



# » Annual Report 2014

HOUSING | LIFE SKILLS | SUPPORT | DISCIPLESHIP



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"Since I've joined Inner Hope I can confidently say that I've started to do life differently. From making my bed to the way I talk to others, it is all a product of me joining Inner Hope."

- Inner Hope participant



# Inner Hope exists to walk alongside at-risk youth, empowering them to live healthy lives.

Our **mission** is to provide **hope and belonging** to at-risk youth through...



## HOUSING

Providing a safe, stable home, free of drugs, alcohol and abuse.



## LIFE SKILLS

Mentoring youth as they develop the skills needed to build their futures.



## SUPPORT

Helping youth in practical ways in their everyday lives.



## DISCIPLESHIP

Guiding youth in a relationship with their Creator.

## CORE VALUES

**1 FAITH** » We know and share the love of Jesus and His transformational power.

**2 RELATIONSHIPS** » Relationships with youth, families and supporters are the foundation on which our organization and programs are built.

**3 INDIVIDUALS** » Every youth is unique and we tailor our programs accordingly, supporting each one in reaching his or her individual dreams.

**4 COMMITMENT** » We are committed to long-term relationships with the youth and their families, and to being a lasting presence in the community.

**5 INTEGRITY** » We value honesty, sincerity, and reliability, knowing we must earn the trust of those we serve and those who support us.

**6 STEWARDSHIP** » We believe in accountability and transparency and strive to be good stewards of the resources that have been entrusted to us including financial provision, material gifts and individual talent.



## A Year of Challenge and Growth

2014 was a challenging year for Inner Hope and yet God provided, sustained and grew our ministry in miraculous ways. The following verse sums up the year well, "My gracious favor is all you need. My power works best in your weakness" (2 Corinthians 12:8b). All glory and honour for all that was accomplished in 2014 goes to Jesus.

In 2013 Carla Dickinson, one of Inner Hope's co-founders, stepped down from her role as House Parent to begin the journey towards becoming a foster parent. She continued to reduce her role in 2014 and **Kiersten Ballard was hired April 1st to replace her as Director of Programs and oversee our growing ministry and frontline staff team.** Spring was a challenging time for me personally and I am grateful to have had the opportunity to take a four-week leave. Staffing changes, hiring, transition, prayer and discernment were a theme in spring. I am extremely thankful for the leadership of our board and the commitment of Kiersten and Carla who supported the team extremely well throughout all these transitions.

At the same time, the plan to pursue a new residence for our housing ministry moved forward. A local foundation purchased a home on Inner Hope's behalf leading to a summer full of activity! The House transitioned from housing into a community space, I moved out of The House and Mark Ang (past youth) and his wife Merissa began renting the downstairs suite. **Inner Hope got possession of its new home August 19th and a new housing team was secured: Ben and Deirdre Stevens as House Parents and Mark and Merissa as respite.** We are thankful for an amazing group of volunteers, including our Reality Church family, who helped make these moves possible. Throughout this time, youth and children continued to grow and develop through attendance at summer camp and participation in a Mexico service trip.

The fall brought renewed focus on fulfilling our mandate to serve youth and families in East Vancouver. The Home opened in September and was filled to capacity in 3 ½ weeks with four teenage residents! The four youth settled in well and all continued to live in the home for the remainder of the year. With thankfulness to God, our new programming team quickly became a cohesive unit. Our teen Boundless Life Skills Program went through a rebuilding stage under a new coordinator, Katherine Savage, and Marco Sotres oversaw the community space and our volunteer team. Carla and Kiersten partnered in leading our Sunday ministry including rides to church, Sunday lunch and afternoons at The House. **We also completed a community assessment to prepare for the launch of a Post-Secondary program in partnership with World Vision Canada.**

Together we served 244 individuals in 2014 and by God's grace anticipate greater things in 2015.  
**Thank you for partnering with us and being a part of this story.**

  
Jenny Shantz  
Executive Director



## » volunteers

### Board of Directors

Leanne Warawa  
**Chairperson**  
 Business Manager, McDonald LLP & Company

Karen Giesbrecht  
**Secretary**  
 Dietician, Salvation Army Harbour Light

Peter Legg  
**Treasurer**  
 Vice President of Finance and Administration,  
 BC Lions Society for Children with Disabilities  
 & Easter Seals BC/Yukon

