

client survey highlights

Our annual client survey focuses on client satisfaction, client-reported health outcomes, connection with food resources, nutrition counseling, and reasons why clients would end services. In 2024, we surveyed all active clients in English and Spanish to better understand their experiences with Food & Friends.

MEAL QUALITY

Compared with 2023 results, responses from Medically Tailored Meals clients who were satisfied or very satisfied increased in nearly all categories (Amount of Food, Combination of Food Items, and Quality of Produce).

NUTRITION COUNSELING

In 2024, 31% of respondents worked with a Food & Friends registered dietitian and received nutrition counseling.

ENDING SERVICES

87% of all clients reported that they have not considered ending services from Food & Friends, five points higher than in 2023.

CLIENT SATISFACTION

93% of respondents said they were very satisfied or satisfied with our services overall.

90% of Medically Tailored Groceries clients and **88%** of Medically Tailored Meals clients were satisfied or very satisfied with the food they received.

93% of clients said they were likely or very likely to recommend Food & Friends to their friends or family.

88% of all respondents said they were very satisfied or satisfied with working with a Food & Friends dietitian.

“[Without Food & Friends] I wouldn’t have the quality type of food that Food & Friends provides. My handicap causes difficulty for me to cook. The prepared meals make it easier for me to eat when I only have to put it in the microwave, and I have fresh fruit to snack on.”

- Anonymous Survey Respondent

CLIENT REPORTED HEALTH OUTCOMES



86%

reported **improved their health** after starting services.



83%

reported **improved quality of life**.



77%

were able to **achieve or maintain a healthy weight**.



4,358

are better able to **manage chronic conditions**.



58%

reported that their **blood pressure had improved**.