

Help Starts Here Virginia FAQs.

Guidance for helping others find mental health,
addiction and developmental services.

1. "How do I help someone take the first step to get help?"

You don't have to have the perfect words. A simple "You don't have to do this alone — want help finding your CSB?" can open the door. You can direct them to HelpStartsHereVirginia.org to find a CSB in their own community. CSBs are public agencies that help people on a local level with mental health and substance use challenges and provide services for people with developmental disabilities. They can provide timely services or help the person you're concerned about connect to them. If someone isn't quite ready to seek treatment, you can also encourage them to call 988, or even call with them, to get emotional support from a trained crisis worker.

2. "Can I contact the CSB for them?"

You can help with information and encouragement, but the CSB usually needs to talk directly with the person whenever possible. You can call to learn what the process looks like.

3. "What if they don't have insurance?"

CSBs serve people with or without insurance. Cost shouldn't be a reason not to seek help.

4. "What should they expect at the first visit?"

CSBs can often provide services or connect someone with services on the first visit. They may or may not get therapy or medication that day, but they *will* leave with a plan.

5. "Can I go with them?"

Yes, if they want you there. Support can look like driving them, waiting in the lobby, or helping with forms — whatever they're comfortable with.

6. "How long will it take to get into services?"

While all CSBs offer Same Day Access, depending on your area or the type of services needed, waits can happen. What matters most is helping them stay connected through the steps, even if progress feels slow.

7. "What if they're dealing with substance misuse or addiction?"

CSBs offer support for substance use challenges, but inpatient detox may require a separate program.

8. "What if a child or teen needs help?"

CSBs serve young people, too. You can call to learn what youth services look like in your area.

9. "Is everything they talk about private?"

Yes. CSBs protect people's privacy. They can only share information with supporters if the person gives permission.

10. "What if they say no?"

Everyone is different, and they may not be ready to seek help yet. You can stay connected, keep the door open, and remind them help is there when they're ready. Their "no" today isn't forever.

DBHDS 

To find affordable mental health,
addiction and developmental services
right in your community, go to

HelpStartsHereVirginia.org 

