offices. The agreements shall specify the services to be provided to individuals. All participating agencies shall develop and implement the agreements and shall review the agreements annually.
14. Develop and submit to the Department information needed to prepare the Comprehensive State Plan for behavioral health and developmental services.
15. Take all necessary and appropriate actions to maximize the involvement and participation of individuals receiving services and their family members in policy formulation and services planning, delivery, and evaluation.
16. Institute, singly or in combination with other CSBs or BHAs, a dispute resolution mechanism that is approved by the Department and enables individuals and their family members to resolve concerns, issues, or disagreements about services without adversely affecting their access to or receipt of appropriate types and amounts of current or future services from the CSB or BHA.

## **2009 Overview of Community Services in Virginia**

### **Part III: CSB Board Composition, Responsibilities, and Roles**

17. Release data and information about individuals receiving services to the Department so long as the Department implements procedures to protect the confidentiality of that data and information.
18. In the case of an administrative policy board or a local government department with a policy-advisory board, carry out other duties and responsibilities as assigned by the governing body of each city or county that established it.
19. In the case of an operating board, have authority to receive state and federal funds directly from the Department and act as its own fiscal agent, when authorized to do so by the governing body of each city or county that established it.
20. Provide preadmission screening services prior to admission to a state hospital for any person who requires emergency behavioral health services while in a city or county served by the CSB.
21. Provide, in consultation with the appropriate state hospital or training center, discharge planning for any person who, prior to admission, resided in a city or county served by the CSB or chooses to reside after discharge in a county or city served by the CSB. The plan shall include the behavioral health and developmental, social, educational, medical, employment, housing, legal, advocacy, transportation, and other services that the consumer will need upon discharge. The plan shall identify the public or private agencies that have agreed to provide these services. No person shall be discharged from a state hospital or training center without completion of a discharge plan by the CSB.
22. Submit an annual performance contract to the Department.
23. Conduct a criminal background check and obtain a search of the registry of founded complaints of child abuse and neglect on any applicant who accepts employment in any direct consumer care position with the CSB.
24. Enter into joint agreements with one or more CSBs or BHAs to provide treatment, habilitation, or support services for individuals with specialized and complex service needs and associated managerial, operational, and administrative services and supports to promote clinical, programmatic, or administrative effectiveness and efficiency.
25. Assure the human rights, enumerated in § 37.2-400 of the Code of Virginia and the Human Rights Regulations adopted by the State Board, of individuals receiving the CSB's services and comply with other provisions of those regulations.
26. Satisfy the applicable licensing regulations, adopted pursuant to § 37.2-403 et seq. of the Code of Virginia, for services that the CSB operates.

#### **D. Community Services Board Roles**

Inherent in the enabling legislation is the concept of a community services board, including its board of directors, as an accountable service provider. A CSB is accountable to the individuals that it serves and their families, its local government(s), communities in its service area, the Department, the State Board, the Department of Medical Assistance Services, the General Assembly, and various federal funding sources. A CSB provides three kinds of accountability.

## 2009 Overview of Community Services in Virginia

### Part III: CSB Board Composition, Responsibilities, and Roles

1. **Organizational:** The CSB must structure and manage its internal organization so that it can effectively discharge its statutory powers and duties.
2. **Financial:** The CSB must use public funds effectively and efficiently and expend those funds in accordance with accepted policies and procedures, fulfilling its fiduciary responsibilities.
3. **Programmatic:** The CSB must provide services and supports that promote recovery, self-determination, empowerment, resilience, health, and the highest level of participation by individuals receiving services in all aspects of community life, including work, school, family, and other meaningful relationships. These services and supports are individualized, accessible, effective, inclusive, responsive, and reflective of evidence-based or best practices.

A CSB fills several **complementary roles** to carry out its statutory powers and duties and to provide this accountability.

