### Client Service Impact

<table>
<thead>
<tr>
<th>Statement</th>
<th>2020</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Offering diapers helps to build trust with clients.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Agree</td>
<td>66.67%</td>
<td>31.25%</td>
</tr>
<tr>
<td>- Strongly agree</td>
<td>29.17%</td>
<td>12.50%</td>
</tr>
<tr>
<td>- Neutral</td>
<td>12.50%</td>
<td>10.42%</td>
</tr>
<tr>
<td>2. Our organization has engaged with new families/clients because of the Diaper Distribution program and our GDCDB partnership</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Agree</td>
<td>43.75%</td>
<td>29.17%</td>
</tr>
<tr>
<td>- Neutral</td>
<td>29.17%</td>
<td>12.50%</td>
</tr>
<tr>
<td>- Strongly agree</td>
<td>12.50%</td>
<td>10.42%</td>
</tr>
<tr>
<td>- Strongly agree</td>
<td>31.25%</td>
<td></td>
</tr>
<tr>
<td>3. Without diapers from DC Diaper Bank our organization would not be able to serve our clients as effectively.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Agree</td>
<td>37.50%</td>
<td>16.67%</td>
</tr>
<tr>
<td>- Neutral</td>
<td>33.33%</td>
<td>12.50%</td>
</tr>
<tr>
<td>- Strongly agree</td>
<td>33.33%</td>
<td></td>
</tr>
<tr>
<td>- Strongly agree</td>
<td>16.67%</td>
<td></td>
</tr>
<tr>
<td>4. Without diapers from DC Diaper Bank our organization would not give out any diapers.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Agree</td>
<td>56.25%</td>
<td>22.92%</td>
</tr>
<tr>
<td>- Neutral</td>
<td>22.92%</td>
<td>14.58%</td>
</tr>
<tr>
<td>- Strongly agree</td>
<td>14.58%</td>
<td></td>
</tr>
<tr>
<td>- Strongly agree</td>
<td>12.50%</td>
<td></td>
</tr>
<tr>
<td>5. Providing diapers to clients lowers anxiety, fatigue, and/or financial stress among clients.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Agree</td>
<td>83.33%</td>
<td></td>
</tr>
<tr>
<td>- Neutral</td>
<td>83.33%</td>
<td></td>
</tr>
<tr>
<td>- Strongly agree</td>
<td>12.50%</td>
<td></td>
</tr>
</tbody>
</table>

**Legend:**
- Disagree
- Neutral
- Agree
- Strongly agree
Partner Program Impact

8a. Since you started providing diapers to the families you serve, how likely are clients to start a conversation with you or your agency about other needs they might have?

8b. Since you started providing diapers to the families you serve, how likely are clients to extend the length of their relationship with you, beyond the average length of your relationship with a family?

8c. Since you started providing diapers to the families you serve, how likely are clients to keep scheduled appointments with you/your agency?

8d. Since you started providing diapers to the families you serve, how likely are clients to ask for assistance with other needs they may have?

8e. Since you started providing diapers to the families you serve, how likely are clients to communicate with you/your agency between visits/appointments?

8f. Since you started providing diapers to the families you serve, how likely are clients to participate in other programs provided by your agency?

8g. Since you started providing diapers to the families you serve, how likely are clients to seek other services provided by your agency?
2019 Greater DC Diaper Bank All Partner Survey Results

Client Service Impact

1. Offering diapers helps to build trust with clients.
   - 2019
   - Agree: 66.67%
   - Neutral: 24.44%
   - Disagree: 8.89%

2. Our organization has engaged with new families/clients because of the Diaper Distribution program and our GDCDB partnership.
   - 2019
   - Agree: 40.00%
   - Neutral: 22.22%
   - Disagree: 8.89%

3. Without diapers from DC Diaper Bank our organization would not be able to serve our clients as effectively.
   - 2019
   - Agree: 31.11%
   - Neutral: 42.22%
   - Disagree: 20.00%

4. Without diapers from DC Diaper Bank our organization would not give out any diapers.
   - 2019
   - Agree: 53.33%
   - Neutral: 24.44%
   - Disagree: 13.33%

5. Providing diapers to clients lowers anxiety, fatigue, and/or financial stress among clients.
   - 2019
   - Agree: 82.22%
   - Disagree: 17.78%
Partner Program Impact

8a. Since you started providing diapers to the families you serve, how likely are clients to start a conversation with you or your agency about other needs they might have?

- Less likely: 50.0%
- About the same: 37.0%
- Somewhat more likely: 10.9%
- Definitely more likely: 2.1%

8b. Since you started providing diapers to the families you serve, how likely are clients to extend the length of their relationship with you, beyond the average length of your relationship with a family?

- Less likely: 43.5%
- About the same: 19.6%
- Somewhat more likely: 28.3%
- Definitely more likely: 6.5%

8c. Since you started providing diapers to the families you serve, how likely are clients to keep scheduled appointments with you / your agency?

- Less likely: 39.1%
- About the same: 45.7%
- Somewhat more likely: 13.0%
- Definitely more likely: 1.2%

8d. Since you started providing diapers to the families you serve, how likely are clients to ask for assistance with other needs they may have?

- Less likely: 54.3%
- About the same: 34.8%
- Somewhat more likely: 10.7%
- Definitely more likely: 0.2%

8e. Since you started providing diapers to the families you serve, how likely are clients to communicate with your / your agency between visits / appointments?

- Less likely: 26.1%
- About the same: 52.2%
- Somewhat more likely: 21.7%

8f. Since you started providing diapers to the families you serve, how likely are clients to participate in other programs provided by your agency?

- Less likely: 32.6%
- About the same: 32.6%
- Somewhat more likely: 34.8%

8g. Since you started providing diapers to the families you serve, how likely are clients to seek other services provided by your agency?

- Less likely: 41.3%
- About the same: 39.1%
- Somewhat more likely: 19.6%