



CLIENT SATISFACTION SURVEY

2024 Results

Background: The client satisfaction survey helps MANNA ensure that services are meeting the needs and preferences of our clients by guiding our continuous improvement efforts.

From October to November 2024, surveys were shared online and in print with all enrolled clients. Paper surveys were delivered and collected by MANNA's drivers.



In total, we surveyed

264

current MANNA clients

Program Satisfaction

84%

of clients were satisfied with the **taste** of the meals

86%

of clients were satisfied with the **variety** of the meals

73%

of clients felt that meals met **cultural or ethnic food preferences**

Client-reported Health Outcomes



9 in 10 clients said the meal program helped them **eat healthier foods**

88%

said the meal program improved their ability to **manage their health conditions**

83%

felt confident they would be able to **eat a healthy diet** after completing MANNA's program



3 in 4 clients said the meal program helped to **improve their health**

Client Experience

99%



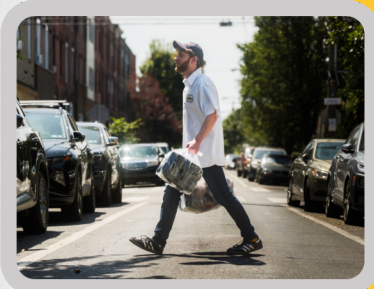
of clients who participated in nutrition counseling rated it as **“good”** or **“excellent”**

9.3



Average rating of clients' interactions with MANNA's **delivery drivers**

(On a scale from 0 to 10)



“My experience with MANNA has been extremely positive! I've been able to eat regularly and healthy. The process is smooth and efficient. The delivery people are all extremely pleasant and kind.”

“You are all angels from God to me. Your service, compassion, and kindness made me feel I had extended family!”

“It has helped me control my sodium intake. The food is very tasty. Moreover, I am gaining my weight back as well as learning new recipes.”

“Being diabetic, the meals help me keep my blood sugar at a healthy level”

“I have been able to eat more meals a day which has helped me put on some much needed weight... The meals have also alleviated the stress of not being able to afford food and that has been a huge lift in my physical and mental health.”

Program Strengths & Opportunities

Strengths: MANNA's clients are highly satisfied with the quality of the nutrition services they receive. Not only do clients enjoy the meals, but they appreciate the care and resources being provided that enable them to better manage their diet and health conditions.

Opportunities: When asked how MANNA can improve, some clients shared that they would like to see weekly menus and have greater choice in menu selections. We look forward to using this feedback to shape upcoming program improvements.

THE
MANNA
INSTITUTE

the science of food as medicine

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