



2025 Core Program Partner Manual

MISSION: Jake's Network of Hope—Eastern Wisconsin's Basic Needs Bank is dedicated to providing essential resources to underserved populations and ensuring that every community member has access to the basic needs that uphold dignity, health, and opportunity.

VISION: "Connecting Resources, Empowering Communities"

Impact: Jake's Network of Hope (JNoH) provides a monthly supplement of 50 diapers, 25 Pull-Ups, 25-period supplies, or 25 adult incontinence products to individuals in need. Our basic needs bank partner model has a ripple effect on families by providing access to other services like healthcare, basic needs, and case management that help ease the effects of poverty for families. We currently serve counties located in Eastern Wisconsin.

POLICIES AND PROCEDURES

Partner Application

The first step to becoming a partner with JNoH for core products is to complete a partner application, which must be completed in full.

The application must include the name, phone number, and email address of at least two people (one of whom must be the Executive Director) who will be responsible for JNoH partnerships. Applications are reviewed as received by JNoH's staff and can be submitted anytime.

Application Process

Once the application is submitted, the partner will have a link to schedule a one-on-one meeting with JNoH's staff to learn the partnership's requirements and benefits and discuss the ordering and distribution procedures for receiving core products through JNoH. Please ensure that the Program Manager and any other people assisting with record-keeping, diaper storage, and diaper distribution are present. It is encouraged, but not required, that the Executive Director attend the meeting.

Jake's Network of Hope reserves the right to refuse any partner application that does not meet our criteria.

Diaper Distribution

Core products from JNoH are to be used as part of a broader effort by the partner to assist those in need. By distributing core products through select partners, clients can participate in other services offered by those organizations. Our long-term goal is for our families to achieve self-sufficiency, and we hope that our interactions with our partners will play a role in that journey.

National Diaper Bank Eligibility Requirements

- The child's parent/guardian must be the individual receiving diapers and pull-ups.
- Families may only receive one supplement of diapers (50 diapers/two bundles) or pull-ups (25 pull-ups in one bundle) from JNoH per child each month.
- Families may only receive one supplement of period supplies (25 pads or 25 tampons) or incontinence products (25 items) from JNoH per individual each month.

***If the family is determined to be in hardship, the partner agency may approve diaper distribution outside of the above requirements.**

Jake's Network of Hope will try to satisfy your diaper needs as requested but is not accountable for doing so.

Data Collection

It is vitally important that those in your organization responsible for data collection ensure all distribution information is filled out completely and accurately. Reports can be found on the partner page of our website.

- **Partner Agency Core Product Report:** Reporting is due before the next core product pick-up. The form link can be found on our Core Partner Page. This form is completed and submitted online.
- **Diaper Distribution Log:** The Diaper Distribution Log must be completed by each family receiving the product via QR code or paper log. Paper logs can be submitted via e-mail to a JNoH staff member before picking up the next order. Logs may also be dropped off at the time of pick up with a copy of the Partner Agency Core Product Report.

***If your organization already collects this information, you may send us a spreadsheet with the following information for individuals served: the zip code where**

the family lives, the age and ethnic background of the person picking up products, what products they are receiving (Diapers, Period Supplies, and/or Adult Incontinence products), and how long they have been receiving product assistance.

Jake's Network of Hope chooses to collect non-identifying information to protect the identities of every family served. While we don't collect identifying information, we do require that your organization upholds the eligibility requirements that JNoH has outlined.

- **Once a year:** Encourage all families receiving core products to complete The Family Survey. This will be sent out to organizations in the third quarter.

Ordering

When your organization signed the Collaborative Partnership Agreement, a Tier level was chosen based on the estimated number of individuals you would serve monthly. If your needs have changed, the tier level may be changed; please contact our Core Program Manager for more information.

All orders are due one (1) week before the diaper pick-up. The order will be submitted using the link provided after acceptance into the core programs.

