The Business Model Canvas: Future State Designed by Future Work Design

**Expenses**
- Fundraising
- Labor & Benefits
- Equipment & Depreciation
- Rent & Utilities
- Food

**Revenue Streams**
- Government
- Fundraising
- Participant Donations
- Contracts
- Co-packing
- Leases

**Key Partners**
- Social Services
- Advocacy Partners
- Building/Space Providers
- Volunteers

**Key Activities**
- Central Meal Preparation
- Shipping and Receiving to Hubs
- Volunteer Pick-up and Home Delivery
- Development
- Marketing
- Advocacy
- Finance & Technology

**Channels**
- Home Delivery
- Congregate Dining
- Community Sites

**Customer Segments**
- Seniors (60+)
- Children & Families
- Pre/Post Hospital
- Disabled Adults
- Mental Health/Addiction
- Homeless

**Customer Relationships**
- Direct service through staff/volunteers
- Assessment, Referral, Connect

**Value Propositions**
- Nutritional Meals
  - Individual Portions
  - Group Dining
  - Quarterly Seasonal Rotation
  - 7 Day Menu

**Human Connections**
- Wellness Checks
- Participant Connect Program
- Intergenerational Visits

**Key Resources**
- Employees
- 21 Sites in 3 Counties (congregate + HD pickup)
- 5 Satellites (congregate with no HD pickup)

**Key Partners**
- Social Services
- Advocacy Partners
- Building/Space Providers
- Volunteers

**Contract Providers**
- Aging, Disability, and Veterans Service Departments
- Nonprofit Organizations
- Head Start Programs

**Employees**
- Resource Center & Diner
- FSNA Kitchen
- Truck/Van Leases
- Technology

**Human Connections**
- Wellness Checks
- Participant Connect Program
- Intergenerational Visits