

# ANNUAL REPORT 2017



**INNER HOPE**  
youth ministries

hope through relationships

# *one story of impact*

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Richard is a dynamic 18-year-old whose personal growth and involvement in Inner Hope have both grown exponentially over the last few years. As one of five children raised by a single mom on a low income, a little support from Inner Hope has made a huge difference. Just over three years ago Richard joined Boundless and was matched with John Wong as his mentor. Their relationship took off from the get-go and weekly outings often included one or two of John's kids and a sibling or two of Richard's. Graduating High School last June was a huge highlight and attending summer camp at Camp Qwanoes with Inner Hope's Boundless Program strengthened his faith. This led to him attending the Qwanoes Counselor-In-Training

Program last summer. Since September, through the support of Inner Hope's Post-Secondary Program, Richard has blossomed. He has become a youth leader at his church and recently got a job working at a spring break day camp for inner city elementary kids. He has recently been accepted into a staff role as a leader in training at Camp Qwanoes and is in the process of applying to attend Capernwray Bible School in September. Richard's heart for kids growing up in situations similar to his has inspired his dream of becoming a youth pastor.

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# vision & mission

Inner Hope Youth Ministries' vision is youth and families equipped to live healthy lives and to empower the next generation.

Our **mission** is to walk alongside youth and families in East Vancouver nurturing **hope**, **belonging**, and **transformation** through:



## SUPPORT

Promoting positive community engagement and loving youth, young adults and families in practical ways



## DISCIPLESHIP

Guiding children, youth and youth adults in a relationship with their Creator



## LIFE SKILLS

Mentoring youth and young adults to develop the skills needed to build their futures



## HOUSING

Offering safe, stable and supportive homes for youth, young adults and their children

## CORE VALUES



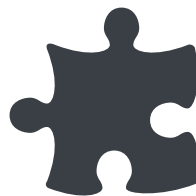
## FAITH

We value sharing the love of Jesus and believing in His transformational power.



## COMMITTED RELATIONSHIPS

We value long-term relationships with youth, families, and supporters.



## COMMUNITY

We value journeying together as a community of diverse individuals who love and care for one another.



## INTEGRITY

We value living with honesty, transparency, reliability, and stewardship, knowing we are accountable to God, those we serve, and those who support us.

# a letter from jenny



## Raising leaders, breaking cycles

It is amazing to me that God can take the offerings of imperfect people and multiply our meagre efforts for his glory. 2 Corinthians 12:9 says, "My grace is sufficient for you, for my power is made perfect in weakness." The miracle of the stories of transformation enclosed in this report is that God can use a diverse, imperfect team of staff and volunteers to have a transformational impact in East Vancouver. In 2017 Inner Hope walked alongside almost 300 individuals, having a deeper level of regular engagement among 80-90 core participants.

Over the years Inner Hope has prioritized training for staff and volunteers. One of our staff development workshops in 2017 involved a blanket exercise led by Trinity Western University's Si:yam (a Sto:lo word for respected leader). This exercise brought to life many of the atrocities Canada's Indigenous people have suffered over the last 150+ years. As we grow in our knowledge and understanding of the generational impacts of government policy coupled with systemic racism towards Indigenous people in Canada, the challenges of reconciliation and working towards a just society can seem almost insurmountable.

In last year's annual report, I ended with the verse, "Let us not become weary in doing good, for at the proper time we will reap a harvest if we do not give up" (Galatians 6:9). This past year we saw that verse come to life at Inner Hope. For the first time in 10 years a couple of Inner Hope alumni entered into full-time ministry: one was hired by a Christian non-profit to help run a drop-in centre in the north end of Winnipeg and one took a full-time position with Inner Hope. In the midst of so much pain and despair, we are witnessing incredible miracles of cycles broken and healing in Christ.

One of the biggest accomplishments of 2017 was the development of a new 3-year strategic plan. This involved many hours of listening, discussing, prayer and discernment. It is always a bit daunting to reflect on the needs in the community and growth areas for Inner Hope. At the same time, there is excitement at the possibility of increased impact in young lives over the years to come. As you read the overview of the plan at the end of this report, I ask that you pray with me for strength, perseverance and vision to accomplish these tasks. As I complete my reflection on 2017, I am extremely thankful for each of you and the way you have partnered with Inner Hope whether through financial support, prayer, or volunteering.

