



FOOD & FUN HOUR: FOOD REFLECTIONS

Meeting #6

August 14, 2025

4-5 pm

Group Expectations

- How to interact and discuss via Zoom
- OAM community: all types of affiliations are welcome!
- Code of Conduct
 - We are all coming from different backgrounds and perspectives. Please interact with mindfulness and respect!



INTRODUCTIONS

First name & pronouns



**Can you think of
anything you didn't
like to eat as a kid
but now enjoy?**

Food Feedback Survey Background



Purpose: To check in on clients' satisfaction with food and menus



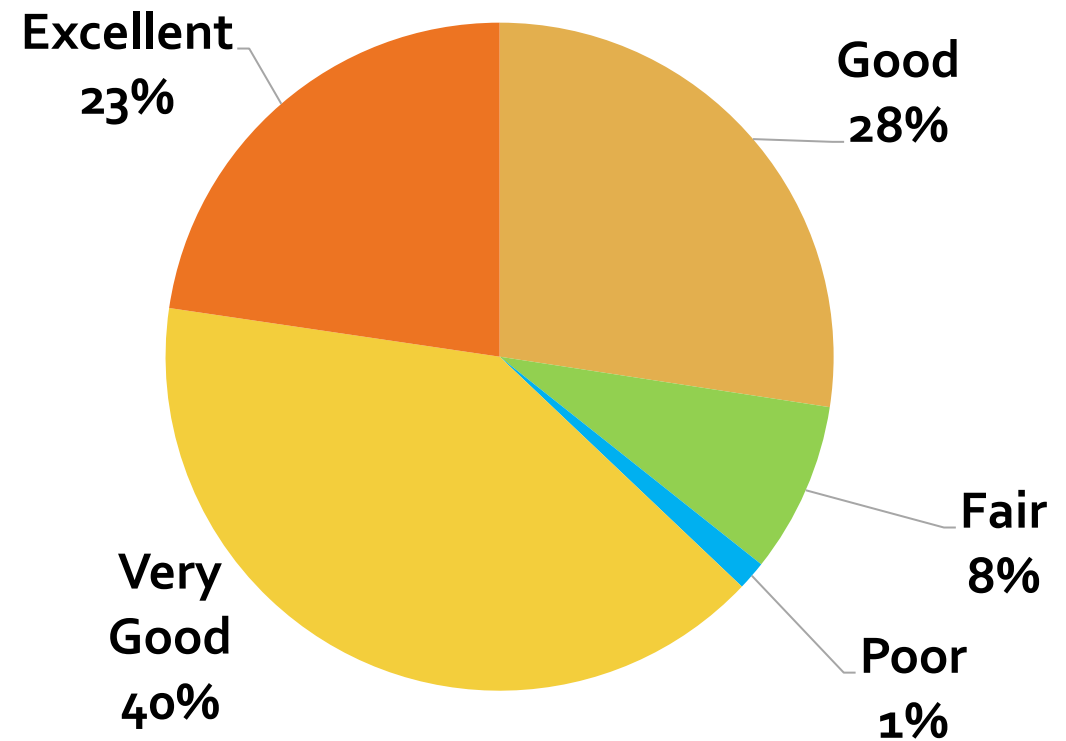
Utility: Guides menu development plans and priorities for coming year



Past Outcomes: *Menu Refinements* (Flavor Neutral as a softer food option); *Menu Contents* (Fresh vs. Frozen Composition); *Variety* (Meal Changeover Rate – 20% every 6 months)

2025 Food Feedback Survey Highlights

- Response Rate
 - 1511 surveys mailed out to clients, 577 respondents
 - 38% response rate



Overall perception of meals from clients



Client Values

Other (73 open ended responses)

Easy to prepare 20%

Supports client's independence 18%

Helps clients focus on health goals/treatment 13%

Introduces new foods/adds variety to diet 12%

Food is delivered 11%

Feel supported/taken care of 9%

Money savings 9%

Peace of mind 8%

Summary

Standout Sentiments From Specific Menu Types

Heart Healthy (398
total responses)

- 97% say the food sometimes or always matches their recommended diet.

Flavor Neutral (48
total responses)

- 78% say the food never has too much flavor; 9% say the food always has too much flavor.

Renal (49 total
responses)

- 98% say the food sometimes or always matches their recommended diet.

Hmong (19 total
responses)

- 78% say the food sometimes or always is what they are used to eating.
- 77% say the food sometimes or always fits cultural needs.

East African (3
total responses)

- 67% say the food sometimes or always is what they are used to eating.
- 67% say the food sometimes or always fits cultural needs.

