



HEART Love & SOUL 

Serving The Community Since 1983

October 2022 Newsletter

Dear Friends,

As summer fades into fall, many new faces have found their way to Heart, Love & Soul (HLS). Daily meals (both breakfast and lunch) have increased by 19% and food pantry meals have risen 25% since 2021. At the same time, food costs have increased significantly, and some producers have discontinued products like chicken and beef that we typically make available to guests. Transportation logistics have also become difficult. This became strikingly apparent when a meat producer from the Syracuse area delivered hundreds of pounds of frozen chicken to us in a pickup truck, covered with bags of ice! Thankfully, it stayed frozen. We no longer do business with that producer. Through it all, our pantry and kitchen staff work hard to make sure our guests have access to nutritious, affordable food.

It is a blessing to our community that HLS has weathered the storms of recent years to support people hardest-hit by economic crises and the pandemic. One such person, Katy, recently found her way to HLS from the south side of the Niagara Falls. She was new to HLS, and she broke down after lunch one day when she couldn't figure out how to get back to her apartment with 6 full bags of groceries. She was overwhelmed by a tenuous housing arrangement, significant weight loss from a physical condition, and declining mental health. Our team responded. Hospitality staff in the dining room made a warm handoff to our community health nurse at Daybreak. Two of our case managers transported Katy and her groceries safely home and provided referrals. We never know who might come to our doors on any particular day, or what hardships they might be enduring, but I do know that they will be welcomed warmly by our team that goes the extra mile to serve and support.

-Mark Baetzhold, Executive Director

What a Success!



Our 17th Annual Recognition Dinner was a huge success, all thanks to our steadfast supporters! It was our honor to present Larry Cook from the John R. Oishei Foundation with the Partners in Ministry Award, Karen Welch from Literacy Buffalo Niagara with the Spirit of Heart, Love & Soul Award, and Myra Supon with the Frances Ficorilli Volunteer Award. And we had a special visit from Russell Salvatore, who joined us to auction off his Russell's Steakhouse item in person!

The love and hope in the room was palpable. We are so proud and humbled to share that we raised over \$145,000! Thank you to all of our patrons and supporters who made it possible!

Holiday Appeal

Our Holiday Appeal will be dropping in a couple of months, so keep your eyes peeled. Thank you to all those who donate to make the work we do possible.

If you are not on our mailing list and would like to be added, let us know by clicking [here](#).



A Day On the Water



The hardworking staff and Board of Directors of Heart, Love & Soul had a fun day out of the office to relax and spend time together.

We started with the Whirlpool JetBoat where we jetted down the Niagara River through the Class 5 rapids and got up close to the famous Whirlpool. We then concluded the day with lunch and ice cream at the Silo. It was a memorable day for all!

The Stars Aligned

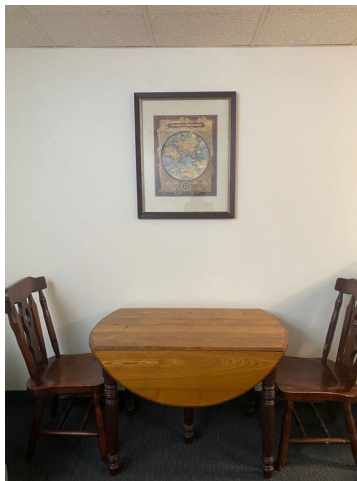
Many of the guests at Heart, Love & Soul have come a long way since their first visit to us, guests like Steve. He had

been homeless for years and was staying at a shelter in Niagara Falls. Our case manager had been working tirelessly with him, helping him apply for housing programs, obtain identification, and find an apartment. They encountered many of the discouraging barriers often faced by homeless people.

Steve was demoralized after months of hard work but no improvement to his living situation. Then finally, his luck changed! Through the teamwork and perseverance of him and his case manager, Steve secured an apartment.

The stars aligned for Steve; not only were we able to help secure him an apartment- we were also able to furnish it. Steve was ecstatic to receive a couch, table, chairs, and living room furniture for his new place! We often do not get the chance to help guests with home furnishings, so we leapt at the chance to do so when the opportunity arose.

Steve is now settled in his new home, and is grateful for the help he received that made it all possible.



Our 2022 Impact to Date

FOOD PANTRY
MEALS

32,148

DINING ROOM
MEALS

23,986

CASE
MANAGEMENT

2,635

COMMUNITY
HEALTH VISITS

1,020

SHOWERS

1,397

LAUNDRY LOADS

1,337

Our Programs and Services

Food & Hospitality Program

- Daily meals
- Food pantry
- Community garden
- Necessary shop
- Mobile food pantry

Social Care Program (Daybreak)

- Showers and laundry
- Homeless street outreach
- Housing assessment & referral
- Case management
- Community health nursing
- Technology and office space

Our Contact Information

{{Organization Name}}

{{Organization Address}}

{{Organization Phone}}

{{Organization Website}}

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Donate to Heart, Love & Soul