



Louie's Resource Hub Training

What is the Louie's Resource Hub ?

The Louie's Resource Hub provides wraparound supports to help students overcome barriers that interfere with academic progress.

Services include:

- Food Pantry
- Emergency Fund
- Emergency Housing Support
- Top Box Produce Program
- Single Stop
- Holiday & Seasonal Support (Thanksgiving/Holiday)
- Community Partnership Building

Our mission is to reduce barriers so students can reach their educational goals.



Louie's Resource Hub Video



[Video link.](#)

This video is a simulation.

Why Louie's Resource Ambassadors matter

- Faculty and program chairs are often the first to observe distress and can help guide students toward resources early
- Faculty & program leaders play a key role in recognizing need, referring early, and helping students stay connected long enough to succeed.

Barriers affecting NLU students include:

- Housing insecurity
- Food insecurity
- Anxiety, depression & mental health stress
- Financial instability
- Family responsibilities & caregiving demands



Knowledge Stop point

**Remember the Louie's Resource Hub mission:
Is to reduce barriers so students can reach
their educational goals**

**We've gone over the Louie's Resource Hub and
why you matter as an ambassador.
Let's explore our food-related initiatives in more
depth**



About Louie's Fresh Market

- The food pantry provides accessible, weekly groceries, fresh produce, and essential items.
- Food insecurity is widespread among college students; ours is no exception.
- A significant number of international and undocumented students rely heavily on the pantry due to restricted access to federal/state benefits.
- Pantry utilization has grown dramatically, reflecting increased basic-needs instability.



- **Why this matters:** Students with consistent access to food demonstrate higher persistence and lower absenteeism

About the Food Pantry

- Many international and undocumented students are ineligible for federal/state benefits, making the pantry one of their only reliable sources of food and essentials.
- Demand continues to increase as economic pressures rise.
- Provides stability that directly influences attendance, concentration, and retention.

Why this matters: Students with consistent access to food show improved persistence and decreased academic disruptions.



Top Box Program



- Supports students living in food deserts or with limited access to fresh produce.
- Culturally relevant foods reduce nutritional gaps for international & first-generation households.
- Why this matters: Improves wellness, stability, and engagement. Reduces financial strain and increases access to healthy food—especially valuable when pantry access is limited

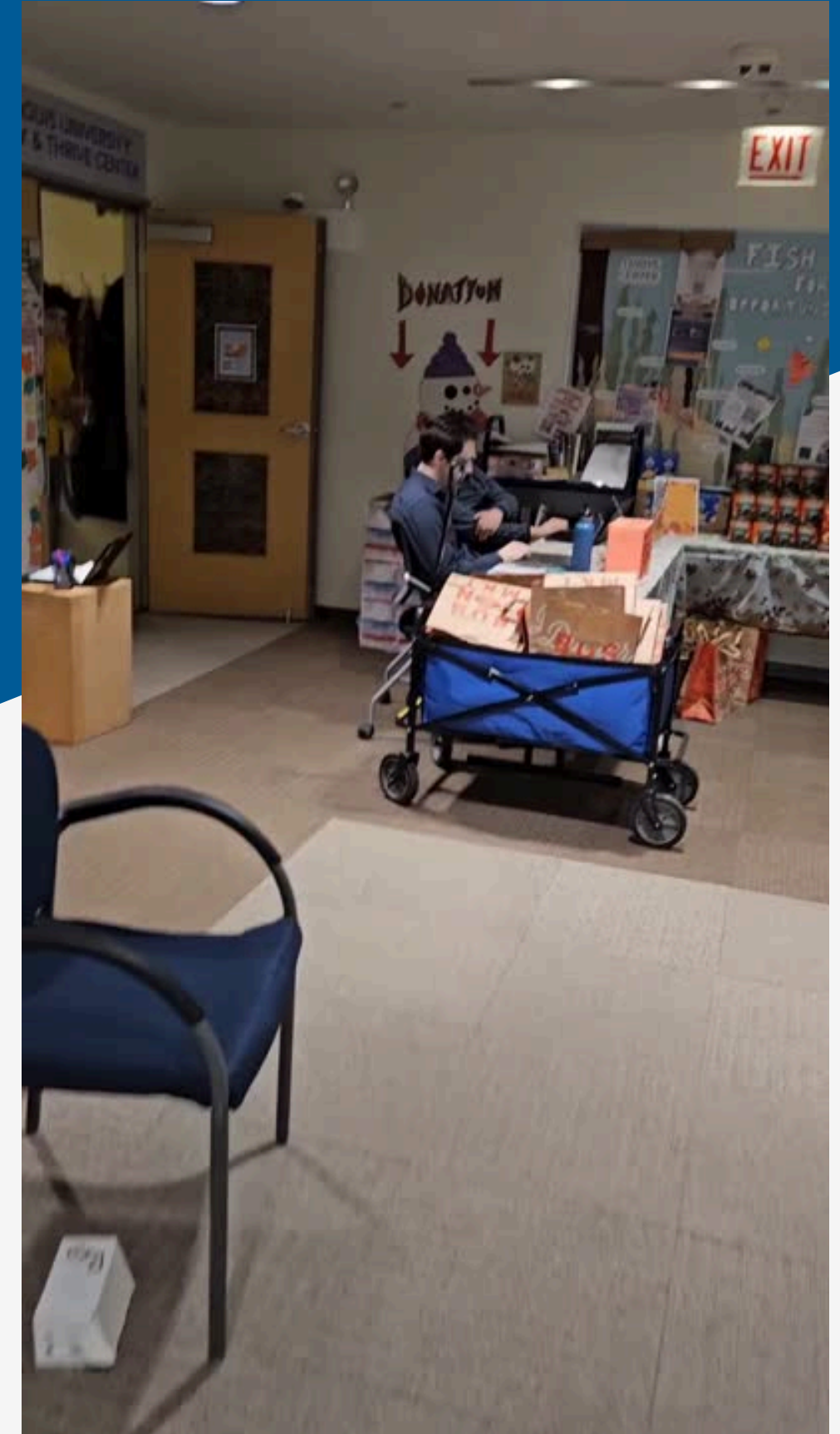
The Top Box program provides fresh fruits, vegetables, and specialty cultural food items monthly at no cost.