- A CSB, as the local agency responsible for providing public behavioral health and developmental services, is a source of professional expertise and a channel for the concerns of individuals. It functions as an **advisor to local government** about unmet needs, current services, and future service trends and directions.
- A CSB helps the public understand the need for and meaning of treatment in the community. As an **educator**, a CSB must actively seek, facilitate, and value input from and participation by individuals receiving services, their family members, other agencies, advocacy groups, and other individuals.
- A CSB functions as a **community organizer** as it coordinates the development of needed services in the community. To do this, a CSB must work closely with public and private human services agencies, individuals receiving services, their family members, and advocacy groups.
- A CSB is also a **community planner**, planning the development of services and facilities to meet identified needs and working with other groups and agencies to do this.
- CSB board members and staff act as **consultants** to the local professional community, providing information, evaluations, referrals, and assistance to and generating support among other professional groups and individuals.
- CSB board members and staff are **advocates** for the development and expansion of services, for individuals not receiving needed services, and for community acceptance of and support for individuals receiving services and the CSB's services.

Among these many responsibilities and roles, four define the essential nature of a CSB; others support or complement these four roles. Fundamentally, a community services board is:

1. the **single point of entry** into publicly funded behavioral health and developmental services for its service area, including access to state hospital and training center services through preadmission screening, case management, and services coordination;
2. a **provider** of services, directly and through contracts with other organizations and providers,
3. an **advocate** for individuals receiving services and for the services it provides, and
4. the local **focal point of accountability and responsibility** for services and resources.

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### Part IV: Community Services Board Services

Tables 1 through 6 on the following pages display information derived from annual performance contract reports and Community Consumer Submission 3 extracts submitted by CSBs about numbers of individuals served, static capacities available, units of services provided, and characteristics of individuals served, directly or through contracts with other providers, in the most recent fiscal year for which this information is available. While CSBs and their services are the focus of this overview, private providers are vital partners in serving individuals with mental health or substance use disorders or intellectual disability. Besides serving many individuals through contracts with CSBs, private providers serve other individuals directly, for example through Medicaid programs such as the mental retardation home and community-based waiver (with plans of care case managed by CSBs), mental health clinic, inpatient psychiatric treatment, and rehabilitation services, and substance abuse services.

Although behavioral health and developmental services are used in the rest of the overview to be consistent with the Department's new name, mental health, mental retardation, and substance abuse services are used in Part IV because information about the services system still is organized in that framework. The table below displays trends by program area (mental health, mental retardation, or substance abuse services) in numbers of individuals receiving services from CSBs. Individuals served are not unduplicated numbers in this table. Some individuals received more than one type of service in a program area and sometimes received services in more than one program area. Variations from year to year reflect several factors, including changing service definitions and occasional budget reductions.

<b>Trends in Individuals Receiving Services From Community Services Boards</b>				
<b>Fiscal Year</b>	<b>Mental Health</b>	<b>Mental Retardation</b>	<b>Substance Abuse</b>	<b>Totals</b>
1986	135,182	20,329	52,942	208,453
1988	161,033	22,828	80,138	263,999
1990	152,811	30,198	101,816	284,825
1992	160,115	27,525	78,358	265,998
1994	168,208	28,680	87,863	284,751
1995	177,320	29,141	88,471	294,932
1996	174,126	30,006	90,750	294,882
1997	179,607	30,655	90,430	300,692
1998	185,647	32,509	96,556	314,712
1999	178,279	33,087	93,436	304,802
2000	180,783	26,086	88,186	295,055
2001	178,420	33,238	102,037	313,695
2002	176,735	33,933	91,904	302,572
2003	180,110	34,103	86,979	301,102
2004	181,396	35,038	78,008	294,442
2005	188,289	39,414	76,141	303,844
2006	195,794	36,004	73,633	305,431
2007	207,454	36,573	73,829	317,856
2008 <sup>1</sup>	161,046	36,141	57,219	340,302

<sup>1</sup> Beginning in FY 2008, a fourth area, Services Available Outside of a Program Area (see Table 1 on the next page) was added, and 85,896 individuals received these services; this figure is included in the Totals column. This accounts for the apparent decrease in individuals in the other three program areas, since some services that were in those areas in previous years were moved to this fourth area.

