

WestSide Baby's 2021 Partner Provider Survey

In January, an online survey was emailed to WestSide Baby's Provider Partners¹ (350 individuals) in order to learn more about 1. Who are providers are; 2. How our program supports our providers and their clients; 3. Feedback on our program operations; and 4. How COVID influenced, and continues to influence, basic needs and social services. We received 140 responses for a 40% response rate. The survey had 13 questions and took an average of 7 minutes.

Who are our providers?

These three program focus areas groups make up over 65% of all survey responses:

- ▶ Early Learning/Education: **30%**
- ▶ Parent/Caregiver Support: **20%**
- ▶ Medical/Health Services: **16%**

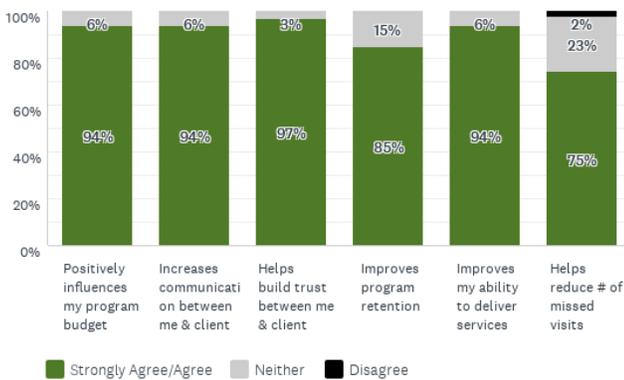
▶ 81% of respondents say their clients stay a year or longer in their program, and less than 4% reported seeing clients only once or twice.

▶ 65% of respondents work with clients in Southwest King County.

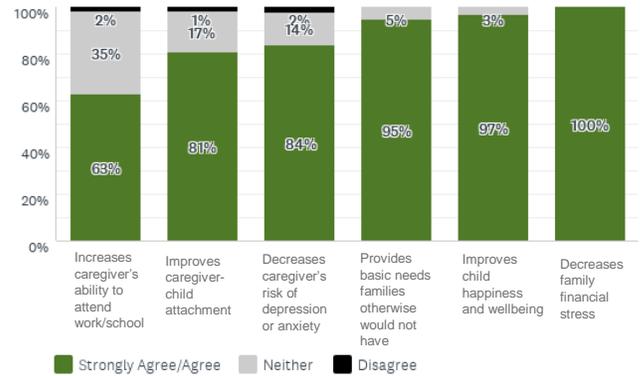
How does our program support our providers and their clients?

Survey respondents report that WestSide Baby's services provide tremendous support to both their programming and to the overall wellbeing of the families they serve.

Q5: Providing basic needs from WestSide Baby to my clients:



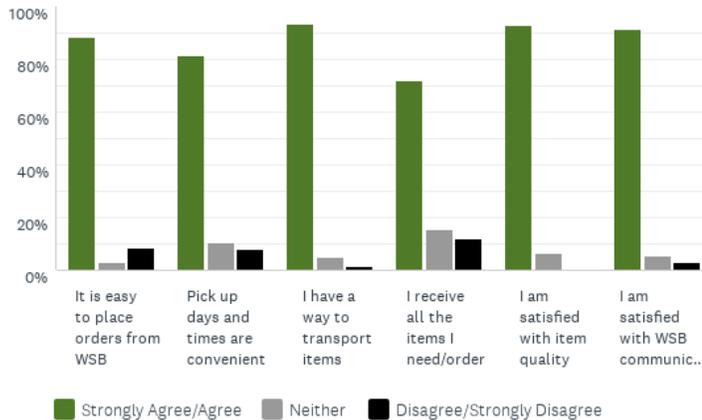
Q6: Providing basic needs from WestSide Baby has helped my clients in the following ways:



Crucial feedback on our program operations

Respondents are overwhelmingly positive about their experience with WestSide Baby's Program and Distribution:

Q2: Tell us about your experience ordering and receiving items from WestSide Baby:



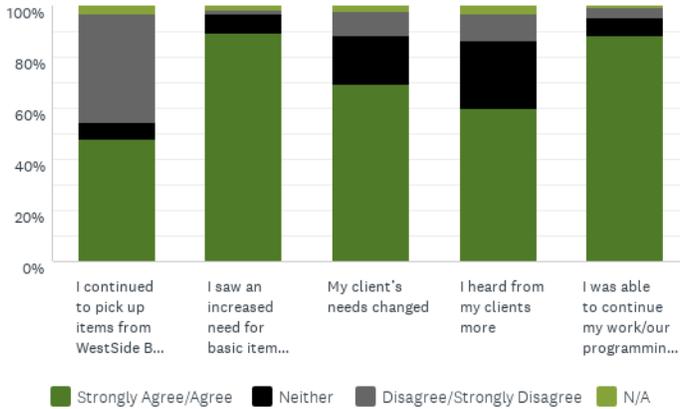
"WestSide Baby continues to be a beacon of light for our families who are often in desperate need for basic essentials for their babies and toddlers. Thank you for the hard work and commitment of your staff particularly during this Pandemic Period!"

