



DIAPER BANK

of **NORTH GEORGIA**

Partner Agency Handbook

What is a Diaper Bank?

Diaper banks supply diapers to local communities through collaborative Partner 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 and young children. If a client needs diapers, they probably have many other needs as well. Local social service agencies that deal with a full continuum of care are best qualified to meet this need and to become a Diaper Bank of North Georgia Partner Agency.

Who are we?

The Diaper Bank of North Georgia was founded by the Junior League of Gainesville-Hall County. The Junior League of Gainesville-Hall County has been devoted to improving our North Georgia community by promoting volunteerism and by providing much-needed funding in our community since 1951. When the need for diapers became a crisis in our community, the Diaper Bank of North Georgia was formed and became the Junior League's new program initiative.

What is the diaper need?

Access to a sufficient supply of diapers is essential for the health of infants and toddlers, but too many individuals don't have the resources to adequately provide for this basic need. Currently, 1 in every 3 families struggles with buying diapers.

Resources for free or discounted diapers are few. Food Stamps (SNAP) or WIC cannot be used to purchase diapers. The primary goal of the Diaper Bank of North Georgia is to bridge the gap in available resources for our community's neediest and most vulnerable populations.

How do we provide diapers to our Partner Agencies?

We provide diapers to qualifying Partner Agencies through a scheduled distribution, which usually occurs every other month. The diapers are bundled by size with twenty-five (25) diapers in each bundle. There are hundreds of different diaper products, with every manufacturer setting size specifications for their own products. The Diaper Bank's annual inventory is a product of donations. Accordingly, specific materials may not always be available for Partner Agencies. Every effort will be made to meet the requests of our Partner Agencies; however, the need is great, and the supply is limited. Child diapers from Newborn to Size 6 and Training Pants are prioritized in inventory. We do get premature diapers, overnight diapers, and wipes; however, it is currently sporadic and varied.

How to apply (and continue) to be a Partner Agency?

I. Criteria

The Diaper Bank of North Georgia does not provide free diapers to every organization in need. Specific criteria has been selected to establish a truly collaborative and long-term relationship with our Partner Agencies. The Diaper Bank has the right to refuse any agency application.

The minimum criteria for a Partner Agency is as follows:

1. 501(C)(3) status, as defined by the IRS, Government Agency, or Religious Organization;
2. Good standing with national affiliates or parent organization (if applicable);
3. Eighty-percent (80%) of Agency's clients anticipated to receive diapers fall below the federal poverty line;
4. Agency's clients are demographically reflective of the community;
5. Agency has a high quality of casework;
6. Agency has an excellent community reputation;
7. Agency limits duplication of services; and
8. Agency's anticipated request does not exceed the Diaper Bank's ability to meet a community-wide need.

II. Renewal

Partner Agencies must renew their contract on a yearly basis. During the renewal process, a review of the above criteria will occur as well as a possible site visit to the Partner Agency's facility.

III. Information Required to Apply

Each Partner Agency must have the following information available before any application may be completed:

1. A copy of your IRS Determination Letter reflecting 501(c)(3) standing with the IRS, your government letterhead, or letter of good standing from denominational headquarters.
2. Agency contact information.
3. Program contact information.
4. Your agency mission statement.
5. Program description and description of how the diapers will be used.
6. Projected demographic and program diaper use statistics, including but not limited to:
 - i. Number of unique diaper users annually (count each diaper user only one time);
 - ii. Percentage of diaper users living below the Federal Poverty Level; and
 - iii. Ethnic composition of those served.

7. Signature of Program Director and Executive Director.

IV. Data Required to be Provided

The Diaper Bank of North Georgia strives to represent the community that we serve. We require that each Partner Agency ensure a Partner Agency Report is completed on each child by the parent or guardian. The data from the Partner Agency Report will be used to report the monthly Partner Agency Diaper Usage to the Diaper Bank of North Georgia. All information will be kept in a secure manner and not released to any external organization, except as in aggregate for grant writing and audit purposes. We will not request any personally identifiable information.

V. Agency Site Visit

The Diaper Bank of North Georgia may request to visit a Partner Agency's site at any time.

Site visits occur so that the Diaper Bank of North Georgia can grasp a better understanding of the needs and programs of its Partner Agencies. In addition, site visits permit the Diaper Bank to ensure all requirements of this agreement are met.

Site visits may be unannounced during the regular business hours of the Partner Agency. The Diaper Bank of North Georgia will also schedule site visits with its Partner Agencies. For a scheduled visit, the agency will be notified as to who will be conducting the site visit and when the site visit will take place.