## 2009 Overview of Community Services in Virginia

<b>Table 1: FY 2008 Numbers of Individuals Receiving Services by Core Service</b>				
<b>Services Available Outside of a Program Area</b>				
<b>1. Emergency Services</b>	55,718	2.c. Assessment & Evaluation Svcs.	17,347	
2.a. Motivational Treatment Services	2,324	2.d. Early Intervention Services	2,411	
2.b. Consumer Monitoring Services	7,039	<b>3. Consumer Run Services</b>	1,057	
<b>Total Individuals Served</b>			<b>85,896<sup>2</sup></b>	
<b>Services Available at Admission To a Program Area</b>	<b>Mental Health</b>	<b>Mental Retardation</b>	<b>Substance Abuse</b>	<b>Grand Totals</b>
<b>4. Local Inpatient Services</b>				
Adult Psychiatric or Substance Abuse Inpatient	2,765		222	2,987
Community-Based SA Medical Detox Inpatient			271	271
<b>Total Local Inpatient Services</b>	<b>2,765</b>		<b>493</b>	<b>3,258</b>
<b>5. Outpatient Services</b>				
Outpatient Services	85,424	81	33,521	119,026
Opioid Detoxification Services			243	243
Opioid Treatment Services			2,032	2,032
Assertive Community Treatment	1,708			1,708
<b>Total Outpatient Services</b>	<b>87,132</b>	<b>81</b>	<b>35,796</b>	<b>123,009</b>
<b>6. Case Management Services</b>	<b>50,151</b>	<b>17,590</b>	<b>10,023</b>	<b>77,764</b>
<b>7. Day Support Services</b>				
Day Treatment or Partial Hospitalization	3,789		1,462	5,251
Ambulatory Crisis Stabilization Services	312			312
Rehabilitation or Habilitation	5,655	2,675		8,330
<b>Total Day Support Services</b>	<b>9,756</b>	<b>2,675</b>	<b>1,462</b>	<b>13,893</b>
<b>8. Employment Services</b>				
Sheltered Employment	61	892		953
Group Supported Employment	39	739		778
Individual Supported Employment	1,206	1,132		2,338
<b>Total Employment Services</b>	<b>1,306</b>	<b>2,763</b>		<b>4,069</b>
<b>9. Residential Services</b>				
Highly Intensive Residential Services	237	119	4,391	4,747
Residential Crisis Stabilization Services	2,313		18	2,331
Intensive Residential Services	224	864	2,809	3,897
Jail-Based Habilitation Services			1,831	1,831
Supervised Residential Services	1,448	496	267	2,211
Supportive Residential Services	5,714	1,368	129	7,211
<b>Total Residential Services</b>	<b>9,936</b>	<b>2,847</b>	<b>9,445</b>	<b>22,228</b>
<b>11. Infant and Toddler Intervention Services</b>		<b>10,185</b>		<b>10,185</b>
<b>Total Individuals Receiving Services<sup>1</sup></b>	<b>161,046</b>	<b>36,141</b>	<b>57,219</b>	<b>254,406</b>
<b>Unduplicated Individuals Receiving Services<sup>2</sup></b>	<b>101,796</b>	<b>25,053</b>	<b>43,657</b>	<b>243,629</b>

<sup>1</sup> Total Individuals Receiving Services are not unduplicated numbers of individuals. Some individuals receive more than one type of service or services in more than one program area.

<sup>2</sup> Beginning in FY 2008, a fourth area, Services Available Outside of a Program Area was added, and 73,123 unduplicated individuals received only these services; this is included in the Totals column.

