



A New Era of Hub Support

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New Hub Relations Position

- Primary Liaison for Hub Support and Guidance
- Administration of the Hub Support Program
- Onboarding and Development of New Hubs
- Management of the Hub Mentor Program
- Policy Expertise and Advisory Role
- Trend Analysis and Strategic Collaboration
- Relationship Building and Community Strengthening
- End-of-Year Reporting Oversight and Insights

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General Hub Support and Guidance

- Main point of contact between HFN's national office and all regional Hubs
 - Distribute relevant information to Distribution Lists including memorial closures, National Programs such as Southwest ePasses, and other available opportunities for Hubs, such as our America250 partnership
 - Assist in answering questions or providing resources
 - Connect Hubs that could mutually benefit
- Ensure all Hubs are successful

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Hub Support Program

- Hub Support + Guidelines
 - Grant process for existing Hubs that are experiencing financial hardships
 - New Hub reimbursement process and inaugural trip grant
- Monitoring the Guidelines to ensure they are adequate for what our Hubs need
- Manage the reporting process for those Hubs that receive financial assistance
- Guidelines are currently being updated and will be distributed to the Hub Leader Distribution List in the coming weeks

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Onboarding & Development of New Hubs

- Identifying areas for new Hubs
- Updating the new Hub packets to ensure we are setting the Hubs up for success
- Collecting templates from successful Hubs
- Being available to new Hubs for whatever they need
- Current New Hubs Forming
 - South Carolina – 3
 - North Carolina – 3
 - Idaho – 2
 - Delaware – 1
 - Hawaii – 1
 - Alabama – 1
- Potential Hubs Coming
 - Gulfport, Mississippi
 - Des Moines, Iowa
 - Omaha, Nebraska

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Hub Mentor Program – WE NEED YOU!

- Identifying mentors from successful Hubs to mentor new Hubs
- Monthly meetings
 - Share new information from the Network
 - Training on the Regulation Manual
 - Mentor-provided updates on new Hubs
- Requirements
 - Be knowledgeable in running a successful Hub
 - Allow the new Hub to act as Staff on your Hub's flight
 - Attend the new Hub's inaugural flight
 - Attend monthly meetings to report on Hub's progress

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Policy Expertise and Advisory Role

- Regulation Manual
 - Ensure Regulation Manual is up to date and a good source of information for Hubs
 - Perform compliance checks to ensure Hubs are adhering to policies
 - Assist in training, including webinars, to share best practices

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Collaboration & Community Strengthening

- Trend Analysis and Strategic Collaboration
 - Monitor network-wide trends and common challenges
 - Pinpoint opportunities for enhancement
 - Gather information through the End-of-Year Report, Hub surveys and the Hub Forum
- Relationship Building and Community Strengthening
 - Cultivate a positive relationship with Hub Leaders through regular communication, on-site visits, and virtual meetings
 - Promote a solutions-based culture that encourages collaboration and mutual support between HFN and Hubs
 - What can I do for you?

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In Closing

- Reach out via hubs@honorflight.org
 - Ask questions
 - Request a meeting
 - Send us your Hub's milestones
 - Tell us what's not working



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