VI. Diaper Distribution Procedure

Distributions are made to Partner Agencies with the consideration of various factors, such as the number of diapers requested, number of agencies requesting diapers, and the inventory of diapers on hand. Each Partner Agency must fill out a Diaper Order Form by the deadline provided. If a Partner Agency does not complete its Diaper Order Form by the deadline, the Diaper Bank of North Georgia cannot guarantee distribution to said Partner Agency. In order for the Diaper Bank to better serve the community and each agency, Partner Agencies must communicate their needs to the Diaper Bank of North Georgia as changes occur.

Diapers shall be retrieved by each Partner Agency at a scheduled appointment time only. Appointment times will be given to each Partner Agency in advance.

It is very difficult for the Diaper Bank of North Georgia to distribute diapers outside of the scheduled appointments for pick-ups, as the diaper bank is staffed only with volunteers. Therefore, if a Partner Agency misses its appointment, the products set aside to fulfill the agency's order will be forfeited and returned to the Diaper Bank's inventory. It is the Partner Agency's responsibility to plan accordingly to make the scheduled pick-up. The Diaper Bank of

North Georgia is not required to provide Partner Agencies with alternative pick up dates or times.

Please ensure an appropriately sized vehicle is available to pick-up the requested order and that you bring enough staff or volunteers to help you load the diapers. We will endeavor to have some volunteers present. To receive the diapers, a representative of each Partner Agency will be asked to sign and print their name to indicate that the agency has received its order.

VII. Separation Policies

If a Partner Agency no longer wishes to be a partner with the Diaper Bank of North Georgia, the agency must contact the program director and provide accurate statistics to date based on the diaper users served. Even if an agency separates from the Diaper Bank of North Georgia, any donations are not refundable.

The Diaper Bank of North Georgia reserves the right to remove an agency from its recipient list if the agency does not adhere to the terms of this agreement, if any of the agency's application is found to be misstated, or for any other reason. Written notice will be provided to a Partner Agency in the event the Diaper Bank of North Georgia determines that it will no longer provide diapers to that agency.

VIII. Additional Terms and Conditions

In addition to the requirements set forth above, each Partner Agency must adhere to the agreement and procedures as outlined in the Partner Agency Agreement.

Partner Agency Agreement

The purpose of this agreement is to facilitate the distribution of diapers from the Diaper Bank of North Georgia to the signed Partner Agency for further distribution to citizens in the community. Both parties enter into this agreement freely, voluntarily, and without undue influence. In consideration of the facts and circumstances set forth in the Partner Agency Handbook, along with the mutual promises and covenants contained in this Partner Agency Agreement, the parties do hereby agree as follows:

1. Both parties agree to follow all procedures and requirements as outlined in the Partner Agency Handbook.
2. The Partner Agency certifies that it is a nonprofit 501(C)(3) social service agency, a religious organization in good standing, or other governmental agency providing social services to individuals or families in need and that it has provided documentation of such status along with this executed agreement.
3. The Partner Agency must store and distribute the products from the Diaper Bank of North Georgia in the counties that we serve, which are the rural North Georgia counties including but not limited to: Forsyth, Dawson, Hall, Lumpkin, Union, Towns, White, Barrow, Jackson, Banks, Habersham, Stephens, Rabun.
4. The Partner Agency agrees to provide supplies to citizens in a conscientious manner. No products obtained from the Diaper Bank of North Georgia may be sold, traded or bartered, or used for fundraising, auctions or raffles. Products may only be used to provide services to the clients of the recipient agency free of charge and may not be used as gifts to staff or volunteers. The Partner Agency agrees to make every effort to avoid duplication of services with other agencies and to avoid providing diapers to clients who will sell, exchange, or barter with the diaper supplies.
5. The Partner Agency will provide supplies received from the Diaper Bank of North Georgia without discrimination on the basis of race, color, national origin, ethnicity, gender, religion, age, disability, political beliefs, sexual orientation, marital or family status. The Partner Agency further certifies that any assistance directly or loosely linked to diapers and supplies does/will not require attendance at religious services or classes, nor is there any inducement of conversion to a faith group, institution or cause in order to receive assistance.
6. Supplies from the Diaper Bank of North Georgia are to be used by each Partner Agency to assist those in need. The Partner Agency should ensure to the best of their ability that at least 80% of clients who receive diapers fall below the federal poverty line.
7. The Diaper Bank of North Georgia will make every effort to satisfy a Partner Agency's emergency diaper needs as requested but is not accountable to do so.

8. Each Partner Agency shall comply with the Diaper Bank of North Georgia data reporting requirements and notify us of any changes in the organization's contact information and mission. It is the responsibility of the Partner Agency to train any new program contacts and to provide them with a copy of the partner agency handbook, your agency's application, statistical tracking materials, how to report data, etc. It is the responsibility of the Partner Agency to track and report all requested statistics accurately based on records. Partner Agencies who fail to turn in data reporting by deadlines or whose reporting is deemed inaccurate or unreasonable will not be allowed to participate in future distributions.

