



## 2024 ANNUAL IMPACT REPORT



# A HEART for BUFFALO, A HOME for HOPE

Honoring your compassion that helps our neighbors rebuild their lives.

# A Heart for Buffalo

## A Message from Mark Jentsch

Dear Friend,

It's an honor to step into the role of CEO at Buffalo City Mission and join a team so deeply committed to serving our city with compassion and faith. I'm grateful for the strong leadership that has brought the Mission to this point, and I look forward to building on that solid foundation as we move forward together.

Buffalo has long been known as the City of Good Neighbors, and every day, your generosity proves that's true. Because of your compassion, 137,522 meals were served to hungry neighbors this year. You

provided 75,252 nights of safe shelter for neighbors seeking warmth and security. And most importantly, through Christ-

centered programs, 872 lives were renewed through spiritual care and the hope of the Gospel.

Together, we are living out a Heart for *Buffalo* — a heart that sees those in need not as statistics, but as neighbors deserving dignity, compassion, and a fresh start ... like Chuck. His testimony is a powerful example of your gifts in action.

This year has already brought challenges for many of our hurting neighbors. Families are struggling to put food on the table, men and women are facing hardships they feel they can not overcome. They are turning to the Mission for help, and that is why we appreciate your loyal support.

Every gift makes a difference, and you will see that in this report. Every meal served, every night of safe shelter, and every life renewed is made possible through God's grace and your generosity.

Thank you for walking beside us in this mission. Your kindness is changing lives and strengthening the city we all love.

Mark Jentsch  
Chief Executive Officer



## FACTS ABOUT HOMELESSNESS in the BUFFALO AREA:



**5,226** people experienced homelessness in 2024\*

**214** of our homeless neighbors are veterans

**32.1%** of our homeless people struggle with mental health illness

**46.4%** have a disability

**22.7%** of the homeless population of Erie County were children under the age of 18



\*WNY Homeless Alliance

# WHEN CHUCK LOST EVERYTHING, HE FOUND GOD WAITING.



Chuck spent 17 years working at Sumitomo Rubber in Buffalo, proud of the home and life he built for his family. "I was making great money," he says. "Life was good until my wife served me with divorce papers." Then another stunning blow came that shook all of Buffalo. The plant shut down without notice, and Chuck's life took a deeper downward spiral.

The timing couldn't have been worse. Already recovering from a knee injury and going through the divorce process after 36 years of marriage, Chuck found himself alone and severely depressed. His house, family, and savings were gone. "I was sitting in my apartment with everything off—no power, no TV, nothing," he quietly says. "I felt like I had nothing left to live for."

Then came a knock at the door. Eight Buffalo firefighters who had received a call that someone

inside needed help. "They were my guardian angels," Chuck says. "That moment saved my life."

After a short hospital stay, Chuck came to Buffalo City Mission. "I was nervous at first, but from the moment I met with the staff, everything changed. That day, I found God again. I was reborn."

Today, Chuck is rebuilding his life step by step through the Men's Ministries at the Mission. He is learning how to break free from his past and build hope for the future. "I'm taking one day at a time," he says. "I wake up every morning thankful."

And to the Mission supporters, he added: "If it weren't for you, this place wouldn't survive. You're helping men like me find hope again. Thank you, and God bless you."

**Thanks to you,  
Chuck is rebuilding  
his life with hope and  
renewed purpose.**





*“Through God’s grace and mercy, I am alive today. The Mission helps me spiritually, mentally, and physically. I really appreciate everything they’ve done for me.”*

*– Frank*

## HELPING NEIGHBORS REBUILD **PHYSICALLY, EMOTIONALLY, and SPIRITUALLY**



Your compassionate support of Buffalo City Mission provides the opportunity for men, women, and children to heal and rebuild their lives with renewed hope. Because you care, homeless neighbors are on the path to stability.

*A new, transformed life often begins with our*

### **RESCUE SERVICES:**

- Emergency Shelter
- Nourishing Meals
- Clean Clothing & Laundry Services
- Medical & Mental Health Services
- Case Management & Referrals
- Bible Studies & Christ-Centered Guidance

*Once basic needs are met, they can focus on overcoming homelessness and other challenges through our*

### **RESTORATION SERVICES:**

- Life-Skills Classes
- Spiritual Growth Support
- Transitional Housing
- Adult Education & Workforce Development
- Housing Management Assistance
- Daycare

**Your Heart for Buffalo shines through your generosity. You are helping our guests end survival mode and rebuild their lives with dignity and hope. Thank you!**

## NOT ROCK BOTTOM, BUT BOUNCING BACK

Growing up in an abusive home, Yvonne fled as soon as she could. But one painful relationship led to another. "Being abused was all I knew," she says. "It was my comfort zone. I just didn't care about myself."

As a single mother, Yvonne did her best to hold life together, but anger, grief, and hopelessness took over. One night, feeling alone and out of options, she called a Christian friend for help. "I said, 'I've got to get out of this life.'" That call began her journey back to God and she turned her life around.

Years later, she endured a cancer diagnosis and major surgery and was left without a

place to recover. She came to Buffalo City Mission where she received the care she needed to rebuild her life.

*"People think going to a homeless shelter is hitting rock bottom," she says. "I don't consider it that way. I consider being here bouncing back."*

Now cancer-free, Yvonne is growing in faith, healing from trauma, and attending online seminary courses. "Before the Mission, I wasn't living, just existing. God turned that into something beautiful."



