



January 2023 Newsletter

"Yes, I know what plans I have in mind for you, plans for peace, not for disaster, to give you a future and a hope." - Jeremiah, 29:11

Mickey showed up at Heart, Love & Soul in November 2022 with ambition, with heart, and with hope. He desired a new start and ventured to Niagara Falls from Syracuse. He started showing up for meals and soon thereafter availed himself of additional services available at Daybreak, our one-stop social care service hub. Here Mickey connected with WorkSourceOne – Niagara County's federally funded employment and training center – where he found job search support and referrals. Mickey's big heart and desire to succeed quickly landed him a new job in December with a local employer!

As we celebrate our 40th anniversary in 2023, we look back with gratitude for all those who gave of their hearts and souls to ensure that the mission born of a prayer group would carry on through a non-profit formed in 1983 and reach thousands of people like Mickey over the span of decades. We look forward to reaching the community even more by broadening our scope of work and ensuring that people have equitable access to services and opportunities that can lead out of the darkness of poverty toward personal, social, and economic success. In 2023, we will open a beautiful community garden, expand our outreach and service coordination work, advocate for more affordable housing, and provide access to more services like behavioral health and employment & training through the Daybreak program. We will welcome all who come here and help them open new doors into a future and a hope.

Thank you for being with us in the unfolding journeys of all we serve. May the year ahead bless them and bless you with hope.

-Mark Baetzhoid, Executive Director

A Big Year!

That's right- we are turning 40 this year! It all started with a prayer group bettering their community, and has grown into an impactful nonprofit offering a large variety of services. Since 1983, Heart, Love & Soul has been making a meaningful difference in Niagara Falls, nourishing those in need. We have grown immensely in the last 40 years- expanding our footprint to offer both food and hospitality services **and** social care services. We would not be where we are today without the help of so many people. This 40 year anniversary celebrates not just Heart, Love & Soul, it celebrates the community that surrounds us. Stay tuned for how we plan to celebrate!



Profound Gratitude for Our Volunteers



Heart, Love & Soul is a special place, and one of the main reasons for that is our incredible crew of volunteers. They can be found volunteering in a multitude of roles, such as kitchen prep, meal service, special events, Daybreak services, and much more. Our dedicated volunteers are essential, and we would not be able to fulfill our mission without them. We are so deeply grateful to all of them for their commitment, service, and love. Thank you to all of our volunteers!

A Fond Farewell



We are sad to say goodbye to Development Director Chuck Marra as he retires in January. Chuck has been an integral part of Heart, Love & Soul for the past several years, utilizing his expansive breadth of knowledge to guide the development department, spearheading the Annual Dinner to raise record numbers, pivoting funding sources during COVID-19, among much more. We wish Chuck congratulations and all the best in his retirement!

Santa's Delivery to Heart, Love & Soul

Santa made a special stop at Heart, Love & Soul, dropping off Christmas presents for our holiday toy distribution drive! As parents came through our dining room for pick up, a group of volunteers from General Motors helped pass out the toys, books, games, and more, and our volunteer gift wrapping team stood by ready to wrap the presents!

We are proud to say that we helped over 130 children through our holiday toy drive!



Our 2022 Impact

**FOOD PANTRY
MEALS**

54,252

**DINING ROOM
MEALS**

37,433

**CASE
MANAGEMENT**

4,208

**COMMUNITY
HEALTH VISITS**

1,482

SHOWERS

2,130

**LAUNDRY
LOADS**

1,985

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
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