



openarms



About Open Arms

Open Arms of Minnesota is a nonprofit that prepares and delivers medically tailored meals free of cost to critically ill Minnesotans and their loved ones.

At Open Arms, we believe that **food is medicine**, and there's always room for one more at our table.

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



Who We Are

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

Our Values:

Community
Abundance

Innovation
Hope



Our Meals, By The Numbers...

In **Fiscal Year 2023-24**, Open Arms prepared & delivered **1,425,942 meals** to:

- **2,809 people living with critical illnesses**
- **673 caregivers**
- **158 dependents**
- * *7,684 nausea relief packs and other supplements delivered to clients with various illnesses.*
- * *1,205 birthday cakes delivered to clients*

What We Offer

- Made from scratch medically tailored meals
- Nutrition education and counseling
- Convenient home deliveries
- Nutritious ingredients
- No cost, no waiting list, no income requirements
- Care for client and family
- A community of **kindness & love**





Our Volunteers

- Open Arms is powered by passionate, dedicated volunteers who
 - prepare and package meals in our kitchens,
 - grow and cultivate food at our 5 farm locations, and
 - deliver meals to our clients each week.
- Last year, **6,392** volunteers donated over **73,493** hours of their time to support our work, equal to **35.5 full time employees!**



Our Clients

- Diagnosed with a critical illness, such as **HIV/AIDS, Cancer, Amyotrophic Lateral Sclerosis (ALS), Multiple Sclerosis (MS), End Stage Renal Disease (ESRD), Congestive Heart Failure (CHF), and/or Chronic Obstructive Pulmonary Disease (COPD).**
- Have a compromised nutritional status and/or difficulty accessing or preparing healthy foods.





Becoming a Client

2. Intake Call with Client Services

- Our team reaches out to the client directly

3. First Meal Delivery

- Generally, two weeks after intake (expedition is possible in certain circumstances)

4. Recertification (if applicable)

- Six months to a year depending on diagnosis



Meal Deliveries

- **Meals are delivered (89%) or shipped (8%) to clients' homes** once a week by volunteers or staff
- **14 meals** (2/3 of a client's dietary needs for the week)



LUNCH (7 entrées): 4 frozen entrées, fresh sandwich kit (makes two sandwiches), one entrée size salad, five servings of fresh fruit, and four servings of dessert



DINNER (7 entrées): Seven frozen entrées



Medically Tailored Meals

"Meals approved by a registered dietitian that reflect appropriate dietary therapy to address medical diagnoses, symptoms, allergies, the inability to chew or swallow, medication management, and side effects to ensure the best possible nutrition-related health outcomes."

