



# Partner Agency Manual

## 2025

## ***Mission Statement***

In collaboration with partner agencies, PDX Diaper Bank provides no-cost diapers and diapering supplies to low-income and houseless families with young children, older adults, and individuals with disabilities living in Portland, Oregon and the surrounding areas.

## ***Goals***

### **Community Awareness Through Education**

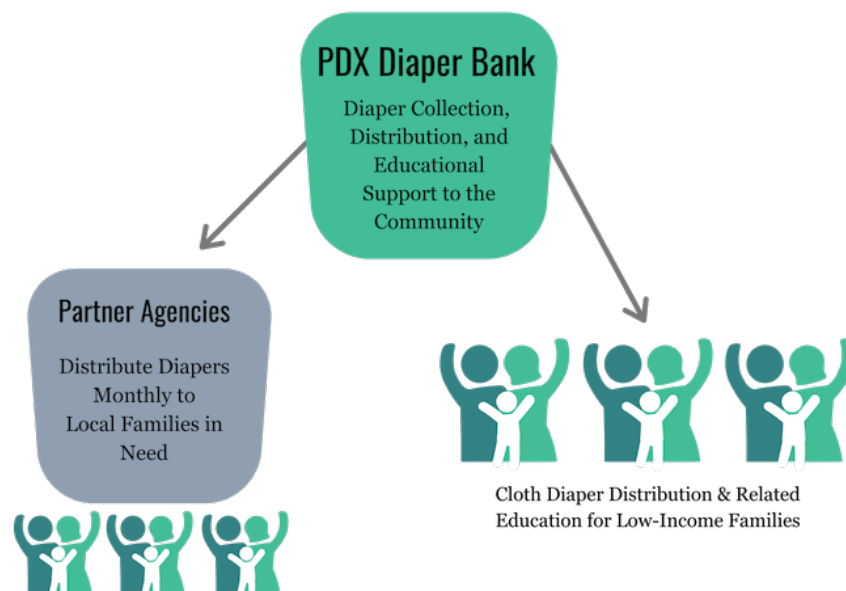
Access to an adequate supply of diapers is a basic need, but is often inaccessible to those who need them most. PDX Diaper Bank works to educate the public that 1 in 2 families (47%) experience diaper need, and that there are health and economic consequences of diaper need in communities. We will show community members, businesses, and organizations how they can help.

### **Establish Strong Community Agency Partnerships**

*PDX Diaper Bank* collects in-kind diaper donations, as well as purchases diapers in bulk. Diapers are distributed to existing local agencies such as shelters, food banks, and other nonprofit and government organizations. The success of PDX Diaper Bank is dependent upon strong connections with community agencies that share a commitment to the mission of distributing diapers to families in need. The communication between PDX Diaper Bank and its partner agencies will be strong and effective by maintaining annual reporting and site visits.

### **Advocate for Policy Reform**

There is a lack of federal aid for diaper assistance to low-income families. *PDX Diaper Bank* will strive to not only bridge this gap in services, but to be a strong voice of encouragement for future governmental policy changes. As part of these efforts, PDX Diaper Bank maintains a membership in good standing with the *National Diaper Bank Network* and the *Baby2Baby National Network*.



## ***Partnership Policies & Procedures***

### **Partner Application Process**

Organizations are required to submit a partner agency application in order to receive assistance from PDX Diaper Bank. The completed application must be:

- Accompanied by the organization's IRS 501(c)(3) letter of determination, or other documentation representing status as a public school, government agency, or a church in good standing.
- Signed by the Executive Director of the agency.

Once an agency is approved for services and invited into PDX Diaper Bank's network, an initial site visit/orientation will be conducted.

### **New Partner Orientation**

New partner agencies must attend an orientation. The purpose of the orientation is to familiarize individuals and agencies with policies and procedures, and assure compliance with PDX Diaper Bank diaper distribution protocols:

- Agencies must designate a primary contact person to act as a liaison between the agency and PDX Diaper Bank. Any time there are changes to involved agency staff, please ***notify PDX Diaper Bank of new contact changes***. We are happy to provide an orientation for new staff members!
- An active phone number and email must be available to PDX Diaper Bank at all times. Although one person typically manages the partnership, it is ideal for the partner agency to have a secondary person on staff that is knowledgeable of the procedures.
- Partner agencies must provide diapers to the community without discrimination, and diapers must be distributed free of charge to families in need.

### **Placing Monthly Diaper Requests**

Partner agencies submit monthly diaper requests by the ***LAST WORKING DAY OF EACH MONTH*** for pick up at our warehouse the following month. Log into our software, Human Essentials, to place your diaper request (see next page for more information).

The size of monthly diaper requests is based on the partner agency's pre-selected tier level (see annual partnership agreement), number of children and/or adults served, and/or the amount of resources on hand from the month prior. There is a bit of a learning curve to this at the beginning, but after a month's cycle, processes will become clear.

**Please Note:** PDX Diaper Bank fulfills agency monthly requests to the best of its ability, based on resources on hand. Items can occasionally be out of stock. Sizes and quantities of diapering supplies distributed depend upon in-kind diaper donations, shipments from our vendors, and support from our national partners.

## **Human Essentials**

Partner agencies place monthly diaper requests online through our online software system, [Human Essentials](#). New agencies are invited by email to create a login/password. During the initial login, the first step is to submit your profile information for approval. Once our staff approves your agency in the system, the option to submit diaper requests will appear in the menu options.