## 2009 Overview of Community Services in Virginia

### Part IV: Community Services Board Services

With the implementation of the Community Consumer Submission (CCS 3) software that extracts individual consumer data from CSB information systems and transmits the encrypted data to the Department, a totally unduplicated count of individuals receiving services at each CSB across all three program areas (all MH, MR, and SA services) plus Services Available Outside of a Program Area, rather than only in each area, is available. **The FY 2008 statewide total of this count from each of the CSBs is 190,125 distinct individuals.** However, a master patient index for the entire services system does not exist; therefore, this total is not an unduplicated count across all 40 CSBs; an unknown number of individuals may receive services from more than one CSB. The difference between the statewide total and the sum of the unduplicated number of individuals in each program area, shown in the preceding table, gives some indication of the number of individuals who may be receiving services in more than one program area: 53,504 individuals in FY 2008.

Services Available at Admission to a Program Area	Mental Health	Mental Retardation	Substance Abuse	Grand TOTAL
Adult Psychiatric or Substance Abuse Inpatient	65.98		2.10	68.08
Community-Based SA Medical Detox Inpatient			4.66	4.66
<b>Total Local Inpatient Services Beds</b>	65.98		6.76	72.74
Day Treatment or Partial Hospitalization	1,746.15		203.70	1,949.85
Ambulatory Crisis Stabilization Services	21.25			21.25
Rehabilitation or Habilitation	2,393.00	2,095.04		4,488.04
Sheltered Employment	36.00	813.66		849.66
Group Supported Employment	21.00	682.00		703.00
<b>Day Support and Employment Services Slots</b>	4,217.40	3,590.70	203.70	8,011.80
Highly Intensive Residential Services	43.00	137.00	143.91	323.91
Residential Crisis Stabilization Services	111.52		5.00	116.52
Intensive Residential Services	187.56	792.50	491.90	1,471.96
Jail-Based Habilitation Services			439.00	439.00
Supervised Residential Services	851.50	466.71	97.28	1,415.49
<b>Total Residential Services Beds</b>	1,193.58	1,396.21	1,177.09	3,766.88

Decimal fractions of beds and slots result from calculating these capacities for contracted services, where a CSB purchases a number of bed days or days of service, which must be converted to numbers of beds or day support slots. For example, 183 bed days of purchased local inpatient services equal one half (.5) of a bed.

**Slots** means the maximum number of distinct individuals who could be served during a day or a half-day session in most day support programs. It is the number of slots for which the program or service is staffed. For example, in rehabilitation programs, the number of slots is not the total number of members in the program, it is the number who can be served at the same time during a session.

**Beds** means the total number of beds for which the facility or program is licensed and staffed or the number of beds contracted for during the contract period.

Services, beds and slots, units of service, and individuals receiving services shown in Tables 1 through 6 are defined in the Core Services Taxonomy, issued by the Department and available on its web site at [www.dbhds.virginia.gov](http://www.dbhds.virginia.gov).

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In Table 3, core services are organized by the different types of service units in employment and residential services. The figures are derived from CARS reports for FY 2008. In future years, this service information will be derived from CCS 3 reports; CARS will no longer report service units.