Our Menus



Heart Healthy



Kidney Friendly / Renal



Flavor Neutral



Vegetarian



Gluten & Dairy Friendly



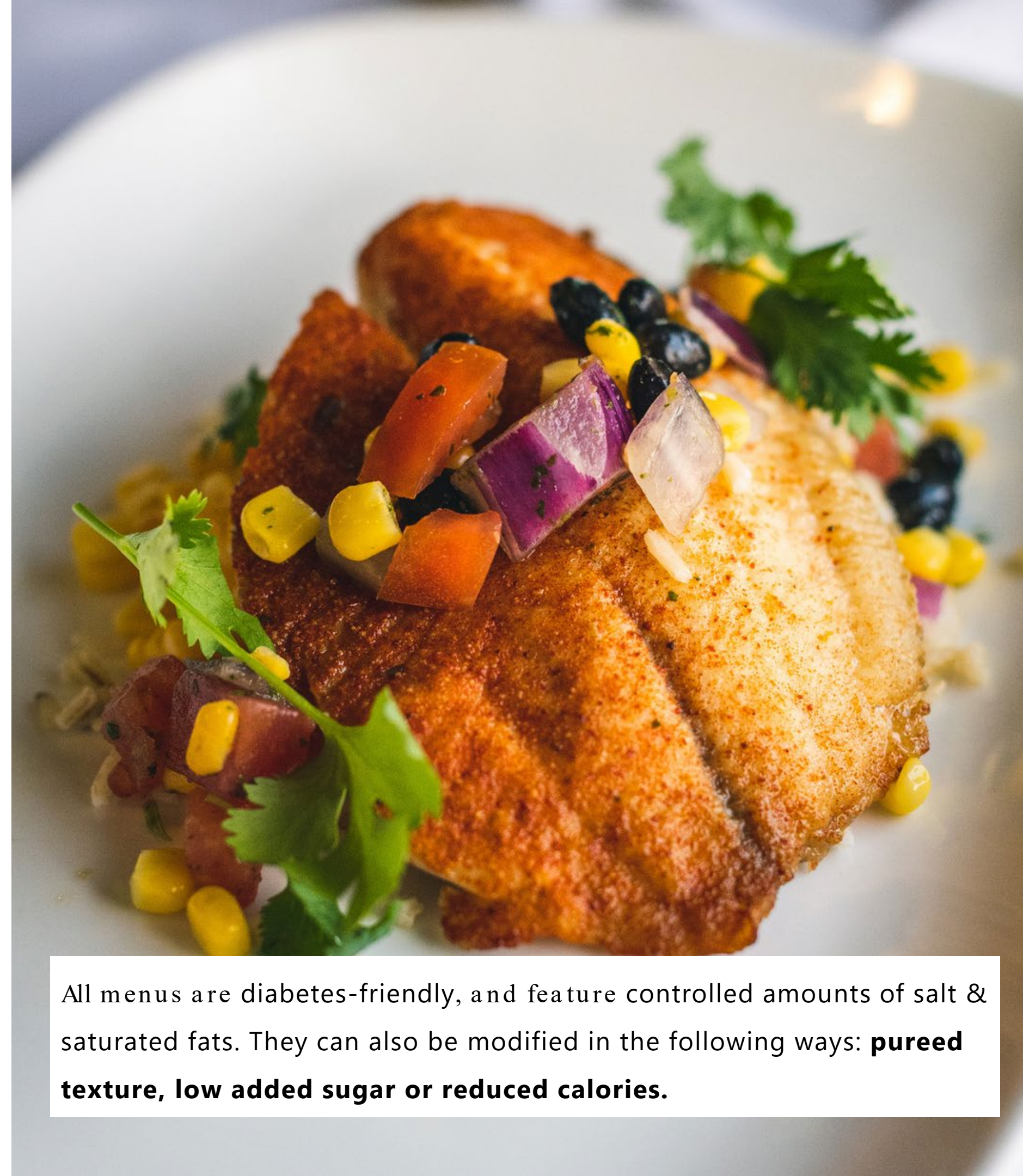
Purée



Hmong



East African

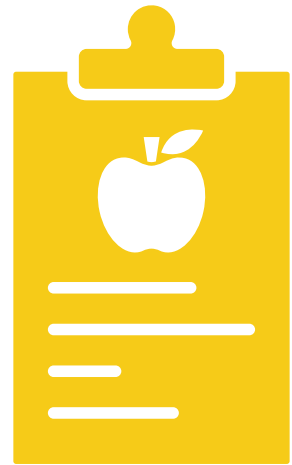


All menus are diabetes-friendly, and feature controlled amounts of salt & saturated fats. They can also be modified in the following ways: **pureed texture, low added sugar or reduced calories.**



Menu Planning

- 1 Chefs/RDs come up with recipe ideas
- 2 Chefs write recipes
- 3 RDs analyze recipes to provide feedback, adjust, and approve
- 4 Chefs use recipes to prepare delicious and nutritious meals for our clients
- 5 Clients provide feedback



Cultural Meals Program

To better serve our diverse community of clients, Open Arms started a Cultural Meals Program to develop accessible, culturally appropriate meals to serve Hmong, Latinx, and East African clients who are disproportionately impacted by the illnesses we serve.