Leon Vose  
**Member**  
 IT Asset Manager, Finning Canada

Carrie Peters, term ended March 2014  
**Member**  
 Principal Scientist, STEMCELL Technologies

Corrine Funk, resigned October 2014  
**Member**  
 Homemaker

Brett Marchant, resigned August 2014  
**Member**  
 Ecosystems Analyst, Environment Canada



Community Advisory Committee from left to right: Marlene, Jordan, Jenny, June, Leslie, Elizabeth, Kiersten, Erica

### Community Advisory Committee

Marlene Henry  
*Founding member of the Community Advisory Committee,  
 mother of three past Inner Hope residents*

June Rose  
*Mother of an Inner Hope participant who is in our  
 Boundless Mentorship Program*

Elizabeth Adams  
*Marlene's daughter and the first youth to live with Carla  
 and Jenny prior to Inner Hope's existence*

Jordan Guy  
*Past Boundless participant*

Erica Saunders  
*Long time Boundless participant*

Leslie Arrance  
*First resident at our new Home and long time Boundless  
 participant*

Rebel Arrance  
*Long time participant of Inner Hope*

## » staff

### 2014 Fall Team: Staff & Contracts

Jenny Shantz  
*Executive Director*

Marco Sotres  
*Volunteer & Post-Secondary Program Coordinator*

Kiersten Ballard  
*Director of Programs*

Ben & Deirdre Stevens  
*House Parents*

Carla Dickinson  
*Manager of Human Resources & Finances*

Kitty Chan  
*Administration & Communications Assistant*

Katherine Savage  
*Boundless Coordinator*

Mark Ang  
*Home Respite*

Additional 2014 staff and contracts: Sarah Hartung, Angela Wu, Gillian Tiessen, Toni Gladstone and Brenda Peat



Top: Mark, Merissa and Abigail  
 (Home Respite Family)

### TOTAL VOLUNTEERS IN 2014: 90

Board: 7

Community Advisory Committee: 7

Screened Volunteers: 41

Non-screened Volunteers: 35

[ Inner Hope hosted 3 volunteer training workshops ]

### Professional Development Highlights

Workshops attended by staff:

- Circle of Courage Training
- 3 Pillars of TraumaWise Care
- FASD (Fetal Alcohol Syndrome Disorder) in the Downtown Eastside
- Faith and Development workshop
- OMADA Team building workshop – Staff team building day
- World Vision workshops:

Learning conference – Presented our evaluation of our Boundless Program

LEAP 1 (Learning through Evaluation with Accountability and Planning) – Community Assessment Training

## » programs



Through your generous support, housing was provided for **10** individuals in 2014, and **10** were assisted with moving or with housing referrals. Inner Hope's residence had **20** overnight guests and **67** overnight stays. The new home hosted **58** participant guests in September - December upon opening on September 9, 2014.

## HOUSING: 34



We were not meant to live life alone! In 2014, **223** individuals were supported at Inner Hope; a total of **2178** meals were served, **16** birthday celebrations hosted, and **98** participants attended a community event.

Inner Hope staff hosted numerous holiday dinners including **1** Easter dinner, **2** Thanksgiving dinners and **4** Christmas dinners.

## SUPPORT: 223

*Total served: 244 (108 youth, 53 children, 74 adults)*

## LIFE SKILLS: 47

Our Life Skills programs include our **Boundless Mentorship program** and **Post-Secondary program**.



## BOUNDLESS

**24** youth were matched with a mentor. Over **2057** mentor hours were invested and **11** workshops were hosted.

## POST-SECONDARY

**12** participants received post-secondary support, which includes homework help, assistance with post-secondary registration, career planning, and help with applying for funding.

**16** youth and adults not in Boundless or Post-Secondary were also mentored.

## DISCIPLESHIP: 108

**88** attended Reality Vancouver Church in 2014, **75** attended a Sunday Lunch at The House and **32** participants attended a discipleship event.