<b>Table 3: FY 2008 Community Services Board Services Provided by Core Service</b>					
<b>Services Available Outside of a Program Area</b>					
<b>1. Emergency Services</b>	421,418	2.c. Assessment & Evaluation Svcs.		86,286	
2.a. Motivational Treatment Services	7,110	2.d. Early Intervention Services		38,923	
2.b. Consumer Monitoring Services	32,993	<b>Total Service Hours</b>		586,730	
<b>Services Available at Admission to a Program Area</b>		<b>Mental Health</b>	<b>Mental Retardation</b>	<b>Substance Abuse</b>	<b>Grand Totals</b>
<b>4. Local Inpatient Services</b>					
Adult Psychiatric or Substance Abuse Inpatient	20,366		706	21,072	
Community-Based SA Medical Detox Inpatient			1,538	1,538	
<b>Total Local Inpatient Bed Days</b>	20,366		2,244	22,610	
<b>5. Outpatient Services</b>					
Outpatient Services	1,164,712	2,399	465,696	1,632,807	
Opioid Detoxification Services			20,680	20,680	
Opioid Treatment Services			76,550	76,550	
Assertive Community Treatment	275,737			275,737	
<b>Total Outpatient Service Hours</b>	1,440,449	2,399	562,926	2,005,774	
<b>6. Case Management Service Hours</b>	1,142,068	624,261	136,941	1,762,715	
<b>7. Day Support Services</b>					
Day Treatment or Partial Hospitalization	1,774,932		184,049	1,958,981	
Ambulatory Crisis Stabilization Services	7,748			7,748	
Rehabilitation or Habilitation	2,992,841	2,660,929		5,653,770	
<b>Total Day Support Hours</b>	4,775,521	2,660,929	184,049	6,866,356	
<b>8. Employment Services</b>					
Sheltered Employment	7,589	156,117		163,706	
Group Supported Employment	3,879	127,588		131,467	
<b>Total Days of Service</b>	11,468	283,705		295,173	
Individual Supported Employment	39,424	113,532		152,956	
<b>Total Day Support Hours</b>	39,424	113,532		152,956	
<b>9. Residential Services</b>					
Highly Intensive Residential Services	13,470	37,152	37,680	88,302	
Residential Crisis Stabilization Services	27,161		180	27,341	
Intensive Residential Services	60,207	302,801	137,018	500,026	
Jail-Based Habilitation Services			136,906	136,906	
Supervised Residential Services	269,271	153,144	27,267	449,682	
<b>Total Residential Bed Days</b>	370,109	493,097	339,051	1,202,257	
Supportive Residential Services	1,280,442	822,665	5,375	2,108,482	
<b>Total Residential Service Hours</b>	1,280,442	822,665	5,375	2,108,482	
<b>10. Prevention Service Hours</b>	18,905	5,968	281,730	306,603	
<b>11. Infant &amp; Toddler Intervention Service Hours</b>		302,223		302,223	

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<b>Table 4: FY 2008 Numbers of Individuals Served by Age and Gender</b>	<b>Age</b>	<b>Mental Health</b>			<b>Mental Retardation</b>			<b>Substance Abuse</b>			<b>Outside Program Area</b>			<b>Stwide Totals</b>
		<b>Female</b>	<b>Male</b>	<b>Unk</b>	<b>Female</b>	<b>Male</b>	<b>Unk.</b>	<b>Female</b>	<b>Male</b>	<b>Unk</b>	<b>Female</b>	<b>Male</b>	<b>Unk</b>	
	0-2	441	594	3	2,912	5,149	13	91	84	0	373	600	11	9,485
	3-12	4,755	8,900	36	654	1,169	0	106	170	0	1,288	2,133	14	16,874
	13-17	5,537	7,395	30	509	729	0	1,018	2,690	5	3,838	4,606	24	20,907
<b>Note:</b> All numbers of individuals are unduplicated.	18-22	3,209	3,520	13	843	1,371	2	1,688	3,964	6	3,717	5,238	21	17,836
	23-59	32,005	27,156	111	4,849	5,751	11	11,637	21,453	66	21,230	24,747	155	112,184
	60-64	2,196	1,328	2	237	238	0	106	331	3	872	771	4	5,013
	65-74	1,963	1,061	5	240	218	0	32	139	1	896	674	8	4,531
	75+	1,035	434	5	66	69	0	5	26	1	922	573	10	2,808
<b>Source for Tables 4, 5, and 6: FY 2008 Community Consumer Submission 3 extracts</b>	<b>Unknown</b>	21	17	24	3	11	9	7	21	7	131	127	140	487
	<b>Subtotal</b>	51,162	50,405	229	10,313	14,705	35	14,690	28,878	89	33,267	39,469	387	190,125

