



# Partner Agency Manual

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## Mission

Our mission is to eliminate the lack of basic needs in our community so that everyone has a chance to be healthy, happy, and safe.

## Purpose

We streamline the collection and distribution of diapers, period supplies, and incontinence products to individuals in the West Central Illinois region. LBDB partners with existing service organizations to serve families and individuals who deserve access to products that allow them to live feeling clean, dry, healthy, and happy.

## What is a Diaper Bank?

Diaper banks supply diapers to local communities through partner social service agencies. This approach limits unnecessary duplication of services, reduces administrative expenses, and works collaboratively to solve a basic human need at the community level for infants, young children, and the disabled. If a client needs diapers, they often have many other needs. Local social service agencies that deal with a full continuum of care are best qualified to meet this need and to become Loving Bottoms Diaper Bank (LBDB Partner Agencies. By providing diapers, LBDB is giving an incentive to its partner agencies to keep parents coming back to social programs that can help them break the cycle of poverty.

Our diaper bank has grown and now includes the period and incontinence programs.

Partner Agency - a program that partners with us.

Pantry - a free-standing place that collects and distributes directly to clients.

## Our History

In June of 2014, Lee Ann Porter read an article discussing the silent problem of diaper need. She had experienced diaper need herself when she became a single mom of 3 - and personally knew the pain of not being able to provide for a child's most basic needs. Lee Ann was surprised to discover that the need she had experienced still existed 11 years later. She learned that there wasn't already a Diaper Bank functioning in the Galesburg area. After learning from several local child-serving organizations that the need for diapers among low-income families was profound and largely unmet, she was determined to start one. Humble beginnings have led to dramatic growth in the Diaper Bank's ability to serve families in the West Central Illinois region.

- September 2015 – Loving Bottoms Diaper Bank was founded.

- March 2016 – First diapers distributed in partnership with the Galesburg Salvation Army.
- December 2016 – Expanded program to include Warren County.
- February 2017 – Moved from founder’s home to a donated classroom.
- June 2017 – Expanded program to include Henderson, Mercer, and Fulton Counties.
- November 2017 – **100,000th diaper distributed.**
- January 2018 – Moved into our first warehouse, doubling our space.
- August 2018 – Started to distribute period supplies.
- January 2019 – Expanded program to include Peoria County.
- February 2019 – **250,000th diaper distributed.**
- May 2020 – Expanded from 1,500 SF warehouse to a 5,000 SF warehouse.
- March 2021 – **ONE MILLION DIAPERS!**
- December 2021 – **Expanded program to include McDonough and Hancock Counties.**

## Infant and Children Needs

Diaper need is the lack of a sufficient supply of diapers to keep a baby clean, dry, and healthy. Government assistance programs like WIC, food stamps and Medicaid do not pay for diapers, making diapering a distinct financial challenge. Diaper need causes physical, emotional, and educational development delays for children, and extended use of dirty diapers can lead to severe infections. Children emotionally disconnect from their parents as they learn Mom and Dad cannot meet their needs. Childcare centers require parents to supply diapers; without them, children lose access to education, and parents can't go to work or school.

1 in 3 U.S. families reports experiencing diaper need. In Illinois, over 18% of children under age 5 live in poverty. In some areas, we serve that number is closer to 24%. In West Central Illinois, that means there are over 5,000 children without enough clean diapers each day. The average monthly supply of diapers is around \$80-\$100. (2) With limited resources, families must choose between diapers and other essentials like food, toilet paper, medicine, or paying rent. 63% of U.S. single mothers have faced this choice. (3)

Diaper need affects the entire family. Prolonged use of soiled diapers makes children more susceptible to skin and urinary tract infections. Discomfort from wearing a dirty diaper causes children to cry more often and wake more frequently at night, disrupting sleep and increasing parental stress. Low-income mothers struggling with diaper need were more likely to suffer poor mental health than mothers who did not struggle with diaper need. (4) LBDB’s research shows that families who receive supplemental diapers see a positive impact on family well-being and self-sufficiency. Recipients report increased child health, decreased parental stress, better attendance at work/school, and financial relief. Our data also shows that partner organizations incorporating diapers into their programs see increased client engagement and program effectiveness. (5)

(1-5): Specific citations available upon request.

