

Feeding those in need...



...body, mind and soul.



HEART Love & SOUL 

Serving The Community Since 1983

ANNUAL REPORT 2021

Thank you!

From Our Executive Director

Dear Friends,

Our mission to feed all in need – body, mind, and soul – reverberates clearly during this time of instability in our world! Against the backdrop of Covid-19, war in Ukraine, and other bad news, I am pleased to offer good news about our work at Heart, Love & Soul (HLS). Throughout 2021, we continued to nourish residents and guests in the North End of Niagara Falls during the pandemic. We opened the Daybreak Program in the new Sister Beth Brosmer Center to provide more opportunity for people to access services in a welcoming environment. Entrusted with a rich legacy of service, our staff and volunteers continued to touch and transform lives.

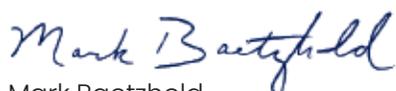
As the COVID-19 pandemic disproportionately affected low-income populations, the need for HLS was highlighted more than ever. We continued to keep our doors open to ensure guests had consistent access to food, providing over **73,000 meals** for guests struggling to put food on their tables. The Necessary Shop was utilized 1,985 times, providing items such as soap and laundry detergent. While the pandemic altered our operations, we continued to serve with hospitality.

With care for the whole person guiding our steps, HLS expanded services to support long-term improvements in quality of life. We opened Daybreak on February 15, to provide access to many services in a one-stop location. Our case managers supported guests through **3,200 interactions**, our community health nurse provided **1,400 health services**, and we provided **over 1,000 showers** and **870 loads of laundry**. HLS became the lead coordinated entry agency in Niagara Falls to manage community-wide homelessness assessment and referral processes. We assessed and referred **273 individuals** at risk of or experiencing homelessness to housing services, and helped **239 households** obtain or maintain housing during the pandemic. As you can see, we made a considerable impact in just one year!

Through Daybreak, we have strengthened partnerships with many agencies, including **Niagara University (NU)**. NU is deeply invested in our work – financially, spiritually, and programmatically. In 2021 we revised our 2009 Partnership Agreement, identifying new areas of alignment. Vincentian Scholars continued their service at HLS, assisting in different capacities across the organization. The first intern from the School of Social Work was placed at Daybreak. During the fall semester, students in NU's nursing program provided blood pressure checks and other services for our guests. We are grateful to Fr. James Maher and Dr. Debra Colley for their vision and collaboration in steering the partnership toward the future.

Our vision for HLS is to deepen our roots and impact in the community. It includes improving access to healthy food and diversifying our partner agency network so that a wider range of services are available through Daybreak. It includes exploring revenue diversification, such as by inviting managed care organizations to include non-profits like HLS in incentive-sharing arrangements for the work we do to improve people's health. It also includes construction of a new community garden, and planning for facility improvements. As an institution rooted in the North End, we will invest in development that prioritizes the people who live here.

The impact of Heart, Love & Soul would not be possible without your support. Thank you for your generosity that nourishes our mission to feed those in need – body, mind, and soul!



Mark Baetzhold,
Executive Director



In the Past **10 Years**

Our **Dining Room**
has served over
458,824 meals

Our **Food Pantry**
has distributed over
918,262 meals



Our Impact in **2021**



Our **Community Health Nurse** helped guests over **1400 times** with a variety of services

Our **Case Managers** assisted community members over

3,150 times, completed almost **70 home visits**, and made over **1,000 phone calls** to or on behalf of members of the community

Our **Homelessness and Housing Team** assisted **595 individuals** experiencing homelessness, or at risk of homelessness



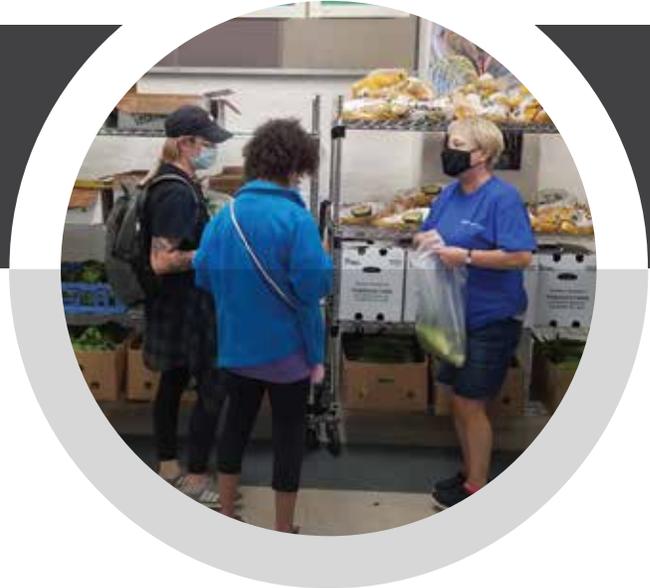
Our **Food Pantry** has provided over **38,436 meals**



HEART Love & SOUL 

Serving The Community Since 1983

Food & Hospitality Program



Food Pantry



Daily Meals



Necessary Shop



Community Garden



Mobile Food Pantry



Heart, Love & Soul is a hunger relief and social care service provider dedicated to feeding those in need - body, mind, and soul. Since 1983, we have provided Niagara Falls residents with wide-reaching programs and services for those in need to utilize at no cost.