Holiday and Seasonal Support

- Thanksgiving Baskets
- Holiday Gift Drive for parenting students
- Emergency winter supplies

Why this matters:

- Many NLU students financially support their families while attending school.
- Parenting students face increased vulnerability and holiday-related stress.
- Why this matters: Helps reduce financial pressure during peak times, enabling students to remain focused on academic responsibilities.



Knowledge Stop

Food pantry locations

Chicago campus:

18 S Michigan Ave, Chicago, IL 60603, 5th Floor

Wheeling Campus:

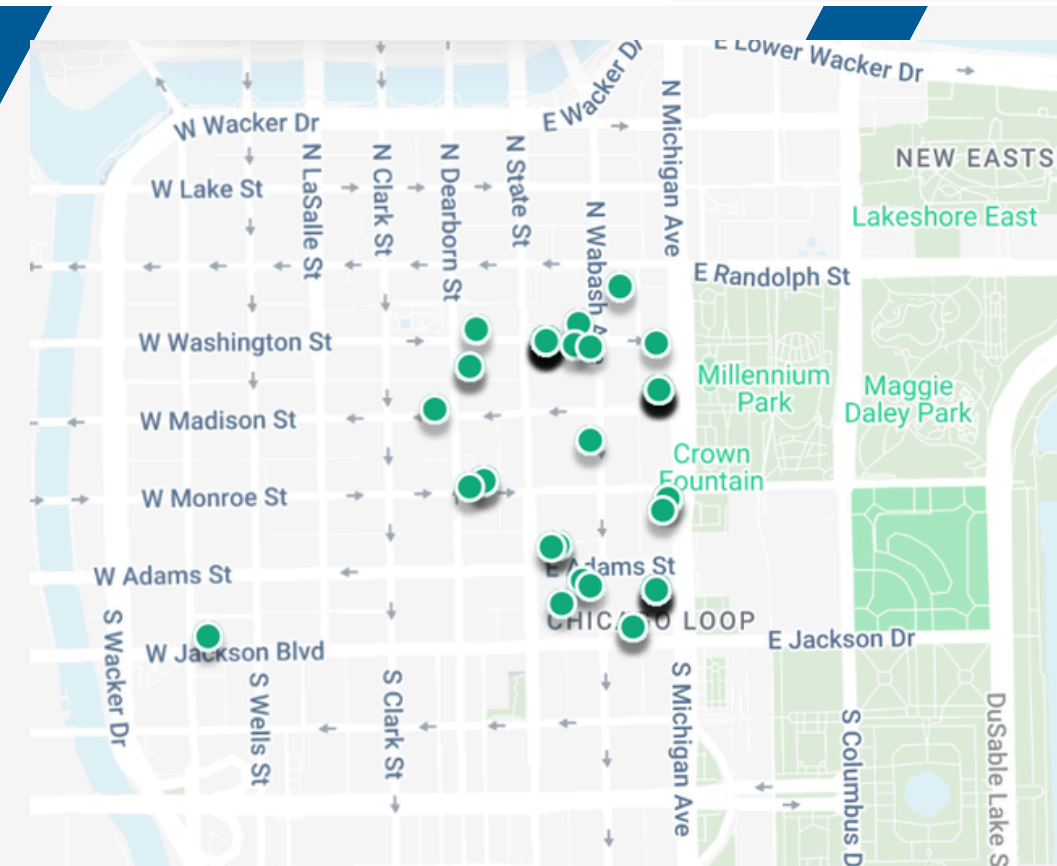
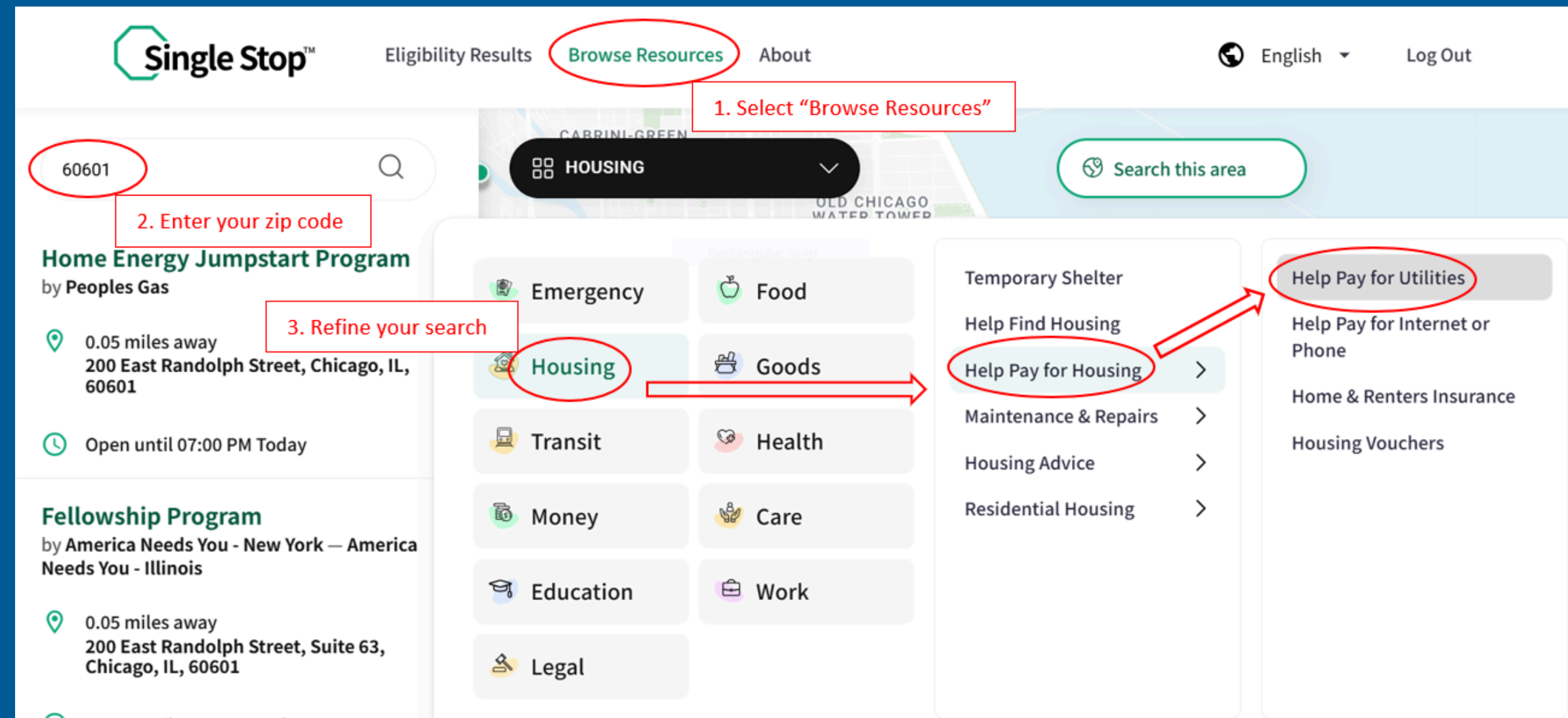
1000 Capitol Dr, Wheeling, IL 60090, 3rd Floor