Diaper Sizing: **NB** = (newborn, up to 10 lbs) **1**= small (up to 13 lbs) **2**= medium (12 to 18 lbs) **3** =medium (16 to 25 lbs) **4** =large (22 to 37 lbs) **5** =extra large (27+ lbs) **6** =extra large (36+ lbs) • sizes NB through 6 will receive a supplement of 50 diapers.

Pull-up Sizing: **2T–3T**=(16- to 34 lbs), **3T–4T**= (32 to 40 lbs)

Diaper Pick-Up Instructions

The partner shall send a representative of its diaper distribution program to pick up the monthly order from JNoH. After submitting your order, you will select a pick-up time each month. Pick-up days are the first and third Thursdays of the month. All orders must be picked up from our building unless you are a part of our Rural Diaper Drop Program. Please adhere to the scheduled date, but if you need to change it, please contact a JNoH staff member.

The core product in your order will be packed into reusable bags and, depending on quantity, into boxes. Please ensure that you bring a vehicle (or multiple vehicles) large enough to transport your order, or two trips may be necessary. A JNoH staff member can help you estimate the space you need for your order.

If your organization's representative, employee, or agent sustains an injury during the pickup time, it is neither JNoH's fault nor its responsibility. The partner shall submit upon request a certificate of insurance to JNoH documenting that the partner has workers' compensation coverage, general liability coverage, and automobile insurance coverage of at least the minimum automobile insurance limits required by applicable state law.

Location of Network of Hope

110 Kensington Drive. Appleton, WI 54915 Door #13 (Follow the signs for the HUB)

Please park in a parking stall and come inside to check in. Your order will be brought out to your vehicle (weather permitting).

Staff Awareness

It will be the partner's responsibility to ensure any staff in contact with the diaper distribution program know the provisions of the JNoH Partner Manual and Collaborative Partnership Agreement (separate, signed document).

Additionally, the partner agrees that it will not in any way represent that the partner is an employee or agent of JNoH. Nothing herein shall be construed as creating an employee-employer relationship between the parties.

Damage to Diapers

Once the diapers or core products leave JNoH, they are the partner's sole responsibility. If diapers or core products are damaged, rendering them unfit for distribution, JNoH will not replace them. Diapers unfit for distribution include dirty, cut, exposed to excessive moisture, etc. Additionally, the partner will not remove diapers or core products from the original JNoH packaging for any reason.

Annual Requirements

1. Jake's Network of Hope may conduct at least one site visit annually to ensure diapers or other core products are stored securely within your organization's facilities and that accurate records are maintained for all families receiving diapers and pull-ups.
2. The partner will complete the collaborative activities chosen on their signed Collaborative Partnership Agreement.
3. The annual partner fee is due within 30 days of submitting the Collaborative Partnership Agreement.
4. The partner will complete the annual Partner Survey.

Suspension and Termination Policies

The partnership with JNoH is extended to partners for an annual period. Partners can review and re-commit to the partnership each year when they sign the Collaborative Partnership Agreement.

If violations or infractions of our above-stated policies occur, Jake's Network of Hope

reserves the right to suspend or terminate the partnership. Examples of violations include:

- Discrimination based on race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, marital or family status.
- Exchanging diapers or other core products received from JNoH for money, property, or services.
- Using donated goods for private gain.
- Using JNoH's core products for something other than the distribution to a needy family in your program. Diapers and other core products are donated to JNoH or purchased by us with the express purpose of use by a child or individual in the partner's program.
- Jake's Network of Hope's core products may not be used for fundraising purposes or given to another organization without our permission.
- Delinquency of reporting.
- Losing 501(c)(3) status.
- Violating the basic agreement with JNoH.
- Continual damage to JNoH's core products, rendering them unfit for distribution.

Jake's Network of Hope shall investigate any complaint or violation reported to us.

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

Termination: If the violations are serious, the Executive Director of Jake's Network of Hope can terminate an organization's partnership with JNoH. The partner will be notified immediately if this occurs.