# Period Poverty

2 in 5 struggled to purchase period products in the past year due to lack of income, while nearly half had to choose between buying food or menstrual products. An estimated 16.9 million people who menstruate live in poverty in the United States.

People who experience period poverty cannot purchase the menstrual products they need, and, in many cases, this means that they cannot go to school or work or otherwise participate in daily life.

Period poverty causes physical, mental, and emotional challenges. It can make people feel shame for menstruating, and the stigma surrounding periods prevents individuals from talking about it.

People unable to access menstrual products have reported using rags, toilet paper, and children's diapers. Some people have also used the menstrual products they did have for longer than intended.

Period kits and supplies return hours of productivity and dignity to our community. What's that mean? Simple, the person didn't have to worry about not having period supplies during that time. They didn't have to miss school or work. They were able to be active in their lives.

## Incontinence Program

Approximately 13 million Americans are incontinent; 85% of them are women. Of noninstitutionalized persons aged 65 and over, 50.9% reported a urinary leakage and/or accidental bowel leakage. Sufferers may experience emotional as well as physical discomfort. Many people affected by the loss of bladder or bowel control isolate themselves for fear of ridicule and lose self-esteem. Adults often find employment impossible.

## Policies and Procedures

### **Acknowledging Loving Bottoms**

One of the essential factors in the continued growth of Loving Bottoms Diaper Bank is exposure in the community about the critical work being done to address diaper need and period poverty in our region. One of the most important ways to gain this exposure is having Partner Agencies share information with their clients, supporters, and partners about diapers and other products they receive from the Diaper Bank.

- Partners should notify Loving Bottoms Diaper Bank of contact with the media regarding programs that distribute Diaper Bank products or profiles of participants receiving those products.
- Partners should acknowledge Loving Bottoms Diaper Bank as a source of diapers or other supplies on their website and on all written and electronic publications, including brochures, annual reports, and newsletters that discuss or advertise programs distributing Loving Bottoms Diaper Bank diapers, period supplies, and incontinence products.
- Partners should coordinate with Loving Bottoms Diaper Bank to inform the community about how diapers, period supplies, and incontinence products are being used to support and strengthen the organization's programming and the lives of the families who receive them.

## Your Agreement

What your tier means for you:

- You can only see items on PartnerBase/ HumanEssentials included in your tier. So if you can see breast pumps as an option, you're welcome to click it. If we say we have new period kits out, but you can't see anything - it's because you aren't a part of the period program (for example, senior centers don't see baby formula).
- Tiers are flexible if you grow. Tier selection helps us gauge how many products we will need to collect throughout the year. However, our goal is to help you serve your families! If you need more products for more families, contact us to discuss the next steps. If you need to move up mid-year, we will prorate you for the following months.

Upholding your agreement:

- You have the entire calendar year to uphold your end of the agreement. That includes the two things you chose to do (include our logo on your site, write us in for grants, include us in media, etc.), as well as completing your volunteer hours.
- The recipient agency will provide at least two stories of parents and children that have received Loving Bottoms Diaper Bank during products each agreement period and/or allow Loving Bottoms Diaper Bank to interview families who receive products. The stories may be blinded to protect the identity of the client. You can send these throughout the year, but it is also a required question on your annual reporting.
- Your agency must attend the annual partner agency meeting. The Executive Director of the recipient agency (or their designee) must attend the yearly Partner Agency meeting for Loving Bottoms Diaper Bank held once a year **on the third Wednesday in January** at the LBDB warehouse. Any individual(s) managing the Loving Bottoms Diaper Bank program for the recipient agency must also attend the meeting.
- Loving Bottoms Diaper Bank will conduct at least one site visit annually to ensure products are stored in a secure location within the agency, and that accurate records are maintained for all clients receiving products.

Volunteer hours!

- Volunteer hours can look different for everyone. You do not have to be in the warehouse to volunteer.
- Your agency's hours will be between 5-20 hours per year, depending on your tier and programs.
- Warehouse volunteer opportunities are available every Monday evening (6:30-8:00 pm) and every Wednesday morning.
- Outside of the warehouse, you can volunteer by:
  - Serving on a committee
  - Picking up from a drop-off location (Goodwill, a bank, your agency itself!)
  - Choosing something off of our “Keep Us Covered” wall
  - Printing for us (great for agencies that don’t always use their full print limit each month)
  - Inputting surveys (and more!)