Our Food and Hospitality Program and Daybreak Program address food insecurity, inadequate housing, health, and other interrelated problems associated with the extreme poverty in Niagara Falls. Through our Food and Hospitality Program, we offer services such as the Food Pantry, daily breakfast and lunch, Necessary Shop, Community Garden, and more. Through Daybreak, our social care program, we offer housing assessment and referral, rental assistance, case management, community health nursing, showers, laundry, and a one-stop center which brings together over 30 community organizations so guests can access the help they need in one central location.

We provide a welcoming and inclusive space for all who come to us, and services and programs that make a real impact in people's lives.

MISSION:

Heart, Love & Soul is dedicated to feeding those in need - body, mind, and soul.



Daybreak Program



In 2011, a group of providers from the Niagara County Coalition for Services to the Homeless began discussing how they could cohesively work together to reduce poverty. They determined that a one-stop center would increase access to services and improve the service delivery system to achieve greater impact for people in need in Niagara Falls. And from those meetings, Daybreak was born.

Daybreak builds upon our Food and Hospitality Program by providing a wide variety of essential community services all in a one-stop location, so that those living in poverty can meet basic human needs and access resources to achieve their goals.

Heart, Love & Soul embarked on a mission to raise the necessary funds needed to construct a building and sustain the Daybreak Program. Thanks to the generosity of our supporters, we raised over \$4 million!

Construction began on the Sister Beth Brosmer Center in 2019, directly connected to Heart, Love & Soul.

On February 15, 2021, the Daybreak Program, located in the Sister Beth Brosmer Center, opened its doors to those in need in Niagara Falls.

In 2021, HLS became the lead coordinated entry agency in Niagara Falls, becoming responsible for managing HUD-mandated assessment and referral processes that guide our community's response to homelessness.



Showers and Laundry



Case Management



Community Health Nursing



Housing Assessment and Referral



Homeless Street Outreach



Technology and Office Space

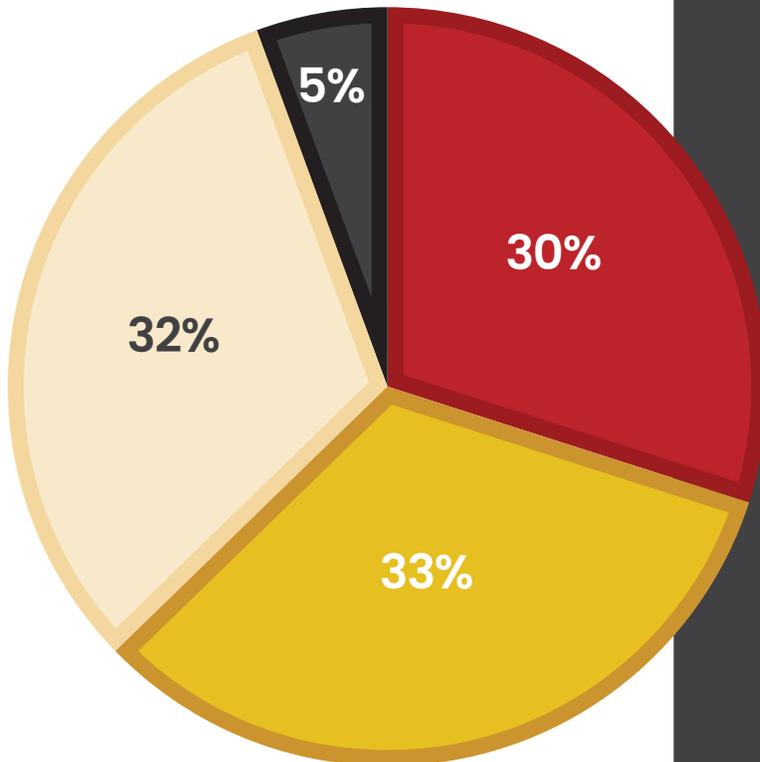
Financial Data **2020**



Annually,
89.43% of our funding
goes directly
to our services

Operational Revenues

- Contributions
- Government Grants
- Private Grants
- Fundraising Events, Net



HLS Operational Funding & Expenses

Total Operational & Program Funding	\$1,341,730.00
Total Operational Expenses	\$1,149,137.00
Operational Changes in Assets	\$192,593.00

Restricted Assets

Restricted Contributions for Daybreak Construction & Programs	\$509,354.00
Investment Income from Board Directed Endowment	\$622,701.00
Total Changes in Net Assets	\$1,324,648.00

Total Revenues, Management, & Funding Expenses

Total HLS Revenues	\$2,473,785.00
Total Management & Fundraising Expenses	\$261,497.00
Percentage of Funding Directly Going Towards Services	89.43%

Thank you!

To Our Volunteers!

Volunteers are one of the greatest resources we have at Heart, Love & Soul. People who give their time, energy, and talents to provide help and inspire hope are essential for Heart, Love & Soul's ability to deliver quality services. Many of our programs would not be able to fully carry out their goals if volunteers were not involved. Thank you to our volunteers, who make the work we do possible!



Holiday Toy and Food Drive

We are grateful to have helped over 90 families and over 105 children through our 2021 Holiday Toy Drive, and served 168 people during our holiday food distribution. The Holiday Toy and Food Drive ensured that those participating would have presents under their trees on Christmas morning, and fully stocked fridges and pantries for the holidays.



Annual Dinner

Over \$120,000 was raised for Heart, Love & Soul at the 2021 Annual Dinner. The success of the event is attributed to the support of the community, as well as the volunteer committee.



TO DONATE ONLINE:



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