



Referring Individuals to the HUB - Frequently Asked Questions

1. What exactly does the HUB provide?

The HUB connects individuals to evidence-based chronic disease prevention and management programs, as well as social needs services in the community.

More importantly, our **HUB Navigators**:

- Conduct personalized screenings to best understand needs
- Use shared decision-making to identify best-fit programs
- Address social and practical barriers like transportation, food, childcare, etc. so individuals have minimal to no challenges to participation
- Help individuals enroll in programs and get connected to community resources
- Follow up to support participation

We act as an extension of your team, helping referred individuals connect with services and stay engaged.

2. I'm not fully clear on what services you can provide. Can you clarify?

Absolutely. We can connect individuals to:

- Chronic disease prevention programs (e.g., diabetes prevention, falls prevention)
- Chronic disease self-management education
- Nutrition and physical activity programs
- Behavioral health and lifestyle support
- Food assistance resources
- Transportation support
- Utility or housing assistance resources
- Other community-based supports that impact health

If it affects health or someone's ability to manage their condition, we can help navigate it. Check out our **Program Library** to see the programs we work with across the state.

3. Transportation is a major issue for individuals in rural Iowa. How do you address that?

Transportation is one of the most common barriers we see.

Our Navigators:

- Identify programs that are geographically convenient
- Help arrange transportation resources when available
- Connect individuals to transportation assistance programs
- Offer virtual options when possible

We work to remove transportation as a reason someone cannot participate.

4. Cost is a barrier for many individuals. What happens if they can't afford programs?

Cost should not prevent participation.

We:

- Identify free or grant-funded programs
- Locate sliding-scale options
- Match individuals with programs aligned to their financial means
- Explore insurance-covered opportunities when available

We are very intentional about affordability.



5. Many individuals struggle to leave their homes. What options exist?

We understand that leaving home can be a barrier due to:

- Mobility limitations
- Caregiving responsibilities
- Anxiety or behavioral health concerns
- Lack of transportation
- General discomfort or isolation

When available, we prioritize:

- Virtual program options
- Home-based resources
- Phone-based support
- Flexible scheduling

We always involve the person in choosing what feels realistic and manageable.

6. What makes the HUB different from giving someone a list of resources?

A list requires people to navigate systems on their own.

The HUB provides:

- Live outreach
- Barrier screening
- Shared decision-making
- Direct enrollment support
- Ongoing follow-up
- Real problem-solving

We stay with the individual throughout the process.

7. How much work does this create for our team/organization/me?

Very little.

You send the referral and we take it from there.

We handle:

- Outreach to the individual
- Screening
- Program matching
- Enrollment
- Follow-up

We can also provide feedback on connection and participation status.

In Short

The HUB helps ensure the individuals you refer don't just receive a referral, they receive support, options, and solutions that fit their real-life circumstances.

For more information, call 515-635-1285 or email info@iacommunityhub.org.