## Orientation

New partner orientation is a requirement for each new agency. Please ensure that the Program Manager and other people who will assist with record-keeping, product storage, and distribution are present. It is encouraged but not required that the Executive Director also attend the meeting.

In addition, when someone from your agency leaves or new staff comes in that will fill one of the roles listed above - they are eligible to attend an orientation to learn about reporting and ordering!

## Diaper Distribution

Diapers from Loving Bottoms Diaper Bank are to be used as a part of a broader effort by the recipient agency to assist those in need. The recipient agency will distribute diapers to individuals as a part of their program, enabling those individuals or families to move toward long-term self-sufficiency.

### **Programs utilizing case-management or home-visitation models (social service distribution):**

- 50 diapers/month for each child served.
- 20 pull-ups/month for each child served if NOT receiving diapers and still not potty trained. These are limited and not guaranteed.
- Older children with disabilities and/or delays may receive incontinence supplies as our inventory allows.
- Suppose diapers are being distributed through a school or residential type program. In that

case, diapers must be given directly to parents/caregivers for home use and **NOT** used in the school or residential setting.

- Pregnant women should receive no more than 25 diapers/month for the child they carry but can receive 50 diapers/month for older diaper-wearing children. Newborn and Size One only!
- Non-custodial parents/caregivers (parents working to regain custody of children, grandparents) can receive no more than 25 diapers/month for each diaper-wearing child.
- Foster parents may receive 50 diapers/month for each diaper-wearing child in their care.

#### **Programs NOT using a case-management model (emergency distribution):**

- 50 diapers/month for each child up to their 3rd birthday.
- Pull-ups are reserved for case-management agencies only.
- Older children with disabilities and/or delays may receive incontinence supplies as our inventory allows on a one-time emergency basis. If requested after that, a note for the doctor is required and will need to be updated annually.

LBDB will make every effort to satisfy your diaper needs as requested but is not accountable for doing so. Loving Bottoms Diaper Bank reserves the right to refuse any application for donations.

## **Period Kit Distribution**

#### **Agencies utilizing case management, home-visitation, and emergency distribution:**

- Anyone in the house who menstruates may receive one Period Kit per month.
- We currently have 2 Period Kits:
  - Pad Kit, which includes 10 pads, 5 overnight pads, and 5 liners
  - Tampon Kit, which includes 5 tampons, 5 pads, 5 overnight pads, and 5 liners
- We **do not discriminate in any way, shape, or form, EVER**. Menstrual equity and equality are something we advocate for, and that starts with each of our partner agencies. If someone claims to be a menstruator and asks for a period kit, we believe them, and they receive a period kit. Not all women menstruate; not everyone who menstruates is a woman.

## **Incontinence Product Distribution**

#### **Agencies utilizing case management, home-visitation, and emergency distribution:**

- Adults may receive up to 2 packages of incontinence products (IE: pads + briefs, 2 packages of pads, or 2 packages of briefs) **and** 2 packages of bed pads each month, as inventory allows.

**Did you know:**

Seniors on Medicare with Medicaid as their secondary can receive incontinence products shipped directly to their home at **no cost** (this includes seniors in assisted/support living but NOT nursing homes). One program we know of is HDIS <https://www.hdis.com/medicaid>

## Client Surveys

Loving Bottoms Diaper Bank uses anonymous survey data and comments from clients to help quantify how the products are helping and affecting people's lives. Each time a client receives products (diapers, period, and/or incontinence), they complete the short survey. Please return these surveys to Loving Bottoms each month when you pick up your diaper order. At the end of the year, Loving Bottoms Diaper Bank will finalize the data and provide your agency with a summary report of how the products affected your clients in their own words.

**Please bring the completed surveys with you when you pick up your order each month.**

## Ordering

When your agency signed on as a partner with Loving Bottoms Diaper Bank, a Tier Level was chosen by your agency based on the estimated number of children you would serve every month. Please adhere to the Tier Level selected as best as you can. The Tier Level can be changed if you find your needs have changed.