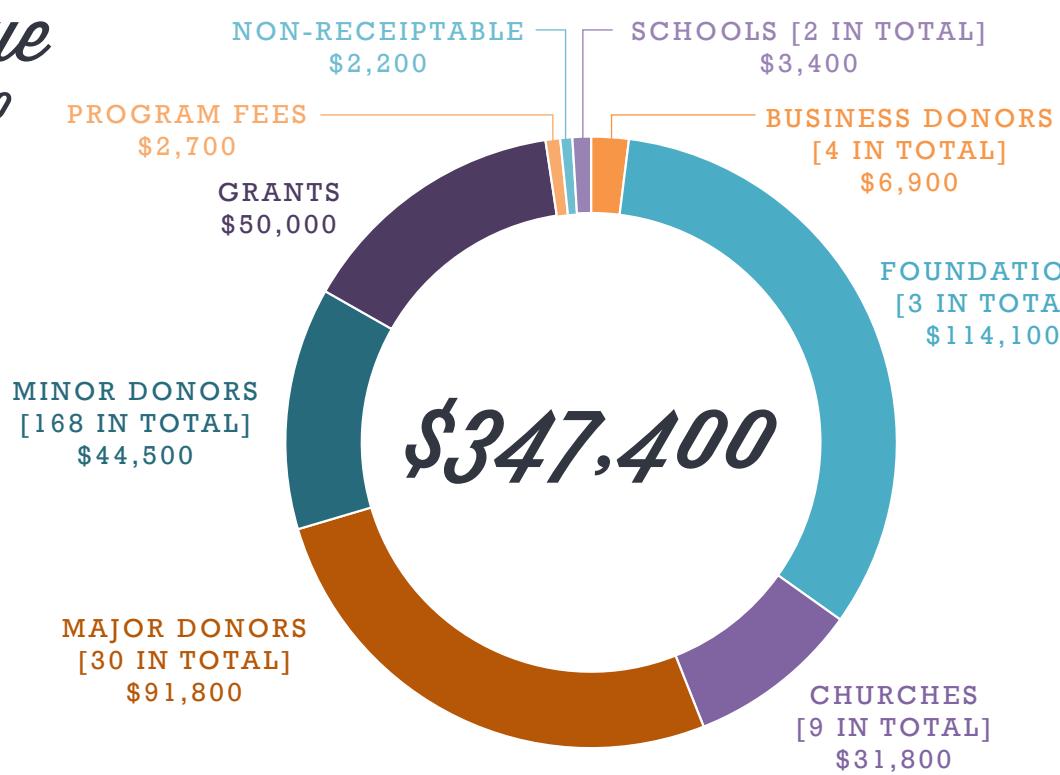
**6** youth and **3** leaders participated in a service trip to Mexico.

» Group photo from our 2014 Mexico Trip in partnership with Youth With a Mission.