In Service Together,

A handwritten signature in dark ink that reads "Jennifer L Shantz". The signature is fluid and cursive.

Jennifer Shantz  
Executive Director

**"My grace is sufficient for you, for my power is made perfect in weakness." 2 Corinthians 12:9**

# volunteers

## Board of Directors

**Peter Legg**  
*Chairperson (Jan-Nov 2017)*  
Business Consultant

**Leanne Warawa**  
*Chairperson (Nov-Dec 2017)*  
Retired Law Firm Administrator

**Leon Vose**  
*Secretary*  
Retired IT Asset Manager

**Jeff Block**  
*Treasurer*  
Chartered Accountant, Partner

**Rebecca Janke**  
*Member*  
Parent Consultant & Adoption  
Social Worker

**Carrie Peters**  
*Member*  
Retired Scientist

**Barbara Schmidt**  
*Member*  
President, Jordan Development  
Corporation

**Jen Close**  
*Member*  
Research Program Manager,  
Neonatal Intensive Care Unit

**Denise Fong**  
*Member*  
Museum Registrar

## Community Advisory Committee

**Jen Close**  
*Volunteer, Board Rep*

**Diana Thompson**  
*Parent*

**Elizebeth Adams**  
*Past participant & Parent*

**June Rose**  
*Parent*

**Erica Saunders**  
*Post-Secondary Program participant*

**Kayla McDonald**  
*Parent*

**Leslie Arrance**  
*Post-Secondary Program participant*

**Rosa Saunders**  
*Inner Hope Staff Member & Parent*

**Phillip Joseph**  
*Resident*

**Rebel Arrance**  
*Post-Secondary Program participant*

**Brooke Abrams**  
*Post-Secondary Program participant*

## Volunteers

[ TOTAL: 129 | REGULAR: 43 | CASUAL: 75 ]

Board	9
Community Advisory Committee	11
Support, Community Life	41
Discipleship	23
Life Skills, Boundless	37
Life Skills, Post-Secondary	5
Housing	16
Other	5

\*17 volunteers  
served in multiple  
program areas.



## 2017 Team: Staff & Contracts

Jenny Shantz  
*Executive Director*

Diana Squires  
*Director of Programs*

Katherine Savage / Mark Ang  
*Boundless Program Coordinator*

Hope Hart  
*Post-Secondary & Community Life Coordinator*

Melissa Chan  
*Communications & HR Assistant*

Cherise Gudlaugson & Josiah Abubakar  
*House Parents*

Andrea Vaags  
*Respite House Parent*

Ben & Deirdre Stevens  
*Mentor Couple*

Rebecca Young / Kenneth Kuo  
*Volunteer Coordinator*

Sarah Hau  
*Sunday Ministry Coordinator*

Eric Chu  
*Bookkeeper*

Rosa Saunders  
*Housekeeper*

Kayla Meeking  
*Summer Intern*



Community Advisory Committee



Staff & Contractors 2017 (Rosa absent)

## Professional Development

- **Indigenous History Workshop:** Led by Patti Victor at Trinity Western University
- **Residential Schools: Responding To Our Shared History:** Missions Fest Mini-Conference
- **Foundations for Dialogue & Engagement Between Aboriginal & Non-Aboriginal Peoples course:** Led by Simon Fraser University
- **Canadian Youth Workers Conference:** Attended by front-line staff
- **Suicide Awareness & Intervention, Vicarious Trauma Webinars:** Produced by the Crisis & Trauma Resource Institute
- **Youth Mental Health & Trauma Workshop:** Led by Julia and Michele of New Story Counselling
- **FASD & Trauma Workshop:** Led by Linette Schut, MEd, RCC
- **Podcast Series "The Soul of Sexuality":** Produced by Trinity Grace Church
- **SDI (Strength Deployment Inventory) workshop:** Led by Lesley-Ann Marriott, Certified Executive Coach, on team personality and conflict management
- **Servant Leadership Workshop:** Led by Kris Martens, Head Pastor at Reality Church
- **Reflective Practice Workshop:** Led by Suvi Teigen, Covenant House's Manager of Case Management
- **5 Dysfunctions of a Team:** All staff participated in this book study in March and April

# programs

## TOTAL SERVED: 286

(85 children, 66 youth, 51 young adults, 84 adults)

All our programs fall under the service umbrellas of support, discipleship, life skills, and housing. Many individuals were served in multiple program areas, as our goal is to develop deep relationships with youth and families and walk alongside them in all areas of life.