9. The Partner Agency will collect and maintain client information on every child it provides diapers to from the Diaper Bank of North Georgia (i.e. Partner Agency Report). This information will not include any personal identification information to protect the identity of the clients. The Partner Agency must make every effort to ensure that all client application, order and distribution data is entered accurately. At the time of the client's enrollment, the Partner Agency will review the application in order to prevent duplication of services and ensure eligibility. The Partner Agency will maintain a fully completed signed copy of each client application on file for audit purposes. If Partner Agency shows a pattern of duplicating services or inaccurate or incomplete data collection/entry, the Diaper Bank of North Georgia reserves the right to remove the Partner Agency from the program.

10. If a Partner Agency distributes to the public, then the Partner Agency should have clients complete a client information sheet for the child(ren) and meet with a volunteer for verification to ensure the clients are poverty level (i.e. Partner Agency Report). Types of acceptable verification include personal identification such as a driver's license; proof of income like Medicaid, WIC, SNAP, paystubs or federal income taxes; and proof of for the number of children for each family such as a child's Medicaid card or birth certificate. The Partner Agency should not keep copies of the documents, but they should sign on the client sheet that the documentation has been verified. Once a client has been identified as 'poverty,' they are eligible to receive two packs of diapers per month per child. If a client is not poverty level, they may receive a one-time donation for the child and would not be eligible for future diapers, unless they became eligible and went through the client information verification process again.

11. The Partner Agency will provide at least one story about the parents and children that have received diapers during each agreement period. The stories may be blinded to protect the identity of the client. Domestic violence shelters are not subject to this requirement.

12. The Partner Agency, its staff, volunteers, or other person are not to refer clients or other staff to visit or call the Diaper Bank of North Georgia directly for supplies or questions. The Diaper Bank is a support agency, not a direct social service agency.

13. The Partner Agency will pick up its diapers from the Diaper Bank of North Georgia. Any injury sustained by employees, representatives, and/or agents of the Partner Agency while at the storage premises are not the fault nor the responsibility of Diaper Bank of North Georgia. If a Partner Agency fails to come during the designated pick-up time for distribution, allotted supplies will be forfeited.

14. The Partner Agency agrees to not stockpile diapers received from the Diaper Bank of North Georgia as it is not in the best interest of the mission for distribution to children in need. If a Partner Agency has

excess (far more than the agency can use for the next quarter or more) of particular diaper sizes, they are to return the extras to the Diaper Bank to be redistributed to other agencies. Further, items provided by the Diaper Bank to a Partner Agency shall not be redistributed to another agency for use.

15. If a Partner Agency is receiving diapers from another Diaper Bank and/or similar agency, it must be disclosed to the Diaper Bank of North Georgia.

16. Partner agencies hereby indemnify, defend and hold harmless the Diaper Bank of North Georgia and the Junior League of Gainesville-Hall County, its officers, directors and/or employees and volunteers from any and all liabilities or claims resulting from the quality and/or safety of the items received from the Diaper Bank of North Georgia, and any use thereof, and furthermore the Partner Agency hereby forever releases and discharges the Diaper Bank of North Georgia and the Junior League of Gainesville-Hall County, its officers, directors and/or employees and volunteers from any and all claims for any known, unknown current or future damages, resulting from any use or misuse thereof for all items received from the Diaper Bank of North Georgia.

17. As discussed in the Partner Agency Handbook, the Diaper Bank reserves the right to perform a site visit during the application process, or with appropriate notice during any time of this agreement. The Diaper Bank of North Georgia reserves the right to remove an agency from its recipient list if the agency does not adhere to the terms of this agreement, if any of the agency's application is found to be misstated, or for any other reason. Written notice will be provided to a Partner Agency in the event the Diaper Bank of North Georgia determines that it will no longer provide diapers to that agency.

18. The Diaper Bank of North Georgia reserves the right to modify any of these items at any time and will provide the Partner Agency with appropriate notice of changes.

19. The term of this Partner Agency Agreement shall commence as of the date hereof this agreement is last signed by Diaper Bank and shall continue for one (1) year from the date thereof unless the parties otherwise mutually agree in writing to terminate the Agreement.

20. Either party may terminate this Agreement with or without cause upon thirty (30) days written notice to the other party. If a party chooses to terminate this Agreement, all rights and obligations under this Agreement shall continue until the notice period of such termination expires.

Entered into this ____ day of _____, _____.

Diaper Bank of North Georgia Representative

Partner Agency Representative