All orders are due by the last day of each month. **If your order is the first week of the month**, your order will be due by the 25th or the last **Monday** of the month. *Early ordering allows for there to be no orders put in the day before your pick up, so our wonderful volunteers have time to pull it for you!*

Each individual can receive: (refer to Distribution sections for more detailed information)

- 2 bundles of 25 diapers each (50 diapers) for the month, and if pull-ups are requested, they receive 1 bundle of 20 pull-ups.
- Each menstruator will receive one period kit per month.
- Each senior will receive up to 20 bed pads per month, as well as 2 bundles of 20 products each (of either incontinence pads or briefs).

Partners must submit an online diaper order. Orders must be placed electronically through the PartnerBase/HumanEssentials. **Email, phone, or text orders will not be accepted.**

**If you have trouble placing an order, you must contact LBDB before the ordering deadline.**

## Placing the Order

- Login to <https://www.humanessentials.app/logins/new> and select "Quantity" and then

## “Create Request”

**Quantity**

Specify quantity for each product.

[Create Request](#)

- **Diapers should be ordered by the number of DIAPERS, not the number of PACKS**
  - Packs are: Premie - Size 6 (25), Pull-Ups (20), Swimmers (2), Youth (20)
    - Reminder: 25 diapers per pack = 50 diapers per child per month
    - EXAMPLE: I have 8 families that need size 4 diapers. I will need 16 packages of diapers for them (2 packages per child) 16 x 25= 400 Diapers Ordered
  - Pull-Ups/Training pants are limited. You may request, but please understand they may not be available. 20 (1 package) per child, per month. *Available only to case-management partners.*

 New Request for[Home](#) / [New Essentials Request](#)

**Comments:**

Any messages to us about order or pick up here

Item Requested	Quantity	
Diapers - Size 5 <span style="float: right;">▼</span>	100	<a href="#" style="background-color: #ffc107; padding: 2px 5px; text-decoration: none;">Remove</a>
Diapers - Size 6 <span style="float: right;">▼</span>	250	<a href="#" style="background-color: #ffc107; padding: 2px 5px; text-decoration: none;">Remove</a>

[Add Another Item](#)

[Submit Essentials Request](#)[Cancel Request](#)

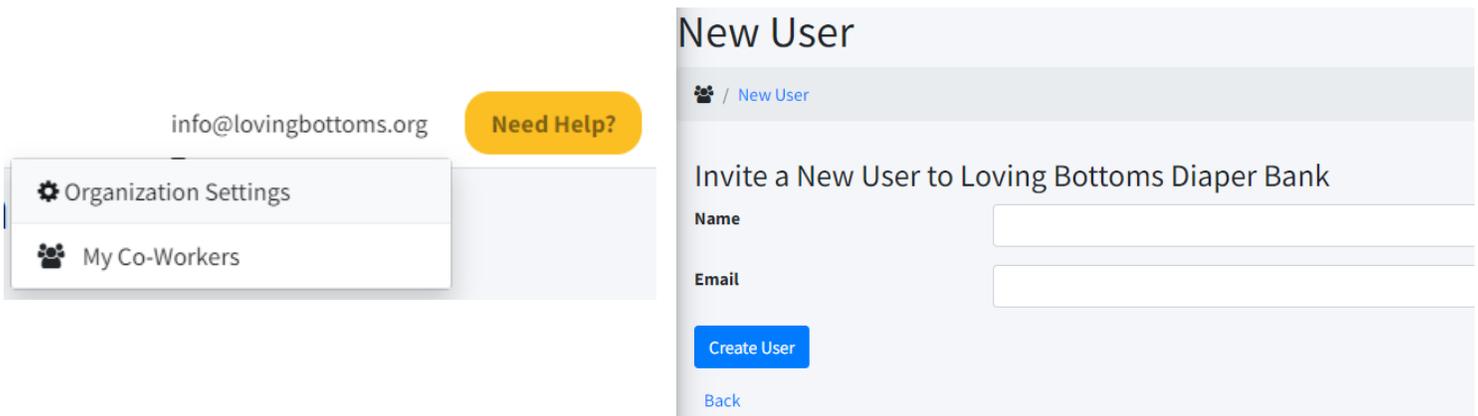
- **Period Product Kits - Order kits by the number you are requesting.**
    - IE: 4 menstruators = 4 kits
      - Reminder: Kits contain 20 products -
        - Monthly Kit (Pad) 5 pads, 5 overnight pads, 5 liners, and 5 tampons
- OR**