### Support, Community Life



*Graduation Celebration with 2017 grads (high school and post-secondary)*

We were not meant to live life alone! At Inner Hope, we walk alongside individuals in their day-to-day lives. Community events are often the entry point for connecting with youth and families.

- » Total individuals served: **286**
- » Community engagement: **173**  
*(individuals who attended a community event)*
- » Individualized support: **245**  
*(advocacy, hospital visits, rides, mailing address, birthday celebrations, help moving)*  
\*52 more people attended a community event this year!

### Discipleship

Inner Hope partners with Reality Church, integrating our youth and families into the Reality family through developing relationships, providing rides, and hosting a monthly lunch. We also help send youth and families to summer camps and retreats.

- » Total individuals served: **83**
  - » Attended church: **53**
  - » Rides to church: **40**
  - » Sunday Lunch participants: **50**
  - » Attended summer camp/retreats: **44**



*Family Camp at Camp Qwanoes*

## Life Skills



*Cooking workshop with Boundless*

Inner Hope supports youth and young adults in gaining the skills they need to thrive through Boundless, our teen mentoring program, and through our Post-Secondary Program.

### BOUNDLESS [AGES 13-18]

- » Total served: **48**
- » Matched with a mentor and set goals: **23**
  - » **2167** hours of mentoring
- » **9** workshops attended by **22** individuals
- » **13** social events hosted

### POST-SECONDARY [AGES 19-24]

- » Total served: **20**
- » Full participants: **17**  
*(those who developed an education / employment plan)*
- » **987** support hours
- » **295** tutor hours
- » **12** social events attended by **17** individuals



*Pumpkin patch visit with the young adults in Post-Secondary*

## Housing

Our housing exists for inner city youth and young adults in East Vancouver who desire a safe, supportive home environment with live-in adult support and mentoring. We currently offer two options: The Home and The Parental Suite.

- » Total housed: **7**

### THE HOME

- » Total residents: **5**
- » Total guests: **48**  
*(family & friends of participants)*
- » Total overnight guests: **13**

### THE PARENTAL SUITE

- » Total residents: **2**
- » Total guests: **46**  
*(family & friends of participants)*



*Josiah (House Parent) and a past resident at Easter Dinner*

# highlights of 2017



## Inner Hope celebrated our 10-year anniversary!

In the first 10 years we grew from a team of 2 to a team of 14 personnel and from one home to three

## Inner Hope's first two alumni were accepted into full-time ministry positions.

- » In January 2017 past resident Toni Gladstone was hired by Inner-City Youth Alive as a leader for their youth drop-in centre
- » In September 2017 Mark Ang became the first Inner Hope alumnus to be accepted into a full-time position at Inner Hope



## Inner Hope participants are breaking cycles of poverty by furthering their education.

Highlights include:

- » Celebrating 8 grads (6 high school grads, 2 post-secondary)
- » 1 parent completing her 2nd year of a Bachelor of Nursing
- » 1 current participant completing his 3rd year of a Bachelor of Education
- » 1 past resident graduating with a social service diploma and securing a full-time job at Native Courtworkers
- » 1 young adult starting a year of Bible school



*Celebrating Inner Hope's 10-year anniversary in July with members of our community. Bottom Photo: Toni on left.*

Inner Hope's third annual Ride for Refuge event was the largest yet! There were 63 riders/walkers who participated and we raised \$30,000.

Inner Hope completed a new 3-year plan with over 50 individuals providing feedback throughout the process. More details on page 15.



*Diana with some of the friends of Inner Hope who participated in the Ride for Refuge.*

# stories and quotes

Below are some stories and quotes highlighting the impact Inner Hope has had in 2017 by the grace of our amazing God!

"I began my journey with Inner Hope when I was 15 and the year was 2013. I first started in the Boundless program and met my mentor, who was my mentor for 3 years and is my friend today. She guided me through my life experiences and discipled me into the person I am today. She even got me into a leadership program that resulted in me going to Rwanda. Those were two life-changing experiences! **Inner Hope has been a big part of my life and I am very appreciative for everything they have supported me with.**"

- Destiny, Participant



"I get to meet a bunch of new friends and hang out with Mark at paintball. **What makes me feel loved is having a mentor that's reliable and follows through on things.** Having so many people looking after you if you need help. I feel supported."