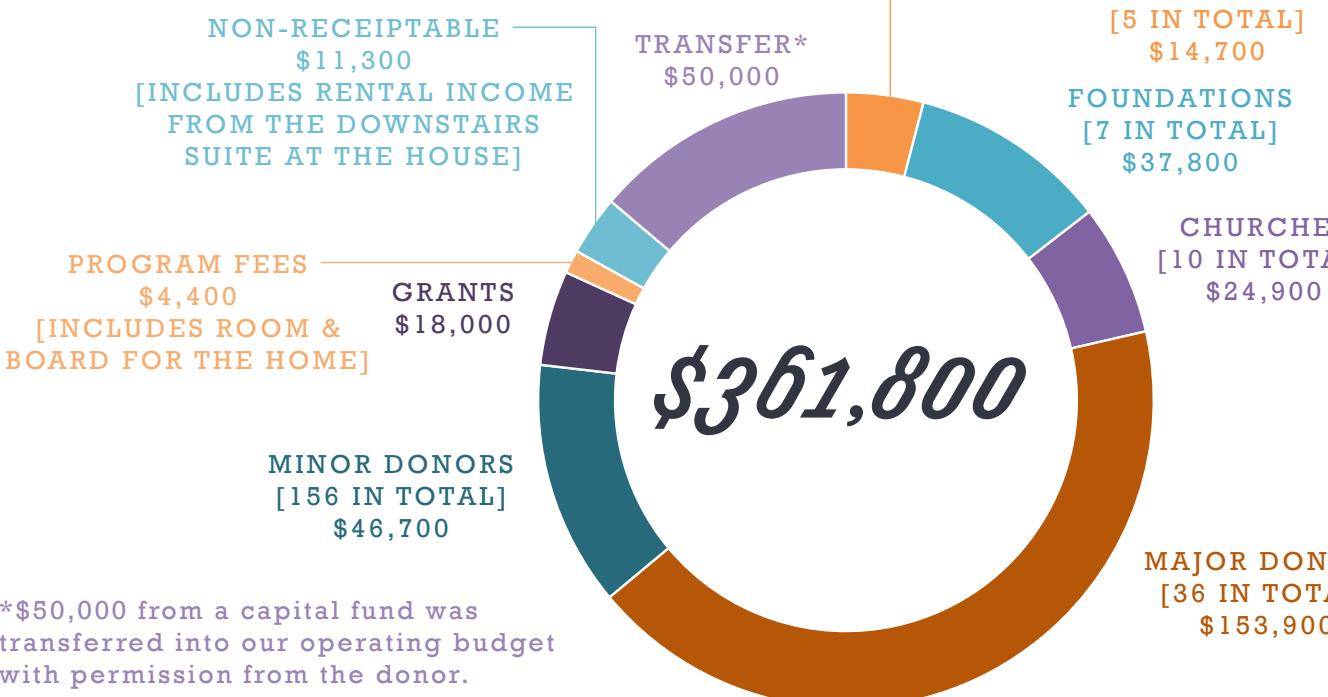
## » income

*2013 revenue*

\$347,400

*2014 revenue & designated funds*

\$361,800



## expenses

*2013 expenses\**

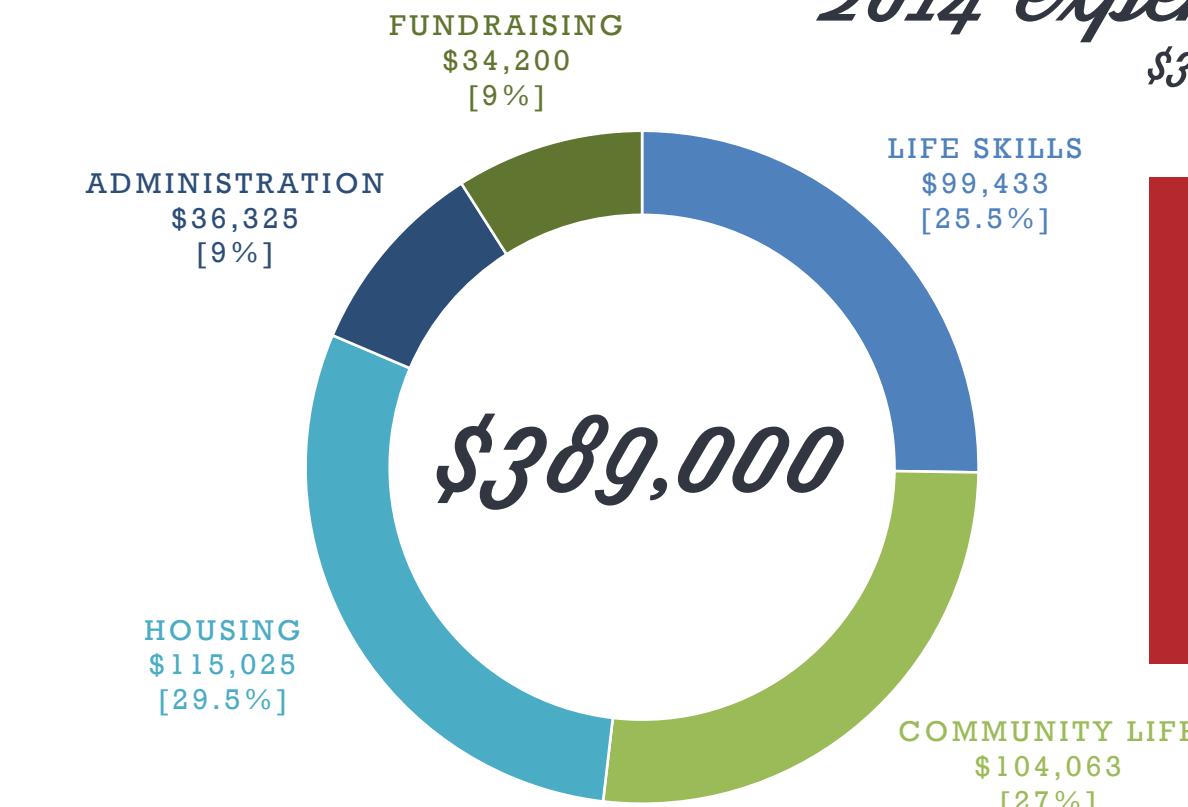
\$301,000

| EXPENSE CATEGORIES                   | % OF TOTAL EXPENSES 2013 | TOTAL AMOUNT 2013 |
|--------------------------------------|--------------------------|-------------------|
| STAFFING                             | 63.4%                    | \$190,900         |
| PROGRAMMING [FOOD INCLUDED]          | 15.9%                    | \$47,800          |
| FACILITY [RENT, UTILITIES, INTERNET] | 12.1%                    | \$36,300          |
| ADMINISTRATION                       | 8.6%                     | \$26,000          |

\*Comparison of expenses between 2013 and 2014 differ due to an updated method of categorization applied in 2014.

*2014 expenses*

\$389,000



## FINANCIAL SUMMARY

TOTAL INCOME  
[\$361,800] -  
TOTAL EXPENSES  
[\$389,000] =  
-\$ 27,200

\*\*Staff salaries are included in the areas where they serve.

\*\*\*Expenses do not include depreciation costs.

## » development

# Highlights of 2014

**Secured a second site to separate our housing services from the community space:**

A local foundation (who wishes to remain anonymous) contributed \$1,015,000 to purchase a home for Inner Hope's housing services with rent set at \$1 per year.

Inner Hope gained possession of The Home on August 18th, 2014.

**Two-year partnership secured with World Vision:**

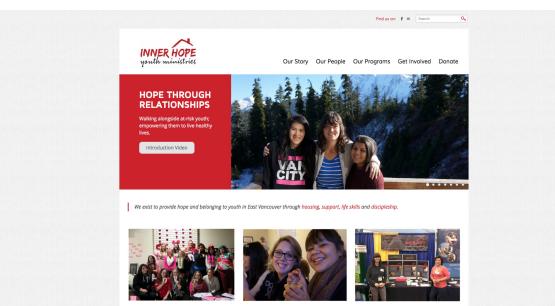
October 2014 Inner Hope signed a new 2-year partnership agreement with World Vision to launch a post-secondary program.

