



FREQUENTLY ASKED QUESTIONS ABOUT FOOD OUTREACH'S PROGRAM

To be eligible for Food Outreach nutritional support services:

- An individual must have proof of cancer or HIV/AIDS diagnosis and a referral from a healthcare professional: Physician, Nurse, Physician's Assistant, Social Worker, or Dietitian.
- A cancer patient must be currently undergoing active cancer treatment (surgery, radiation, chemotherapy, anti-cancer therapy, etc.) or in hospice following cancer diagnosis/treatment.
- An individual must meet income guidelines: live at or below 300% of the Federal Poverty Level to receive meals free of charge. All clients with HIV or cancer can meet with the Registered Dietitian regardless of their financial status.

1. Does Food Outreach only provide services to St. Louis city residents?

No. Food Outreach has clients, currently ages 14-months to over 90 years, who reside in 150 Missouri and Illinois zip codes.

2. Can a cancer patient sign up if they have completed treatment?

Yes, but only if it's been within 1 month (30 days) of completing treatment) or if the client is in hospice following cancer diagnosis/treatment.

3. Does Food Outreach provide food to the entire family of cancer or HIV patient?

No. Food Outreach only provides food to the diagnosed individual. On average, Food Outreach provides 2 meals/day to the client.

4. How long can a cancer client be enrolled in the Food Outreach Program?

Food Outreach enrolls cancer clients for 12 months. Each client must meet with our on-staff Dietitian at the time of enrollment to receive an initial nutrition status assessment at intake. Nutrition assessment is to be repeated at least every 6 months. At the end of the 12-month period, continued eligibility is determined on a case-by-case basis.

5. How do clients order their food?

Clients select their food from a menu that changes every two weeks. Clients or their designated proxies fill out the menu at our facility and a Food Outreach volunteer efficiently fills the order while the client waits. Clients may order prepared meals and/or groceries on a monthly or biweekly basis. Clients are provided with an average of 2 meals per day.

6. Can clients have food orders delivered to their homes?

The majority of Food Outreach clients pick up their food orders at our midtown facility. Clients may assign friends, family or caregivers to pick up their food orders on their behalf. However, if a client is homebound, *i.e.*, too ill due to disease or treatment or lacks transportation, the client may be eligible for our meal delivery service.

7. What makes Food Outreach different from other food agencies in the St. Louis area?

Food Outreach focuses on nutritious foods to help our clients maintain their strength and best optimize their medical treatments. Our on-staff Registered Dietitian and on-staff Chef are critical to our mission. Clients can select prepared frozen meals and groceries from a changing menu, allowing them the dignity of choice as well as accommodating food preferences, particularly important to cancer patients whose tastes frequently change as a result of treatment. Food Outreach clients can also access our Dietitian for individual nutrition counseling.

8. Does Food Outreach provide nutrition supplements or vitamins?

Food Outreach does NOT provide multivitamins. Ensure is distributed to clients based on BIA test results, as determined by the Food Outreach Dietitian.