- Austin, Boundless Youth

"**Inner Hope has spread joy to me by accepting me, as I am.** It really makes me feel included and engaged to Inner Hope and my home."

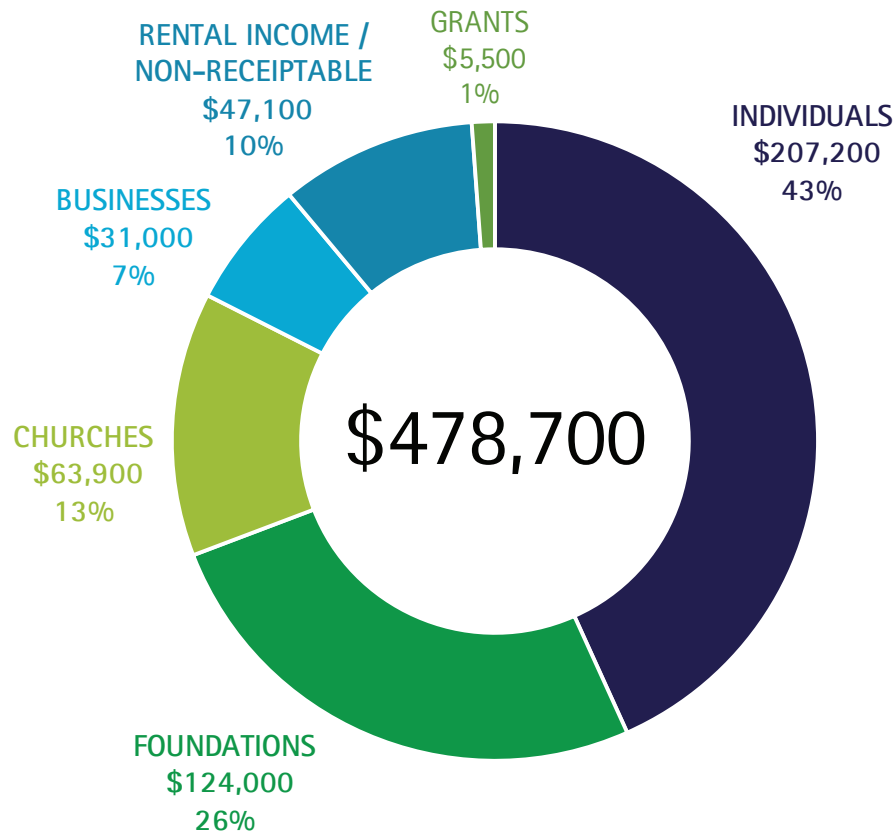
- River, Home Resident

"There's been multiple times where I felt hopeless and life was not going the way I wanted. **Inner Hope helped to remind me that my goals were still achievable.** I'm looking at my baptism photo right now. My life has been so dysfunctional that I never thought I would be in a place where I could accept God's acceptance of me."

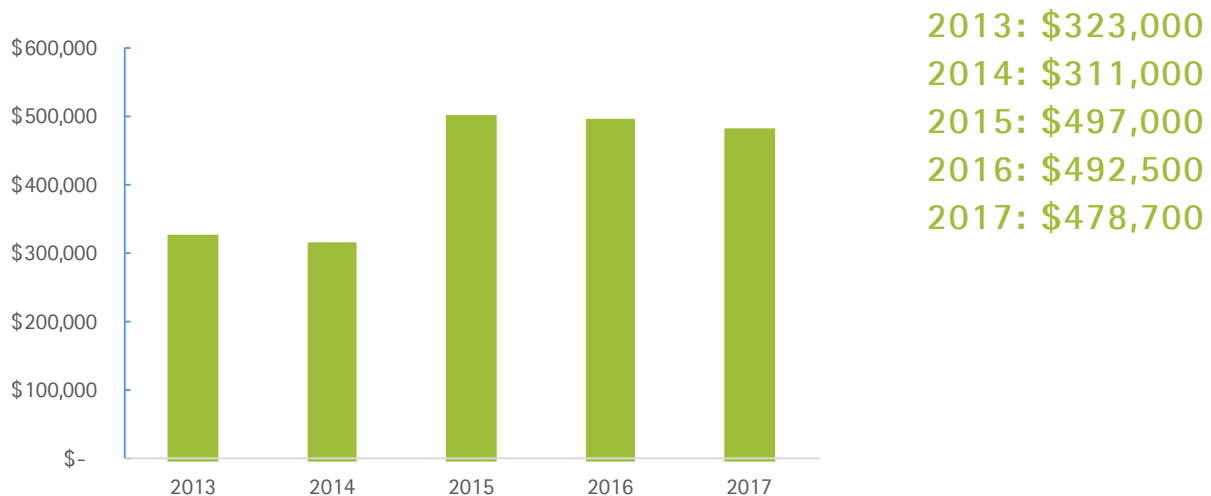
- Liz,, Mom, Community Advisory Committee Member and Past Resident