**We've talked about our food-related initiatives.
Let's move onto our wraparound resources!**



Single Stop

- Connects students to community, state, and federal programs, including:
 - SNAP • WIC • Utility assistance • Legal aid • Financial coaching • Healthcare enrollment
- We recognize institutional limits in the financial and personal assistance NLU can provide
- **Why this matters:** Single Stop enables us to offer access to supports far beyond NLU's internal capacity—ensuring long-term stability for students.



Emergency Fund

- Louie's Resource Hub Emergency Fund provides temporary, short-term financial assistance to students who are unable to meet essential expenses due to a temporary hardship.
- This emergency funding program is designed to offer financial assistance to students in the form of one-time awards (typically not exceeding \$1000)
 - Emergency funding is NOT intended to provide ongoing relief for recurring expenses.
- Decisions regarding disbursement are case-by-case.
- **Why this matters:** Although the Thrive Center can put students in touch with various community pillars, sometimes unexpected hardships occur, and direct relief makes the most sense.



Emergency Housing Support

- Critical Insight: For some students, NLU student housing is their only secure and stable housing option.
- Housing insecurity includes:
 - Bed hopping
 - Couch surfing
 - Short-term stays with friends/family
 - Sudden displacement or unsafe housing
- **Impact:** Rapid housing support prevents withdrawal, protects student safety, and stabilizes academic progress.



Knowledge Stop

Remember, the students who are eligible for assistance from the emergency fund are students unable to meet essential expenses due to a temporary hardship

**We've talked about how we help the students during emergencies.
Let's move on to our other resources!**



Support for Online Students

- Supports include:
 - Virtual Emergency Fund applications
 - Single Stop referrals
 - Holiday assistance
- Pantry alternatives (community partners, Top Box)
- **Why this matters:** Online students face the same or greater needs but lack access to campus resources. This ensures they are not left without support.

We ensure remote students have equitable access to services.



How Faculty and Program Chairs can support

1. Refer Early

Consider a Thrive referral if you notice patterns over time or hear comments such as:

- **Mentions difficulty affording everyday needs**
 - *"Money's been tight," "I'm trying to make things stretch right now."*
- **Casual references to skipping meals or limited food**
 - *"I didn't get a chance to eat," "I'm just grabbing whatever I can."*
- **Comments suggesting unstable or temporary housing**
 - *"I'm between places," "I'm staying with someone for now."*
- **Repeated absences or missed deadlines paired with stress**
 - Especially when explanations point to life circumstances
- **Consistent fatigue, distraction, or disengagement**
 - Appearing overwhelmed, withdrawn, or struggling to focus.
- **Wearing the same clothing repeatedly or appearing unprepared**
 - Noticing patterns rather than one-time occurrences.
- **Indirect requests for help or resource questions**
 - Asking about food, housing, or support "for a friend."
- **Expressions of uncertainty or not knowing where to turn**
 - *"I don't know what to do," "I don't know who to talk to."*

Important Reminder

- **Look for patterns**, not isolated moments
- Avoid assumptions; **offer connection**, not conclusions
- Thrive support is confidential, supportive, and preventative

How Faculty and Program Chairs can support

2. Normalize Using the Thrive Center

- Even when there is no dire need!
- Add information to syllabi
- Mention resources at the start/end of term

3. Stay Curious

- Behavioral changes often signal unmet needs

4. Partner with Us

- Invite us to program meetings
- Share student trends or challenges



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Thank You

- You can review this slideshow at any time in the **Louie's Fresh Market & Resource Hub InvolveU page** under **Documents**

The final step in this training is: to [CLICK HERE](#) and take the exit survey. This is also how you earn your InvolveU badge!