**Rina M. Bidin Foundation donation**

Donated \$20,000 towards our Life Skills and Community Life Programs.

**Five Rides in May Bike Challenge**

Second annual bike challenge event; raised almost \$20,000.

**Communications & Promotions:**

Booth at Missions Fest

Video produced of Frankie's story

Article in Church for Vancouver publication

New website launched

Quarterly newsletters produced

Monthly prayer letters sent

Speaking engagements in 2 local churches

Inner Hope facebook pages updated regularly

Gift calendar sent to monthly donors

## » partnerships

# Formal Partnerships

**World Vision Canadian Programs** – Completed a partnership agreement for our Boundless Program. Signed a new partnership agreement to launch a Post-Secondary Program.



# Informal Partnerships

**Reality Church** – In 2014, 88 individuals from Inner Hope attended Reality Church with 15-25 in attendance at church most Sunday mornings. Members of the Inner Hope community provide rides to church, support with Sunday School and hosts lunch at The House afterwards

**Camp Qwanoes** – Inner Hope staff and youth lead a staff training workshop on Counseling Youth At-risk and sends approximately 15 youth/children to a week of summer camp

**Red Soul Rising (NAIM)** – Inner Hope brings youth to Red Soul Rising's annual Mt. Baker retreat and is a part of the planning committee.

**YWAM San Diego/Baja** – Inner Hope brought a team of youth to participate in Mission Adventures, a life-changing, short term mission trip experience for junior and high school students. There, they had the opportunity to make a difference by building a home for a family in Mexico.