¹ This survey includes our "Tuesday Pick-up Partners", but does not include our Bulk Provider Partners, which represent a smaller group of individuals, though a large amount of diaper inventory.

COVID's influence on basic needs and social services

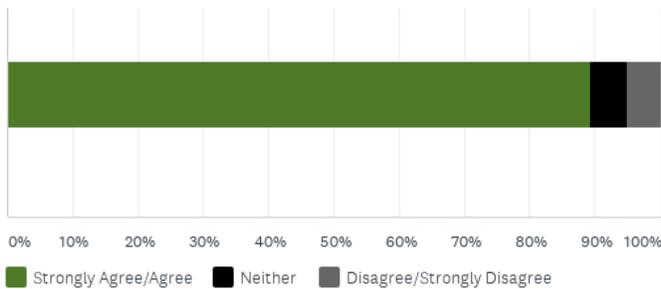
In 2020, more families accessed public service support systems for the first time, leading to an increased demand for basic needs, such as diapers and wipes. We asked our providers about COVID-19 specific needs their families were experiencing and the impact on their work.

Q9: Please consider the effects of the COVID-19 pandemic from March 2020 onward and how it influenced your work:



"2020 seemed to have seen more infant births earlier in the year. The parents of these babies need help. They had not planned for the kind of disruption by the pandemic; and overall, their household expenses have gone up & they are spending more on essential commodities; not just infant supplies."

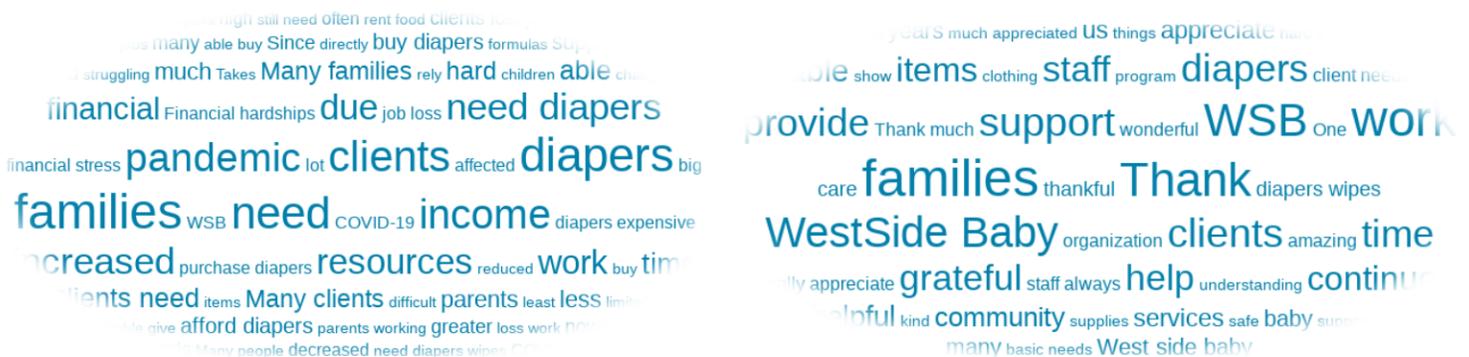
Q10: In our June 2020 survey, 90% of respondents said their client's greatest needs were diapers. Now, in January 2021, consider this statement for you: "My client's greatest need from WestSide Baby right now is diapers."



When asked to comment if respondents chose "Disagree or Strongly Disagree" comments included:

- "Most needed in Jan 2021 are convertible car seats."
- "Also car seats"
- "Car seats are a close second"
- "Clothing as well"
- "I agree diapers are most asked for, but cash assistance/gift cards are a frequent request"

Please tell us more about COVID-19's effect on diaper need for your clients:



Read more about WestSide Baby's Partner Agencies and our community response to COVID-19 on the [WestSide Baby Blog](#).