- Monthly Kit (Tampon) 10 pads, 5 overnight pads, and 5 liners.
- **Adult Incontinence order by ITEMS, not by PACKS**
  - Briefs and pads are in packs of 20.
  - Bed pads are in packs of 10, but you may order up to 2 per person per month.
- Other items: you will see a variety of other items from time to time. You can **all** request **any** of these items, and we will fill the order if we have them available.
- You will receive an email with a pdf of your order once we have finalized it on our end.

Occasionally Loving Bottoms Diaper Bank may not be able to fill your agency’s entire order or may have to substitute one-size diaper for another. We will inform you of the change when your order is confirmed if this is the case.

## Managing Users

If you are leaving and training the person who will replace you, or you are getting a new co-worker that will also need access, click your email, organization settings, My Co-Workers, New User as shown below.



This ensures everyone who needs it has access to your account to put in orders and see old orders.

**IMPORTANT:** Adding new staff here does NOT replace notifying LBDB - Please send an email to [partners@lovingbottoms.org](mailto:partners@lovingbottoms.org) of new staff that should be added as a contact for your agency.

## Checking Order Status

A “Request in Progress” on PartnerBase/HumanEssentials means that you submitted your order, and it is waiting on the action by the Diaper Bank - we know it’s there and are working on it.

## Requests In Progress

Request Date	Number of Items Requested	Items Requested
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Request Details



**Request has been successfully created!**  
 Loving Bottoms Diaper Bank should have received the request.  
 You should also be receiving a email confirmation in a few minutes.

**Request ID:**  
10935

**Comments:**  
*None Provided*

**Requested Items:**  
100 of Diapers - Size 5

**Submitted:**  
2021-12-06 20:38:35

[Your Previous Requests](#)

An “Upcoming Distribution” on PartnerBase/HumanEssentials means that your order has been fulfilled by us and is waiting for pick up (on your scheduled pick-up date).

You can view your prior orders on your front dashboard page. It is located under where you order with the other options: Upcoming Distribution, Request in Progress, and Prior Orders / Past Distributions.

***Ignore the “Family & Children” section and “Our Impact” - we do not use either of those features as of now.***

## Order Pick Up Instructions

The recipient agency shall send a representative of its distribution program to pick up the monthly order from Loving Bottoms Diaper Bank. A schedule will be provided at the orientation meeting of the date for each month that your agency should pick up orders from our warehouse. **The timeframe for your pick-up is from 9 AM until 12 PM on Wednesday indicated on your schedule.** Please make an effort to adhere to the scheduled date, but if you need to change it for some reason, please contact the Loving Bottoms at 309-297-4754.

- The products in your order will be packed into reusable bags. Loving Bottoms Diaper Bank will provide the bags for each agency, and we ask that you keep track of them and take care of them as conscientiously as possible.
- Please ensure that you bring a vehicle (or multiple vehicles) large enough to transport your order, or two trips may be necessary. We can help you estimate how much space you might need for your order.

- Each month when you pick up your order from Loving Bottoms Diaper Bank, please return the bags used for your order the prior month.
- When you arrive outside of the Loving Bottoms Diaper Bank, please pull next to the large overhead door and enter the warehouse through the side door, or simply call the number on the door (309) 297-4754.

If your agency representative, employee, or agent sustains an injury during the pickup time, it is neither the fault nor the responsibility of Loving Bottoms Diaper Bank. Upon request, the partner agency shall submit a certificate of insurance to Loving Bottoms Diaper Bank documenting that the agency has worker's compensation coverage, general liability coverage, and automobile insurance coverage of at least the minimum automobile insurance limits required by applicable state law.