# income

## 2017 Revenue & Designated Funds

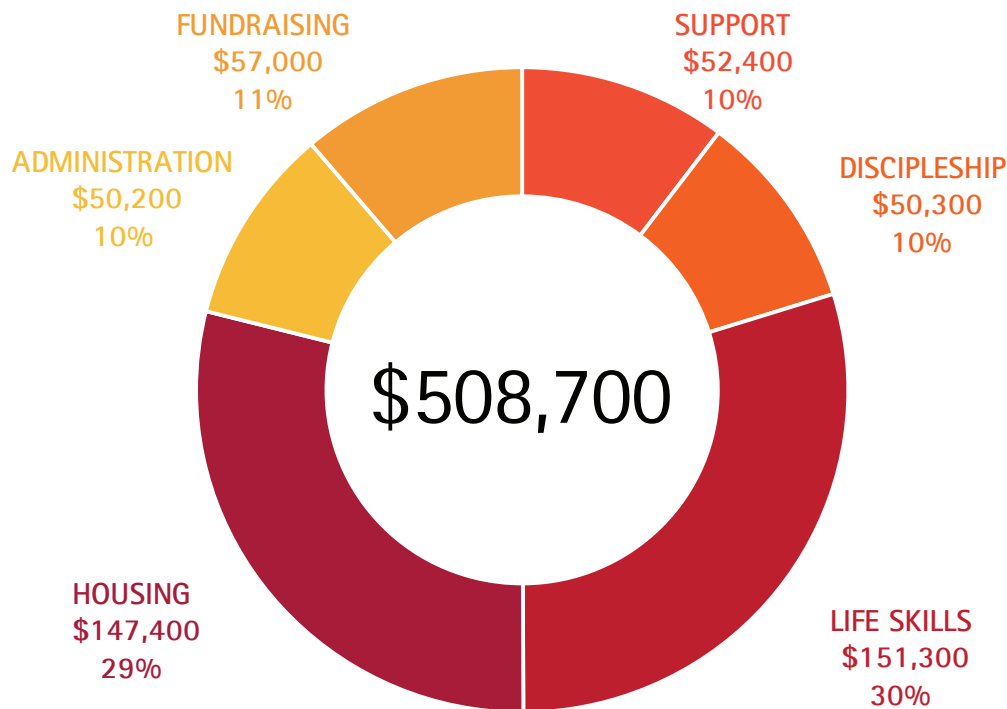


## Revenue Growth



# expenses

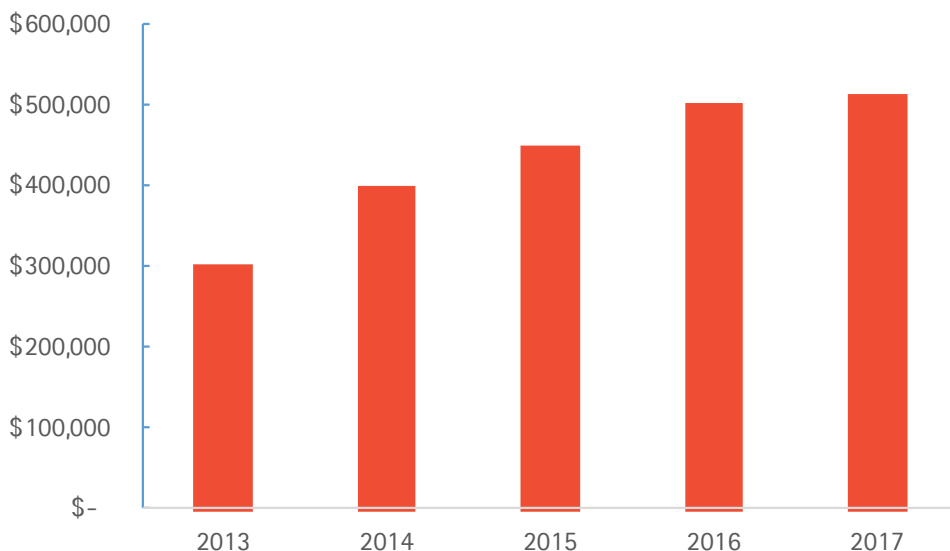
## 2017 Expenses



### FINANCIAL SUMMARY

TOTAL INCOME  
[\$478,700]  
-  
TOTAL EXPENSES  
[\$508,700]  
=  
-\$30,000

## Expense Growth



2013: \$297,000  
2014: \$395,000  
2015: \$446,000  
2016: \$496,500  
2017: \$508,700

# partnerships & networks

## Formal Partnerships

**Reality Church** – In 2017, Inner Hope signed a formal partnership agreement with Reality Church. The goal of the partnership is to integrate Inner Hope youth and families into the Reality Church family through authentic, committed relationships and discipleship resulting in a supportive, inter-connected community and long-term ongoing transformation for individuals.

**Bakerview Church** – In 2015, Bakerview Church initiated a 5-year funding partnership with Inner Hope as a 50th Anniversary project. Their annual support covers a significant portion of our discipleship costs.

## Informal Partnerships & Networks

*Networks and financial supporters:*

### Schools

Britannia Secondary, including Outreach and Streetfront programs  
South Vancouver Learning Centre  
Trinity Western University  
Vancouver Community College  
Whytecliff Agile Learning Centre

### Agencies

Covenant House  
Creative Solutions Counselling, Colleen Fuller  
Ministry of Children and Families – Youth Office  
UNYA (Urban Native Youth Association)  
VACFSS (Vancouver Aboriginal Child & Family Services Society)  
Youth Unlimited

### Churches

Bakerview MB Church – Abbotsford, BC  
Bethel Baptist Church – High Prairie, AB  
Bethel International Church – Vancouver, BC  
First United Mennonite – Vancouver, BC  
Granville Chapel – Vancouver, BC  
Mountainview Christian Fellowship – Vancouver, BC  
Reality Church – Vancouver, BC  
Richmond Baptist Church – Richmond, BC  
Tenth Church – Vancouver, BC

### Businesses

Marriott Management Group  
Mt Lehman Enterprises  
Richmond Bike Shops  
Wilson's Big O Tires Ltd.

