



FAQ – FRONTLINE STAFF

Where should I refer people needing assistance?

Hub – When an individual is struggling with multiple, ongoing problems or looking to make a *longer term change*, such as going back to school, getting a better job, improving their credit history, managing their monthly spending, or finding affordable housing, complete the online referral form at www.huboshkosh.org/get-a-coach/

211 – When a person/family is looking for information and a *referral to an agency or a program*, ask them to call United Way 211. It's FREE, confidential and answered by information and referral specialists 24/7. They may also access the information by visiting the website at www.211now.org

Bridges – When a resident of southern Winnebago County is asking for help with an *immediate problem* such as an eviction, first month's rent, utility disconnection notice, car repair, gas card, bus pass or need for items such as furniture or work boots, please refer the client to the Bridges programs operated by ADVOCAP. 920-426-0150

What is hub?

Hub is a network of over 25 local organizations working together to wrap services around people in need to help them get ahead and stay ahead.

Rarely is there a single reason that a family or individual is struggling financially. Hub recognizes this and matches individuals with coaches to help them develop a personalized plan based on *their* goals and dreams; plans that often address multiple areas of need.

What services are available for an individual through a hub coach?

Hub provides a wide range of services through multiple community partners. Hub coaches help coordinate these services making it easier for people in need to get ahead. Services include developing the skills needed to compete for living wage jobs, counseling on household finances and debt management, securing reliable transportation for work, and finding affordable housing or childcare to name a few.

Who is eligible to receive services as a hub participant?

In order to access hub coaching services, individuals must:

- be at least 18 years of age
- live in the area served by the Oshkosh Area School District, which includes the City of Oshkosh and Towns of: Oshkosh, Algoma, Black Wolf, Vinland, Utica and Nekimi
- not be under the influence of alcohol or illicit drugs
- be mentally stable in order to thrive in setting and achieving personal economic stability goals.

If an individual is currently in crisis with substance abuse or mental illness, please consider referring them to an organization that specializes in these services. Once an individual demonstrates stability in these areas and is motivated to improve their situation, hub welcomes them to engage in hub coaching services.

Do you only serve residents of the city of Oshkosh?

No. Hub is able to serve clients of the Oshkosh Area School District. This includes: City of Oshkosh, Towns of: Oshkosh, Algoma, Black Wolf, Vinland, Utica and Nekimi.

Do you offer emergency assistance for rent and utilities to individuals?

No. Hub provides access to partner services for individuals who have become participants in hub coaching. If an individual is in need of emergency assistance, they may be best served by community agencies that provide emergency assistance to address crises:

Bridges at ADVOCAP | (920) 426-0150

Energy Services | (800) 506-5596

Emergency Assistance Program at Forward Service Corporation | (800) 771-8420

St Vincent de Paul | (920) 235-9368

Hub services are focused on long-term stability rather than help with short-term crisis situations.

What is the process to refer someone to receive hub services?

If you are working with an individual that is interested in hub coaching services, please click on the “make a referral” link at www.huboshkosh.org/get-a-coach and/or call a coaching site to schedule an initial appointment. Current coaching sites include (be sure to tell participant to ask to speak to a hub coach):

ADVOCAP | 2929 Harrison Street, Oshkosh, WI | (920) 426-0150

Salvation Army | 417 Algoma Boulevard, Oshkosh, WI | (920) 232-7660

Does hub have materials available for me to share with my client?

Yes, clients and providers can access information through our website at www.huboshkosh.org. Hub “Get a Coach” brochures are available upon request for community social service agencies and congregations. To request materials, email info@huboshkosh.org.