## Data Collection and Reporting

### Monthly Reporting

Loving Bottoms Diaper Bank requires that partner agencies collect and report demographic information for each household and individual users enrolled in its distribution program. This

Data is used to communicate with investors, vendors, and in communications with the public about Loving Bottoms Diaper Bank's output as well as the impact of our products on individuals and households.

***Every time a family receives diapers, period, or incontinence supplies: A distribution report MUST be filled out.***

It is vitally important that those in your organization responsible for data collection ensure that all client information is filled out completely, legibly, and accurately.

After collecting data from clients, partners are responsible for entering that data through a simple Google Sheet available in the partner portal - but also in a Google folder, which we will share with you. Distribution forms include spaces to record distribution for each person that receives products.

- You can use this sheet to update each month, and you don't have to submit it anywhere. We will check in monthly to ensure the information is correct and things are going smoothly!
- Data should be entered by the 10th of each month for the previous month.
- If data is not reported, future monthly orders will be held until you have completed your reports.

### Annual Reporting

Your annual report is a series of questions that can be filled out by using the information you collected in your monthly reporting. Nearly everything you need is in those monthly reports, and it is just a matter of calculating totals.

- PDF of questions on the report can be found in the partner portal
- Google form to submit opens on the first week in January.

- We have to report varying information to fulfill different grants requirements. Without this information from you, we can't file our reports.

**The deadline for the Annual Report submitted is January 31st!**

## **Assistance with Reporting Data**

Partner agencies are encouraged to contact Loving Bottoms Diaper Bank with questions about data collection and reporting requirements.

## **Staff Awareness**

It will be the recipient agency's responsibility to ensure any staff that will have contact with the diaper, period, or incontinence distribution program(s) are aware of the LBDB Partner Agency Manual and Collaborative Agreement (separately signed document).

Additionally, the partner agency agrees that it will not in any way represent that partner agency as an employee or agent of Loving Bottoms Diaper Bank. Nothing herein shall be construed as creating an employee/employer relationship between the parties.

## **Suspension and Termination Policies**

The partnership with Loving Bottoms Diaper Bank is extended to recipient agencies annually. Agencies can review and re-commit to the partnership each year when they sign the Tier Level Agreement.

If violations or infractions of our above-stated policies occur, Loving Bottoms Diaper Bank reserves the right to immediately suspend or terminate the partnership. Examples of violations include:

- They were exchanging diapers or other products received from Loving Bottoms Diaper Bank for money, property, or services.
- Using donated goods for private gain.
- Using Loving Bottoms Diaper Bank diapers and other products for something other than the distribution to a family in need in your program. Products are donated to Loving Bottoms Diaper Bank or purchased by us with the express purpose of an individual in the recipient agency's program. Loving Bottoms products may not be used for fundraising purposes or given to another agency.
- Delinquency of reporting.
- They are losing 501(c)(3) status.
- They are violating the basic agreement between itself and Loving Bottoms Diaper Bank.

***Loving Bottoms Diaper Bank shall investigate any complaint or violation reported to us.***

**Suspension:** A recipient agency may be suspended if found to violate any of the above conditions. If suspended, the recipient agency shall be notified by email, and it will lose all rights of a partner agency. Once the problem(s) has been corrected, the agency can request its status to be reactivated.

**Termination:** A recipient agency's partnership with Loving Bottoms Diaper Bank can be terminated after review by the Program & Partnership committee of Loving Bottoms Diaper Bank if the violations are serious. The recipient agency shall be notified immediately if this occurs.

## Resources

### Partner – Portal

Partner Portal [www.lovingbottoms.org/portal](http://www.lovingbottoms.org/portal)

Password:

The partner portal is the launchpad for everything you need to manage your partnership with the Diaper Bank. In addition to the items visible in the image above, you will come to the Partner Portal to sign up for volunteer shifts, complete your annual partner survey, download client forms for enrollment and distribution, and download client survey forms.

Thank you!!

### Our Staff

Lee Ann Porter - Founder & Executive Director

Jenny Dowsey - Program Coordinator

### Our Board of Directors

Mary Gehring - Board Chair

Janet Stokes - Vice Chair

Krista Bushmaker - Treasurer

Rhonda Hillyer - Secretary

Alexis Batchelder - Board Member