OAM's Role in Clients' Overall Diet

Of those that do not eat 100% of OAM meals:

- **36%** state they have other food to eat
- **30%** state it is because there is food they do not care for in their delivery
- **13%** state they receive too much food, cannot eat all in one week/before fresh items expire.
- **8%** have specific dietary restrictions (allergies, intolerances, sensitivities, etc.)
- **2%** state poor appetite
- **10%** other reason

Special Program: Grocery Bags

OAM was awarded a Capacity Strengthening Initiative grant through the Minnesota Department of Human Services to develop and test a medically tailored grocery program between June 30, 2024, and June 30, 2025.

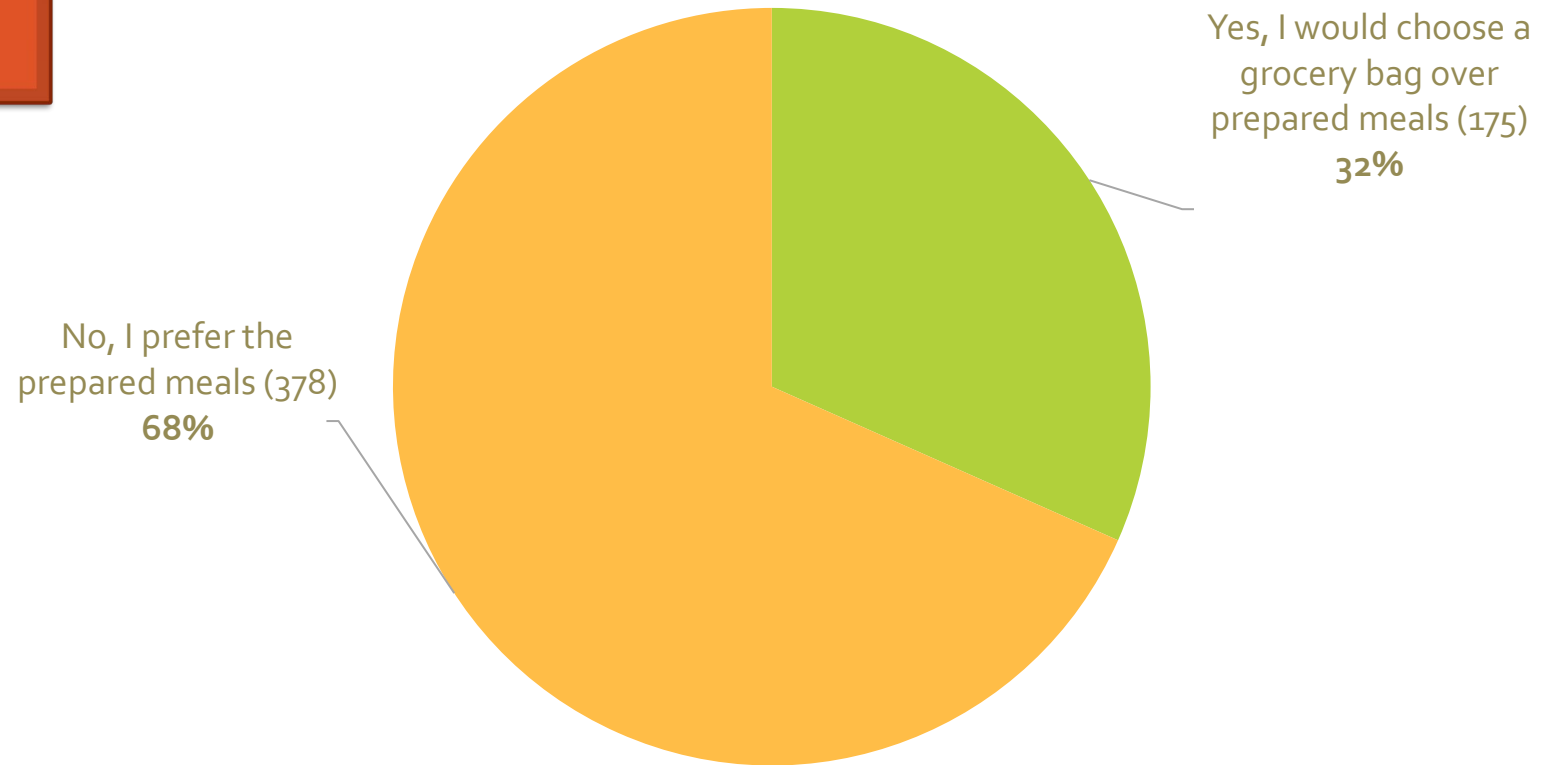
- Throughout this program, we developed six different grocery bags (each with a multi-week rotation) and tested them with various clients and community members in the Metro and Greater Minnesota.
 - Heart-Healthy, Renal, Vegetarian, East African, Hmong, Latin American
- Additionally, we have provided grocery bags to participants in our Healthy Pregnancy Pilots through Hennepin Healthcare and UCare.
- We look forward to continuing our grocery bag program. Currently, we are focused on capacity-building and fundraising to develop and sustain and long-term offering.

Grocery Bag Program

If we offered a grocery bag menu, would you choose that over the current prepared menu options?