Cultural Meals Program Consultants



Jamal Hashi
East African Culinary
Consultant



Maiah Thao
Hmong Culinary
Consultant



Soleil Ramirez
Latinx Culinary
Consultant



Menu Modifications

Each of our five menus can be further modified, giving clients more options to meet their individual nutritional needs. Examples:

- **Pureed/Modified Texture** - appropriate for clients who have dysphagia, missing teeth/poorly fitting dentures, or pain with chewing/swallowing
- **Low-added sugar** modification
- **Nausea-relief** modification
- **Reduced-calorie** option

Special Touches



Meals for caregivers & dependents



Birthday Cakes



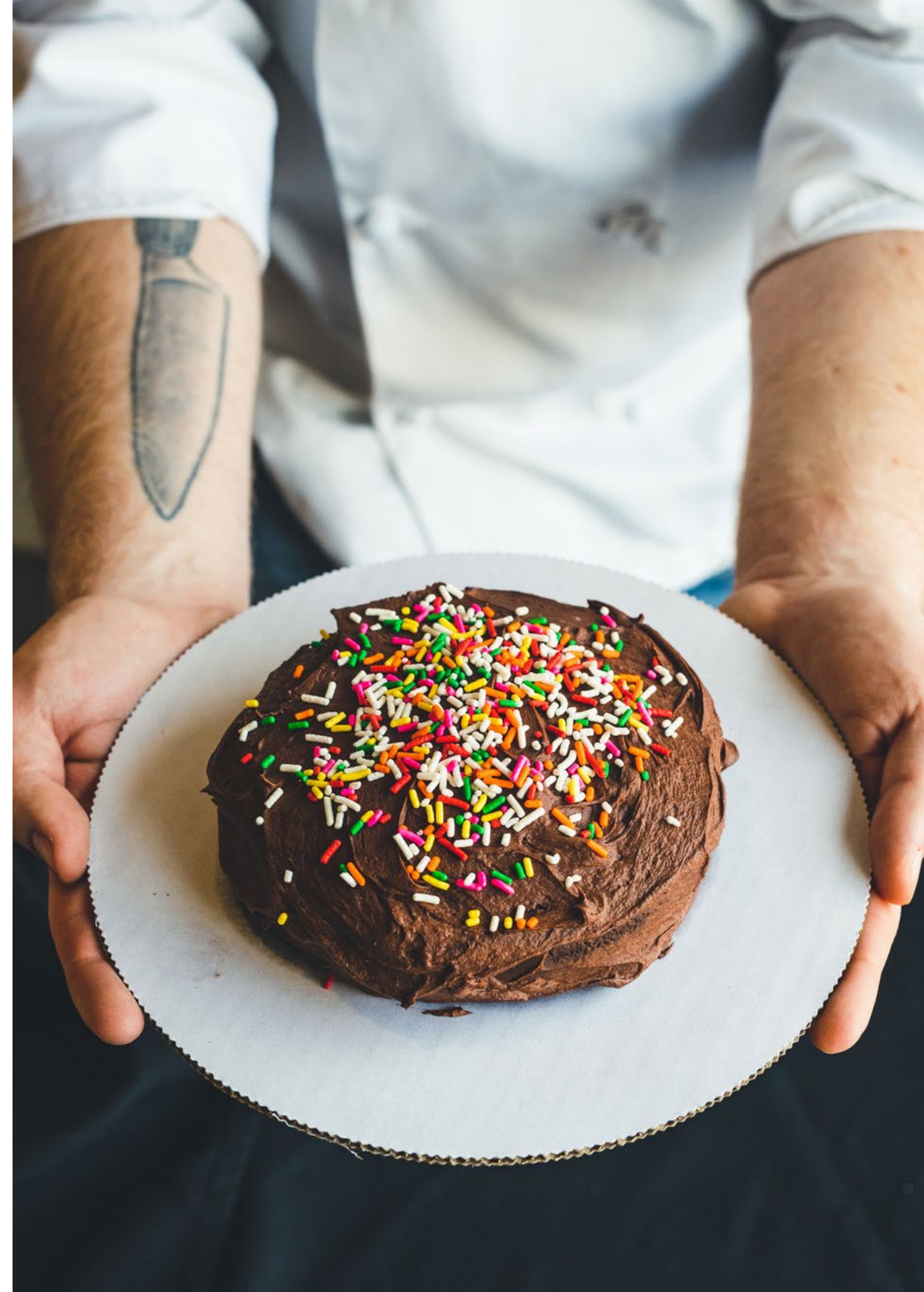
Holiday Meals at Thanksgiving



Blizzard Bags



Add-ons such as nausea care packs & nutrition supplements



Nutrition Services

- Free-of-cost **nutrition counseling and education** from registered dietitians offered to ALL clients.
- Support with **menu selection**.
- **Ingredient labels** provided for every food item.
- Our nutrition services are a **unique benefit** not offered by other meal providers.