**Networks and financial supporters:****Schools**

Britannia Secondary including Outreach and Streetfront programs  
Whytecliff Agile Learning Center  
Total Education Center  
Vancouver Community College  
Langara College  
Trinity Western University

**Agencies**

Youth Unlimited  
UNYA (Urban Native Youth Association)  
Sarah McLachlan School of Music  
Ministry of Children and Families – Youth Office  
Vancouver Aboriginal Child and Family Services

**Businesses**

Dickinson+Hicks Architects  
Michael J. McDonald Personal Law Corp.  
Wilson's Big O Tires Ltd.  
Park Georgia Realty Ltd.  
Jim M. Smith Chartered Accountant Inc.  
Bental Kennedy  
Sockeye Solutions Consulting Incorp.

**Foundations**

Rina M. Bidin Foundation  
First Baptist Church Foundation  
Boys and Girls Clubs - Odyssey I

## » stories of impact

### Below are some stories, quotes and survey results highlighting the impact Inner Hope has had by the grace of God. Be encouraged as you read!

"I joined Boundless because I was in need of a mentor. At the time, I didn't have much of a positive male role model. I learned the basic skills that you need to get by in life, from learning how to clean properly, to cooking a meal when you're home alone. Learning how to write a resume didn't hurt either! Looking back, it started to motivate me to do other things, like stay fit and play more sports, as well as giving me the urge to graduate." – Past participant

"The things that have changed in my life because of Boundless are my attitude towards chores and cooking, and most importantly, seeing how important it is to learn the functional skills of life. **The most significant part of Boundless for me is the mentorship and relationship with a good, healthy and godly role model for youth to look up to and go to.**" – Past participant

"I joined Inner Hope for one reason and one reason only: to get free food. My intention in the beginning was to just take stuff that they offered, but I didn't know that they also offered a way to meet Jesus. When I found out that Boundless wasn't only about food, it changed my life. Since **I've joined Inner Hope I can confidently say that I've started to do life differently. From making my bed to the way I talk to others, it is all a product of me joining Inner Hope.**"  
– Participant

"I've seen so much growth in my daughter since she started meeting with her mentor. **Being a single dad, I saw a huge need in her life to have a "big sister" – an older women or friend to talk to.**" – Father of participant

#### Survey results from 11 youth who ranked the statements below between 1-10:

Inner Hope's home feels safe and welcoming | Average score: 8.6 (seven 9's & 10's)

Inner Hope provides practical support to you and your family | Avg. score: 7.7 (five 9's & 10's)

The staff and volunteers at Inner Hope are role models you can look up to  
Avg. score: 8.5 (seven 9's & 10's)

At Inner Hope you have the opportunity to ask questions about God and grow in your understanding of the Creator and His love for you | Avg. score: 8.7 (eight 10's)

Inner Hope's programs help you develop skills and follow your dreams  
Avg. score: 8.4 (seven 9's & 10's)

Inner Hope accepts youth from all cultures and situations | Avg. score: 8.5 (eight 9's & 10's)

## looking ahead

### Goals for 2015

#### 1. Ensure a strong, effective, leadership team

- Develop a full board (7-9 board members)
- Create a leadership team covenant for senior leaders

#### 2. Create and maintain a healthy organizational culture and work environment

- Conduct a staff satisfaction survey twice in 2015 as a measurement
- Increase staff retention in 2015

\*In 2014, our entire programming team turned over

#### 3. Develop a new 3-year strategic plan with assigned action plans and measurable targets

#### 4. Raise \$500,000 to sustain our growing programs and staff team

- a. Develop a 2-year fundraising plan
- b. Increase monthly donor team from 67 to 100

#### 5. Secure a contract bookkeeper

#### 6. Develop individual program plans and evaluate each program in 2015

- a. Housing
  - i. Create a home manual with guidelines and procedures
  - ii. Maintain the health of house parents and respite staff
- b. Life Skills
  - i. Boundless – bring program to capacity (20 youth) by spring 2015
  - ii. Post-secondary – launch a formalized Post-secondary Program April 1st, 2015
- c. Community Life
  - i. Develop a Community Life Coordinator position and program area (discipleship, support and community events)
  - ii. Further utilize The House as a well-used community resource for youth and families





[www.innerhope.ca](http://www.innerhope.ca)