

Help Starts Here Virginia FAQs.

Guidance for finding access to mental health,
addiction and developmental services.

1. “How do I get started?”

The first step is usually a quick call to or walk-in at your local Community Services Board (CSB). Go to **HelpStartsHereVirginia.org** to find a CSB in your 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 you with timely services or help you connect to them.

2. “Do I need insurance to get help?”

No. CSBs serve people with or without insurance. Anyone can receive services from a CSB, regardless of their ability to pay.

3. “What happens when I show up?”

You’ll talk with someone who listens, asks about what’s going on, and helps you figure out next steps. It’s a conversation, not a test.

4. “Will I get help the same day?”

CSBs can often provide services or connect you with services on your first visit. You may or may not get therapy or medication that day, but you *will* leave with a plan.

5. “Do CSBs offer therapy or medication?”

CSBs can offer both therapy and medication, but it depends on the CSB and your specific needs. A clinician will do an assessment to determine what you need. Some services may have a wait, and that’s okay to ask about up front.

6. “Can I get help with substance use?”

CSBs support people with substance use challenges, including recovery programs, counseling, and medication options. Detox or inpatient care may require separate referrals.

7. “Can my child or teenager get help here?”

Yes. CSBs support children, teens, and families. Services vary by region, so ask what’s available near you.

8. “Is my information private?”

Yes. Your visits are confidential. Your employer, family, or school won’t know unless you want them to.

9. “I’ve tried to get help before and it was hard. Is it worth trying again?”

Yes. Taking a new step — even a small one — can open different options. You’re not expected to navigate this alone.



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

HelpStartsHereVirginia.org 🔍

