

Client Newsletter



From left to right: Phyllis Givens, Sophie Bennett, Zachary Henstrand, Hayley Murguia, and Absa Fall

Your Client Services Team

Please join us in congratulating our Client Services team members on new roles — and in wishing all the best to our well-loved Intake Coordinator, Mira Kauffman-Rosengarten, who is heading back to school to study social work.

As Intake Coordinator, Mira welcomed our new clients by delivering their first meal and grocery drop-offs, connecting them with external resources, and bringing a friendly face and positive energy. Since joining Food & Friends in 2022, Mira has also held the role of Recertification Coordinator. We'll miss her kindness, commitment to our clients, and the uplifting energy she brought to our team. We wish her the best!

SOPHIE BENNETT

We're excited to announce that Sophie Bennett will be taking on our Intake Coordinator role. Sophie joined our team in the Fall of 2023 and has served in multiple roles, including most recently as Recertification Coordinator. Sophie and our team look forward to bringing new clients into the Food & Friends community.

HAYLEY MURGUIA

Additionally, we're proud to share Hayley Murguia has begun her new role as Recertification Coordinator. Hayley started in the Spring of 2023, assisting with Food & Friends' fundraising efforts as part of the development team. She joined the Client Services Team last year, transitioning into the role of Client Services Advocate. In her new role, she will assist our clients through the process of renewing their medically tailored meal and grocery delivery services.

KIARA ISAIAS-DAY

Finally, Kiara Isaias-Day will begin her role as Client Services Advocate in the Fall. The most recent addition to the Client Services Department, Kiara joined us as an Avodah Service Corps last Summer. Over the past year, Kiara has become an integral part of our team, especially in her work with our Spanish-speaking clients. We're very excited to have Kiara continue as a member of our team going forward!

Read more on next page

Welcome to Food & Friends' Client Newsletter. We will be putting out a newsletter every few months to keep our clients up to date on upcoming events, changes happening within the Food & Friends community, and other reminders. We're happy you're joining us!

RECENT EVENTS

CLIENT SOCIAL HOUR

At our third Client Social Hour of 2025, several clients joined together on a Zoom call to chat and strengthen social connections.

This month's theme was meteor showers! Clients learned key facts and chatted about constellations, memorable astronomical events, and their favorite space books and movies. One lucky client won our trivia challenge and took home a raffle prize!

These online social hours are a great way to get more involved with our community, so look out for our future events—we'd love to see you there!

SPANISH FOCUS GROUP

In July, we hosted our first nutrition focus group for Spanish-speaking clients. Focus groups have been a wonderful way for clients to share their feedback and insights, including on our food and what changes they'd like to see. We were thrilled to host this new focus group as part of our efforts to make our services more inclusive and accessible to all members of our community.

Reflecting On Our Roles



SOPHIE BENNETT

"I have loved getting to know some of you better as we worked on recertification! I am looking forward to starting new clients in my position as Intake Coordinator! While I am likely going to interact with many of you less frequently now that Hayley is handling recertification, I am still excited to continue to work with you all and am here if you need anything."



HAYLEY MURGUIA

"It has been such a joy and privilege getting to be part of clients' first deliveries and orienting them to Food & Friends. I am excited to transition to this new role and to work with clients at a different phase on service with us as we navigate the recertification process together. Looking forward to maintaining more regular contact with our clients and getting to serve them in this capacity!"



KIARA ISAIAS-DAY

"While I will miss making the first day deliveries for our partnership clients, I am excited to get to know more of our client population as I move into the Client Services Advocate Role. I am thankful that my role will allow me to continue getting to know and chat with all clients at Food & Friends."

Important Reminders

CLIENT CORNER

The Client Corner serves as a one-stop shop for clients to reference updated menus, check on delivery procedures, find important contact information, access required paperwork, and find answers to common questions. Check out the site [HERE](#).

RECERTIFICATION

If you have a recertification deadline approaching, reach out to Hayley, our Recertification Coordinator, at 202-269-6847. You can find the required recertification forms [HERE](#).

YELLOW FORMS

If you need to reference or submit any of the yellow forms (Client Agreement, Release of Information, Acknowledgement of our Privacy Practices), you can find them [HERE](#).

NON-EMERGENCY QUESTIONS OR COMMENTS

Contact Food & Friends Client Services at clients@foodandfriends.org. As always, our Delivery Line is available for more time-sensitive matters such as delivery cancellations at (202) 269-6820.