<b>Table 5: FY 2008 Numbers of Individuals Served by Race and Gender</b>	<b>Mental Health</b>			<b>Mental Retardation</b>			<b>Substance Abuse</b>			<b>Outside Program Area</b>			<b>Stwide Totals</b>
	<b>Female</b>	<b>Male</b>	<b>Unk</b>	<b>Female</b>	<b>Male</b>	<b>Unk</b>	<b>Female</b>	<b>Male</b>	<b>Unk</b>	<b>Female</b>	<b>Male</b>	<b>Unk</b>	
Alaska Native	28	35	1	6	8	0	10	14	0	12	18	0	103
American Indian	143	145	0	14	20	0	47	94	0	84	90	0	491
American Indian or Alaska Native and Black	32	23	0	3	1	0	10	19	0	18	18	0	91
American Indian or Alaska Native and White	56	44	0	3	8	0	27	37	0	38	38	0	190
Asian	541	508	0	217	322	1	50	219	0	496	576	0	2,339
Asian and White	52	58	0	23	41	0	17	47	0	45	59	0	266
Black or African American and White	479	520	0	90	149	0	123	175	0	197	244	0	1,589
Black or African American	12,276	13,798	7	2,675	3,699	4	3,662	8,712	2	7,579	10,350	16	48,807
Native Hawaiian or Other Pacific Islander	56	39	0	6	26	0	12	19	0	16	22	0	155
Other Multi-Race	240	266	0	93	175	0	59	135	0	128	150	0	1,022
Other	2,283	2,094	31	450	679	3	346	2,081	6	1,605	2,468	8	9,548
White	32,498	30,172	9	6,150	8,699	8	9,393	16,222	9	20,049	22,420	23	113,941
<b>Unknown/ Not Collected</b>	2,478	2,703	181	583	878	19	934	1,104	72	3,000	3,016	340	11,583
<b>Subtotal</b>	51,162	50,405	229	10,313	14,705	35	14,690	28,878	89	33,267	39,469	387	190,125
<b>Program Area Totals</b>	101,796			25,053			43,657			73,123			190,125

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<b>Table 6: FY 2008 Statewide Unduplicated Numbers of Individuals Served By Race and Age</b>										
<b>Race</b>	<b>Age</b>									<b>Total</b>
	<b>0-2</b>	<b>3-12</b>	<b>13-17</b>	<b>18-22</b>	<b>23-59</b>	<b>60-64</b>	<b>65-74</b>	<b>75+</b>	<b>Unknown</b>	
Alaska Native	5	17	10	6	56	6	1	2	0	103
American Indian	14	37	51	37	336	11	4	1	0	491
American Indian or Alaska Native and Black or African American	3	11	8	9	58	1	0	1	0	91
American Indian or Alaska Native and White	3	16	26	14	125	3	3	0	0	190
Asian	284	116	246	266	1,300	59	45	18	5	2,339
Asian and White	50	36	42	38	96	1	3	0	0	266
Black or African American and White	228	417	266	138	508	8	14	10	0	1,589
Black or African American	1,978	4,276	5,810	4,476	29,430	1,138	1,085	574	40	48,807
Native Hawaiian or Other Pacific Islander	10	11	17	20	85	7	3	2	0	155
Other Multi-Race	249	191	176	99	295	1	4	5	2	1,022
Other	842	1,119	1,421	1,005	4,874	112	101	62	12	9,548
White	5,277	9,281	11,668	10,820	68,623	3,392	2,955	1,810	115	113,941
<b>Unknown/ Not Collected</b>	542	1,346	1,116	908	6,398	274	313	323	313	11,583
<b>Total</b>	9,485	16,874	20,907	17,836	112,184	5,013	4,531	2,808	487	190,125