**"I consider being here bouncing back"**

## 2024 RESTORATION and RENEWAL SERVICES



### Men, Women and Children Served

**75,252**

Nights of Safe Sleep

**137,522**

Meals Served

**233**

Housed

**872**

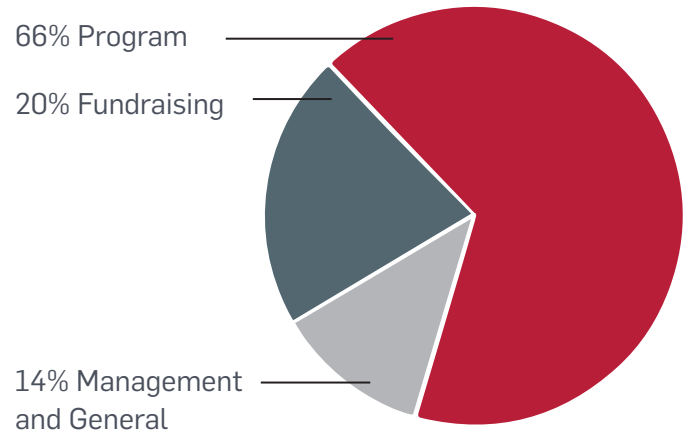
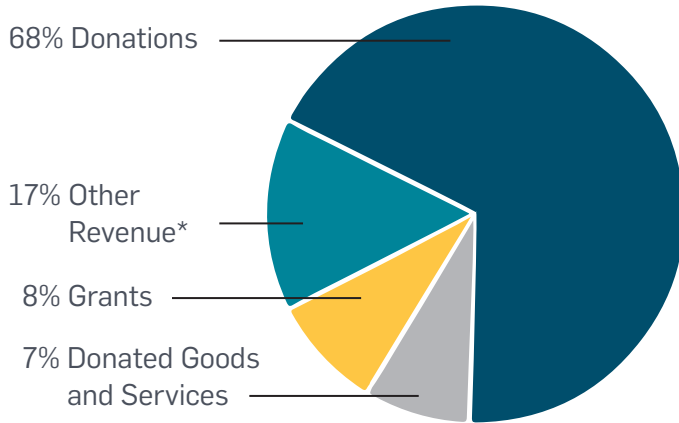
Individuals Served



# FINANCIAL ACCOUNTABILITY: OUR COMMITMENT TO WISE STEWARDSHIP

Your gifts directly support the neighbors we serve in the most efficient, effective way possible.

In recognition of its compliance with ECFA's Standards of Responsible Stewardship, Buffalo City Mission is accredited by Evangelical Council For Financial Accountability.



## 2024 FISCAL YEAR REVENUE

|                                 |                    |
|---------------------------------|--------------------|
| Donations:                      | \$6,633,327        |
| Other Revenue:                  | \$1,625,649        |
| Grants                          | \$724,748          |
| Donated Goods and Services      | \$704,625          |
| <b>Total Operating Revenue:</b> | <b>\$9,688,349</b> |

## 2024 FISCAL YEAR EXPENSES

|                                  |                     |
|----------------------------------|---------------------|
| Program:                         | \$6,828,077         |
| Fundraising:                     | \$2,123,295         |
| Management and General:          | \$1,427,820         |
| <b>Total Operating Expenses:</b> | <b>\$10,379,192</b> |

*\*Due to increased community need for Buffalo City Mission services as well as increased costs of providing these services in a post-pandemic environment and inflation, the Buffalo City Mission sustained a loss for the current fiscal year. The Buffalo City Mission is committed to searching for ways to decrease costs and diversify funding sources to continue to provide unparalleled support to the homeless community.*

***"Thanks to Buffalo City Mission, my self-esteem is stronger now, and I am rebuilding my life with hope. God is good. Thank you for helping me!"***

**- Tina**



# 2024 BOARD of DIRECTORS

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CPA, CFO, Foundation 214

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## COMMUNITY *and* MINISTRY PARTNERS



Buffalo City Mission is deeply grateful for the friendship and support of many other organizations throughout Buffalo and Western New York. This collaboration helps us better serve every man, woman, and child who comes through our doors looking for safety and renewed strength.

Amazing Home Care

Belmont Housing Resources

Buffalo Employment Training  
Center (BETC)

Best Self Behavioral Health

Blue Cross/ Blue Shield

Buffalo Hearing and Speech

Buffalo Public Library

CAS of WNY (Community Access  
Services)

Catholic Charities

Catholic Health

Cazenovia Recovery Systems, Inc.

Celebrate Recovery

CINQCARE

Conifer Park

DePaul Housing

Erie Community College

Erie County Medical Center

Erie County, Adult Protection  
ServicesErie County, Department of  
Social Services

Evergreen Health Services

Family Justice Center of Erie County

Fidelis

International Institute of Buffalo

GBAUGHN

Jericho Road Clinics

Kaleida Health

Know Your Housing Options

Mary Agnes Manor

Molina Healthcare

Neighborhood Legal Services

New York State Office of Parole/  
ProbationNYS Division of Parole Re-entry  
Services

Olmsted Center for Sight

Pathstone

People Ready

Remedy Staffing

Restoration Society

Salvation Army

716 Ministries

Soldier On

Spectrum Health and Human  
Services

The Beacon Center

Trocaire College

UB School of Dental

United Healthcare

University of Buffalo

US Dept. of Veteran's Affairs

Venture Forthe

Veterans One-Stop Center of WNY

Western Problem Gambling  
Resource Center

WNY Veterans Housing Coalition

If you're interested in supporting the life-transforming work  
of Buffalo City Mission, please contact:

**Buffalo City Mission**100 E. Tupper Street  
Buffalo, NY 14203**(716) 854-8181, ext. 429****[buffalocitymission.org](http://buffalocitymission.org)**



*May the God  
of hope fill you  
with all joy and  
peace as you  
trust in Him, so  
that you may  
overflow with  
hope by the  
power of the  
Holy Spirit.*

*- Romans 15:13*

Thank you for having  
a heart for Buffalo  
and our hurting and  
homeless neighbors.



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