Get in
touch

Contact Us

(202) 269-2277
info@foodandfriends.org
foodandfriends.org

Our Location

219 Riggs Road NE
Washington, DC 20011



Additional Updates

Client Survey

This year's annual client survey has officially come to a close. Food & Friends sends this survey each year with the aim of evaluating client satisfaction, client-reported health outcomes, connection with food resources, nutrition counseling, and reasons why clients would choose to end their delivery and nutrition services.

The survey is one of the ways that we work to ensure that we meet the needs of our clients as best as possible. Your input is incredibly valuable and will help shape the work that we do as we plan for the year ahead. A huge thank you to everyone who participated in this year's survey!

Client Advisory Board

In addition to our annual survey, we're excited to offer more opportunities for clients to provide feedback on our services. With the upcoming launch of our new Client Advisory Board, participating clients can provide key insights that will help us improve our services. The aim of this group is to provide an

ongoing platform for clients to share their unique perspectives and participate in the decision-making processes that go into our programs to ensure that we meet the needs of the communities we are dedicated to serving. Interested clients should contact Absa Fall, Client Relations Coordinator, at afall@foodandfriends.org.

Client Facebook Group

Join our Client Facebook Group today to see important delivery schedule updates, information about upcoming events and resources, menu changes, and more. The group is your space to connect with our Client Services Team, Nutrition Team, and fellow clients.

To join, follow the link [HERE](#), or scan the QR code below:



UPCOMING EVENTS



We're launching a new fundraiser: **Move for Meals**. Participants will walk, run, or bike from anywhere in October, with the goal of raising enough total funds to provide 20,000 medically tailored meals.

Any amount of movement goes a long way. Join us or invite your network to participate and further our mission! To learn more, follow the link [HERE](#) or scan the QR code below:



UPCOMING WEBINAR

Our nutrition team will be sending out a webinar discussing how physical activity is for everyone, can be done by everyone, and how it can benefit your health. Healthy activity does not require expensive equipment, supplements, or memberships, and it doesn't require hours of your time each day. Be on the lookout for our Intentional Movement webinar to see how exercise can fit best into your healthy lifestyle and reach out to your dietitian if you'd like to discuss more about this or other topics.

Contact our team of Registered Dietitians

Reach out to your dietitian to schedule an over-the-phone or online nutrition counseling appointment today! [based on the first letter of your last name]:

A: Becca	(202) 269-6885	J-P: Jenn	(202) 269-6879
B-C: Ashley	(202) 269-6898	Q-Z: Matt	(202) 269-6887
D-I: Nicole	(202) 269-6876		



Nutrition Services

What's up with canned food?

Many of our clients have asked about replacing the canned food items in our Medically Tailored Grocery Program with fresh or frozen items. We hope to be able to send more fresh and/or frozen items in the future. However, we cannot make that change right now. We believe in the health benefits of the canned food we send!

- We buy low sodium canned food.
- Canned food is picked and canned at its peak, so the nutritious benefits are not lost.
- Canned food lasts a long time (years!)

While we buy our food and send it out to you within days, you can keep those canned goods for a long time, according to the [Food Safety & Inspection Service of the USDA](#).

Type Of Canned Good	Shelf Storage	Storage After Opening
Low-acid items Examples: <ul style="list-style-type: none"> • canned meat and poultry • stews and soups (except tomato) • spaghetti (noodle and pasta) products • vegetables: potatoes, corn, carrots, spinach, beans, beets, peas, and pumpkin 	2-5 years	3-4 days in the refrigerator
High-acid items. Examples: <ul style="list-style-type: none"> • juices: tomato, orange, lemon, lime, and grapefruit • tomatoes • fruits: grapefruit, pineapple, apples and apple products, mixed fruit, peaches, pears, plums, all berries • pickles, sauerkraut, and foods treated with vinegar-based sauces or dressings like German potato salad and sauerbraten. 	12-18 months	5-7 days in the refrigerator

Do these dates reflect canned goods' actual shelf life?

According to the Food Safety & Inspection Service of the USDA, canned food (and all food other than infant formula) is not required by law to be dated with any expiration, best by, use by or other date.

When we see the words "Best by __", "Use by __" or similar language – this is the manufacturer's best guess and when the quality may start to change. It is NOT an indicator of food spoilage dates. When we do see dates or codes on food products WITHOUT the words "Best by" or "Use by" - those dates or codes typically indicate the date the food was produced or packed.

Click [HERE](#) for more info on food product dating or search for the USDA food safety webpage. The USDA food safety webpage also includes information on shelf stable and canned food [HERE](#).

Our Nutrition services team has also put some information together about other nutrition myths. Follow the link [HERE](#) to watch it.

Click [HERE](#) for additional information on food storage or visit [foodsafety.gov](https://www.foodsafety.gov).