### Camps

Camp Qwanoes  
Keats Camp

### Foundations

Rina M. Bidin Foundation  
2 foundations prefer to remain anonymous



*Bakerview Church Service Group*

# Strategic Plan: 2018-2020

## Process

A Highlight of 2017 was creating a 3-year strategic plan for Inner Hope.

The following depicts the 10-step process used to create the plan.



## Insights Gained

Based on consultation meetings and interviews, Inner Hope's greatest strengths are:

- » our holistic, faith-based, wrap-around approach
- » the love, compassion and care we provide through long-term, committed relationships
- » our stable community presence.

Inner Hope's greatest weaknesses have been:

- » limited cash flow
- » maintaining staff health/ guarding against burnout.

## Results

The results of the Strategic Planning process highlighted three key areas of need. These areas must be addressed to increase Inner Hope's sustainability and long-term impact on youth and families.

In our 2018-2020 Strategic Plan we commit to:

- » Expanding Inner Hope's financial capacity; positioning Inner Hope for long-term stability and future growth
- » Strengthening Inner Hope's organizational culture and HR support; growing as a Christ-centered, diverse, supportive community that leads to growth in participants, volunteers, staff and donors
- » Growing the quality of Inner Hope's services; increasing Inner Hope's impact on core participants

Thank you to all who participated in our Strategic Planning Process in 2017.



## Ways to Partner:

- Become a **Board Member** (seeking 3 individuals)
- Become a **Volunteer** (seeking 3 mentors, 2 event drivers, 1 career coach)
- Become a **Friend of Hope** (seeking 16 new monthly donors)
- Host an **awareness dinner** to introduce friends and family to Inner Hope
- Participate in our 2018 **Ride for Refuge** event
- Join our **Prayer Team**

### Address:

Inner Hope Youth Ministries  
PO Box 74084, RPO Hillcrest Park  
Vancouver, B.C.  
V5V 5C8

### Contact:

Jenny Shantz, Executive Director  
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