

FAQ: HopeLink PSR Consolidation

Question	Answer
1. What is PSR?	PSR stands for psychosocial rehabilitation- another term for HopeLink's day programs.
2. Are the programs going away?	Yes and no. On September 1, 2026, Stepping Stones (located in HopeLink Alexandria) and Recovery Academy (located in HopeLink Fairfax) will <u>consolidate</u> to 1 program and 1 location at HopeLink Fairfax.
3. Is Stepping Stones closing?	Yes and no. The <u>facility</u> , HopeLink Alexandria, is closing at the end of the day on Friday, August 28, 2026. The day programs are <u>consolidating</u> , and a new program will open that will replace both Stepping Stones and Recovery Academy on Tuesday, September 1, 2026.
4. Why is HopeLink Alexandria closing?	The facility is closing due to the ending of Fairfax County's lease agreement.
5. What's the new program?	The new program, called Hope House , keeps the best elements of the Recovery Academy and and and Stepping Stones, and adds additional concepts from the Clubhouse model of psychosocial rehabilitation (See Question 13 for more information), to result in a new and improved program structure that we hope meets the needs of more people in need. See Question 20 for more details about the new program.
6. I recently graduated from the Recovery Academy. Does this mean I have to go back?	No! While the new program will be offered at what is currently the Recovery Academy, it is different in many ways from the Recovery Academy and we think that it will help you to continue moving forward in your recovery, not backward. The choice of whether or not to transition to Hope House is yours.
7. Is the Recovery Academy closing?	Yes and no. The program facility, HopeLink Fairfax, will continue to operate, but on September 1, 2026, a new program will take its place that will be different from both the Recovery Academy and Stepping Stones.
8. What is the name of the new program?	Clients were able to nominate and then vote on top choices for new program names. They ultimately voted to name their new program <u>Hope House</u> !
9. Where is the new program located?	The new program (Hope House) will be located at HopeLink Fairfax: 3026 Javier Road, Fairfax, VA 22031.
10. When are these changes taking effect?	The last day that HopeLink Alexandria will be open is Friday, August 28, 2026. Both facilities will be closed on Monday, August 31 to facilitate the move. On <u>Tuesday, September 1, 2026</u> , Hope House will open at HopeLink Fairfax.

11. I'm a Stepping Stones client. What happens to me on September 1?	We hope that you will choose to transfer to the new program at HopeLink Fairfax! Hope House is open to all current participants of Stepping Stones and Recovery Academy.
12. Why are changes being made to the Recovery Academy program?	Changes to programming are being made to bring the program closer to the Clubhouse model of psychosocial rehabilitation, an evidence-based model for mental health recovery, that we believe best supports the recovery of those we serve. Additionally, in 2027, the Virginia Department of Medical Assistance Services (DMAS) will require a transition of PSR programs to the Clubhouse model, so we are making some changes now to support the transition.
13. What is the Clubhouse model?	You can read more about the Clubhouse model of psychosocial rehabilitation at https://clubhouse-intl.org/ .
14. What hours will the new program operate?	Hope House will be open Monday through Friday, from <u>8:30 am – 3:30 pm</u> .
15. Do I have to stay at the program all day when I attend?	No, but you can if you want to! We ask that you attend for a <u>minimum of 2 hours per day</u> on any day that you attend. Beyond that, you can stay as long as you want, up to all 7 hours.
16. Can I leave and come back in the same day?	Yes. We just ask that you spend a total of at least 2 hours per day at the program on the days you attend.
17. How often do I have to attend? Is there a minimum attendance requirement?	There is no standard minimum attendance requirement; instead, attendance expectations are based on the specific treatment goals that you establish. You may be placed on “inactive” status and will need to complete some steps for reactivation if you do not attend the program for 30 consecutive days.
18. What's the food situation?	On/around September 1, we will now be serving breakfast and lunch at the program! Meal service is optional. Members still have other options for breakfast and lunch, such as bringing their meals to the program, purchasing items from the program snack bar, or leaving to purchase food at nearby restaurants.
19. What is the cost of the meals?	Breakfast and lunch will be <u>free</u> to all members. Snack bar items will be available for purchase.
20. What will be different about the new program?	Besides a new name, expanded hours, meal service, and a singular location, the new program will have changes to its structure. Hope House will follow the Clubhouse concept of the “work-ordered day,” wherein activities mainly revolve around keeping the program running each day. Skill-teaching and recovery happens in a more hands-on, side-by-side manner as participants (now called members) and staff work together to run their program. Some, but not all, of these activities are: • Preparing and serving lunch for all members • Running the front desk and answering phone calls

	• Community maintenance tasks such as sweeping floors, sanitizing tables, taking out trash, and restocking supplies • Program beautification tasks like decorating for the seasons • Volunteering on site at the snack bar and off-site with our volunteer partners • Co-facilitating psychoeducational and recreational groups relative to member preference • Member outreach calls to support community and peer connectedness
21. Will there still be groups?	Yes, but the classroom-like groups that the programs currently offer will decrease significantly to just 1-2 per day. Most of the learning and progress will happen in the hands-on, side-by-side environment.
22. Do I have to participate in the work-ordered day?	No! All program activities are completely optional. This means that you may choose to attend the program and simply hang out, by socializing with peers or using program resources like the fitness center or computer lab. Although, we do hope and anticipate that you will find it rewarding to take an active role in keeping your program running smoothly.
23. Will transportation be provided?	Staff will be available to help members with their Medicaid transportation. Support will focus on teaching members to manage their transportation independently, rather than managing it for them.
24. Will my favorite group still be offered? (E.g. Project Knitwell; AA at Unity Club; etc.)	Group offerings will be decided with input from members. Participants have already elected to keep Project Knitwell and AA at Unity Club. Other popular groups such as art groups, games groups, and cooking skills groups have been requested.
25. Will you offer support with getting a job or going back to school?	Eventually, yes, but not yet. The transition to the new program in September will focus on a move toward the Clubhouse model of psychosocial rehabilitation, but we are unable to adopt all of the elements of Clubhouse at once. Additional changes, like supported employment and education, will come later.
26. Are there any changes to CRSP or the other HopeLink programs?	No. The program consolidation will not affect CRSP or any of the other programs.
27. Will I still be assigned to the same staff?	Most staff currently at Stepping Stones and Recovery Academy will be transitioning to the new program, while a few staff have chosen to accept other positions within the organization to support their continued professional growth.
28. Can I visit the new program before I decide about transferring?	Yes- staff will be setting up structured tour days and will support interested clients with touring the facility.

29. Do I need a new referral to the new program?	No- if you are a current, active client at Stepping Stones or Recovery Academy, we will help you transfer to the new program without a new referral.
30. I'm a case manager- how do I make a referral to Hope House?	The new program will start accepting referrals on 8/1/26. All referrals received for HopeLink Alexandria (Stepping Stones) and HopeLink Fairfax (Recovery Academy) on/after August 1 will be considered for the new program and clients referred on/after this date will be scheduled to start services on/after September 1 unless there is an urgent need to start services sooner. The process for submitting referrals to the PSR programs via IRTT remains the same.