1,000+
clients

received nutrition
education or
counseling with an
RD last year.

2,200+
**nutrition
counseling
sessions**

were conducted
last year





FOOD IS MEDICINE™

— COALITION —

- An association of nonprofit medically tailored food and nutrition service providers; Open Arms serves on the Advisory Board
- Engages in research to prove that food truly is medicine, especially for those who have serious and chronic illnesses
- Clinical Committee led by dietitian leaders

Food is Medicine: The Research

Studies conducted on Food is Medicine organizations have found the following among participants who receive medically tailored meals:

- Reduction in healthcare costs
- Improved food security
- Fewer emergency room visits, inpatient admissions, and emergency transportation services compared to controls
- Increased intake of nutrient-dense foods, including fruits and vegetables
- Decreased symptoms of depression



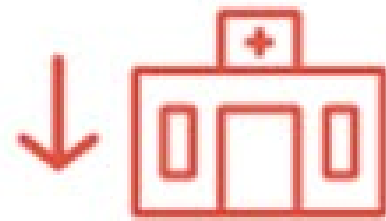
Food is Medicine: The Research (cont.)

The Outcomes



16%

net healthcare
cost savings



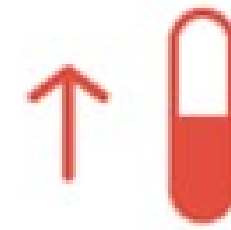
50%

reduction in
hospitalizations



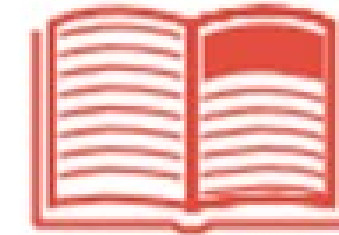
23%

more likely to
be discharged
to home



50%

increase in
adherence



11

new studies on the impact of
MTM are in progress across
the country at FIMC agencies

Other benefits of home-delivered MTM:

- Reduced risk of malnutrition
- Less isolation
- Better portion control



OAM/Health Care Partnerships

EXAMPLES

- Feeding Hearts Project – cardiac rehab – partnership with a hospital
- Discharge to home – CHF patients, partnership with hospital
- Contract delivery to COVID+, high risk patients – partnership with hospital
- Blue Cross Blue Shield – contracted meal shipping, delivery & nutrition education by RDs, partnership with payer/plan
- OAM Delivery "Satellites" at 2 local hospitals
- Contracts departments of public health for meals delivered or shipped
- Study focused on healthy pregnancy outcomes – partnership with hospital system
- Contract with Federally Qualified Health Care Centers – specific populations who need meals



Health Care Partnerships

Getting your foot in the door!

- Referrals – building relationships with the organizations that refer clients
- Find an advocate within the system
- Show ROI
- Pitch a short-term pilot
- Be willing to shoulder some cost
- Speak their language
- Be flexible/adaptable





Health Care Partnerships

Examples of adapting to meet healthcare needs

- Ask what challenges they are facing, read between the lines, be flexible
- OAM examples:
 - Healthy Pregnancy Pilot
 - Culturally specific menus





Health Care Partnerships

Demonstrate intangible benefits

- Benefits of partnership with your nonprofit – volunteer opps, advertising to your supporters, optics for their supporters
- Identify other challenges you might help with
 - Patient info on transient patients
 - Other info you can gather
 - Be helpful – reduce work for healthcare
 - Examples: contracting with one versus two venders, calling eligible patients



OAM/Health Care Partnerships

Be ready!

- Operations – scalability
- HIPAA and security
- Legal
- Internal staff readiness
- Understand your own costs

QUESTIONS?



Leah Hebert

CEO

leah@openarmsmn.org

References & Appendix

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