

N | O | R | F | O | L | K  
COMMUNITY SERVICES  
B | O | A | R | D

## **History and Overview**

### **Legislative History**

In 1968, the Virginia General Assembly passed legislation that allowed communities to create what we now call Community Services Boards (Chapter 10, Title 37.1, Code of Virginia, 1950, as amended). This legislation was significant because it reflected a major shift in how mental health, intellectual disability, and substance abuse services should be provided—that they should be provided in the community, not in state institutions. Increasingly since 1968, the emphasis has continued to shift from institutionalization to a community-based service system

In 1969, Norfolk City Council established the system which in 1980 came to be known as Norfolk Community Services Board. The Board is included in the City Code (Chapter 2, Article XIII).

### **City of Norfolk Agency**

Norfolk Community Services Board is the City of Norfolk agency responsible for providing mental health, intellectual disability (formerly known as mental retardation) and substance abuse services to residents of Norfolk; it is not a Department of the City of Norfolk. The City of Norfolk is Norfolk CSB's fiscal agent, and Norfolk CSB follows most of the City's guidelines concerning fiscal and personnel matters. Employees are Norfolk Community Services Board employees, not employees of the City of Norfolk.

### **Mission**

To provide a system of mental health, intellectual disability, and substance abuse, prevention, treatment, and rehabilitation services for the residents of Norfolk.

### **Philosophy**

Norfolk Community Services Board is the City of Norfolk agency responsible for planning, establishing, evaluating, maintaining, and promoting the development of an effective and efficient system of mental health, intellectual disability, and substance abuse prevention, treatment, and rehabilitation services for the citizens of Norfolk. Attention shall be given to both availability and accessibility of services.

A basic principle of the system of services is that in every instance responsible and appropriate treatment, training, and care shall be provided in the least restrictive environment, with careful consideration to the unique needs and circumstances of each person.

### **Organizational Vision**

An integrated and seamless system of quality services which is consumer sensitive and friendly, operates efficiently, is cost effective, and is accountable to all consumers, both internal and external.

## Four Service Principles

1. **Consumer Responsive.** Seeks and incorporates feedback from consumers to improve effectiveness and quality of services.
2. **Data Driven.** Collects and uses accurate data to guide decisions and improve efficacy and effectiveness of services.
3. **Cost Effective.** Utilizes funds to conserve funding and provide most effective delivery of services to consumers.
4. **Quality Services or Products.** Committed to continuous improvement in order to increase the value of services to consumers and the community.

## Board Membership

The Norfolk Community Services Board is composed of a maximum of fifteen members. The members must be residents of the City of Norfolk and are appointed by and are responsible to the Norfolk City Council. They are appointed to serve a three-year term. They may be reappointed to serve a second and third term of three years. No member can serve more than three successive three-year terms; however, persons appointed to fill vacancies may serve two additional successive terms. Board Members are not compensated for their services.

Norfolk CSB members meet monthly to set policy and direction of Board activities.

## Officers of the Board

The Officers of the Norfolk CSB are Chair, Vice-Chair, Secretary, and Treasurer. Officers are elected by the Board to serve a one-year term. No officer may serve more than three consecutive terms in the same position.

## Committees of the Board

**Executive Committee.** Composed of the elected officers of the Board, the Executive Committee conducts the necessary business of the Board between meetings. The actions of the Executive Committee are to be ratified at the next regular meeting of the Board.

**Programs and Services Committee.** Oversees and reviews the mental health, intellectual disability, substance abuse and prevention services and program operations and functions of the Board. Members are appointed by the Board Chair.

**Administration and Resources Management Committee.** Oversees and reviews the administrative functions and operations of the Board and is particularly involved in the development, presentation and monitoring of the budget and financial aspects of the Board. Members are appointed as designated in the By-laws.

**Community and Governmental Relations Committee.** Coordinates and oversees the community and governmental activities of the Board and is responsible for coordinating the public information activities of the Board. Members are appointed by the Board Chair.