



GOOD NEIGHBORS

Restoring Lives Together in Western New York



POETRY & PURPOSE

How you are helping Frank find new life ... through creative writing!



SUMMER 2026

For more information: (716) 854-8181, ext. 429 • BuffaloCityMission.org

A Message from Mark Jentsch

All Things to All People

When you think about Buffalo City Mission and the many ways we help struggling neighbors, you probably think about things like safe shelter, meals, clothes, and maybe services like life-skills training and spiritual guidance.

But I am guessing you did not think about a creative writing class. Yet, that class is quite a healing outlet for our more introverted guests — like Frank. Frank says the class has been a big help in his growth.

“The class is a tool,” says teacher Susan Muscato. “We all process things differently. I am trying to help everyone find what tools work for them to help manage their emotions.”

We can get creative in ways we serve our guests because your support makes it possible. We can *“think outside the box”* to meet people where they are.

Paul talked about this in his first letter to the Corinthians — how he would become *“all things to all people,”* by trying to see the world through the eyes of those he was trying to reach for the gospel.

Thanks to you, we can take that approach too. God bless you.



Mark Jentsch
Mark Jentsch
Chief Executive Officer

“I have become all things to all people so that by all possible means I might save some. I do all this for the sake of the gospel, that I may share in its blessings.”
- 1 Corinthians 9:22-23

How You Are Helping Frank Start Anew

Poetry & Purpose

Frank's the first to admit that he has a hard time interacting with others. He's an introvert who prefers to keep to himself.

Combine those traits with a turbulent childhood and an adult life where he often felt that no one cared about his well-being, and one can understand why Frank was not comfortable reaching out for help when he needed it.

He was always on the move, from job to job and state to state, often struggling just to make ends meet.

In the summer of 2024, Frank ran out of money in Rochester, so he decided to move on. *“I think I will try Niagara Falls,”* he said to himself.

So Frank started ... walking. And it almost killed him.

It is about 86 miles from Rochester to Niagara Falls, or about a 30-hour walk. Incredibly, in the scorching summer heat, Frank somehow walked about 21 hours non-stop, making it to Lockport before passing out on the side of the road.

How Guests Write Their

Way to Freedom

At Buffalo City Mission, we take a holistic approach to homelessness. We meet immediate needs while addressing root causes through classes and life-skills training.

Among those is a class held in our Delaware North Opportunity Center called *“Writing Your Way to Freedom,”* taught by Susan Muscato, our Director of Educational Training, Workforce Readiness, and Community Services.

In this class, guests are given various prompts that encourage them to express their innermost feelings. These writing exercises are a big part of the healing process, of dealing with pain and trauma — particularly for those who are not as open to discussing

When he came to, Frank called 2-1-1, an emergency number that directed him to Buffalo City Mission. With his last few dollars, he boarded a bus to Buffalo.



In the time under our roof, Frank has felt loved like never before, and has embraced the care you make possible through your support.

Our team is helping Frank work through past trauma by gently encouraging him to open up. One tool that has really helped is a class held in our Delaware North Opportunity Center called, *“Writing Your Way to Freedom.”* See Frank’s poem below.

Frank says the class has been a game-changer, because he finds it easier to write about his thoughts and struggles than to talk about them.

“I am writing for success,” says Frank, 55, who had not done any creative writing since high school. *“Basically, we put down anything we feel on paper — your thoughts, the circumstances you are going through, how you feel about what is going on.”*

Frank says the class is helping him find his purpose in life. He has developed enough confidence that he will likely soon be living independently again!

“I feel good about it,” he says.

Thanks to friends like you, neighbors like Frank are finding purpose, new life, and fresh starts. You make it possible!

personal issues out loud. The class is a safe space where participants are free to be fully open.

Muscato says her students tend to *“have introverted personalities. **They are not the type to open up to a counselor about things. They are the quiet ones, the contemplative ones, the ones who are suffering quietly and need an outlet to express themselves.**”*

Frank is one of them. *“He is incredibly quiet,”* says Muscato, *“but he is so full of thought. He is very deep in how he processes through things.”*

To see how Frank processed some of those things, read his poem.



The Old Man in His House by Frank

The old man in his house gazing at the world as it slowly passes him by, ever changing, not giving him a care.

The old man in his house was born in it, grew in it, and yet remains in it never venturing from it, and letting it go to ruin.

The old man’s roof is worn, his siding is faded, his windows are cracked, covered with dust, his doors never stay shut, his foundation weakens with the passage of time, and the interior worsens.

The old man’s house wasn’t perfect to begin with, but it serves him, no more no less like the other houses around him.

The old man in the house knows what it’s like to be poor, not having the means to change, but he endures until he can endure no more.



Help Our Neighbors Beat the Summer Heat

Living on the streets as a homeless person comes with many dangers, toils, and snares — including the extremes of summer heat and brutal winters, which can be downright deadly.

The risks of dehydration, heat stroke, and worse are ever-present. Seniors and children are even more vulnerable.

You can help our hurting neighbors beat the heat this summer by providing essentials like new or gently used summer clothing — including **sneakers, shorts, and underwear (for both men and women).**

Donations can be dropped off at our Alfiero Family Center (100 E. Tupper St.) through our designated donation drop-off door. You can also give items through our Amazon wish list using the QR code below.

You might also consider hosting a donation drive as an individual or through your group.

To learn more, contact our Community Engagement Donations Coordinator at (854) 8181 x438.

Every single item helps our neighbors move toward hope and healing. Thank you!



Scan this QR code for our Amazon Wish List!



Mark, here's my summer gift to help our hungry and hurting neighbors:

- \$100 \$500 \$1,000
- \$_____ to help as many people as possible.
- Make my gift monthly. This is a one-time gift.

Donate online now! BuffaloCityMission.org

Name _____

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Be the Ultimate Neighbor as a Monthly Hope Partner

Because you care so deeply about our homeless, hungry, and hurting neighbors, we invite you to become a member of our Monthly Hope Partners team.

Your monthly support will change lives and create lasting hope for neighbors in need. You will help ensure that the needs of struggling men, women, and children in Western New York are met every day, all year long.

Phillis, a Hope Partner from Buffalo, knows how consistent monthly support can make a big difference.

"I am a Christian, and God loves a cheerful giver," she says. Phillis believes that she has been blessed, and as a result, she wants to help. When she sees homeless people on the street, she realizes that any of us could end up in a similar situation.

"I pray for them," she says. And she gives.

If you would like to join Phillis and many others as a Monthly Hope Partner, go to buffalocitymission.org/monthlyhope.

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