**URL for Monthly Diaper Requests: [HumanEssentials.App](#)**

In Human Essentials, there are three ways that partner agencies can submit monthly diaper requests. Simply select the method that makes the most sense for your agency:

1. **By Quantity** - enter the individual diaper count needed for each size.
2. **By # of Individuals** - enter the number of people for each size your agency is trying to serve that month. PDX Diaper Bank considers a 25-count pack a “service” to one person, so the software automatically calculates/converts the request to individual diaper counts.
3. **By Child** – This is a function that makes the most sense for small organizations that serve the same clients for a longer duration of time. PDX Diaper Bank does not see any of this information; when diaper requests are placed through this method, our staff only sees the quantities and sizes requested. Again, the software automatically calculates/converts the request to 25 diapers per child.

## **Diaper Pick-up Procedures**

PDX Diaper Bank distributes diapering supplies **monthly** to its partner agencies. Please refer to PDX Diaper Bank’s diaper distribution schedule to determine your agency’s diaper pick up dates. Your agency has been assigned to a group (A, B, or C) that will determine your agency’s diaper pick up dates.

Please be sure that your agency’s staff/volunteers are aware of your diaper pickup date/time, as well as designate an appropriate amount of staff to pick up your diapers, and refer to the annual pickup schedule for more information on pickup procedures. In order to receive diapers, agencies must submit a monthly diaper request via [Human Essentials](#).

## **How Should My Agency Distribute Diapers?**

PDX Diaper Bank defines services to a child/adult as 1 pack of diapers per month. However, we strongly believe that your organization knows best when it comes to its own programs, as well as your clients individualized needs. When considering how your agency will distribute diapers, here are some things to keep in mind:

<b>Daily Distribution</b>	Providing clients diapers on a daily basis works best for organizations where parents and/or children are seen on a daily basis, and/or employees of the organization are actually using the diapers on site within their programs, e.g., shelters or childcare programs
<b>Weekly Distribution</b>	Providing clients diapers on a weekly basis can be ideal for agencies that see clients weekly or are integrating diaper distribution into client appointments.
<b>Monthly Distribution</b>	Ideal for organizations that have an ongoing relationship with their clients, and conduct a regular client check ins.
<b>Emergency Distribution</b>	Ideal for organizations that solely provides “walk-in” services to local families.

### ***Inactive Agencies***

If an agency has not distributed diapers for a period of three (3) months or has not maintained proper reporting procedures as required by PDX Diaper Bank, the agency is *considered inactive and will be terminated from our agency network*.

If the agency wishes to resume active status, the agency must re-submit an agency application to be placed back on PDX Diaper Bank's waitlist for services. The organization must attach a statement to the application regarding how future activity will be conducted differently and in accordance with our policies and procedures.

### ***Partner Agency Annual Report/Renewal***

At the end of each calendar year, partner agencies are required to complete an annual report (provided by *PDX Diaper Bank and the end of each calendar year*). The information provided by our partner agencies allows PDX Diaper Bank to formulate its own annual impact report as well as statistical reports for sponsors and supporters. Please submit the completed report no later than January 31st. We must receive your report by the deadline in order for you to receive diapers in February.

### ***Annual Site Visit***

Once a year, a mandatory site visit will be conducted by PDX Diaper Bank. During the visit, you will have an opportunity to discuss any issues or concerns with the ordering, reporting, or distribution process. This is primarily a friendly check-in, and nothing needs to be done in preparation. PDX Diaper Bank reserves the right to perform additional site visits if necessary.

### ***Suspension and Termination Policies***

Agency membership in PDX Diaper Bank's distribution network is extended to agencies for an indeterminate period of time. Agencies can be suspended or terminated for certain violations or infractions of PDX Diaper Bank's rules. These include:

- Using donated goods for private gain, e.g., exchanging diapers or other products received from PDX Diaper Bank for money, property, or services.
- Using donated diapers or other products in a manner that is not related to tax-exempt purposes. Diapers are donated to our agency with the express purpose of being distributed to low-income families. Therefore, no PDX Diaper Bank donation can be used for fundraising.
- Delinquency of reporting.
- Losing 501(c)(3) status.
- Violating the basic agreement between itself and PDX Diaper Bank.
- Discrimination of any kind. Diapering resources must be distributed to clients without discrimination on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, marital or family status.
- Referring clients directly to PDX Diaper Bank (with the exception of cloth diapering workshops). PDX Diaper Bank is a support agency for community organizations, so please don't refer clients to PDX Diaper Bank directly for diapering supplies. You can, however, refer them to our educational workshops!

### ***Violations***

PDX Diaper Bank staff will investigate all complaints regarding agency violations it receives.

### ***Suspension***

An agency that is part of PDX Diaper Bank's distribution network may be suspended if found in violation of any of the above conditions. Notifications will be made in writing. Upon suspension, the agency will lose all rights of a member agency. An agency must submit a written report to PDX Diaper Bank regarding correcting the problem in order to regain active status. If an agency has not resolved the issue within three (3) months, the organization will be removed from our network. Upon this termination, the agency must then re-apply for services in order to become a future partner agency.

### ***Termination***

PDX Diaper Bank reserves the right to terminate an agency partnership due to violations of this agreement. An agency will be notified immediately if this takes place.

### ***Release of Liability***

Once accepted in the PDX Diaper Bank agency network, partner agencies hereby indemnify, defend and hold harmless PDX Diaper Bank from any and all liabilities for the quality or safety of the product (the "Product"), consisting of diapers, diapering supplies, and incontinence items received as donations or purchased by PDX Diaper Bank and then donated by PDX Diaper Bank to partner agencies. Partner agencies hereby forever release and discharge PDX Diaper Bank, its officers, directors and/or employees from any and all claims for any known, unknown or future damages, because of the quality or safety of the Product.



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