



Who We Are

Open Arms emerged from the COVID-19 pandemic with a revitalized energy and even stronger commitment to our clients. In doing so, we re-imagined our mission, purpose, and core values as a part of a new strategic plan. These statements are more than just words on paper – they are part of what we do every day and guide how we work together and in the community.

Our Mission:
By providing food as medicine, we nourish our clients and build community.

Our Purpose:
We create an inclusive and joyful community to provide high-quality medically tailored meals, nutrition education and hope to our clients.



Our Core Values

Community: As neighbors feeding neighbors, we are committed to creating an inclusive community that celebrates life and honors dignity. We intentionally cultivate a joyful community where all members feel genuinely welcome and personally known. We are deeply connected in our work to achieve a common goal and engage in sharing ideas to enhance our collective efforts. We believe that all people who are ill – no matter their economic status – should have access to appropriate nutrition.

Abundance: We operate on the abundance model, believing that the resources and compassion we need to support our work are available in our community. We strive to always be able to say, “Yes, there is room for one more at our table.”

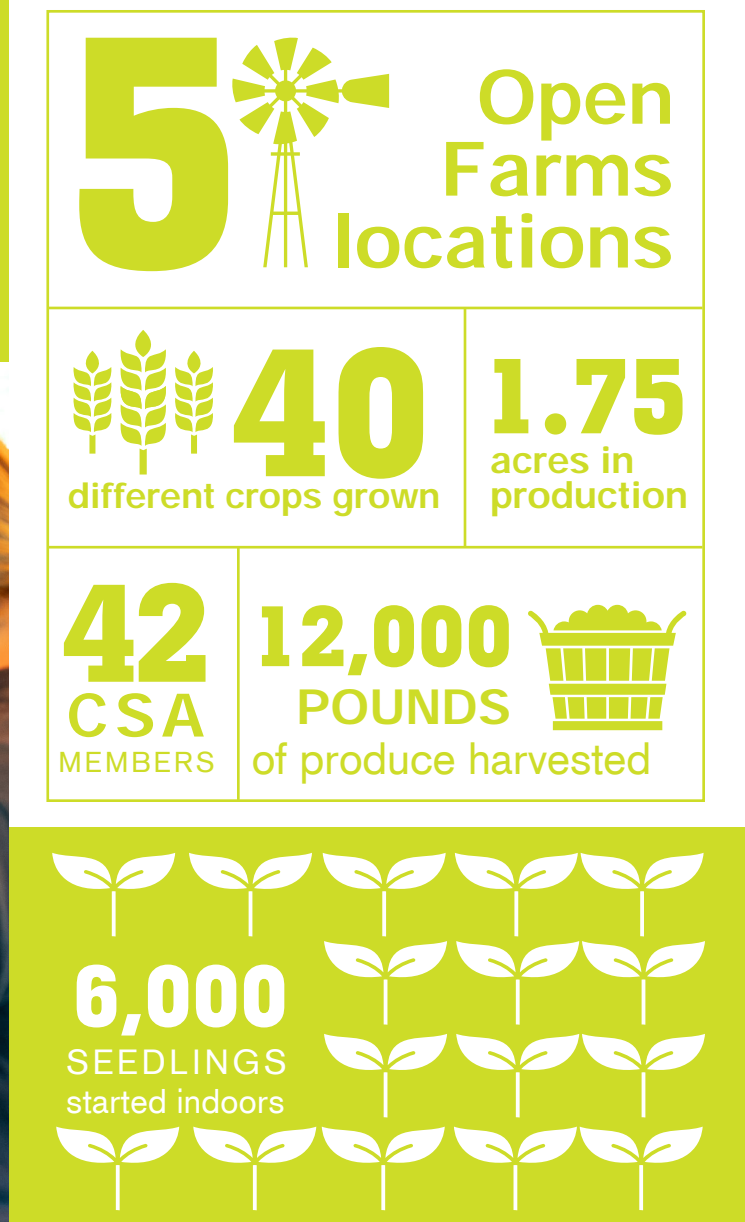
Innovation: We take calculated risks to expand our thinking, programming, and worldview. We actively seek creative solutions to challenges. We are committed.

Hope: Hope is the secret ingredient in all our recipes and in every interaction with our stakeholders. It is how we provide an experience that is as transformative for our donors, volunteers, staff, and clients as it is for our community. Hope is grounded in and generated in our physical space and is delivered with every meal.



Open Farms

Launched in 2011, Open Farms remains one of our most innovative and popular programs. Through our five Open Farms locations, we are able to produce organic vegetables and herbs used throughout the year in client meals, Community Supported Agriculture boxes, and at special events. The program has proven itself as a fun and dynamic way to engage volunteers and the community in agricultural practices while providing the best nourishment possible to our clients.



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Meals

Medically tailored meals are defined as: "Meals approved by a Registered Dietitian Nutritionist that reflect appropriate dietary therapy based on evidence-based practice guidelines." At Open Arms, our team of registered dietitians work with our chefs to design delicious, medically tailored menus using fresh ingredients instead of heavily processed food. With medically tailored Heart Healthy, Kidney Friendly/Renal, Flavor Neutral, Vegetarian, and Gluten and Dairy Friendly menus making up our meals program, we produced a record number of meals to meet the demand of a record number of clients.

