

Community Service Board's Discharge Responsibilities in State Hospitals

WHAT IS A CSB?

A Community Services Board (CSB), also known as a Behavioral Health Authority (BHA) in some communities, provides services in the community around mental health, substance use, intellectual disabilities, and developmental disabilities. CSB services are licensed by Department of Behavioral Health and Developmental Services (DBHDS).

CSB DISCHARGE RESPONSIBILITIES

- Provide discharge planning for individuals referred to the CSB
- Before a patient is discharged, CSB must complete a discharge plan with the patient and the plan should include the patient's preferences
- Discharge plans must include any and all service providers to be used in the community
Examples of service providers can include, but are not limited to:
 - Mental health
 - Substance use
 - Housing
 - Medical services
 - Employment
- The location that you live in determines which CSB will provide services

HOW TO FILE A COMPLAINT

Patient Relations, Patient Advocate, or Ombudsman at the hospital

This information can usually be found on the hospital's website or by calling the general number and asking to be connected to this person.

Department of Behavioral Health and Developmental Services (DBHDS)

Ask to speak with the Human Rights Advocate assigned to the hospital.

Phone: 804-786-3921

Website: dbhds.virginia.gov

disAbility Law Center of Virginia

Phone: 800-552-3962

Website: dlcv.org