

Metrics	Year 1 FY24	Target FY25	Actual FY25	Target FY26	Actual FY26	Notes
Partner Satisfaction	84.5%	87%	90.4%	89.6%   92%*		Surveys of partner organizations with overall % of “very satisfied.”
Food Satisfaction	3.52	3.63	3.89	3.74   3.97*		On a scale of 1 - 5, how would you rate your Second Helpings meal?
Increase in Workforce Development Training Certifications	45	50	48	55		Graduates ( <i>baseline ‘23 = 40</i> )
	95	105	112	115		Certifications ( <i>baseline ‘23 = 85</i> )
Staff Satisfaction Rate	4.3	4.4	4.6	4.5   4.7*		On a scale of 1 - 5, how would you rate Second Helpings as a good place to work?
Volunteer Hours	41,667	42,917	46,003	44,205   46,923*		Metric change from “% volunteer shifts filled” for trackability.
Individual Donor Retention	51%	54%	53%	57%		Annual goal: +3% ( <i>baseline ‘23 = 46%</i> )
Corporate Donor Retention	57%	60%	59%	63%		Annual goal: +3% ( <i>baseline ‘23 = 57%</i> )
Environmental Impact of Food Rescue	5,987	6,168	6,542	6,355   6,673*		Greenhouse gas emissions (tons of CO2eq) prevented ( <i>baseline ‘23 = 5,811</i> ) Updated w/ more precise method.
	Recycling Program	Enviro Report		Sustainability Dashboard		Key activities

\* In instances where our Y2 actuals outpaced our Y3 goals, we’ve added an adjusted metric of +2% over actual.