In addition, Open Arms celebrated a significant milestone in June of 2023 with the rollout of our first culturally appropriate Hmong meals as part of our Cultural Meals Program. To better serve our diverse community of clients, we started the Cultural Meals Program to develop accessible, culturally appropriate, and authentically medically tailored meals to serve Hmong, Latinx, and East African clients who are disproportionately impacted by critical illnesses. The program currently serves more than 30 Hmong clients and is expected to grow over the course of the year.

1,500,953 meals produced in our two commercial kitchens

People Served:

4,448 Clients

- 3,249 people living with life-threatening illnesses
- 937 caregivers
- 262 dependents

9,018 nausea care packs delivered to clients with various illnesses

1,200 birthday cakes delivered to our clients



12 Millionth Meal Milestone

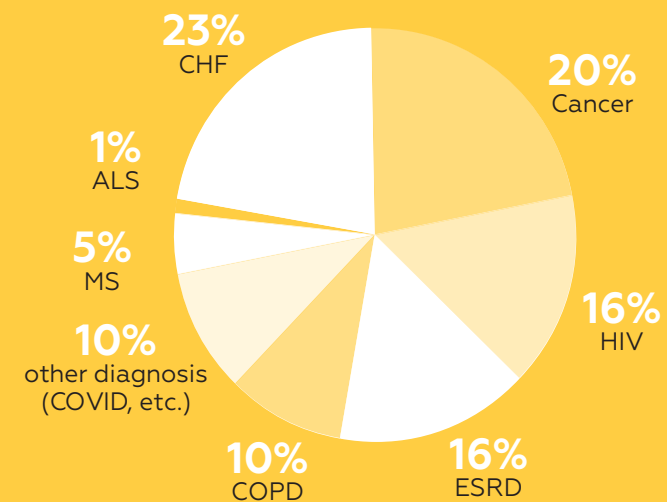
On July 25, 2023, Leah delivered the 12 millionth meal in Open Arms' 35+ year history to Patience, a cherished client in Golden Valley.

“ Open Arms meals are amongst the greatest gifts I've ever been given, I've never had anything mean this much to me. **”**

Clients

Our clients continue to be at the core of everything we do. We carry a client-first mentality into every decision, every meeting, every volunteer shift, every delivery, and every event. To us, clients are everything, everywhere, all at once. They are our neighbors who depend on us because they are unable to shop or cook for themselves. People who are sick should not be without food, and that's where we come in.

Our Clients live with:



More than **86%** of our clients report that getting meals from Open Arms provides comfort in their day.

More than **2/3** of our clients are over the age of **60**

“ When it felt like nobody was around me, you were there. **”**



What Clients Say About Our Meals

Clients report getting meals from Open Arms:

has made a difference in improving or maintaining their health.	88%
helps improve or maintain quality of life.	87%
allows them to spend more time with family, friends, or hobbies.	63%
helps them follow treatment for their condition.	66%
helps them eat a variety of foods.	85%
helps them continue to live at home.	71%
helps them stay out of the hospital.	54%
helps them save money.	90%
helps improve or maintain their mental health.	73%

83% of clients say Open Arms meals help them eat more fruits and vegetables.



Volunteers

If clients are the driving force behind everything we do, volunteers are the heart and soul. Still feeling the impact of the COVID-19 pandemic and challenged with recruiting volunteers for the newly-opened St. Paul Kitchen & Campus, the Open Arms volunteer community stepped up in a big way.

4,707 Total number of individual **VOLUNTEERS**



66,865 HOURS Equivalent to 32 full time employees!

2,018 Volunteers came with a group (767 previous fiscal year)

Our volunteers assisted in the kitchens, bakery, meal delivery, reception, administration, shipping, orientation, farms, and at special events. These numbers demonstrate a commitment and passion that sets our volunteer community apart.



6,959 trunks filled



99 Volunteer delivery drivers on Thanksgiving Day

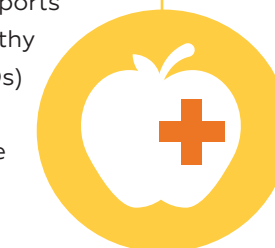


10,354 aprons donned



Nutrition Services

Proper nutrition is important for everyone, but it becomes absolutely essential when you're living with a serious illness. Good nutrition helps your body heal and repair itself, supports your immune system, and enables you to maintain a healthy weight. At Open Arms, our team registered dietitians (RDs) and dietetic technicians (DTRs) not only help plan our medically tailored menus, they are also trained to provide advice and counseling about diet, food, and nutrition. Managing the complexities of a serious illness can be challenging, so our RDs and DTRs are always available to provide free-of-cost nutrition coaching and support.



1,606

clients received nutrition education or counseling with Registered Dietitians through phone calls, virtual visits and extra written information

1,988

nutrition education and counseling sessions were conducted by Registered Dietitians