2021 Greater DC Diaper Bank Partner Survey Results

Partner Accounts by State

Distribution Methods

<table>
<thead>
<tr>
<th>Distribution Method</th>
<th>DC</th>
<th>MD</th>
<th>VA</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Site Case Management</td>
<td>25</td>
<td>19</td>
<td>8</td>
</tr>
<tr>
<td>Home Visiting</td>
<td>16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>On-Site - Classes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>On-Site Emergency (Walk-ins)</td>
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</tr>
</tbody>
</table>

Special Populations Served

- Single Mothers: 43
- Teens: 34
- Domestic Violence Survivors: 26
- Refugees: 17
- Elderly: 15
- Veterans/Military: 10
- Homeless or Formerly Homeless Families: 5

Partner Service Areas

- Infant/Child Pantry/Closet: 17
- Family Preservation Support: 13
- Food Bank/Pantry: 10
- Head Start/Early Head Start/Child Care/Early Childhood Education: 9
- Post-natal Care: 7
- Pre-natal Care: 7
- Transitional Housing/Emergency Shelter: 7
- Permanent Supportive Housing: 6
- Family Mentoring: 4
- Pediatric Visits: 4
- Domestic Violence Shelter: 3
- Mental Health Services: 3
- Secondary Education (teens, adults): 3
- Homeless Resource Center: 3
- Community Health Clinic: 5
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: 56% Definitely more likely, 40% Somewhat more likely.
- Ask for assistance with other needs they may have: 52% Definitely more likely, 40% Somewhat more likely.
- Keep scheduled appointments with you or your agency: 40% Definitely more likely, 49% Somewhat more likely, 13% About the same.
- Seek other services provided by your agency: 31% Definitely more likely, 44% Somewhat more likely, 23% About the same.
- Extend the length of their relationship with you beyond the average length of your relationship with a family: 35% Definitely more likely, 38% Somewhat more likely, 27% About the same.
- Communicate with your or your agency between visits/appointments: 31% Definitely more likely, 40% Somewhat more likely, 25% About the same.
- Participate in other programs provided by your agency: 31% Definitely more likely, 40% Somewhat more likely, 27% About the same.
Partner Challenges and Best Practices

How Long on Average Does it Take......

<table>
<thead>
<tr>
<th>Question</th>
<th>2-4 hours</th>
<th>4-6 hours</th>
<th>6-8 hours</th>
<th>8-10 hours</th>
<th>10-12 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Tracking/Reporting</td>
<td>63%</td>
<td>31%</td>
<td>4%</td>
<td>2%</td>
<td></td>
</tr>
<tr>
<td>Distributing to Clients</td>
<td>23%</td>
<td>21%</td>
<td>13%</td>
<td>13%</td>
<td>31%</td>
</tr>
<tr>
<td>Ordering Diapers</td>
<td>96%</td>
<td>2%</td>
<td></td>
<td></td>
<td>2%</td>
</tr>
<tr>
<td>Picking up Diapers</td>
<td>79%</td>
<td>21%</td>
<td></td>
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</tbody>
</table>

Biggest Challenges

- Storage for diapers: 51%
- Data tracking: 40%
- Internal staff communication: 22%
- Amount of staff time required: 27%
- Distribution scheduling: 24%
- High demand for diapers internally: 20%
Helpful Practices Summary

We received so many great helpful tips and practices. Thank you! Our hope is that our partners can learn from one another by sharing what’s working for them. We’ve summarized your responses below, but if you have specific questions about specific practices, we are happy to share more details.

When putting together a diaper order...

• Use family check-ins to see what their diaper size and amounts are for the upcoming month
• Also consider what pantry items families are in need of, use the order form as a place for notes on items
• Reach out to any new families who may be eligible and in need of diapers
• Keep inventory organized by size and account for what you have left when ordering
• Consider how much space in your storage you have and what kind of vehicle you will need for pick-up

If you have multiple sites ordering diapers...

• Have 1 point of contact at each site
• Have 1 main person all points of contact send their orders to
• Have deadlines for all sites so order can be placed on time
• Create a live form (SurveyMonkey, Google Sheets, etc.) so that each person distributing diapers can track in real time
• Form an internal diaper committee to check in on progress and assess procedures

When distributing diapers...

• Have set days and times each month for clients and/or caseworkers to come pick up diapers
• Use texts and forms for families to easily sign up for distribution
• If delivering diapers, create an efficient route beforehand using Google Maps/MapQuest
• Collect needed information as diapers go out, not as an afterthought
• Alternatively, collect all needed information when families request diapers and note the request as fulfilled when it is distributed
• Embed data collection in current systems, such as sign in sheets, registration forms, or client management systems
• Use reusable bags for families when they come pick up diapers/pantry items and encourage them to bring them each time they pick up

When compiling your monthly data...

• Use team meetings to go over what has been distributed
• Track distribution in a live form that is accessible by all needed staff, such as a Google Form/Sheets or SurveyMonkey
• Keep a running spreadsheet of all orders and monthly reports so you can easily copy items and see trends

• Embed data tracking into your CRM so data is tagged to each family for internal use and you can pull a report each month without identifying information.