

Metrics	Baseline FY23	Y1 FY24	Y2 Target FY25	Y3 Target FY26	Notes
Partner Satisfaction	N/A	84.5%	87%	89.6%	Surveys of partner organizations with overall % of “very satisfied.”
Food Satisfaction	N/A	3.52	3.63	3.74	On a scale of 1 - 5, with 5 being the highest, how would you rate your Second Helpings meal?
Increase in Workforce Development Training certifications	40	45	50	55	Graduates
	85	95	105	115	Certifications
Staff satisfaction rate	N/A	4.3	4.4	4.5	On a scale of 1 - 5, with 5 being the highest, how would you rate Second Helpings as a good place to work?
Percent of volunteer shifts filled	N/A	59%*			* FY24 is Feb 1 – June 30. Data and systems refinement is ongoing, and this number estimated to be under reported.
Donor retention rate – Individuals	46%	51%	54%	57%	Goal: 3%+ annually
Donor retention rate – Corporate	57%	57%	60%	63%	Goal: 3%+ annually
Environmental impact of food rescue	4,180 tons of CO2eq	4,555 tons of CO2eq	4,919 tons of CO2eq	5312 tons of CO2eq	Greenhouse gas emissions prevented
		Recycling Program	Enviro Report		Key activities