



SCOPE OF SERVICES FORM

This Scope of Services is an integral part of this contract between the **County of Durham** (“County”), and **Diaper Bank of North Carolina** (“Contractor”), which contract is dated **January 1, 2026-June 30, 2026**. Contractor agrees to provide services and/or materials pursuant to the provisions set forth below.

I. Background/Purpose: *(Why - Provide a brief description of the services being procured.)*

About 12 percent of Durham County residents live below the federal poverty line and roughly 17 percent of Durham’s children live in poverty. Many working families cannot meet basic costs, and when budgets are tight, diapers and hygiene items compete with rent, transportation and food. Running short means more rashes and infections for infants, more missed work or school for caregivers and increased social isolation for those relying on adult incontinence items. Diaper Bank of North Carolina (DBNC) has seen a significant increase in requests for essential items. In Durham, requests are up 50 percent for diapers and 83 percent for period products.

DBNC works to ensure that every family in North Carolina will have access to basic necessities to support their dignity, health, and quality of life. To this end, DBNC works with partners to distribute diapers and other personal hygiene products to families experiencing poverty. The need is significant and continues to grow. With these funds, DBNC will provide diapers to partners serving Durham County families, such as Welcome Baby, Durham County’s Family Resource Center, which includes diapers from NC Diaper Bank in its weekly giving closet. DBNC will also support its Essentials Hub.

Through its Essentials Hub, DBNC collaborates with established community partners to host distribution points and reach residents where they live and gather, including regular distributions at McDougald Terrace, Cornwallis Road, Hoover Road, Club Boulevard, Laurel Oaks, and Oxford Manor, all Durham Housing Authority neighborhoods. DBNC staff load the Essentials Hub delivery truck with diapers, wipes, period products, infant formula, and adult incontinence items, then drive to these sites. Once onsite, the team distributes directly to community members and shares information about nearby resources. This mobile approach aligns supply to increasing neighborhood needs, ensuring families receive support in convenient, familiar locations. DBNC’s Essentials Hub program in Durham is delivering at scale. In 2025, the program distributed 172,888 diapers, 33,524 period products, 7,981 adult incontinence products, 21,005 containers of infant formula, and 258,066 containers of wipes. Through other Durham County distributions partners, including Welcome Baby, DBNC distributed 970,982 diapers, 123,823 period products, 57,868 adult incontinence supplies, 152,943 containers of formula and 978,131 containers of wipes.

This county investment will maintain inventory levels for distribution points in Durham through DBNC’s ongoing bulk procurement. Funds also will support the Essentials Hub distributions in Durham County, including scheduled community distributions. DBNC will continue to leverage its warehouse operations, volunteers, donated and in-kind products, and additional grants so Durham County dollars stay focused on product and access.

Providing essential products to low-income individuals promotes social mobility by reducing barriers to education and employment. This success is measured by administering surveys for each program DBNC implements. 100 percent of recipients report greater knowledge of support services available to them. DBNC is the only diaper bank in the country to publish research on the outcomes of hygiene product distribution. DBNC's research shows that distributing free hygiene supplies produces positive outcomes across groups: among parents and caregivers, 62 percent feel happier, 61 percent can increase spending on food, 43 percent perceive their children are happier and 28 percent healthier, 27 percent can pay non-medical bills, 18 percent have the diapers needed for childcare attendance, 15 percent report increased work or school attendance, and 5 percent can pay medical bills; among menstruating individuals, 52 percent feel less stress, 54 percent feel healthier, 87 percent feel cleaner, and 57 percent can spend on other needed items.

II. References:

The following documents are incorporated herein by reference to them:

See attached quote

II. Work/Requirements:

The Contractor shall provide the necessary labor, security, permits and safety measures as required to perform the following:

Contracted Activities and Deliverables

In Fiscal Year 2026, beginning January 1, 2026, DBNC will receive \$60,000 to do the following:

1. Provide diapers and other essential family supplies as needed to Durham County partners for distribution to families experiencing poverty
 - During the contract term, DBNC will use its Essentials Hub program to distribute 100,000 diapers to support approximately 2,000 babies.
 - DBNC will provide data to the County about the number of diapers, wipes, formula containers, period products, adult incontinence products, distributed. DBNC will also share any information about challenges and barriers experienced with distribution, and any changes in need as reported by partners or families themselves.

IV. Schedules/Timelines:

All work associated with this contract will be completed by June 30, 2026.

V. Transmittal/Delivery/Accessibility:

Reporting Requirements

DBNC will report on progress toward the deliverables outlined above at the end of the contract in a separate reporting template as designed by DBNC and County leadership. If at any point DBNC leadership desires to revise the activities and deliverables in the scope of work, DBNC staff will have a conversation with the Durham County Early Childhood Coordinator to determine next steps.

Program/Partnership Contacts

The main points of contact for this project are:

- DBNC: Michelle Old, Executive Director, michelle@ncdiaperbank.org, (919) 886-8085

- Durham County: Ileana Vink, Early Childhood Coordinator, ivink@dconc.gov, (919) 560-0520

VI. Payment: (*Include Rate of payment, Time for payments and Methods of payment.*)

Payment will be a total of \$60,000. Payments will be made in two increments of \$30,000. DBNC will submit semiannual invoices and reports according to the schedule outlined below:

- January 2026: Once contract is complete, invoice for first payment is due
- April 2026: Mid-term report and second invoice due
- July 2026: Final report due