Yes responses by primary diagnosis:

- 45% (25) ESRD
- 42% (33) HIV/AIDS
- 35% (55) Cancer
- 30% (30) COPD
- 23% (44) CHF
- 20% (8) MS
- 20% (1) ALS



Grocery Bag Feedback Highlights

Creativity

"I enjoyed doing my own creative process."

Community

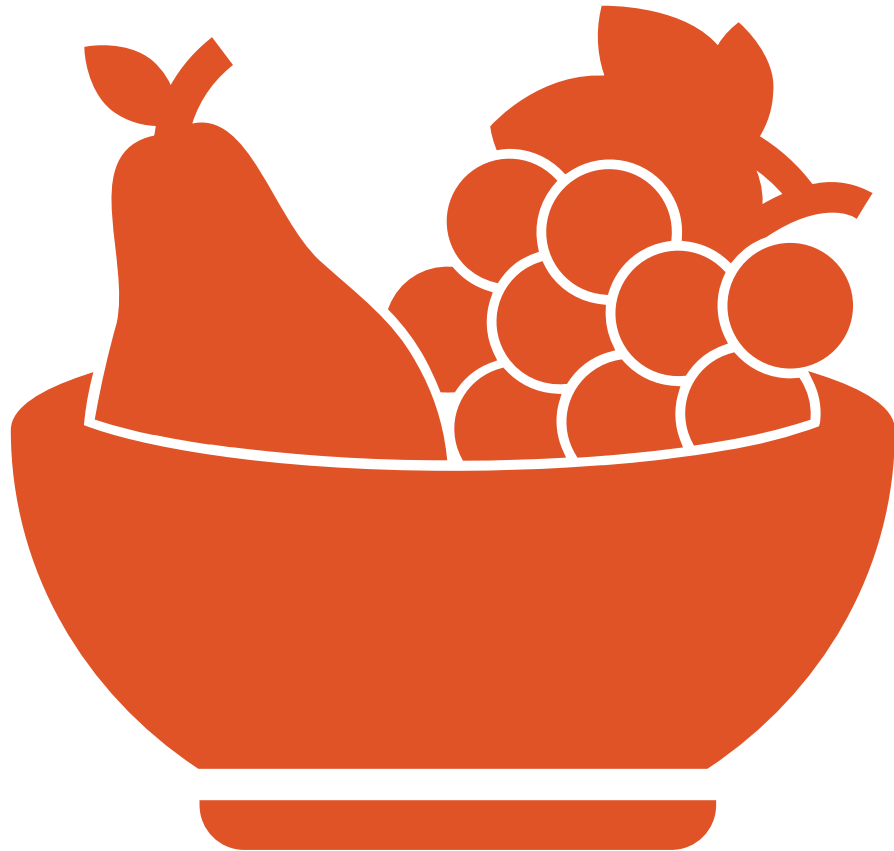
"I've been using my grandma's recipes to cook for friends and family."

Variety

"This provides me things I wouldn't normally think of picking up which helps with the variety."

Convenience

"I saved a lot of money and time on shopping. Didn't have to use my EBT at all. Gave me more variety in what I could buy in its place."



Improvement Goal

Diversify menu offerings to meet clients' preferences and needs

Results show most clients are not eating 100% of their OAM meals; largely due to client's personal food preferences and limited storage space/shelf life of foods.

- Develop and implement protein modification of our heart healthy menu.
- Develop menu template to introduce breakfast menu option to contain variety of shelf stable foods.
- Continue to meet 20% biannual menu change goal.
- Begin R&D for Latin American menu to tailor for culturally specific food preferences.

Overall OAM Programming Goals



Collect and utilize a wide variety of client feedback.

Steps Already Taken: Food feedback form, feedback website page, feedback magnets



Increase variety in meal/food offerings.

Steps Already Taken: Set protocol for recipe rotation and changeover protocol, Cultural Meals Program



Promote and support nutrition skill- and knowledge-building in new ways.

Steps Already Taken: Food & Fun Hours, Diagnosis-Specific Nutrition Guides

Discussion

How would you like to see OAM pursue these goals in the future?

How can we provide transparency around our processes?



Collect and utilize a wide variety of client feedback.



Increase variety in meal/food offerings.



Promote and support nutrition skill- and knowledge-building in new ways.

Future Discussion Topics

What would you like to talk about in future meetings?

Any guests would you like to see?

Do any of you have a food topic you'd like to present on?





Contact us!

Client Services: 612-767-7333

Mon – Thurs 8:30 am to 4 pm

Friday 8:30 am to 3 pm

Meals@openarmsmn.org

Nutrition Services: 612-540-7759

Nutrition@openarmsmn.org

If we cannot answer your call live, please leave us a detailed message with your name, date of birth, and what we can assist you with!

If we are having a hard time reaching each other, leave a timeframe that would be best for us to call you back.

THANK YOU FOR JOINING!